

## RECOMMENDED PRACTICES FOR THE MANAGEMENT OF LETTERBOX APERTURE MASTERDOOR KEYS

1. Only a Postal Service Operator ("PSO") licensed by the Info-communications Media Development Authority (hereinafter referred to as the "Authority") may request for access to the Aperture Masterdoor Keys ("keys") from a building developer, owner, managing agent or town council. A list of PSOs licensed by the Authority can be found on the Authority's webpage, [www.imda.gov.sg](http://www.imda.gov.sg), under "**Regulations, Licensing and Consultations**" → "**Frameworks and Policies**" → "**Postal**" → "**List of Postal Services Operators**".
2. Upon such request, building developers, owners, managing agents or town councils may consider adopting a 3-week working timeline to issue keys to PSOs. It is recommended that as a condition for the issuance of keys, the requesting PSO shall undertake to maintain the given set of the keys with no unauthorised duplication.
3. The building developers, owners, managing agents or town councils may wish to consider maintaining a register containing records of the issuance of keys to the requesting PSO. The records should contain the following particulars of the PSO:
  - (a) Name, business address, and, as applicable, NRIC number or passport number or business registration number of the requesting PSO or representative;
  - (b) Contact telephone number(s) of the representatives or authorised personnel from the requesting PSO;
  - (c) Date of issuance of keys;
  - (d) Details of keys issued, including the addresses for which the keys can access to; and
  - (e) Name and NRIC number or passport number of the building developers, owners, managing agents or town council personnel that issued out the keys.
4. For new or upgraded letter box clusters, the building developers, owners, managing agents or town councils may wish to adopt a two-week timeline to issue keys to PSOs upon requests. The building developers, owners, managing agents or town councils should update the register mentioned in paragraph 3 when it issues such keys.
5. Upon request by PSOs for replacement of lost or damaged keys, building developers, owners, managing agents or town councils should only re-issue PSOs with a duplicate of letter box keys mentioned in paragraph 2, upon confirmation (a) that a Police Report has been made with regard to the lost key(s); or (b) upon visual verification of the damaged key. The building developers, owners, managing agents or town councils may wish to adopt a 2-week timeline to issue duplicate keys to PSOs upon such confirmation.

6. The building developers, owners, managing agents or town councils may charge the requesting PSO an administrative and cost recovery fee for providing the keys mentioned in paragraphs 2, 4 and 5.

### **Security of Letter Box Keys**

7. The building developers, owners, managing agents or town councils may wish to require all PSOs who have obtained keys from it to:
  - (a) adopt adequate security and accounting measures in relation to the use and possession of the keys;
  - (b) maintain a register containing records of the drawing of the keys and such register shall be made available for inspection. The records shall contain the following particulars:
    - (i) Name and NRIC number or passport number of the PSO employee drawing the letter box keys;
    - (ii) Date and time of the drawing of the letter box keys;
    - (iii) Details of keys drawn, including the addresses for which the keys can access to;
    - (iv) Date and time when the letter box keys are returned; and
    - (v) Name and NRIC number or passport number of the building developers, owners, managing agents or town council personnel issuing the keys.
  - (c) keep records in the register mentioned in paragraph 7(b) at the PSO's premises for a period of not less than 12 calendar months from the date on which the drawn letter box keys are returned;
  - (d) make a police report on lost keys within 24 hours from the time of loss/theft and a copy of the police report shall be forwarded to the building developers, owners, managing agents or town councils and SingPost for information;
  - (e) ensure that the keys that are drawn by its employees for the delivery of postal articles shall be returned within 24 hours. All PSOs shall indicate the reason(s) in the register mentioned in paragraph 7(b) if any keys are held by the PSO employee for a cumulative period exceeding 24 hours; and
  - (f) ensure that all keys and the accompanying registers in its possession are secured at all times in appropriate key cabinets and access to such key cabinets shall be limited to only authorised employees of the PSO.

### **Use of Letter Box Keys**

8. The building developers, owners, managing agents or town councils may wish to require all PSOs to undertake that the keys in their possession shall only be used for the delivery of postal articles under the PSO licence and not for other purposes.