

Postal social services types

The following list of postal social services was identified via UPU desktop studies, from UPU member responses to a questionnaire (December 2019), and from press releases issued by members during the COVID-19 pandemic. Its purpose is to illustrate the variety of social services currently offered by designated operators, and to encourage Posts to diversify.

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1 **Health and well-being**

- Medical clinics within postal buildings
- Operation of hospitals
- Blood donation at post offices
- Transport of donated blood to hospitals
- Collection of donated medical supplies
- Use of postal vehicles for mobile health checks in remote areas
- Home delivery of medicines
- Collection of unused medicines for disposal
- Home checks for senior citizens
- Broad provision of social care
- Delivery of medical certificates/test results
- Delivery of personal protective equipment (PPE)
- Delivery of health testing kits to homes and medical centres
- Postal workers trained in recognizing signs of domestic violence
- Delivery of food parcels to those in need
- Last-mile delivery at cost price for essential items
- Inheritance and funeral arrangements

2 **Education**

- Educational courses for young unemployed people
- Digitization of school reports
- Delivery of spare school computer equipment and homework to children who cannot easily access the Internet
- Home delivery and collection of library books
- Subscription service and delivery of newspapers and periodicals
- Reduced-price postage for reading materials
- Free delivery of reading material for the visually impaired
- Employment of refugees as apprentices within Posts

3 **Community cohesion and development**

- Use of post buses for passenger transport
- Sale of train and plane tickets
- Support/information for religious pilgrims
- Delivery of poverty reduction parcels
- Awareness campaigns to prevent human trafficking and domestic abuse
- Assistance for refugees and immigrants (administrative support, document translation, etc.)
- Recruitment of recent immigrants, to aid social integration
- Postal addresses for homeless people
- Reading of letters for customers
- Assistance for the public in the completion of tax return forms
- Befriending services for the elderly and isolated
- Support in searches for missing children
- Free postcards
- Investment in rental housing

4 Waste and recycling

- Battery disposal
- Collection of small items/specialized materials for recycling
- PET bottle collection from doorstep
- Collection points at post offices for recycling old mobile phones

5 Energy and utilities

- Sale and supply of solar products
- Home maintenance services
- Sale and monitoring of utilities (telephone, Internet, etc.)
- Payment of utility bills
- Electric vehicle charging points

6 Data collection and provision

- Public safety reporting
- Monitoring of road conditions
- Public information hubs within post offices
- Monitoring of road quality
- Delivery of awareness leaflets for the government (e.g. regarding COVID-19)

7 Access to government services

- Payment of social security benefits at post offices and at home
- Local government centres at post offices
- Government services at post offices via fingerprint ID
- Submission of identity card and passport applications, followed by home delivery of documents
- Driving licence renewal and home delivery
- Postal voting (delivery and return of forms)
- Maintenance of the electoral register
- Police/criminal record background checks
- Payment of fines and government taxes
- Vehicle registration and insurance
- Sites for taking the driving theory test

8 Technology

- Website for requesting official documents
- Issue of digital certificates
- Sale of mobile phone plans
- Mobile phone data provided free to homeless people
- Tablets and software for connecting senior citizens to local communities and care services
- Apps for tracking COVID-19 infections and supporting the public with advice
- Public access to photocopying and printing facilities in post offices