



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.bpo.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.

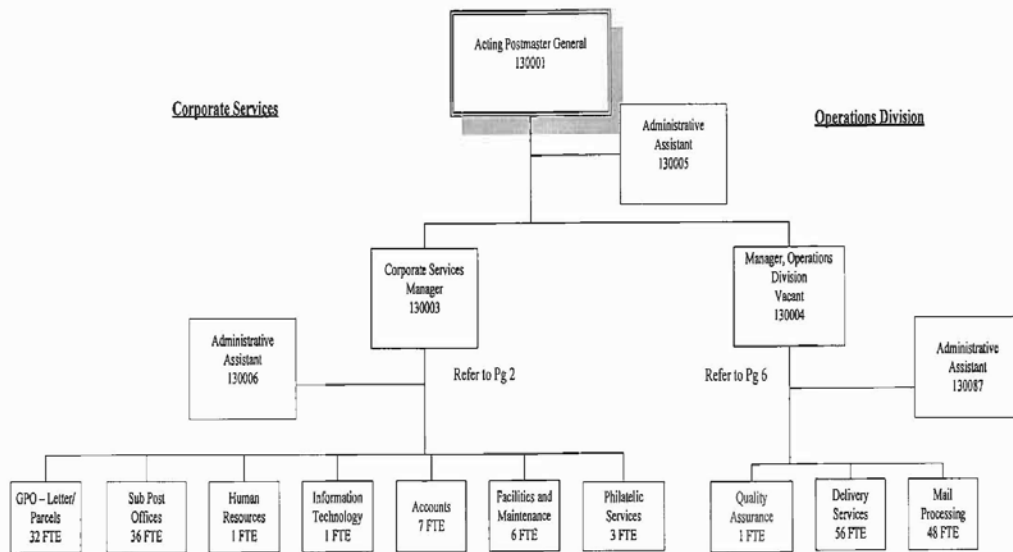
Sub Post Offices

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

Organizational Chart The Bermuda Post Office

Key:



Total establishments = 234

Total FT employees = 197

December 2012

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

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.bpo.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** and **B-49** the BPO has been allocated a total of ten million, six hundred and seventy seven thousand dollars (\$10,677,000) for the financial year 2018-2019 reflecting the same amount as the budget of 2017-2018.
- Salaries and wages continue to be the largest expenditure item for the Post Office at Eighty Two Percent (82%) of total expenses. This percentage has decreased from Eighty Seven Percent (87%) in 2017-2018 due to an increase in operational expenditure for the new location of the BMPC at the New Venture House.
- The sum of these expenses is expected to be in the region of Five Hundred and Thirteen Thousand Dollars (\$513,000) for 2018-2019. In order not to exceed the 2017-2018 expenditure budget as directed, the budget for staffing for 2018-2019 had to be reduced.
- The budgeted staff number for 2018-2019 is One Hundred and Forty Two (142), down Ten Percent (10%) from One Hundred and Fifty Two (152) established posts in the 2017-2018 budget. This means that certain required positions that were budgeted and not yet filled, or that were vacated during the year 2017-2018 cannot be filled in 2018-2019 due to lack of funding.
- Operational expenses for the Post Office make up the remaining Eighteen Percent (18%) of the expenditure for 2018-2019. The major operational expenses included in the 2018-2019 budget are Rent, Repairs and Maintenance, and Energy Costs (as previously explained), as well as Materials and Supplies.
- Rent is estimated to increase by Three Hundred and Five Thousand Dollars (\$305,000). This is the rent for the New Venture House where the BMPC was moved to from October 2017. The BMPC was previously housed, rent-free, at the airport facility. Rent for the Perot Post Office which is paid to the Corporation of Hamilton, is expected to remain the same as 2017-2018 at a cost of Twenty Seven Thousand Dollars (\$27,000) for the year.
- The Repairs and Maintenance line item includes charges for buildings repairs, software maintenance, cleaning contracts, cycle and vehicle repairs and security services, and is estimated to increase in 2018-2019 by One Hundred and Thirty One Thousand Dollars (\$131,000) or Thirty One Percent (31%) more than the 2017-2018 budget of Four Hundred and Twenty Four Thousand Dollars (\$424,000). This is **mainly** due to the annual service charge for the New Venture House.

- Energy costs are also expected to increase by One Hundred and Forty Thousand Dollars (\$140,000) or One Hundred and Eleven Percent (111%) again, mainly due to electricity charges for the above mentioned property.
- Materials and Supplies includes costs for stamp production, printing, stationery, and general food and office supplies. The 2018-2019 estimate for this line item is Two Hundred and Forty Six Thousand Dollars (\$246,000), down 6% from the 2017-2018 budget of Two Hundred and Sixty Two Thousand Dollars (\$262,000). This decrease is due to savings in printing and toner costs as well as general stationery costs as the BPO works to increase efficiency in its processes.
- Smaller line items, budgeted training costs include estimates for training on the new postal system as well as various UPU, CPU and staff development courses. The 2018-2019 estimate of Forty Thousand Dollars (\$40,000) is closely aligned to the 2017-2018 budgeted amount which included funding for training for an IPS system upgrade. IPS is the International Postal System which records movement of mail between different postal jurisdictions.
- Transport costs which include freight charges for the carriage of mail as well as handling charges are expected to decrease in 2018-2019 by Thirteen Percent (13%) to Fifty Six Thousand Dollars (\$56,000) from Sixty Nine Thousand Dollars (\$69,000) in 2017-2018. This fall is due to the lower mail volumes being transported.
- Travel costs are expected to increase by Four thousand Dollars (\$4,000) to a total of Twelve Thousand Dollars (\$12,000) due to workshops for Operational Readiness for E-Commerce (or ORE) and Terminal Dues.
- Communications, Advertising and Promotion expenses for 2018-2019 are expected to be maintained at the 2017-2018 levels. Advertising expenses include subscriptions for various Philatelic magazines, both local and international, to promote our Philately product.
- Professional services include annual dues for the UPU, CPU, and EMS Cooperative and consultant fees for the Stamp Advisory Committee. The 2018-2019 figure is at a level close to the 2017-2018 original estimate with a Five Thousand Dollar increase due to additional charges estimated for drafting of policies and procedures documentation for the new postal solution.
- Uniform expenses are estimated to decrease in 2018-2019 by Ten Thousand Dollars (\$10,000) to Sixty Thousand Dollars (\$60,000) due to a reduction in staff numbers.
- Minor equipment is also expected to decrease to Forty Thousand Dollars (\$40,000), a drop of Twenty Two Percent (22%) from the 2017-2018 budget of Fifty One Thousand Dollars (\$51,000).
- The total revenue estimate for the year 2018-2019, which can be found on page **B-50** is Four Million, Five Hundred and Sixty Three Thousand Dollars (\$4,563,000). This is close to the original estimate for 2017-2018. The revised estimate for 2017-2018 includes a one off provision for long outstanding terminal dues debt. This relates to receivables dating back to 2004 when the terminal dues billing system was not comprehensively set up resulting in delayed billing which has proved difficult to collect.
- 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 as well as within the BPO's Performance Measures on page **B-52**. 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 2018-2019 can be found on page **C-8** of the Capital Acquisition (Schedule C). The BPO has been allocated an amount of Seventy Eight Thousand Dollars (\$78,000), for the purchase of a cancelling machine, a van and five (5) delivery cycles. This is against a 2017-2018 allocation of One Hundred and Two Thousand Dollars (\$102,000), a decrease of Twenty Four Thousand Dollars (\$24,000) or Twenty Four Percent (24%). These assets are expected to promote efficient mail processing and delivery.

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

- In 2018-2019, the BPO will also update the Post Office Act 1900 as well as the Postal Regulations 1933. Both of these Acts are outdated and do not reflect the postal service of today or of the future.
- The BPO also plans to have Four (4) stamp issues in 2018-2019. This will include the Turtle Project in coordination with the Bermuda Aquarium and Zoo.
- The BPO is currently engaged in implementing a new Point of Sale System by June 2019 to improve efficiencies, revenue protection and provide flexibility to offer new products and services to customer.
- The BPO in 2018 – 2019 is currently engaged in Universal Postal Union global project to have all post e-commerce compliant and ready for 2020.

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 National Security 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.bpo.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 I 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 Procedures

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

Mr. Richard Hazelwood
Quality Assurance Officer
The Bermuda Post Office
2nd Floor, General Post Office Building
56 Church Street
Hamilton HM 12, BERMUDA
Telephone: +441 294 0442
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.bpo.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 294 0457
- 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: January 2, 2019

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.bpo.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