

CASE STUDY: SECURE MAIL SCREENING

Problem

Two years ago there were a number of scares regarding suspect packages being sent in the post to government officials. The Privy Council Office received one such package which contained an unidentified powder. Affected staff and offices had to be isolated for a number of hours while the powder was analysed.

Solution

The Privy Council Office investigated various solutions to the problem, including installing a screening machine of its own, but none of the solutions were suitable. The Privy Council Office approached Government Mail, having heard that it provided a secure mail screening service using specialist screening equipment and fully trained staff in a building designed specifically for the job.

All Privy Council Office mail is now collected directly from the Royal Mail sorting office, screened for suspect packages at Government Mail's dedicated screening unit and delivered to the client by a guaranteed time later in the morning

Outcome

The Privy Council Office is extremely pleased with Government Mail's Secure Mail Screening service. All mail is screened offsite ensuring the safety of their staff and maintaining business continuity at all times. In addition, although guaranteed to be delivered before 11am, the screened mail is actually delivered at about 9.30am every day.

"The peace of mind for all our staff from screening our mail with Government Mail has proved very beneficial on many different levels"

David Manze – Accommodation Manager at the Privy Council Office

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