



GOVERNMENT OF BERMUDA
MINISTRY OF THE CABINET OFFICE

PATI Information Statement

Name of Public Authority: BERMUDA POST OFFICE

Introduction:

The Public Access to Information (PATI) Act 2010, commits all public authorities to make information available to the public as part of their normal activities. The PATI Act 2010 further requires each public authority to prepare an information statement describing the following information about the authority:

- Structure and organization, and governing legislation;
- Functions, powers, duties and obligations;
- Summary of services provided;
- Classes of records held, in order to facilitate the exercise of right of access;
- Administrative manuals;
- Policies, rules and guidelines used for decision-making; and
- Name and contact information of the person designated by a public authority as the person to whom requests for information are to be directed;
- Any other information that the head of the authority considers relevant, in order to facilitate the exercise of right of access;
- Any other information that may be prescribed.

In this regard, the Bermuda Post Office has prepared the following Information Statement;

Purpose

The purpose of the PATI Act is to—

- give the public the right to obtain access to information held by public authorities
- to the greatest extent possible, subject to exceptions that are in the public interest
- or for the protection of the rights of others;
- increase transparency, and eliminate unnecessary secrecy, with regard to information held by public authorities;
- increase the accountability of public authorities;
- inform the public about the activities of public authorities, including the manner in which they make decisions; and
- have more information placed in the public domain as a matter of routine.

The purpose of the Bermuda Post Office (BPO) Information Statement is to make information readily available to the public without the need for specific written requests. The information statement is also intended to provide people wanting access to information held by the BPO with a 'window' of the types of documents held by the BPO, what the BPO does and how a person can access the information they require. The BPO also intends to proactively publish information and to develop a culture of openness and participation, so that all members of the public have free, easy and quick access to information about the Post Office, to which they are entitled access.

The BPO Information Statement includes but is not limited to the following:

- Summary of what is in the information statement
- An overview of the Public Access to Information
- An outline of what information can be accessed and what cannot be accessed
- Classes of records held, in order to facilitate the exercise of right of access:
- A list of the products and services provided by the BPO
- Structure and Organization, and Governing Legislation
- Functions, powers, duties and obligations
- Administrative manuals
- Policies, rules and guidelines used for decision-making:
- Name and contact information:
- Any other information that the head of the authority considers relevant:

As a result of having this information statement, the BPO hopes to show itself as a progressive, open, transparent Department that is customer driven, customer focused and intent on providing a high standard of customer service to both internal and external customers.

Section A: Structure, Organization and Legislation [s5(1)a]

The BPO Organization Chart is attached as **Annex I** to this Information Statement.

General Information

General Post Office
56 Church Street
Hamilton HM 12.

Hours of Operation

General Post Office: Monday to Friday 8am - 5pm
Sub Post Offices: Monday to Friday 8am - 4pm

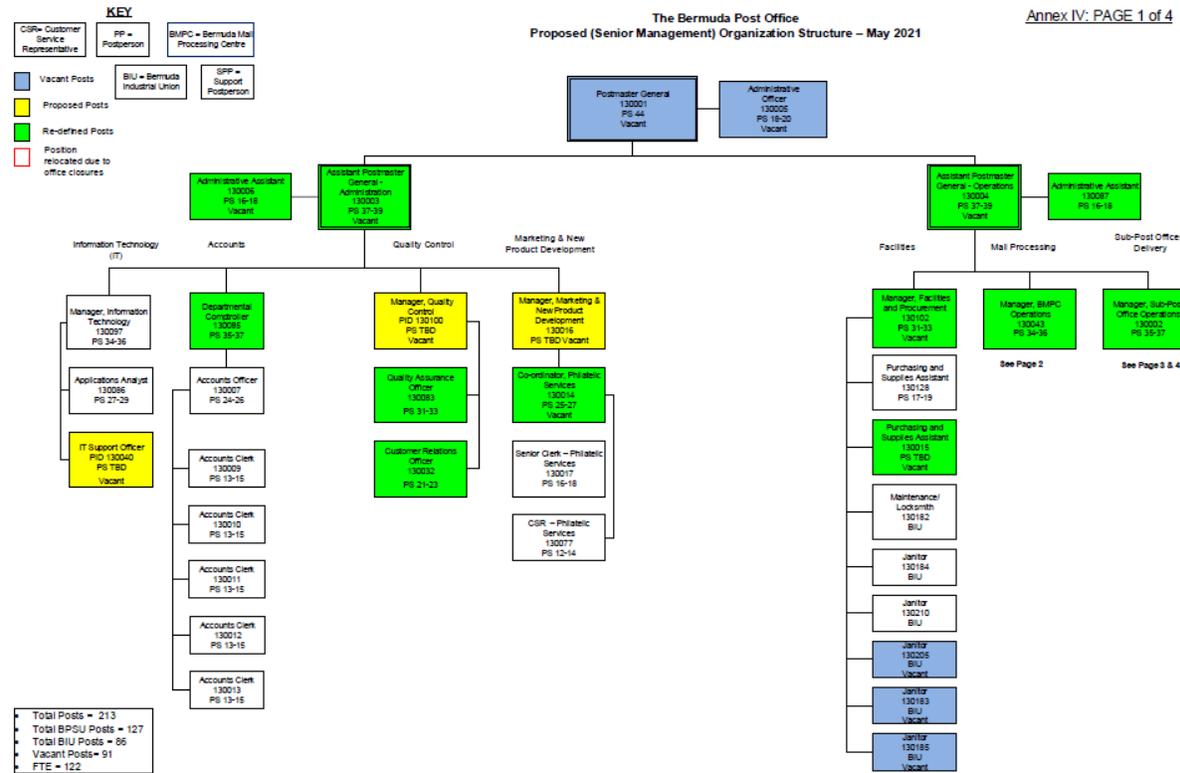
Telephone Number: 297-7893
Fax..... 292-1928
Website..... www.bermudapost.bm
E-mail Address..... postoffice@gov.bm

PATI request for the Bermuda Post Office can only be made in writing at the General Post Office, Hamilton, 2nd floor reception area Monday to Friday between the hours of 8am to 5pm.

Sub Post Offices

St. George's.....	297-1610
Crawl.....	293-1400
Flatts.....	292-0471
Devonshire.....	236-0281
Warwick.....	236-4071
Southampton.....	238-0253
Mangrove Bay.....	234-0423
Perot.....	292-9052

Telephone Numbers



A complete PDF copy of the Organization Chart is available by contacting the Information Officer.

Legislation

- Post Office Act 1900
- Postal Regulations 1933
- Post Office Departmental Administration Regulations 1933

Copies of the legislations can be found at: <http://www.bermudalaws.bm>

Section B: 1) Functions, powers, duties of the Authority [s5(1)b]

Functions, powers, duties and obligations:

BPO Mission Statement

“Together we connect people and businesses by providing efficient, courteous and affordable products and services”.

Duties and Obligations

Bermuda Post Office is one of the only government departments that competes on the open market for its business. Additionally, the BPO is governed not only by the laws of Bermuda but is also regulated internationally by the Universal Postal Union (UPU), one of the oldest arms of the United Nations. All postal organizations around the world must be members of the UPU. Given Bermuda’s current status as a dependent overseas territory, the United Kingdom speaks for Bermuda at the UPU level.

Bermuda also is a member of the Caribbean Postal Union (CPU) which on a regional basis addresses issues affecting countries and island nations within the Caribbean. The CPU makes representation to the UPU to ensure its voice is heard at the international level.

Reporting Structure

The BPO is one of the departments that make up the Ministry of The Cabinet Office and the Postmaster General reports to the Permanent Secretary and ultimately the Minister of The Cabinet Office.

Summary of products and services provided by the BPO:

The Bermuda Post Office’s commitment is to deliver the local mail within four working days. Ninety-eight (98) percent of local mail is delivered in four (4) working days.

The BPO provides the following products and services:

- Postage stamps
- Mailing and receiving letter – local, airmail
- Mailing and receiving parcels – airmail
- Express mail service – incoming and outgoing
- Registered letters – local and international
- Philatelic products and services – items and services provided to stamp collectors
- Philatelic sets, first day covers and presentation packs
- Post office box rentals (Perot post office)
- Bus and ferry tickets, tokens and passes

- After school vouchers – primary and pre schools
- Dog licensing
- Bulk Mail Services, Marketing rates, rebates
- Mail Forwarding Service
- Mail Holding Service
- Franking Machine Licensing
- Local and International Business Reply Service
- Mail Handlers License
- Website online payment for Po Boxes, PrePaid Post Indicia and Hold Mail Service
- MyBermudaPost - package consolidation service in the USA

Section B: 2) Obligations under PATI Act [s5(1)b]

To provide an **information statement** for the public and promulgate it [s5],

- To provide **other information** to the public so that the public needs only to have minimum resort to the use of the Act to obtain information [s6]. This includes:
 - General information, e.g. activities of the Authority
 - Log of all information requests and their outcome
 - Quarterly expenditure (upon request) [s6(5)]
 - Contracts valued at \$50,000 or more.
- To **respond to information requests** in a timely manner [s12-16]
- To **track information requests**, and provide this data to the Information Commissioner
- To respond to requests from the Information Commissioner [s9]
- To **amend personal information** held by the Authority that it is wrong or misleading following a written request by the person to whom the information relates [s19]
- To conduct an **internal review** if formally requested [part 5]
- To give evidence for **review by the Information Commissioner** [part 6, 47(4)], or for **judicial review** [s49], if required
- To provide an **annual written report** to the Information Commissioner of the status of information requests [s58 (3)].
- **To do anything else as required** under the PATI Act and subsequent Regulations [s59, 60], including:
 - **Fees** for Requests for information
 - Management and maintenance of **records**
 - **Procedures** for administering the Act
- To **train staff and make arrangements** so as to facilitate compliance with the Act [s61]
- To **designate one of its officers** to be the person to whom requests are directed [s62]

Section C: Services and Programmes [s5(1)c]

List and Registers:

- Bulk Mailer's Register
- Postage Paid Register

The services we offer:

In addition to the products and services listed above, the BPO provides information, forms, flyers, leaflets, and general information, etc. for members of the public and visitors to the island.

The classes of information will not generally include:

- Information that could compromise the security or confidentiality requirements;
- Information the disclosure of which is prevented by law, or exempt under the Public Access to Information Act.

Decision-making processes and records of decisions:

- The BPO has made this information available for the current and past several years. Decisions affecting service levels are communicated to the general public by different means not limited to: Flyers, Media (radio, television and newspaper).

Major Policy proposals and decisions:

- The BPO has made available to the public such information, which does not damage relations with other governments, business partners, stakeholders or the development of government policy.

Background information for major policy proposals and decisions:

- The BPO will provide as requested facts, and analyses of facts, relevant and important to framing major policy proposals and decisions.

Public Consultations:

- The BPO will on request provide details of consultation exercises with access to the consultation papers or information about where the papers should be obtained.
- This includes the results and outcomes of consultation exercises.

Minutes of Meetings:

- The BPO will provide minutes of meetings, where decisions are made about providing services.
- This excludes information that is properly regarded as exempt under Part 4 of the Public Access to Information 2010 act.

Reports and papers provided from consideration at senior-level meetings:

- The BPO will provide information, presented to those at meetings, which were used in making executive decisions.
- This excludes information that is properly regarded as exempt under Part 4 of the Public Access to Information 2010 act.

Internal communications, guidance, criteria used for decision-making, internal instructions, manuals and guidelines:

- The BPO will provide access to internal instructions, manuals and guidelines for dealing with the business of the department to help the public understand how decisions are made.
- This excludes information that is properly regarded as exempt under Part 4 of the Public Access to Information 2010 act.

Section D: Records and documents held [s5(1)d]

BPO has numerous files and records relating to its operations and activities.

Classes of records held, in order to facilitate the exercise of right of access:

The BPO holds its records for 7 years then forwards them to the Archives Department for safe keeping thereafter.

There are seven classes of information that can be defined:

1. Who we are and what we do:

- The BPO Organizational Chart, information, locations and contacts, constitutional and legal governance are stated or shown above. In addition to the legislation and regulations mentioned earlier, the BPO delivers its functions in accordance with the UPU standards, the Bermuda Government's Conditions of Employment and Code of Conduct, Financial Instructions, the Employment Act 2000 as well as the Collective Bargaining Agreements with the Bermuda Public Services Union (BPSU) and the Bermuda Industrial Union (BIU).
- The Post Office is comprised of the Corporate Services Division and the Operations Division. The Corporate Services Division includes Administration and Finance, Information Technology, Human Resources, the General Post Office (or the GPO), the Sub Post Offices, the Courier Services and the Philatelic Bureau, while the Operations Division is made up of the Mail Processing Center, Post Person Delivery and Quality Assurance.
- The Post Office has industrialized staff who are members of the BIU and other staff who are members of the BPSU.

- All of the aforementioned documents can be found on the BPO's website at www.bermudapost.bm and in the case of legislation, also on www.bermudalaws.bm.

2. What we spend and how we spend it:

- All reference to **B-XX** pages can be found in the Budget Statement book for the Bermuda Government at www.gov.bm/budget
- As indicated on page **B-48** the BPO has been allocated a total of nine million two hundred eighty five thousand dollars (\$9,285,000) for the financial year 2023-2024 total budget expenditures.
- The total revenue estimate for the year 2023-2024, which can be found on page **B-52** is three million, one hundred seventy six thousand dollars (\$3,176,000).
- **B-53** shows the department has a total of one hundred thirty three (133) full time equivalent (FTE) employees.
- The BPO also collects a significant amount of revenue on behalf of other Government departments, such as Customs, Education, Youth and Sports, Public Transportation and Environmental Protection. This revenue averages about Two Million Dollars (\$2,000,000) each year or 30% of total revenue collected by the BPO over and above the revenue estimates indicated above. This amount is not included in the revenue figures in the budget estimates for the BPO but is recognised in the respective departments' budget estimates. The role of the BPO in this context, and the BPO's opportunity to increase efficiencies Government-wide is therefore an area of great opportunity.
- Capital Acquisition Expenditure for 2023-2024 can be found on page **C- 9** of the Capital Acquisition (Schedule C). The BPO has been allocated an amount of twenty six thousand dollars (\$26,000) for the purchase of delivery cycles, furniture and equipment.

3. What our priorities are and how we are doing:

- The departmental objectives for 2023-2024 can be found on page **B – 49** of the Budget book and list the follow:
 - To provide all Bermuda residents with an accessible, affordable and reliable mail and delivery service. E.g. To improve Letter mail delivery within four (4) days, to at least a 98% delivery rate.
 - To provide excellent customer focus and timeliness in execution of all front counter and online service offerings with delivery of mail products to residents and businesses.
 - To use technology to improve and maximize postal services, philatelic sales and capture e-commerce opportunities, with enabling legislation to enhance revenue growth and efficiency.
 - To process all mail products to meet local and international service delivery standards and Universal Service Obligations (USO).
 - To train and develop staff to support all product and service offerings, for improved customer experiences in delivery of all mail products and services.
 - To deliver all international and local packages, processed and declared within a delivery standard of 95% efficiency rate and within two (2) working days.

- The Budget Book also list the BPO’s Key Performance measure for 2023 – 2024 on page **B – 54** and **B – 55**. The key performance measure also indicates how we preformed to those measure in the previous period.

4. How we make decisions:

- Decision making in the BPO is made through a defined management structure. Managers at all levels are empowered to make decisions within and up to their level of authority.
- The BPO Management Teams at various levels meet regularly and produce minutes of the discussions, agreements and decisions.
- The Postmaster General reports to the Permanent Secretary of the Ministry of Cabinet Office and will receive directives from the Minister.
- The BPO has one committee, the Stamp Design Advisory Committee (SDAC), which is appointed by the Minister. The current Chairperson of the SDAC is Mr. Ed Kelly, The Deputy Chairperson is Mr. Horst Augustinovich, both long serving members of the SDAC and an avid Philatelist (Philatelic Coordinator).
- The minutes of management meetings, research findings, and copies of papers submitted to management team meetings, and copies of press releases are all available for review by the general public and can be found at www.bermudapost.bm.

5. Our policies and procedures:

The BPO Policies and Procedures manual which governs the running of the Sub Post Offices is available without a PATI request and can be obtained by contacting the Information Officer. The list of procedures covered is as follows:

- | | |
|----|---|
| #1 | Opening Duties |
| #2 | Receipt of Letter mail at Sub Post Offices |
| #3 | Receipt of Letter/Mail from BMPC |
| #4 | Inbound EMS into Sub Post Offices |
| #5 | Inbound Parcels & DP’s into Sub Post Offices |
| #6 | Outbound EMS from Sub Post Offices to BMPC |
| #7 | Outbound Parcels & DP’s from Sub Post Offices to BMPC |
| #8 | Daily Operational reporting |
| #9 | Return to Sender (RTS) mail |

#10	Re-addressing of mail
#11	Post Office Box Administration
#12	Ordering stock from Stamp Controller
#13	Ordering Retail items from Storeroom
#14	Ordering non-retail items from Storeroom
#15	Post persons uniforms
#16	I.T. Requests for repairs/maintenance
#17	Operational guide
#18	Closing duties
#19	Preparation of daily bank deposit
#20	Call outs and Emergencies
#21	Vehicle policy
#22	Vacation Leave
#23	Sick Leave
#24	Overtime policy
#25	Daily Staff meetings
#26	Transfer of Packages between Sub Post Offices
#27	Learning, Training & Development policy
#28	Learning, Training & Development procedures
#29	Succession Planning
#30	Holding mail procedure
#31	Dog complaint policy
#32	Hurricane Preparedness Plan
#33	Lost and Found
#34	Daily counting of cash floats and stock

#35	IPS Contingency
#36	IRC Coupons
#37	RTS mail infractions
#38	Forms (IPS Contingency, Lost and Found, Vacation, Performance appraisal, Disciplinary forms (BIU and BPSU), Midyear review, Stock counts etc.)

The BPO Policies and Procedures manual which governs the running of the Bermuda Mail Processing Center is available without a PATI request and can be obtain by contacting the Information Officer. The list of procedures covered is as follows:

Bermuda Mail Processing Centre (BMPC)
Process and Procedures
Table of Contents

1) Bulk Mail Calendar

- a) Calendar

2) Bulk Mailers

- a) Canceling Local and International Mail
- b) Mail delivered by Bulk Mailers
- c) Taking incoming International mail through HM Customs
- d) Mail Delivered by Bulk Mailers
- e) Preparing International incoming mail for sorting.

3) Collecting Mail

- a) Collecting mail from Shipping warehouse
- b) Collecting mail from the GPO
- c) Collecting mail from the sub-offices
- d) Collecting mail from the Airport
- e) Collecting mail from the Pillar boxes
- f) Loading trucks when collecting mail at the Airport.

4) Empty Bags

- a) Returning empty mail bags to country of origin.

5) EMS

- a) Dispatching Outgoing EMS Packages
- b) Return-to-Sender EMS packages
- c) Receiving EMS from HM Customs
- d) Returning miss-sent EMS packages.

6) Mail Flow Chart

- a) BMPC Mail Process Flow

7) Mail Sorting

- a) Primary Sorting
- b) Secondary Sorting
- c) Sorting daily newspapers
- d) Primary sorting of Flats
- e) Secondary sorting of Flats.

8) Parcels

- a) Outgoing Parcels
- b) Return-to-Sender Parcels
- c) Taking incoming international parcels through HM Customs
- d) Receiving parcels through HM Customs
- e) Returning miss-sent parcels.

9) Bulk Mailer Dates

- a) Dates mail is received from bulk mailers.

10) Canceling Machine

- a) Preparing Canceling Machine

11) International Mail

- a) Closing outgoing International mail
- b) Delivering outgoing mail to the Airlines
- c) Return-to-sender International mail

- d) Correctly changing International return-to-sender mail
- e) Dispatching International mail
- f) Returning miss-sent International mail.

12) Opening and Closing the BMPC

- a) Opening the BMPC in the morning
- b) Closing the BMPC in the evening.

13) Registered Mail

- a) Closing local registered mail
- b) Incoming registered mail from GPO and sub-offices
- c) Incoming International registered mail.

Section E: Administration (all public access) manuals [s5(1)e]

The Bermuda Post Office Policies and Procedures Manuals which governs the running of the Operations are available without a PATI request and can be obtained by contacting the Information Officer. The list of procedures covered is listed in section D above.

Section F: Decision-making documents [s5(1)f]

- Government of Bermuda Conditions of Employment and Code of Conduct
- Collective Bargaining Agreement between the Government of Bermuda and the BPSU
- Collective Bargaining Agreement between the Government of Bermuda and the BIU
- Dignity at Work Policy and Complaints Procedure

Section G: The Information officer [s5(1)g]

Mr. Richard Hazelwood
Manager, Bermuda Mail Processing Center (BMPC) Operations
The Bermuda Post Office
2nd Floor, General Post Office Building
56 Church Street
Hamilton HM 12, BERMUDA
Telephone: +441 813 1001
Email: rdhazelwood@gov.bm

Section H: Any Other Information [s5(1)h]

For fast information and answers to frequently asked questions, please visit the Bermuda Post Office Website at www.bermudapost.bm.

Section I: Any Other Information To be Provided? [s5(1)i]

Feedback:

The BPO would like to hear from the public about this information statement and any other matter pertaining to the BPO. Members of the public may wish to comment about:

- Other information that they would suggest for inclusion in the information statement;
- Whether or not the information statement was easy to use;
- Whether they found it useful;
- Whether the staff was helpful;
- Other ways in which the information statement can be improved.

Complaints:

Complaints pertaining to the BPO should be sent to the BPO Customer Relations Officer:

- Telephone at 1 441 444 1817
- Email at postoffice@gov.bm

All complaints will be handled according to the Principles of Good Administration and Complaint handling, as published by the Office of the Ombudsman.

If you have any further questions about this information statement, please contact the information officer listed above.

Section J: Information Statement: Copies and Updates [s5(2,3,4,5)]

Every public authority shall update its information statement at least once a year, and make it available for inspection by the public at reasonable times by [s5(1-5), PATI Act]:

Date Information Statement was updated: 18 January 2024

Locations of Information Statement:

- Your principal office: General Post Office Y
- The Bermuda National Library; Y
- The Bermuda Archives; Y
- Available electronically, Y
- The Bermuda Post Office Website at www.bermudapost.bm Y
- Have you published a notice in the Gazette indicating the places where the information statement is available for the public? Y
- With the Information Commissioner. Y