

Post Office Network



Important safety reminder

The wellbeing, safety and security of our Post Office employees is important and the below process is available to assist employees in situations where they may be on their own in a Post Office during trading hours. Examples of when an employee may be on their own at a Post Office include:

- When two people are rostered to work a Saturday, and while an employee is on a break the other employee needs a restroom break (*where amenities are located off site from the PO rather than those within the PO*)
- When two people are rostered to open a store and one is late

If due to unforeseen circumstances an employee is on their own in a Post Office they should:

- If for any reason they feel unsafe they should close the doors, contact their Area/Network Manager and place temporarily closed notices on all customer entrances until support arrives
- If they need to leave the Post Office for a rest room break/emergency they should:
 - Ensure EPOS terminals are locked
 - Ensure all cash is secured in locked counter drawers, TLCCs or safe
 - Place date stamps in counter drawers and lock
 - Lock all entrances and exits
 - Engage security alarm
 - Place the attached “we will be back”/”temporarily closed” sign on any customer facing entrances
 - On return to the Post Office remove any customer notices