



Date
09 June 2025

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2025/00179

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 16 March, which has been dealt with under the terms of the Freedom of Information Act 2000 (**"FOIA"**).

In your email, you have requested the information shown verbatim in bold below:

"I am submitting this request under the Freedom of Information Act 2000 for data on the interception of postal packages suspected of containing controlled substances.

If possible, I would like any guidelines or training materials provided to postal staff regarding the identification and reporting of suspicious packages.

A breakdown of how cases involving suspicious packages are handled, including:

- The criteria or indicators used to determine whether a package is suspected of containing drugs.**
- Any internal procedures followed when a package is flagged as suspicious.**
- Any agreements or memorandums of understanding (MoUs) between the Post Office, Royal Mail, and UK law enforcement regarding handling such packages."**

We have interpreted your request to relate specifically to the handling of postal packages suspected of containing illegal drugs.

Post Office can confirm that it does hold some information in scope of your request. Please find attached the following appendices which provide relevant guidelines and training materials for postal staff regarding the identification, reporting and handling of suspicious packages.

Appendix A - The Mails Compliance Workbook

Appendix B - The Prohibited and Restricted Compliance Workbook

Appendix C - The Prohibited and Restricted Items Reference Guide.

Appendix D - RM Dangerous Goods and Prohibited and Restricted

Appendix E - Evri Prohibited and Restricted and Excluded

Appendix F - DPD Prohibited Items

We can confirm that there is no agreement or Memorandum of Understanding (MoU) with either RMG or UK Law Enforcement in scope of your request specifically with regard to the handling of postal packages suspected of containing illegal drugs.

It is important to note that Post Office Ltd is not a postal operator for postal packages received in Post Office branches. The interception of postal packages suspected of containing illegal drugs is carried out by Royal Mail Group (RMG) and other postal operators such as Evri and DPD. Post Office Ltd supports these operators in their compliance with the regulations they are required to follow through contractual arrangements. These arrangements ensure that postal staff are trained to identify and report suspicious packages in accordance with the guidelines provided by the postal operators.

If you are dissatisfied with the handling of this response, you do have a right to request an internal review. You can do this by writing to the address above within 40 working days of receipt of this response stating your reasons for your internal review request or alternatively, by emailing information.rights@postoffice.co.uk.

If, having requested an internal review by Post Office, you are still not satisfied with our response you also have a right of appeal to the Information Commissioner at:

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 0303 123 1113
www.ico.org.uk/foicomplaints

Yours sincerely,

Information Rights Team
information.rights@postoffice.co.uk
<https://corporate.postoffice.co.uk/en/governance/access-to-information/access-to-information/>

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