

Royal Mail and Parcelforce Delivery App

Operational Terms of Use

These requirements form part of the Royal Mail and Parcelforce Delivery App Terms of Use. You must only use the Delivery App, referred to below as the “App”, if you have been authorised to use it for parcel delivery or supporting parcel-delivery operations.

1. Delivery App Van Safety

- 1.1 You must not interact with your phone while driving, or when stationary in traffic, even if using hands-free features. If you need to use your phone or the App, you must stop in a safe and legal location first.
- 1.2 Before driving, you must enable Do Not Disturb, Driving Focus, or an equivalent function to minimise distractions from calls, messages and notifications.
- 1.3 The phone must be secured in the supplied mount and correctly positioned on the windscreen when used for navigation or operational purposes in a vehicle.
- 1.4 Any phone charging cable used must be in good condition and routed so that it does not interfere with the safe operation of the vehicle or its controls.
- 1.5 Portable battery packs must not be used in vehicles or charged on Royal Mail Group sites.
- 1.6 You are responsible for keeping your phone secure. When not in use, it should be kept out of sight and not left visible in an unattended vehicle.
- 1.7 If a task cannot be completed safely, or if information displayed in the app conflicts with information provided in Royal Mail Group training and instructions, stop and seek advice from your manager.

2. Operational and Security Requirements

- 2.1 Use only your own authorised account on the App and only for authorised parcel-delivery activities during your work or assignment.
- 2.2 Do not share your App account, log-in information, or App access, or use another person’s account on the App.
- 2.3 Do not bypass mandatory operational controls, create false or retrospective records, or use the App in place of a required PDA process.
- 2.4 A PDA must be used for vehicle checks or any activity identified as PDA-only. If a required PDA is unavailable or not working, tell your manager before driving or starting the affected activity.
- 2.5 Do not take screenshots, make screen recordings, photograph the App screen, copy or write down App information, or transfer it to personal notes, contacts, email, messaging, mapping, cloud-storage, social-media or AI tools, assistants or services.
- 2.6 Do not retain customer, parcel, address, barcode, route or delivery information taken from the App after the authorised activity, shift, or assignment, or use or retain customer information for personal purposes.
- 2.7 Keep the phone locked when not in use and keep sign-in details confidential utilising screen lock, PIN, password or biometric authentication where available.
- 2.8 Report suspicious activity or unauthorised access immediately.
- 2.9 Whenever leaving the vehicle, switch off the engine, remove the key, close and lock the doors and windows, set the alarm where fitted, secure the parcels and keep the phone with you or out of sight in an approved secure location.

3. Use of a Phone

Royal Mail and Parcelforce managerial grade employees

3.1 When using the App, Royal Mail and Parcelforce managerial grade employees must use their work approved phone and corporate login credentials provided or authorised for their work.

3.2 Employees must keep their work phone secure and use it in accordance with Royal Mail Group policies and instructions.

3.3 If the phone is lost, stolen, damaged or may have been accessed by another person, the employee must immediately:

- tell their manager;
- report the incident through the published security or support route; and
- provide the information required to disable App access.

3.4 Employees must not put themselves or anyone else at risk to recover a lost or stolen phone.

Agency Workers Using a Personal Phone

3.5 An agency worker may use the App on their personal phone only if:

- Royal Mail or Parcelforce has asked them to use the App;
- they have voluntarily chosen to use their personal phone to do so;
- they have been authorised to use the App by the line manager and;
- the email address used for the App matches the email address recorded and used by their agency for the assignment.

3.6 If the email addresses do not match, the App must not be used until the details have been corrected and access has been confirmed.

3.7 Agency workers who use the App will receive an expenses allowance at an agreed rate for each hour worked as a contribution towards the costs associated with using their own personal device for work purposes. This allowance is intended to cover estimated costs such as mobile data usage, insurance and any other incidental expenses arising from the use of a personal mobile phone. The allowance will be paid through payroll and will be subject to applicable tax and National Insurance deductions.

3.8 Any agency worker using the App is responsible for paying their mobile-data charges and for arranging any insurance they consider appropriate for their personal phone. If they consider that the expenses payment does not adequately compensate for the increase in costs, then they should contact their manager as soon as possible with proof of expenditure so that further reimbursement can be considered and, if appropriate, made.

3.9 Using a personal phone is voluntary. An agency worker may decline or stop participating at any time. A PDA will be provided as the alternative. At this point, the 'own device' pay rate will be changed/returned to the standard agency pay rate.

3.10 An agency worker must not be pressured, disadvantaged or treated unfavourably because they choose not to use their personal phone to access the App or decide to stop participating.

3.11 If using a personal phone to access the App would be unsafe or unsuitable, the agency worker must stop using it for the affected activity and speak to their manager.

3.12 Royal Mail Group does not provide insurance for a personal phone and will not reimburse:

- loss or theft of a personal phone;
- accidental damage to a personal phone; or
- the cost of repairing or replacing a personal phone.

3.13 Nothing in these terms excludes or limits any responsibility that cannot lawfully be excluded or limited.

3.14 If a personal phone used for the App is lost, stolen, damaged or may have been accessed by another person, the agency worker must immediately:

- tell their manager;
- tell their agency;
- report the incident through the published security or support route; and
- provide the information required to disable App access.

3.15 Agency workers must not put themselves or anyone else at risk to recover a lost or stolen phone.

Ending Use of the App

3.16 You must stop using the App on the earliest date when:

- your employment or assignment ends;
- your authorisation is withdrawn;
- you are instructed to stop;
- the phone can no longer be used safely or securely; or
- as an agency worker, you withdraw from voluntary participation.

3.17 When you stop using the App, follow the published instructions for signing out, removing the App and ending access.

4. Acceptance

4.1 By selecting “I accept”, you confirm that you:

- are authorised to use the App;
- have read and understood these operational terms;
- will follow the safety and security requirements; and
- will use the App only for authorised parcel-delivery activities.

4.2 Agency workers also confirm that they:

- were asked to participate;
- voluntarily chose to use their own phone;
- used the email address held by their agency;
- understand that a PDA is available as an alternative;
- understand that they may stop participating; and
- understand the provisions concerning insurance, phone loss, phone damage and mobile-data usage.