

ROYAL MAIL GROUP plc: PUBLICATION SCHEME

1. Introduction

This Scheme has been prepared in accordance with Section 19 of the Freedom of Information Act 2000 and was approved by the Information Commissioner on 12 July 2004.

Public authorities are required to adopt and maintain a publication scheme setting out the classes of information it publishes or intends to publish as a matter of course, the manner in which this material is or will be made available, and whether or not a charge will be levied for the information. The purpose of a scheme is to ensure a significant amount of information is available, without the need for a specific request under the Freedom of Information Act 2000.

The Act will be enforced by the Information Commissioner, a post that combines regulation of both the Freedom of Information and Data Protection Acts.

Consistent with the provisions of the Freedom of Information Act 2000, the Royal Mail group will publish all information that falls within the classes shown in Annex 1 to this scheme.

2. The Company

Royal Mail Group plc is a public limited company wholly owned by the Government. We are no longer the sole UK postal service provider, but one competing postal operator, licensed by Postcomm and subject to the requirements of regulation. This Scheme covers all services that we provide under our operating licence (licensed services), and all non-licensed services which are part of the universal postal service.

The Company employs over 200,000 staff, and works with 16,500 sub postmasters. We serve our customers under the familiar brand names of Post Office[®], Royal Mail, and Parcelforce Worldwide. These brands are supported by a number of business units, each concentrating on particular products and services.

Royal Mail is the letter post service for the United Kingdom, combining advanced technology with its road and air transportation network to deliver around 82 million items daily to 27 million addresses. We offer a wide range of special services designed to cater for business and private mail users, as well as providing a universal service for letters and packages at a uniform price throughout the UK, as we are legally required to do.

Parcelforce Worldwide, operates in the extremely competitive market for express and time-guaranteed items but, unlike other carriers, it offers a delivery service to every address in the United Kingdom. Contracts with businesses account for over 90% of the items it carries.

We have a counters network of some 16,000 Post Office[®] branches in the United Kingdom, which are visited by a total of 28 million customers each week. Over 170 types of transaction can be handled at Post Office[®] branches, which provide outlets for our products and services as well as for those of a wide range of government departments, public bodies, utilities and commercial organisations.

We have business divisions that provide sales, telemarketing, database management, logistics and other services, both on our own behalf and that of our clients.

The Company combines a long history of dedicated public service with a commitment to providing our customers everywhere with fast, reliable, efficient and modern services geared to their needs. We are operating in ever more demanding, competitive conditions in the UK and also increasingly in global markets, extending our mails networks overseas to ensure that our customers can get their communications and packages delivered even faster than before.

3. The Legal Framework for our Publication Scheme.

Section 19 of the Freedom of Information Act 2000 sets out the requirements for a publication scheme as follows:

19 (1) It shall be the duty of every public authority -

- (a) to adopt and maintain a scheme which relates to the publication of information by the authority and is approved by the Commissioner,
- (b) to publish information in accordance with its publication scheme, and
- (c) from time to time to review its publication scheme.

19 (2) A publication scheme must -

- (a) specify classes of information which the public authority publishes or intends to publish,
- (b) specify the manner in which information of each class is, or is intended to be, published, and
- (c) specify whether the material is, or is intended to be, available to the public free of charge or on payment.

19 (3) In adopting or reviewing a publication scheme, a public authority shall have regard to the public interest -

- (a) in allowing public access to information held by the authority, and
- (b) in the publication of reasons for decisions made by the authority.

19 (4) A public authority shall publish its publication scheme in such manner as it thinks fit.

19 (5) The Commissioner may, when approving a scheme, provide that his approval is to expire at the end of a specified period.

19 (6) Where the Commissioner has approved the publication scheme of any public authority, he may at any time give notice to the public authority revoking his

approval of the scheme as from the end of the period of six months beginning with the day on which the notice is given.

19 (7) Where the Commissioner-

(a) refuses to approve a proposed publication scheme, or

(b) revokes his approval of a publication scheme,

he must give the public authority a statement of his reasons for doing so.

4. Classes of Information

Annex 1 to this scheme lists the classes of information that we currently publish or intend to publish in the future, and that are (or will be) readily available to members of the public, together with examples of material available within each class and how these can be obtained.

We will continue to update the material shown in the Annex to this scheme and review it annually, or as directed by the Information Commissioner. Within the approved classes listed in the Annex to this scheme, we reserve the right to add from time to time publications about new products and services we may introduce for our customers, or to delete information about products and services that we have withdrawn.

5. Access to Information

The majority of information listed in Annex 1 to this scheme is available free of charge from our branch offices, by request to our helplines, via our websites or, for selected historical material, from our archives. Contact details are given in Section 6 below. However, a charge is made for some material. Where a fee is payable, this is indicated in the Annex.

6. Finding Information

Information listed in Annex 1 is available from the following places:

Websites:

- Royal Mail Group plc: www.royalmailgroup.com (www.royalmail.com/group)
- Royal Mail: www.royalmail.com
- Parcelforce Worldwide: www.parcelforce.com
- Post Office Ltd: www.postoffice.co.uk

Helplines:

- Royal Mail enquiries: 08457 740 740 (English and Welsh)
- Post Office® Helpline: 08457 22 33 44 (Welsh 08457 468469)
- Parcelforce Worldwide: 08708 50 11 50 (Welsh 08007 313428)

- Royal Mail Textphone for hearing impaired customers: 08456 00 06 06 (Welsh 08456 030800)

- Post Office® Textphone for hearing impaired customers: 08457 22 33 44 (Welsh 08456 030800)
- Parcelforce Worldwide Textphone for hearing impaired customers: 08000 855857

Further contact details for particular services will be found at Post Office® branches.

Archive:

Heritage	e-mail: heritage@royalmail.com
Royal Mail	telephone: 020 7239 2570
Freeling House	fax: 020 7239 2576
Phoenix Place	web-site: www.royalmail.com/heritage
LONDON	
WC1X 0DL	

Archive material listed in the scheme is available to view in person at the above address.

Opening Hours: 10 a.m. to 5.00 p.m. Monday to Friday. Extended opening to 7 p.m. on Thursdays. Occasional opening on selected Saturdays – please contact us for details. Closed Bank Holidays, Maundy Thursday afternoon and Christmas week.

Copies of archive material: Please note that for conservation purposes, the Archivist may refuse to photocopy delicate items.

7. Other Useful Website Addresses

The information you are looking for may also be available from the following organisations or on their websites. Royal Mail takes no responsibility for, nor warrants the accuracy of information contained on any external sites:

General Logistics Systems (GLS) – www.gls-holdings.com

Consignia France – www.consignia.fr

RM Netherlands – www.rm-nl.nl

Citipost Group – www.citipost.com

Postcomm – www.postcomm.gov.uk

Postwatch – www.postwatch.co.uk

London, Edinburgh and Belfast Gazettes www.gazettes-online.co.uk

8. Responsibility for this Scheme

The Company Secretary, Royal Mail Group plc has overall responsibility for this scheme and the senior managers in charge of each of our business units will be accountable for implementation within their units.

9. Comments about this Publication Scheme

If you have any comments about the Royal Mail Group publication scheme, or if you feel we have not supplied information in accordance with the scheme, you should write in the first instance to:

Martin Rush
Head of Information Compliance
Royal Mail Group plc
148 Old Street
LONDON
EC1V 9HQ

Telephone: 020 7250 [extension to be confirmed]
Fax: 020 7250 2729
Email: martin.rush@royalmail.com

If, after investigation of your complaint, you remain dissatisfied then you may ask for the matter to be reviewed internally. If, following this review, you are still dissatisfied then you may refer your complaint to the Information Commissioner at:

Information Commissioner
Wycliffe House
Water Lane
WILMSLOW
SK9 5AF

Tel: 01625 545745
Fax: 01625 524 510
Email: data@dataprotection.gov.uk

10. Copyright

The provision of information by Royal Mail Group plc under this scheme does not imply a right to reproduce or publish such information. Reproducing material supplied under this scheme without the express permission of Royal Mail Group plc may be an infringement of copyright. Requests for permission to reproduce or publish any information provided under this scheme should be addressed to:

Group IP & Copyright
Mail Media Centre
Stukely Street
LONDON
WC1V 7AB

Telephone: 020 7421 2282
Fax: 020 7421 2260
Email: stewart.tyson@royalmail.com

If permission is granted, it may be subject to a separate licence agreement, and the source of the material must be identified and the copyright status acknowledged in any publication. We may charge a fee for supplying copies of copyright material for reproduction.

We are unable to grant permission to reproduce any material accessed through the publication scheme that is the property of third parties. Permission to reproduce such material must be obtained from the copyright holders.

11. Access to Unpublished Material

Details of how you can apply for access to information not routinely published by Royal Mail Group plc are given at Annex 2.

Key to Class Headings

The following are the major headings under which you will find publications listed in this Annex*:

1. Company information

- 1.1 Policy**
- 1.2 Finance**
- 1.3 Procurement**
- 1.4 Organisation**
- 1.5 Personnel**
- 1.6 Performance and Regulation**
- 1.7 Licenses**
- 1.8 Subsidiaries**
- 1.9 Heritage**

2. Communications and Public Relations

- 2.1 News Releases and Briefings**
- 2.2 Sponsorship/Competitions**
- 2.4 Community Support**

3. Post Office[®] Branch Network and Services

- 3.1 Services**
- 3.2 Post Office[®] Branches**

4. Royal Mail

- 4.1 International Services**
- 4.2 Inland Letter Services**
- 4.3 Philately**
- 4.4 Addressing**
- 4.5 Quality of Service**
- 4.6 Compensation**

5. Parcelforce Worldwide

*The list on this page is a finding aid and is not itself part of the Publication Scheme

Section		
Class	Description	Availability
1. Company Information		
1.1 Policy		
Data Protection and Privacy Policy	Details of the policy for both privacy and data protection.	Website
Disabled Customer Policy	Copy of Royal Mail's Disabled Customer Policy.	Website
Disability Discrimination Act - Fact Sheets	A series of internal fact sheets giving advice on various aspects of Disability Discrimination legislation. These fact sheets are produced primarily as a guide for Royal Mail employees and sub-postmasters, and are therefore orientated towards Royal Mail. They cover a variety of topics from <i>Access to Buildings and Communication Services for Deaf People</i> to <i>Funding for sub Post Office Branches and Transcription Services</i> .	Website
Disability Discrimination Act - Guides	A series of guides providing internal advice on how to conform to various aspects of Disability Discrimination legislation. These fact sheets are produced primarily as a guide for Royal Mail employees and sub-postmasters, and are therefore orientated towards Royal Mail.	Website
Disability Discrimination Act Policy	An outline of the work carried out and facilities provided to help the disabled.	Website. Available in Welsh
Environment Policy	Royal Mail's Environment statement, policies, vision and targets. These cover procurement, energy, water, waste, local impacts, product stewardship, transport and fuel use (including alternative fuel initiatives), stakeholders and partnerships. Including our Health, Safety and Environment Report.	Website. Available in Welsh
Equal Opportunities Policy	Copy of Royal Mail's Equal Opportunities Policy.	Website
Internal Control and Risk Management Policy	Outline of the policy on internal control and risk management.	Website and hard copy

Section		
Class	Description	Availability
1.1 Policy (cont'd)		
Purchasing Policy	Royal Mail's policy on purchasing and its standard terms and conditions for the purchase of goods and services.	Website
Supplier Payment Policy	Royal Mail's policy statement on the payment of suppliers.	Website
1.2 Finance		
Annual Accounts	Company Annual Accounts from 1960 to the present, including the current Annual Account.	Current accounts available on website. Accounts for previous years available to view at the Archive.
Financial Statements	Copies of financial statements as required under the license conditions.	Website
Group Treasury Function	Outline of the responsibilities of Royal Mail's Group Treasury.	Website and in hard copy.
1.3 Procurement		
Current Contract Opportunities	Copies of Royal Mail's live OJEU (Official Journal of the EU) notices for new contracts, which are subject to the Public Procurement Regulations. Listed by product / service area.	Website
e-procurement	Information about Royal Mail's policy of conducting procurement transactions electronically wherever possible.	Website
Purchasing Policy	See: 1.1 Company Information/Policy	
Supplier Award Scheme	See: 2.2 Communication/Sponsorship	
Supplier Payment Policy	See: 1.1 Company Information/Policy	

Section		
Class	Description	Availability

1.4 Organisation

Board and Committee Information	Details of the responsibilities, work and membership of the main management committees and boards.	Website and hard copy. Available in Welsh.
Group Treasury Function	Outline of the responsibilities of Royal Mail's Group Treasury.	Website and hard copy
Outline of Company	Overview of the Company as a whole and the individual brands.	Website. Available in Welsh

1.5 Personnel

Equal Opportunities Policy	See: 1.1 Company Information/Policy	
Graduate Programme	Details of Royal Mail's graduate recruitment programme and how to apply.	Website and hard copy. Available in Welsh
On-Line Vacancies	Current Post Office [®] , Royal Mail and Parcelforce worldwide externally advertised vacancies and details of how to apply.	Website and helpline.
Post Office Gazette	<p>An internal, weekly publication including job vacancies, notification of revision of pay and operational changes, from October 1969. There are some gaps and the following editions are not available:-</p> <p>22 Dec '82, 18 Dec '85, 5 Oct '88, 23 Nov '98, 1 Feb '99, 7 Jun '99, 6 – 20 Sep '99, 4 Oct '99, 21 Feb – 29 Mar '00, 16 Oct '00, 24 Feb '03, 3 – 31 March '03</p> <p>Only the Subpostmasters' edition is available for 22 Feb, 18 Jul, 22 – 29 Aug, 19 Sep and 12 – 19 Dec 1984</p> <p>Archive reference: POST 68.</p>	Available to view in the Archive
Remuneration – Senior Directors	Information regarding the remuneration entitlements of, and actual payments made to senior directors.	In Annual Report and Accounts. Website.

Section		
Class	Description	Availability
1.6 Performance and Regulation		
Access to Services	Arrangements for access to services for customers living / working more than 10kms from a Post Office® branch and to enable regular posting of letters and packets by customers who have difficulty in reaching post boxes and other access points for services.	Website, hard copy, large print/audio available on accessibility website
Company Annual Reports	Company Annual Reports from 1960 to the present, including the current Annual Report. Archive reference: POST 92.	Most recent reports available on our website. Previous copies are available to view in the archives. Recent years available in Welsh
Consultation Documents/Public Responses	Copies of current and other recent documents regarding consultations carried out by Postcomm (unless they are covered by an exemption).	Website
Inland Letter Post Scheme	The Inland Letter Post Scheme made under section 28 of the Post Office Act 1969. This covers our conditions for posting letters within the UK.	Website
Overseas Letter Post Scheme	The Overseas Letter Post Scheme, made under section 28 of the Post Office Act 1969. This covers our conditions for posting letters to destinations abroad.	Website
Postal Order Scheme	The Postal Order Scheme, made under section 62 of the Postal Services Act 2000. This covers Royal Mail's conditions for the issue and repayment of postal orders.	Website
Scheme for Franking Letters and Parcels	The Scheme for Franking Letters and Parcels, made under section 28 of the Post Office Act 1969. This covers our conditions for franking letters and parcels.	Website
Quality of Service Results	Information on quality of service, including figures for our performance against PostComm and Postwatch targets, mail handling, and the number and type of complaints received.	Website. Some available in hard copy

Section			
	Class	Description	Availability

1.6 Performance and Regulation (cont'd)

	Universal Service Obligation - Exceptions	Information regarding the exceptions to the Universal Service Obligation permitted under the Postal Services Act.	Website
	Welsh Language Scheme	Copy of the current Welsh Language Scheme.	Website and hard copy. Available in Welsh

1.7 Licenses

	DUET™	List of approved international distributors who have agreements with Royal Mail. See. 4.1 Royal Mail/International Services.	Website
	Licensed Resellers of Address Management Data	Details of those companies licensed to distribute address management data and an outline of the formats in which they are able to provide this.	Website. Hard copy only in the Postal Address Book (PAB), for which there is a charge. PABs for Wales are available in Welsh.

1.8 Subsidiaries

	Royal Mail International Subsidiaries	Outline of Royal Mail's subsidiaries in other countries.	Website. Available in Welsh
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Section			
	Class	Description	Availability

1.9 Heritage

	Catalogues and Finding Aids	Catalogues and finding aids containing descriptions of records and objects held in the collections that are open for public research.	Some catalogues available at http://catalogue.pro.gov.uk/ and information sheets at www.royalmail.com/heritage . Hard copy available to view at the Archive.
	Historical Archive	Records relating to the operation, policy, development and social impact of the British Post Office from 1636 to the present day, transferred to the archive for permanent preservation and designated as open. Copies of the archives may be purchased (details in our Reprographics Policy, available on request). For conservation purposes, the Archivist may refuse to photocopy delicate items.	Available to view at the Archive. A charge is made for copies.

2. Communication and Public Relations

2.1 News Releases and Briefings

	Briefing Papers	National briefing papers have been produced covering competition in postal services, Post Office® Branch Relocation, Royal Mail brand, Post Office® branches, Royal Mail Group and corporate social responsibility. There are also briefings available regarding Royal Mail in Northern Ireland, Scotland and Wales.	Website and hard copy. Available in Welsh (except Northern Ireland and Scotland)
	News Releases	News releases issued from 1925 to the present. Some UK wide releases may not be available in Welsh. Archive reference: POST 108.	Recent releases available on the Website, most in Welsh, others available to view in the archive

Section		
Class	Description	Availability

2.2 Sponsorship/Competitions

Small Business Awards	Information about the Parcelforce Worldwide Small Business Awards and entry form.	Website, hard copy. Welsh available in hard copy
Supplier Award Scheme	Details of the First Class Supplier award scheme for suppliers to Royal Mail.	Website, hard copy.
Young Letter Writers Competition	Details of the annual competition for Young Letter Writers.	Website, hard copy. Available in Welsh

2.3 Community Support

Charity Support	Outline of the support given to charities by Royal Mail and details of how to apply for a donation.	Website, hard copy. Available in Welsh
Environment Policy	See: 1.1 Company Information/Policy	
Postbus	Details of the service and routes covered by Postbuses, together with timetables and an indication of the fares charged.	Website
Schools Material	Details of all the material currently available to schools and how to obtain it.	Website, hard copy. Available in Welsh

Section		
Class	Description	Availability

3. Post Office[®] Branch Network and Services

3.1 Services

Disabled Customer Policy	See: 1.1 Company Information/Policy	
Postal Order Scheme	See: 1.1 Company Information/Policy	
Post Office [®] Counter Bulletin	Internal Publication. Notices of changes to counter operations, services and Post Office [®] Branches from 1975 to 1987. Archive reference: POST 68.	Can be viewed in the archive.
Post Office [®] Counter News	Internal Publication. Changes to counters operations and revisions to services offered through Post Office [®] branches from 1988 to 2002. Archive reference: POST 68.	Can be view in the archive.
Post Office [®] Services	Customer information on current services offered by the Post Office [®] through Post Office [®] branches or on-line.	Website and most available in hard copy from Post Office [®] branches. Some available in Welsh.

3.2 Post Office[®] Branches

Branch Locations	Locations and contact details of current Post Office [®] branches. Lists of Post Office [®] branches also available in the Archive for 1983 and 1991, reference: POST 92.	Current locations available on the website. Past locations can be viewed in the archive.
Disability Discrimination Act - Fact Sheets	Include some information on possible adaptations for Post Office [®] branches. See: 1.1 Company Information/Policy	

Section		
Class	Description	Availability

4. Royal Mail

4.1 International Services

DUET™	List of approved international distributors who have agreements with Royal Mail.	Website
Information on International Mail services	Customer information on current international services offered by Royal Mail Group, including information on customs, packaging, sending mail to HM Forces, postage rates, size limits, and other restrictions.	Website. Some available in hard copy, and some in Welsh.
International Mail Services for Businesses.	Customer information and advice regarding a number of international mail services specifically designed for the business customer, including international delivery performance, international mailings compensation and VAT requirements on international mailings.	Hard copy in the International Business Guide, available in Welsh. Also on website.
International Subsidiaries	See 1.7 Company Information/Subsidiaries	
Overseas Letter Post Scheme	See 1.5 Company Information/Performance and Regulation.	

4.2 Inland Mail Services

Code of Practice	Code of Practice for Royal Mail services.	Hard copy. Available in Welsh.
Current Royal Mail Services	Customer information on current services provided by Royal Mail, including prices, restrictions and use. Services include Keepsafe, Poste Restante, Post Office Boxes, Redirection and Proof of Delivery.	Website, and some in hard copy. Some information available in Welsh.
Inland Letter Post Scheme	See 1.6 Company Information/Performance and Regulation	

Section		
Class	Description	Availability

4.2 Inland Mail Services (cont'd)

Mail Services for Businesses	Customer information and advice regarding a number of inland mail services specifically designed for the business customer, including Packetpost and Mailsort.	Website
Postbus	Details of the service and routes covered by Postbuses, together with timetables and an indication of the fares charged.	Website
Prices	Prices for all current Royal Mail inland services. Information on changes to postage rates from 1963 to 2003 is published in the British Philatelic Bulletin.	Current prices on website. Philatelic Bulletin can be viewed at the Archive.
Restrictions	Guidance on items that cannot be carried by Royal Mail services, including country specific information for international items.	Website, hard copy, phone, audio, large print. Available in Welsh in hard copy
Scheme for Franking Letters and Parcels	See 1.6 Company Information/Performance and Regulation	

4.3 Philately

British Philatelic Bulletin	Monthly magazine. Information on new stamp issues and changes to postage rates, covering period 1963-2003. Archive reference: POST 92.	Hard copy. Recent issues may be purchased. Back copies can be viewed in the Archive.
British Post Mark Bulletin	Current and past editions of this monthly magazine for Philatelists, from 1971 to 2003. Includes announcements of new slogan postmarks and details on up and coming postmarks.	Hard copy. Recent issues may be purchased. Back copies can be viewed in the Archive.

Section		
Class	Description	Availability

4.3 Philately (cont'd)		
Commemorative Covers Review	Information for collectors and producers of First Day Covers.	Hard copy issued with British Philatelic Bulletin. Recent issues may be purchased. Back copies can be viewed in the Archive.
Stamp Calendar	Details of stamps to be issued in the coming year, plus details of subscriptions.	Hard copy. Available in Welsh
Stamp Preview	Monthly leaflet for Philatelic Subscribers giving details on up and coming stamp issues.	Website and hard copy - charge

4.4 Addressing		
Address Finder	Online and telephone facilities to find addresses for known postcodes. There is a charge for enquiring by telephone and users must first register to use the online facility. There are also restrictions on the number of enquiries allowed at any one time.	Website. Available in Welsh, and by telephone. Charge for telephone service.
Address Management Guide	A specialist reference guide designed to help organise mailing lists and databases. Details are shown on the web site with an outline in Postal Address Books. It can be purchased online or by telephone.	Hard copy. Charge applies. Details on website
Address Manager	A database on CD ROM, with two software options: Address Finder, a basic search and view tool to find addresses from known postcodes and postcodes for known addresses, and Address Manager, an enhanced search and data management tool.	Available on CD-rom. Charge applies. Details on website
Correct Addressing	Advice on the specification for clear and correct addressing shown in Postal Address Books (PAB).	Hard copy in Postal Address Book, which is also available in Welsh. Charge applies. Website.

Section		
Class	Description	Availability

4.4 Addressing (cont'd)

	Licensed Resellers	See: 1.7 Company Information/ Licenses	
	Postal Address Book	Postal Address Books (PAB) are produced for all parts of the UK giving details of postcodes for each area by street and large user. Those for Wales show bilingual addresses where these exist.	Hard copy – charge applies. Available in Welsh for Wales. Details on website
	Postcode Finder	Online and telephone facilities to find postcodes for known addresses.	Hard copy in Postal Address Book. Also available in Welsh. Charge applies. Website
	Postcode Updates	Information regarding large scale updates to postcodes. These are issued every 6 months. Details available in English only.	Hard copy in Postal Address Book, which is also available in Welsh. Charge applies. Website
	Post Town Gazetteer	Index to towns in postcode order available only on 3.5” disc in ASCII format.	3.5” disk and ASCII text file. Charge applies. Details on website

4.5 Quality of Service

	Quality of Service Results	See: 1.6 Company Information/Regulation	
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4.6 Compensation

	Compensation Scheme	Details of the current Royal Mail compensation scheme.	Website
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Section		
Class	Description	Availability
5. Parcelforce Worldwide		
Code of Practice	This covers the Parcelforce Worldwide code of practice, an outline of services, compensation and what to do if things go wrong (how to complain).	Website, hard copy. Hard copy available in Welsh
Depot Locations	Online location finder for Parcelforce Worldwide depots.	Website
Parcelforce Services	Customer information on current services provided by Parcelforce Worldwide, including prices, restrictions and use.	Website, and some in hard copy, some available in Welsh, audio, and large print.
Postal Schemes	The Inland and Overseas Parcel Post Schemes, made under section 28 of the Post Office Act 1969. These cover our conditions for posting parcels within the UK and abroad. See 1.6 Company Information/Performance and Regulation.	Website
Service Guide	Service information on sending items by Parcelforce Worldwide, including inland and international services. Covers compensation limits and costs, transit times, tracking and frequently asked questions.	Website and hard copy. Hardcopy available in Welsh.

Royal Mail Group plc accepts no liability for any claim arising from the application or transmission by any third party of information and guidance contained in documents that have been prepared only for the information and guidance of Royal Mail's employees and agents.

Access To Material Not Routinely Published By Royal Mail Group plc

1. Freedom of Information Act 2000

The requirement for public bodies to produce a publication scheme detailing the material it routinely publishes, is only one part of the Freedom of Information Act 2000. The main purpose of the Act is to give a general right of access to all types of unpublished recorded information held by such authorities.

Individuals already have the right of access to information about themselves under the Data Protection Act 1998. The Freedom of Information Act does not adversely affect this right, but extends this right to allow public access to all types of non-personal information held by public authorities. This will come into effect on 1st January 2005. From this date, anyone making a request in writing for information not listed in an authority's publication scheme and not the subject of any of the exemptions set out in the Act, has:

- the right to be told whether the information exists, and
- the right to receive the information within 20 working days and where possible, in the manner requested.

2. Requesting Access to Unpublished Information

To obtain access to material not listed in Annex 1 of the associated Royal Mail Group plc publication scheme, requests should be made in writing to the address below. Alternatively, an online form is provided for this purpose on our website at http://www.royalmailgroup.com/contactus/publication_scheme.asp. As much detail as possible should be provided to enable us to identify the information sought. You should also state if you would like the information provided in a particular format. Although we will do our best to furnish the material in the requested format, this cannot be guaranteed.

FOI Unit
Royal Mail Group plc
148 Old Street
LONDON
EC1V 9HQ

Telephone: 020 7250 [extension to be confirmed]
Fax: 020 7250 2729
Email: martin.rush@royalmail.com

Information which is available free of charge will be provided within 20 working days* from the date upon which the request is received by us. However, if a fee is payable we will inform the applicant accordingly and the requested information will be provided within 20 working days* of the fee being received by us.

(* A "working day" means any day other than a Saturday, a Sunday, Christmas Day, Good Friday or any other day which is a bank holiday under the Banking and Financial Dealings Act 1971 in any part of the United Kingdom.)

Some information we hold may not be made public, for example information about national security or court records (see section 3. Exemptions).

3. Exemptions

Although the Freedom of Information Act 2000 gives a general right of access to unpublished information, it recognises that there are some classes of material which it would not be appropriate to make generally available. The Act (sections 21-44) therefore lists a number of circumstances where information may be withheld. Such exemptions include:

- Information intended for future publication.
- Information that could prejudice the commercial interests of Royal Mail Group plc or any other parties.
- Information dealing with security matters, including national security and defence.
- Information prejudicial to the health and safety of any individual.
- Information that might prejudice international relations or relations between administrations within the UK.
- Information that might prejudice the economic interests of the UK.
- Information concerned with investigations and proceedings conducted by Royal Mail Group plc or which are or were the subject of court proceedings.
- Information provided to Royal Mail Group plc in confidence.
- Personal information about the applicant or which contravenes the Data Protection Act 1998.
- Information whose disclosure might give rise to a claim to legal professional privilege.
- Information the disclosure of which is prohibited under any enactment, is incompatible with any Community obligation or would constitute a contempt of court.
- Information that is the intellectual property of any third party or the subject of a confidentiality agreement with one.
- Information about services which are not covered by our operating licence and fall outside the universal postal service.
- Information about correspondence with H.M. The Queen.

We also reserve the right under sections 12 and 14 of the Act to refuse a request where:

- a) the cost of researching, extracting or copying the information is disproportionately high,
- b) the request is vexatious, or
- c) we have recently complied with an identical or substantially similar request from the same applicant.

4. Copyright

The provision of information by Royal Mail Group plc under the Freedom of Information Act 2000 does not imply a right to reproduce or publish such information. Reproducing material supplied by us under the Act without the express permission of Royal Mail Group plc may be an infringement of copyright. Requests for permission to reproduce or publish any information so provided should be addressed to:

Group IP & Copyright

Mail Media Centre
Stukely Street
LONDON
WC1V 7AB

Telephone: 020 7421 2282
Fax: 020 7421 2260
Email: stewart.tyson@royalmail.com

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