

No. 031/26

30 January 2026

Dear Colleagues,

Royal Mail Group Half-Term – Dog Awareness Message

The purpose of this LTB is to advise Branches, our Safety Reps and members that week commencing the 9th of February, RMG will be issuing a ‘half-term’ Dog Awareness message, given the spike in dog incidents last year and during this school holiday.

As reported last year during RMG/CWU National Dog Awareness Week (DAW), held in June, a total of 2,197 attacks by dogs on RMG employees took place from March 2024 to March 2025. Although this was a slight reduction from the 2,206 reported in the previous year, these numbers sadly continue to highlight the risk of dog attacks on CWU members within Royal Mail and Parcelforce.

Whilst Dog Awareness is an all-year-round message, the half-term activity from RMG will centre on ‘*keeping your fingers safe*’ and ‘*if you knock on a door and hear a dog barking, please take steps to keep yourself safe*’. The key messages will cover:

Avoid putting your fingers through a letterbox:

- Use a Posting Peg, the palm of your hand or a safe alternative.
- If you cannot get mail through the door without using your fingers, don’t do it.
- For undelivered mail, use a P6705 sticker when you return to the unit to endorse the mail item.
- Report all hazards to your manager.

If you knock on a door and hear a dog barking, please take steps to keep yourself safe:

- Take a few steps back – create distance.
- Ask the customer to secure the dog before passing them the item.
- Report all instances of dogs being unsecured at the doorstep to your manager.

Attached to this LTB is an advance copy of the RMG SHE (Safety, Health, and Environment) WTLL briefing planned to be issued week commencing 9th February and entitled ‘*Keep Every Finger Safe This Half Term*’.

Also attached is an advance copy of an RMG (SHE) Huddle entitled ‘*Yellow dots for Dog Hazards*’, which is due to be issued week commencing the 2nd of February. This communication sets out the required actions to be taken to ensure that all ‘yellow dots’ used to mark dog hazards on an RM2000 fitting are reviewed to ensure they are aligned with the Hazard Cards and Offsite Risk Assessment (ORA) system.

In outlining the above, it is also relevant to remind Branches, our Safety Reps, and members alike of the availability of a Dog Customer Postcard, which can be delivered alongside the normal mail and is designed to help dog owners identify steps they can take to provide a safer delivery point. On one side of the postcard, the customer is asked to support some simple steps to provide a safe delivery point, and the reverse side can be used to notify anyone delivering to their address that they have a

dog. These postcards have been in use within Royal Mail for some time now and have been previously communicated in LTB 030/25 to promote their wider use.

Two versions of the Dog Customer Postcard are attached to this LTB, one in English and another in Welsh, and these postcards can be requested from your line manager.

Finally, where a situation arises where the deliveries may need to be halted for safety reasons, the P6705 stickers (a copy also attached) should be used on all returned mail items to identify the unsafe reason(s) that prevented any delivery attempt.

A Reminder of the RMG/CWU Joint Message to all on Delivery and Collections

All individuals who perform deliveries and collections across Royal Mail and Parcelforce are reminded of the need to remain vigilant, cautious, keep safe and take no risks:

- Be vigilant, keep safe, take no risks and protect yourself at all times.
- Always err on the side of caution.
- Don't enter properties where dogs are running loose.
- Don't put fingers through the letterbox (use your Posting Peg).
- Don't assume a dog won't bite, as any dog can be aggressive.
- Don't accept an owner's word that their dog will not bite.
- Look for the presence of dogs. Signs on gates, walls and windows, cages in vehicles, toys in gardens.
- Rattle the gate to warn a potential dog of your presence.
- When calling with an item, ask the customer to put their dog away and step well back from the doorstep to maintain a safe distance. If the customer needs to leave the doorstep to fetch ID or another item, politely ask them to close the door/secure the dog.

Also:

- Report all dog attack incidents and near misses.
- Remember to report significant dog hazards and inform the manager of any increase in risk/changes. This needs to be captured on ORA (Offsite Risk Assessment).
- Mark your frame with a yellow dot where there is a significant dog hazard. Remove any yellow dots on frames no longer appropriate (e.g. the dog no longer resides there).
- Put 'D' on the envelope and parcels to remind yourself of known dog hazards when you are out on your route.

Message to Safety Reps:

As part of the CWU's ongoing support for measures aimed to reduce all forms of dog attacks, alongside our wider campaign work to remind the public to be aware of their legal and moral responsibilities to control their dogs and prevent dog attacks, WSRs and ASRs are asked to:

- Ensure that this LTB, the key messages outlined, and the attached materials are shared widely within all workplaces.
- Support Unit Managers in delivering these key messages on Dog Awareness.
- Work with Unit Managers to make sure a good supply of Posting Pegs, P6705 stickers, and the Dog Customer Postcards are available locally.
- Visit workplaces – organise a plan of visits ongoing throughout the year, focusing on dog risks and controls.
- Carry out Inspections/Investigations following dog related incidents.

- Talk to members about the threat of dog attacks.
- Introduce yourself to new starters in the unit, typically they will be most at risk, so speak to them about the principles of AVOID and the dangers posed by dog attacks.

Any other enquiries in relation to the LTB should be addressed to: Ipietrzykowska@cwu.org

Yours sincerely,

Martin Walsh
Deputy General Secretary (Postal)

Title: SHE WTLL FY26 00X Keep Every Finger Safe This Half Term
Date: XX/02/2026
Audience: All frontline delivery colleagues (RM/PFW)
Signatures are required for this briefing

Manager messaging and actions required

On average, there are 300 animal accidents where an employee has put their fingers through the letterbox and been injured by an animal. Last February half term we saw a spike in post people putting their fingers through letterboxes and becoming injured.

- Show the video on RMTV, [Fingers through letterbox.\(title TBC for RMTV screen\)](#)
- Advise colleagues they can head over to Robin to enter a Dog Awareness quiz on the Health & Safety space, all correct entries will be entered into a prize draw. Winners will be selected at random and announced on the XXX on the H&S Robin space. Closing date for entries is XXX
- Perform a check with your teams, find out who has a posting peg and order more for those who don't have one.

How does this affect me?

Let's Keep Every Finger Safe This Half Term

A quick but important reminder as we head into half term. Avoid putting your fingers through a letterbox. We know it sounds simple, but it can avoid serious injury. This week, we're asking everyone on the frontline to get involved and commit to a simple action, no fingers through the letterbox. It's a small commitment that makes a big difference. Keep every finger safe.

THIS HALF TERM keep your fingers safe from animal attacks, how?

1. Do not put your fingers through a letterbox, under any circumstances.
2. Use a posting peg, the palm of your hand or a safe alternative.
3. If you cannot get mail through the door without using your fingers, don't do it.
4. For undelivered mail, use a P6705 sticker when you return to the unit to endorse the mail item.
5. Report all hazards to your manager, we can engage with the customer to remind them to secure the dog away from the letterbox. Even the friendliest of dogs have bad days.

Further resources

- Watch the Fingers through letterbox video: [here.](#)
- Head over to Robin to access the Dog Awareness quiz & share your photos: [here.](#)
- To see what we are doing in our customer space to promote dog safety: [here.](#)
- To order more posting pegs contact your local OPS (Operations Performance Support) to see if they have stock.
- To access the full suite of Dog awareness materials click [here.](#)



Attendance list for WTLL briefing on: FY26 001 Keep Every Finger Safe this Half term.



Safety, Health, and Environment (SHE) Huddle (signature not mandatory)



Huddle Date:	02/02/2026	Ref:	FY26 006 Yellow dots for Dog hazards			
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Audience:	Processing	Delivery	Collections	Distribution	PFW	Specific Work Area
	All delivery managers & delivery colleagues					

Overview:	It has been identified that yellow dots used to mark dog hazards on frames do not align with hazard cards.
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Message

Delivery teams we need your support to close an important compliance gap.

Yellow dot stickers on delivery preparation frames are a **critical visual cue** used to identify locations where there is a dog hazard. These stickers must always match the dog hazard cards generated from the ORA (Offsite Risk Assessment).

Our Internal Audit team has highlighted that several units are **not currently compliant**, and this has also been highlighted through the Integrated Audit. To get us back on track, **every unit must complete the actions below** to verify their process, correct any gaps, and ensure full compliance going forward.



Route Name/Number :514 CRANLEIGH/514

Hazard ID	Location	Category	Sub-Category	Post person instruction	Initial Risk Rating	Current Risk Rating
SR5-29	2, The Kings Road, SUNDERLAND, SR5 2LH	Dog	Barking/showing aggression - loose on property		15 - Substantial	15 - Substantial
SR5-34	4, The Kings Road, SUNDERLAND, SR5 2LH	Dog	Barking/showing aggression - loose on property	Use posting peg, mark mail with a D, do not proceed if loose	15 - Substantial	15 - Substantial
SR5-35	6, The Kings Road, SUNDERLAND, SR5 2LH	Dog	Barking/showing aggression - loose on property	Use posting peg, mark mail with a D, do not proceed if loose, Part suspension - deliver to external box only	15 - Substantial	9 - Moderate

Actions

- Delivery Managers need to ensure this task is completed, either by you or a competent person.
- Compare stickers (yellow dots) and hazard cards attached to frames to ORA and vice versa, and:
- Where a dog hazard has been raised on ORA, a frame sticker and updated hazard card will be attached to the frame.
- Where a sticker has been fixed to the frame and no hazard exists in ORA, the hazard will be reviewed and where applicable added to ORA.

Supporting Information

- To access the full Offsite Risk Assessment Guidance click [here](#).
- You can access the Offsite Risk Assessment suite of information [here](#).

Dear customer,

Hi, I'm your postie and I know just how important receiving your letters and parcels can be. I know you could be waiting for something important, like a hospital appointment, a birthday card, or an important gift.

My job is to get these items to you **safely** and I'm hoping that you can help me with that. I wanted to share some information with you - around 2,000 posties like me are injured by dogs each year, both big and small. When this happens, we must inform the Police and suspend deliveries to your address as we can't take the chance that the dog may attack again.

Can I please ask for your support so that this doesn't happen, and I can get home safely to my family today? I know that you love your dog and I also want to make sure your dog is kept safe whilst I deliver your post.

By following the advice below, then together we can make sure that your dog is kept safe, and I am too....

- **Please don't open the door until your dog is safely secured.** Please put them in another room or behind a gate first and don't worry, I will wait! You can stick the other side of this postcard to your door to remind others to wait too.
 - Ps did you know you can now buy gates that open with your front door!
- **Close gates and doors to stop your dog getting loose.** If you have a back or side garden, please make sure your dog can't get out and gates and doors are closed.
- **Install a letter box cage.** Sometimes dogs attack or snatch mail from the letterbox and this can cause serious injuries to postie's hands, including amputation of fingers, as well as causing injuries to the dog. If you can install a letter box cage at the back of your door it will protect your post, your dog, and the postie's fingers.
- **Provide an alternative delivery point.** If you are struggling to do any of the above, then please consider fitting a secure mailbox on the edge of your property that I can deliver safely to.

I have also included a QR code below, where you can find more information about the dog attacks reported on my colleagues last year and more ideas to help me deliver your post safely.

THANK YOU!



I HAVE A DOG

**Please wait whilst I secure my dog
before opening the door.**



Royal Mail P6705 Sticker

To be used on all returned mail items to identify the unsafe reason/s that prevented any delivery attempt.