

Dog Awareness – CWU Members Handout

Dear Colleague,

Monday, 6th July saw the launch of this year's 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.

National DAW offers a real opportunity to remind the public of their legal and moral responsibilities to control their dogs and prevent dog attacks on Royal Mail Group employees. It also serves as an opportunity to remind CWU members who perform deliveries and collections in both Royal Mail and Parcelforce of the following, all-year-round **Dog Awareness** messages:

AVOID a dog attack

AVOID – Interaction with all dogs. Don't touch or engage with dogs - no matter how friendly they seem. Stay neutral.

VALUE – Yourself. 38 dog attacks each week occurred between the end of March 2025 and March 2026.

OBSERVE – Keep your duty log and prep frame 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

Further messages

- 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.

On ☐ Mon ☐ Tue ☐ Wed ☐ Thur ☐ Fri ☐ Sat	
The following risk prevented us from delivering this item	
☐ Dog loose on your premises	
☐ Dog loose in the street	
☐ Premises inaccessible due to dangerous conditions	
☐ Street inaccessible due to dangerous conditions	
Other reason 	
Duty No.	Initials
Date	
P6705	

For more information or for any support or assistance regarding this subject or a Dog Attack, please speak to your local CWU Safety Rep, Area Safety Rep or contact your Branch Office: