

No. 191/26

6 July 2026

## RMG/CWU National Dog Awareness Week (DAW) – 6<sup>th</sup> July to 12<sup>th</sup> July 2026

Dear Colleagues,

Further to LTB 184/25 issued 25<sup>th</sup> June, this week will see the launch of the Royal Mail Group/CWU National Dog Awareness Week (DAW), which is the joint annual event where important messages are communicated to emphasise the ongoing safety risk of dog attacks within Royal Mail and Parcelforce.

National DAW was started back in 2012, with the key objectives to remind the public to be aware of their legal and moral responsibilities to control their dogs and prevent dog attacks on Royal Mail Group employees. It also serves as a good opportunity to remind CWU members who perform deliveries and collections in both Royal Mail and Parcelforce to be vigilant, keep safe and take no risks.

As part of DAW week, RMG have confirmed a total of 2,019 attacks by dogs have taken place on employees in the year ending 31<sup>st</sup> March 2026. This is a very slight reduction from the 2,197 reported in the year ending 2025. But this figure highlights that, on average, 38 attacks take place every week across the UK on postal workers (Royal Mail and Parcelforce).

A further LTB will be issued this week to provide details of the dog attack figures by postcode areas from March 2025 to March 2026.

### RMG/CWU DAW Message to Royal Mail & Parcelforce Customers:

As outlined, a key objective of Dog Awareness Week is to remind the public to be aware of their legal and moral responsibilities to control their dogs and prevent dog attacks on CWU members who are providing a service and simply doing their job. It is again noteworthy to recall that it was only following a successful campaign by the CWU to ensure that the Dangerous Dogs Act 1991 and its provisions regarding 'a dog being dangerously out of control' was extended to include both public and private places, thereby allowing for irresponsible dog owners to be prosecuted under the Act.

Dog owners need to understand the often-devastating impact of dog attacks and take proper measures to ensure their pets pose no threat to RMG workers through responsible dog ownership.

The public also needs to be aware that if their dog attacks a RMG employee, they will be prosecuted either by the Police, Local Authority or by Royal Mail Group via a private prosecution under the agreement between RMG and the CWU.

### RMG/CWU DAW Headline activities 2026

Listed here is a summary of the week's activities: –

- **DAW Posters (Frontline and for Customers) And Briefing Communications**

All Royal Mail/Parcelforce workplaces will have received copies of the DAW 2026 frontline and customer facing posters. There is a total of 15 posters: three frontline versions and two customer-facing, with each set of five published in versions for England, Scotland and Wales, which are attached in a Zip File.

These new posters should replace last year's versions, with customer facing posters being displayed in Customer Service Points (CSPs) and site reception areas. Additionally, these posters can be shared more widely for public display at suggested locations, such as local Vets, Doctors' Surgeries, local Community Centres, Parish Councils, etc.

- **CWU Press Statement**

In line with Dog Awareness Week, the union has issued the attached Press Statement, which highlights that dog attacks remain one of the most significant safety risks facing Royal Mail and Parcelforce workers across the UK, with 30,000 having been attacked over the past decade.

The Press Statement also repeats the union's call for tougher enforcement against irresponsible dog owners who fail to properly control and secure their animals, and further sets out the CWU's particular concern at the Government's recent decision (which came into effect on 1<sup>st</sup> July) to remove the requirement for owners of exempted banned dogs to maintain compulsory third-party liability insurance.

- **Other Dog Awareness Messages**

Also attached here is a link to the RMG Dog Awareness customer website, which includes other items and former materials which may be of use and interest.

[Dog awareness | Royal Mail Group Ltd](#)

### **RMG/CWU DAW Message**

We are again reminding all individuals who perform deliveries and collections across Royal Mail and Parcelforce 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 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.
- Don't put fingers through the letterbox (use your 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.

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 Royal Mail Group/CWU National Dog Awareness Week, the support and assistance from CWU WSRs (Workplace Safety Reps) and ASRs (Area Safety Reps) would be welcomed, including:

- Ensure that sites have displayed all of the Dog Awareness posters and are sending out external posters/leaflets to local Vets, Doctors' Surgeries, local Community Centres, Parish Councils, etc.
- Support Unit Managers delivering Dog WTLLs and SHE Huddles, not just during DAW but all year round.
- Visit workplaces – organise a plan of visits ongoing throughout the year, focusing on dog risks and controls.
- Ensure supplies of posting pegs and P6705 stickers are available on site, and everyone understands the P6705 process to be used on all returned mail items to identify the unsafe reason/s that prevented any delivery attempt.
- 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.

### **Further Attachments**

To further assist in promoting DAW, please find attached the further materials:

- Paws for Thought poster CWU-NPCC-RM-PFWW
- Blue Cross Protecting your Postie posters
- Copy of: Royal Mail P6705 Stricker

Given the CWU's ongoing and wider commitment to promoting the aims of National Dog Awareness Week both within the workplace and with the public, can we ask that this LTB and its details be shared widely and used by Branches, Safety Reps and our Safety Forums to

further support the work on seeking to reduce dog attacks and incidents during this week and beyond.

Any enquiries to this LTB should be referred to the DGS(P) Department email address: [Hford@cwu.org](mailto:Hford@cwu.org)/[ACorbett@cwu.org](mailto:ACorbett@cwu.org).

Yours sincerely,

**Martin Walsh**

Deputy General Secretary (Postal)

## **PRESS STATEMENT**

### **COMMUNICATION WORKERS UNION (CWU) FOR IMMEDIATE RELEASE**

**6<sup>th</sup> July 2026**

#### **Dog Awareness Week 2026: CWU Calls for Stronger Action as UK Dog Attack Crisis Continues to Grow**

The Communication Workers Union (CWU) is promoting *National Dog Awareness Week 2026* to highlight the growing national crisis of dog attacks and to renew calls for stronger action to protect postal workers (Royal Mail and Parcelforce) and the wider public.

Dog attacks remain one of the most significant safety risks facing postal workers across the UK. However, this is not solely an occupational issue. Since the pandemic, dog attacks have risen sharply across the country, with incidents now occurring both on public streets and within people's homes at an alarming rate.

For postal workers, the consequences can be devastating. Dog attacks continue to cause permanent scarring and disfigurement, severe nerve, muscle and tendon damage, psychological trauma, loss of earnings, and the need for surgery, rehabilitation and long-term medical treatment.

Statistics indicate that more than 30,000 postal workers have been attacked by dogs over the past decade, with approximately 1,000 workers suffering the loss of a finger or part of a finger through letterbox attacks. Royal Mail figures released today show 2,019 dog attacks occurred in the year from the end of March 2025 to the end of March 2026. This means that, on average, 38 attacks take place every week across the UK on postal workers (Royal Mail and Parcelforce).

The CWU is particularly concerned by the UK Government's recent decision to remove the requirement for owners of exempted banned dogs to maintain compulsory third-party liability insurance from 1 July 2026.

Mandatory Insurance was one of the few practical protections put in place for when owners of banned breeds applied for an index of exempted dogs (IED) certificate. It recognised that if an otherwise prohibited dog was permitted to remain in the community, there should be a means of compensating someone seriously injured by it.

While criminal liability under the Dangerous Dogs Act remains in place, the CWU believes that access to civil remedies through insurance claims often provides victims with faster and more comprehensive financial support than criminal proceedings alone. Removing this protection risks transferring the financial burden of serious dog attacks onto innocent victims and their families. In many cases, the costs associated with medical treatment, rehabilitation, lost income and long-term care may instead fall upon employers, the NHS and the wider welfare system.

Police statistics reported over the past year show a significant increase in dog attacks, and with postal workers (Royal Mail and Parcelforce) delivering to more than 32 million addresses every day, this upward trend represents an increasing threat to the safety and wellbeing of frontline workers carrying out an essential public service.

The CWU is calling for tougher enforcement against irresponsible dog owners who fail to properly control and secure their animals. The CWU believes that individual dog owners whose negligence leads to attacks on postal workers should be prosecuted and face penalties that reflect the seriousness of the harm caused.

The CWU remains committed to education and prevention. We continue to work closely with police forces, local authorities and environmental health teams across the UK to tackle irresponsible dog ownership. The CWU has also developed partnerships with the Welsh Government, the Trades Union Congress (TUC), the Pet Education Partnership (PEP) and the Laika Family, helping to promote innovation, responsible ownership and public education as key tools in reducing dog attacks and protecting communities.

Ends

For media enquiries:

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***07594 645456***

Communication Workers Union (CWU)

# PAWS FOR THOUGHT...

## HOW TO KEEP YOU, YOUR DOG AND YOUR VISITORS SAFE.



*Never leave young children unsupervised with a dog regardless of its size, breed or temperament. Any dog can behave in an unpredictable manner and the risk is not worth the potential consequences.*



*Consider installing a letterbox cage if your dog has a tendency to attack your mail. If it is not practical to secure your dog during the day, consider installing an external mailbox on the edge of your property.*

*If you are worried about your dog's health or behaviour, contact your local vet for advice and support. If you have concerns about a dog's behaviour that is not yours please contact **101** or anonymously through **Crimestoppers** on **0800 555 111**.*



*Make sure your dog has somewhere safe and comfortable to go to when you have visitors, as these events can overwhelm them.*

*If you're expecting the post or any deliveries, make sure your dog is out of the way and secure elsewhere in the house or secure in your garden.*

*Many dog attacks happen when you open the door to sign for parcels. Before answering, put your dog in another room and teach children to do the same, especially when they're at home during school holidays.*



*Everyone should ensure their dog is microchipped and that the details on the microchip are up to date. Your dog must also wear a collar and tag with the name and address (including postcode) of the owner engraved or written on it. Maximum fine for failure to comply is £5000.*

# BEING A RESPONSIBLE DOG OWNER...

*As a responsible dog owner there are a few things you must be aware of and consider for everyone's safety.*



It's against the law to let a dog be dangerously out of control anywhere, including in a public place, in a private place, for example a neighbour's house or garden and in the owner's home or garden.



If your dog is out of control you may be prosecuted, face up to six months in prison and be given a fine of up to £5000.



If your dog bites somebody, in or outside of your home, you may be prosecuted and sent to prison for up to five years for causing injury and up to six months where no injury has been sustained.



The court also has the power to order the dog to be destroyed, disqualify you from owning or keeping dogs and order you to pay substantial compensation to the victim.



If your dog bites or injures an assistance dog (e.g. a guide dog), you can be sent to prison for up to three years or fined.



If your dog attacks or is deemed to be a danger to Royal Mail staff, delivery to your address or your area may be at risk of suspended deliveries. In all cases of dog attacks on postal workers, Royal Mail will seek prosecutions via the police or if need be, private prosecutions.

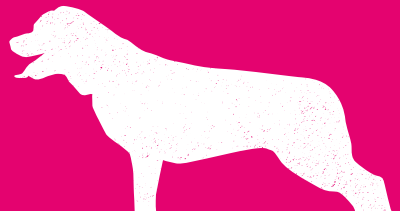


If you rent your property, failure to keep your dog under control may leave you in breach of your tenancy agreement.



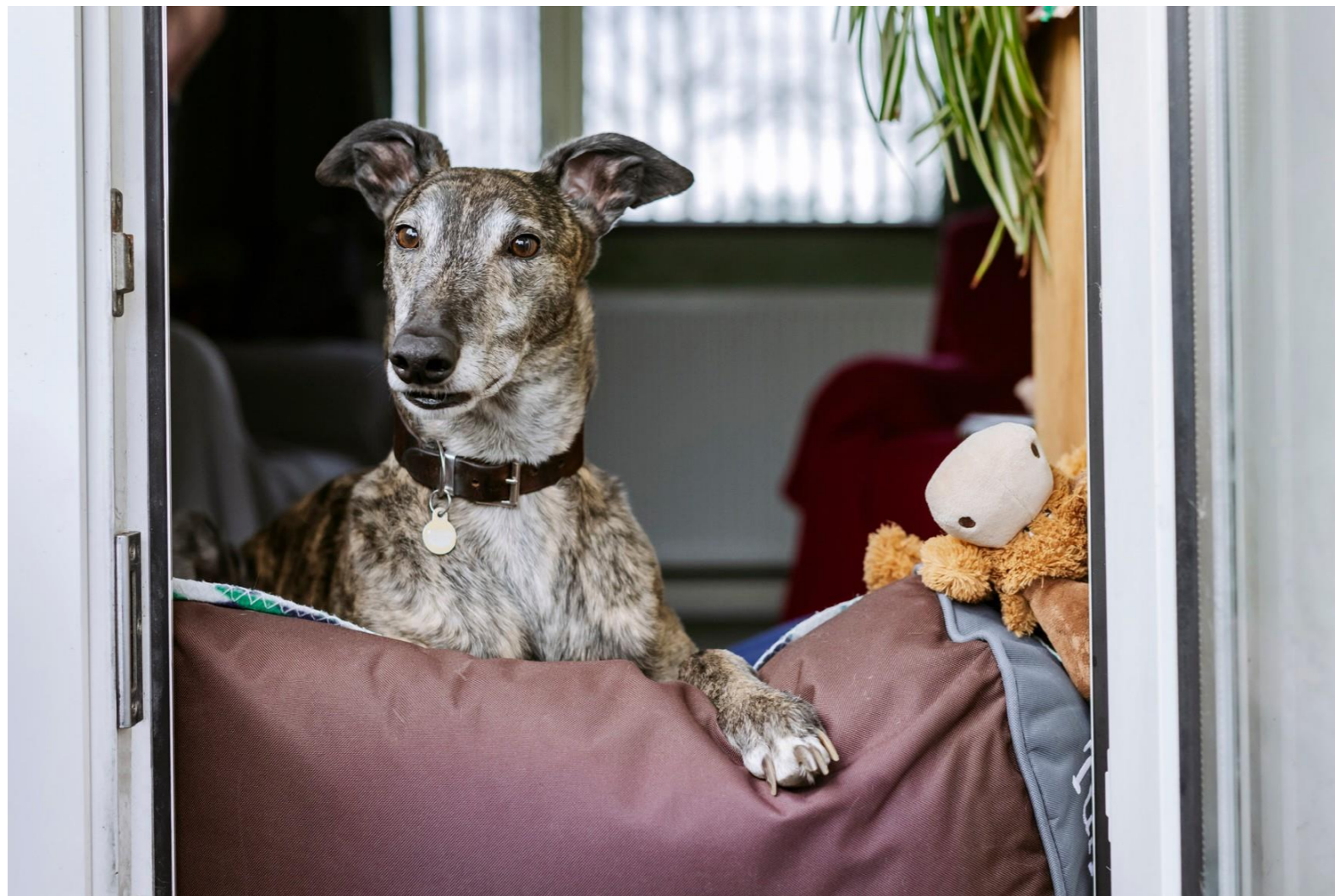
You must report all dog bites to the police, regardless of how serious they are via 101 or 999 in an emergency.

***YOUR DOG IS YOUR RESPONSIBILITY,  
THE SAFETY OF THOSE AROUND YOU RELIES  
ON YOU AS AN OWNER TAKING ACTION.***



# Protecting your Postie

– free online dog behaviour webinar



Does your dog bark, growl or generally dislike postal workers and delivery drivers coming near your house? Has there been a close encounter where your dog has scared or nearly hurt someone? We understand how upsetting this can be.



Registered charity no: 224392 (England and Wales), SC040154 (Scotland)

Every year thousands of postal workers are injured by dogs. Most of these situations could've been prevented and most of these dogs are loving family pets that owners never dreamt could scare or harm anyone.

Blue Cross offers a free hour long zoom webinar with top tips and advice on how to protect yourself, your dog and postal workers who come to your home. Together we can change the way your dog views your postperson.

- Understand why your dog may act a certain way when a postal worker arrives
- Understand the consequences of an incident
- Learn simple measures to help manage your dog's behaviours

Our friendly team will help support you and your dog with practical advice and knowledge, all delivered in a welcoming and non-judgemental way.

To take part, you will need to have a good internet connection and access to a computer, laptop, tablet or smart phone.

With a choice of dates, the course is free to attend but places are limited so register now: [bluecross.org.uk/protecting-your-postie](https://bluecross.org.uk/protecting-your-postie)


For further information on the work of Blue Cross Education contact **0300 111 8950** or email [education@bluecross.org.uk](mailto:education@bluecross.org.uk)

More information from Royal Mail on Dog Awareness can be found at: [royalmail.com/personal/dog-awareness](https://royalmail.com/personal/dog-awareness)



**Royal Mail P6705 Sticker**

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

On <input type="checkbox"/> Mon <input type="checkbox"/> Tue <input type="checkbox"/> Wed <input type="checkbox"/> Thur <input type="checkbox"/> Fri <input type="checkbox"/> Sat		
<b>The following risk prevented us from delivering this item</b>		
<input type="checkbox"/> Dog loose on your premises		
<input type="checkbox"/> Dog loose in the street		
<input type="checkbox"/> Premises inaccessible due to dangerous conditions		
<input type="checkbox"/> Street inaccessible due to dangerous conditions		
Other reason		
Duty No.	Initials	Date
		<b>P6705</b>



# Would you deliver?

- Do not enter if a dog is loose in the garden.
- For undelivered mail, use a P6705 sticker.

For more information, please visit [royalmail.com/dogawareness](https://royalmail.com/dogawareness)





# AVOID all interactions with dogs

- AVOID** interaction with all dogs
- VALUE** yourself. Don't put your fingers through the letterbox or yourself at risk
- OBSERVE.** Keep your duty log up to date
- INFORM** your colleagues of risks, report hazards to your manager. Report all dog attacks and near misses
- DEFEND** yourself if necessary, using your delivery equipment

For more information, please visit [royalmail.com/dogawareness](https://royalmail.com/dogawareness)





# Would you deliver?

- **Never put your fingers through a letterbox. Use a posting peg or safe alternative.**
- **If you are unable to deliver, return the mail and report the hazard to your manager.**

For more information, please visit [royalmail.com/dogawareness](https://royalmail.com/dogawareness)





**Ensure your dog is secure  
before you open the door**

**DID YOU KNOW?**

**If your dog is dangerously out of control,  
you could face prosecution and your dog  
could be seized by police.**

For more information, please visit [royalmail.com/dogawareness](https://royalmail.com/dogawareness)





**DOG**  
Awareness

# Protect your postie, protect your dog

Secure your dog away from the letterbox

## DID YOU KNOW?

If your dog is dangerously out of control, you could face prosecution and your dog could be seized by police.

For more information, please visit [royalmail.com/dogawareness](https://royalmail.com/dogawareness)





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