



Cayman Islands Postal Service Publication Scheme

Produced in accordance with the
Deputy Governor's Code of Practice

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1. About the publication scheme

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Cayman Islands Postal Service to making information available to the public as part of its normal business activities.

The Cayman Islands Postal Service will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;

- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

2. Information that may be withheld

The Cayman Islands Postal Service will generally not publish:

- information in draft form;
- information that is not held by the Cayman Islands Postal Service, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matter will be published in a redacted¹ form, where ever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the Cayman Islands Postal Service’s (or another organisation’s) commercial interests, or endanger the protection of the environment.

When ever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

3. Methods of access

Information available under our publication scheme will usually be accessible through the methods described below.

¹ A copy of the record, with the exempt matter deleted in accordance with the National Archive’s *Redaction Standard*.

Section 7: Categories of information provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

Online

Many of our documents are published electronically on our website www.caymanpost.gov.ky and can be downloaded in PDF format. Where information is available online, a link within *section 7: Categories of information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can use our website's "Search" facility at [<http://www.caymanpost.gov.ky>]. If you are still having trouble locating information listed under our scheme, please contact foi.pos@gov.ky; or FOI Information Manager, Sandra Burke at 345-949-2474 or Information Manager Alternate, Delcia Solomon at 345-945-6875.

Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You may email us at foi.pos@gov.ky, sandra.burke@gov.ky or delcia.solomon@gov.ky to request information. Please provide a telephone number so that we may call you to clarify details if necessary.

Phone

Documents listed in the publication scheme may also be requested by telephone. Please call FOI Information Manager, Sandra Burke at 345-949-2474; or Information Manager Alternate, Delcia Solomon, 345-945-6875 to request information or foi.pos@gov.ky.

Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be emailed to foi.pos@gov.ky or addressed and sent by traditional post to:

Ms Sandra Burke
Information Manager
Cayman Islands Postal Service
General Postal Office
Grand Cayman KY1-1100
CAYMAN ISLANDS

OR

Delcia Solomon
Information Manager Alternate
Cayman Islands Postal Service
Airport Post Office
Grand Cayman KY1-1000
CAYMAN ISLANDS

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *section 4: Fees and charges* for further details.)

Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *section 7: Categories of information*, and relevant contact details will be provided in that section.

Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact FOI Information Manager, Sandra Burke at 345-949-2474; or Information Manager Alternate, Delcia Solomon at 345-945-6875 or foi.pos@gov.ky.

The Cayman Islands Postal Service will adhere to its obligations under section 10 of the FOI Law, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the Cayman Islands Postal Service is legally required to translate any information, it will do so.

4. Fees and charges

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The Cayman Islands Postal Service strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of \$.50 page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2 per disc.

Postage costs

The Cayman Islands Postal Service will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the Cayman Islands Postal Service has received your payment.

5. Requests for information outside the publication scheme

Information held by the Cayman Islands Postal Service that is not published under this scheme can be requested in writing.

Your request will be considered in accordance with the provisions of the FOI Law.

Requests for information must be made in writing and should be submitted via email, post or facsimile.

Emails may be sent to: foi.pos@gov.ky, sandra.burke@gov.ky or delcia.solomon@gov.ky.

Requests by post should be addressed as follows:

Ms Sandra Burke	OR	Delcia Solomon
Information Manager		Information Manager Alternate
Cayman Islands Postal Service		Cayman Islands Postal Service
General Postal Office		Airport Post Office
Grand Cayman KY1-1100		Grand Cayman KY1-1000
CAYMAN ISLANDS		CAYMAN ISLANDS

Faxed requests should be submitted as follows:

Ms Sandra Burke	OR	Delcia Solomon
Information Manager		Information Manager Alternate
(345) 945-1246		(345) 945-6876

Your written request should include the following details:

1. A name (a real name is not mandatory; a fake name or pseudonym is acceptable).
2. A postal address *and/or* email address to which you want our response to be sent to you. This is also helpful in case the Postal Service needs to contact you to clarify a aspect of your request.
3. Details of the records, including if you know, the period and/or geographic area to which the information you are seeking relates; any dates relevant to the information being requested; the name or other identifying characteristics of the document; and,
4. The form of access you prefer such as electronic, photocopy, etc.

6. Complaints

The Cayman Islands Postal Service aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact foi.pos@gov.ky or FOI Information Manager, Sandra Burke at sandra.burke@gov.ky or 345-949-2474; or Information Manager Alternate, Delcia Solomon at delcia.solomon@gov.ky or 345-945-6875, and we will try to resolve your complaint as quickly as possible.

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,
Physical address: 3rd Floor, Anderson Square
64 Shedden Road
George Town, Grand Cayman

Postal address: PO Box 1375
Grand Cayman KY1-1108
CAYMAN ISLANDS
Telephone: +1 345 747 5402
Email: info@infocomm.ky

7. Categories of information

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

About Us

Name of public authority

Cayman Islands Postal Service

Ministry

Ministry of Planning, Lands, Agriculture, Housing & Infrastructure

Chief Officer

Mr. Alan Jones

Ministry of Planning, Lands, Agriculture, Housing & Infrastructure

5th Floor, Government Administration Building

Grand Cayman KY1-9000

CAYMAN ISLANDS

Authority Head

Ms. Sheena Glasgow
Postmaster General
Cayman Islands Postal Service
General Post Office
Grand Cayman KY1-1100
CAYMAN ISLANDS

Senior Postal Managers

- FINANCE OPERATIONS -- Mrs. Petrona Gordon, Deputy Postmaster General, Finance
- MAIL OPERATIONS – Ms. Melissa Martinez-Ebanks, Deputy Postmaster General, Operations & Human Resources
- HUMAN RESOURCES – Ms. Kimari Fletcher-Barrett, Human Resources Manager
- MARKETING – Petrona Gordon , Deputy Postmaster General, Finance
- REGULATORY MATTERS – Melissa Martinez-Ebanks Deputy Postmaster General, Operations & Human Resources

Information Manager

Ms Sandra Burke
Information Manager
Cayman Islands Postal Service
General Postal Office
Grand Cayman KY1-1100
CAYMAN ISLANDS
Direct Line: (345)814-6514
Office: (345)949-2474
Email: sandra.burke@gov.ky
FOI email: foi.pos@gov.ky
Website: <http://www.caymanpost.gov.ky>
Freedom of Information Website: <http://foi.gov.ky>

Alternate

Ms Delcia Solomon
Information Manager Alternate
Cayman Islands Postal Service
General Postal Office
Grand Cayman KY1-1000
CAYMAN ISLANDS
Direct Line: (345)814-6470
Office: (345)945-6875

Email: delcia.solomon@gov.ky
 FOI email: foi.pos@gov.ky
 Website: <http://www.caymanpost.gov.ky>
 Freedom of Information Website: <http://foi.gov.ky>

Organisation and Functions

Every working day, the Cayman Islands Postal Service collects and processes more than 40,000 pieces of mail and delivers them to 11,000 post boxes at 15 Post Offices and 1 Postal Agency across all three islands. Each postal facility offers a variety of options for our customers – sending and receiving mail, purchase of stamps and the ability to pay for some utility bills, insurance and garbage fees.

Cayman Islands Postal Service facility locator and telephone directory

DISTRICT	TELEPHONE	OFFICER IN CHARGE
AIRPORT POST OFFICE 136 Dorcy Drive	945-6875 FAX: 945 6876 EMS: 949 6777 P. POST: 949 2027	<i>Melissa Martinez-Ebanks</i> Mon - Fri 8:15am – 5:00pm Sat 9:00 am – 12:30pm
BODDEN TOWN 189 Bodden Town Road	947 2250 FAX: 947 4152	<i>Erlene Grandson</i> Mon – Fri 8:30am – 12:00pm 1:00 – 5:0pm
EAST END 2599 Sea View Road	947 7546	<i>Laurie Welcome</i> Mon- Fri 8:30am – 12:00pm 1:00 – 5:00pm
GENERAL POST OFFICE 14 Edward Street, George Town	949 2474 949 2104 949 7001	<i>Sheena Glasgow</i> Postmaster General Mon – Fri

	FAX: 945 1246	8:15am – 5:00pm Sat 9:00 am – 12:30pm
HELL 93B Hell Road	949 1171	Reynaldo KellyVernon Mon - Fri 8:30am – 5:00pm
NORTH SIDE 896 North Side Road	947 9551	Charlene Whittaker Mon - Fri 8:00am – 12:00pm 1:00 – 5:00pm
SAVANNAH 1687 Shamrock Road	FAX: 947 1518 947 6841	Leila Terry Mon – Fri 8:30am – 5:00pm Sat 9:00 am – 12:30pm
SEVEN MILE BEACH West Shore Centre 508B West Bay Road	949 4177	Dionne Frederick - Connor Mon – Fri 8:30am – 5:00pm Sat 9:00 am – 12:30pm
PHILATELIC BUREAU West Shore Centre 508B West Bay Road	FAX: 946 4757 949 4113	Shindi Beput Mon - Fri 8:30am – 5:00pm Sat CLOSED
WEST BAY 103 West Church Street	949 3311	Joan McField Mon – Fri 8:30am – 5:00pm Sat 9:00 am – 12:30pm
<u>SISTER ISLANDS</u>		
CREEK 9 Student Drive	948 0213	Karen Smith Mon – Thur 9:00 – 11:30am 1:30 – 3:00pm Fri 1:30 – 3:30pm Sat 9:00 – 11:30 am
SPOT BAY	948 0354	Jolie Tatum

327 Spot Bay Road		Mon – Thur 9:00 – 11:30am 1:30 – 3:00pm Fri 1:30 – 3:30pm Sat 9:00 – 11:30 am
STAKE BAY 19 Kirkconnell Street	948 2222	Jared Scott Mon - Fri 8:30am – 4:30pm Sat : 9:00 – 11:30 am
WATERING PLACE 38 Watering Place Road	948 0242	Gregory Scott Mon – Thur 9:00 – 11:30am 1:30 – 3:00pm Fri 1:30 – 3:30pm Sat 9:00 – 11:30 am
WEST END 30 West End Road West	948 1422 FAX: 948 2311	Estelle Stilling Mon - Fri 8:30am – 5:00pm Sat : 9:00 – 11:30 am
LITTLE CAYMAN 92 Blossom Village Drive	948 0016	Debra Turnaretscher Mon – Fri 9:00am – 12:00noon 1:30pm – 3:30pm Sat 10:30am – 1:30pm

Boards and Committees

Name	Meetings	Membership
Stamp Advisory Committee	Typically four meetings are held per annum, quarterly. Meetings are not normally open to the public.	Chair: Postmaster General Secretary: Customer Care Officer, CIPS Members: - Ministry P, L, A, H & I Rep - APMG, Marketing, CIPS - National Archive Rep - National Museum Rep - National Trust Rep - District Commissioner Co-opted Members: - Lyndhurst Bodden - Ivan Burges

		<ul style="list-style-type: none"> - Phillippe Bush - Lennon Christian - Carmen Godfrey - Shaun McCann - Sara Jan
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Minutes of Stamp Advisory Committee meetings are available on our website (<http://www.caymanpost.gov.ky/portal/page/portal/poshome/aboutus/stampadvisorycommittee/minutes>).

Frequently asked questions

Can I use my apartment's street address to get my mail at the Post Office?

No. There is no home delivery of mail in the Cayman Islands.

Under the Postal Law (1997 Revision) mail is delivered to P. O. Box numbers at the various post offices within the three islands.

Should I use "BWI"?

No. The British West Indies no longer exists geographically.

In addition, using "BWI" may create mis-sorting overseas as automated sorting systems often mistake it for British Virgin Islands, creating a longer delivery time to the Cayman Islands.

Can my P O Box be put in two or three person's name?

No. The Postal Law (1997 Revision) requires one renter.

Can I get an extra key for my P O Box to give the person I share the box with?

No. The Postal Law (1997 Revision) permits only one key to be issued.

I've lost my Post Office Box key. What should I do?

Complete a Lost Key Form from your post office or by visiting our website: www.caympost.gov.ky. Submit this form to your post office, include the \$30 replacement key fee, and as soon as the lock has been changed, your new key will be issued to you.

Why does my post office keep putting mail that is not for me into my post box even when I keep returning it?

Under section 44 of the Postal Regulations (2007 Revision), the Postal Service is mandated to put mail into the post box number to which it is addressed, regardless of the name to whom it is addressed. The law gives the post box number higher priority over the name on each piece of mail.

History

About us

The Cayman Islands Postal Service (CIPS) has long been an important part of Island life. We provide an essential service to all businesses and households and are part of the global postal network. We are in a unique position because we have the capacity to reach more residents in the Cayman Islands than any other business. People trust our ability to safely handle their letters and parcels. We employ nearly 100 people. Every working day we collect and process more than 40,000 pieces of mail and deliver them to 11,000 post boxes across all three islands.

The CIPS is looking to the future by trying to stay one step ahead of our customers' needs. The introduction of postcodes, mail drops and Value-Added Services is only part of this effort. We are constantly striving to find ways in which to make the Post Office more user-friendly, and we are currently looking into new technologies to bring more options to our customers.

About our stamps

Cayman Islands stamps are known internationally for their beauty and their appealing themes, some of which reflect the Caymanian way of life and our cultural heritage, and others that feature the Islands' living marine and terrestrial treasures.

Philatelists, or stamp collectors, have highly valued Cayman Islands stamps for decades because of the normally high quality stamps produced and the limited number of stamps issues released each year.

The activities of the Stamp Advisory Committee are governed by section 12 of the Postal Law (1997 Revision) which states, "The Governor shall, from time to time, cause to be provided adhesive and other postage and revenue stamps expressing and denoting the various rates of postage and duty and such stamps shall, subject to section 14, be kept in the custody of and issued to the public by the Post Office."

The Stamp Advisory Committee meets on average six times per annum (bi-monthly) to develop each stamp issue. Once the annual programme is agreed by the Stamp Advisory Committee, a recommendation is submitted to Cabinet. Subsequent to Cabinet's approval, the approval of Her Majesty the Queen is obtained prior to each stamp issue undergoing its high security printing process. Typically, between four and six stamp issues are released each year.

The production process for a stamp issue can take a minimum of 35 weeks, therefore the Stamp Advisory Committee works well in advance and on more than one year's stamp programme simultaneously.

Given the miniature size of each stamp, not every idea or request for a stamp issue can be developed into a marketable stamp issue. However, public requests or suggestions for a stamp issue should be directed to:

Postmaster General
Chair, Stamp Advisory Committee
General Post Office
Grand Cayman KY1-1100
CAYMAN ISLANDS

Strategic Management

General Nature of Activities

As a member of the Universal Postal Union, the Cayman Islands Government is obligated to provide each resident with access to postal services in a timely manner under the Universal Service commitment. This responsibility is delegated to the Cayman Islands Postal Service and forms the basis of its core services. Delivery is accomplished primarily through post boxes and general delivery.

Core postal services are letter mail, parcel post, registered mail, express mail, counter and philately items. Additional services include pre-paid postage (franking machines), re-direction of mail, safe mail and collection of outgoing business mail. The customers are corporate and domestic.

Historically, the mail was primarily social. Today's mail is more business in nature, but the Postal Service still fulfils an importation role as a facilitator of communication. A modern financial-based economy requires and deserves a modern postal service. This necessitates that the Postal Service offers speedy delivery and increase its use of technology to offer value-added services to meet the ever-increasing needs of customers.

Scope of Activities

The Cayman Islands Postal Services is part of the more than 700,000 postal outlets worldwide that help ensure some 430 billion mail items are processed and delivered each year to all corners of the world. Local operations are carried out in accordance with Cayman Islands Postal Legislation, the Universal Postal Union Regulations and the Caribbean Postal Union policies.

Customers and Location of Activities

The Post Office caters to corporate and domestic customers across all three Cayman Islands. Post Offices are located in each district on the islands. Drop boxes for mail being posted are situated at all Post Offices and easily accessible areas over the islands. Stamp vendors across Grand Cayman increase customers' access to postage stamps for purchase.

Strategic Ownership Goals

The key strategic goals and objectives for the Postal Service in 2016/17 are as follows:-

- Gazette amendments to the Postal Regulations which will for example, allow the Cayman Islands Postal Service to offer customers an option for home delivery of incoming parcels and expand the countries to which the CIPS may send EMS items.
- To pursue payment initiative with other Government Entities utilizing the network of Postal Facilities
- To continue to implement processes leading to continued improvement of the delivery of trackable mail products (EMS, Parcels and Registered) leading to a 1.5% overall annual improvement in the performance of the products as measured by the independent, international monitoring agency for each product.

Governance

- Postal Law (1997 Revision)
- Postal Regulations (2007 Revision)
- HR policies and procedures
- Public Accountants Law (2009 Revision) - International Public Accounting Standards
- Information management policy; Disposal schedule (records retention policy)
- Public Service Management Law
- National Archive and Public Records Law 2007
- Freedom of Information Law 2007
- Freedom of Information Regulations 2008
- Public Management and Finance Law (2005 Revision) and (Regulations 2007 Revision)
- Public Service Management Law (2007 Revision) and Personnel Regulations (2006 Revision)
- Immigration Law (2006 Revision) and Regulations
- Health Insurance Law (2005 Revision) and Regulations (2005 Revision)
- National Pensions Law (2000 Revision) and Regulations
- Customs Law (2007 Revision) and Regulations
- Universal Postal Union Articles and Regulations
- Other Local Laws and Regulations

Corporate management

- Annual reports
- Audit reports on overall operations or major projects
- Compliance assessments; inspections; reviews; performance evaluations
- Statistics**
- Hurricane Plan

* Copies may be obtained upon request from Information Manager

** Specialized reports can be created to collate specific information when necessary

Finance & Administration

Financial management

- Finance and Accounting
- Annual Budget
- Financial statements; Half-yearly / quarterly reports
- Sources of revenue; Capital programme
- Contracting procedures
- List of contracts or quotations; Recently-awarded contracts

*Copies may be obtained upon request from Information Manager

Administration

- Press releases
- Job vacancies; career opportunities
- Staff pay and grading structures
- Records management file plan or classification scheme
- Information Technology
- Human Resources

*Copies may be obtained upon request from Information Manager

Policies & Procedures

- Postal Law (1997 Revision)*
- Postal Regulations (2007 Revision)*
- Ministry of Planning, Agriculture, Housing & Infrastructure policies and procedures
- Public Service Management Law
- Universal Postal Union Articles and Regulations

*Copies may be obtained from the Legislative Assembly at cost.

Decisions & Recommendations

- Stamp Advisory Committee Minutes and Agendas*

*Minutes are available on our website at

<http://www.caymanpost.gov.ky/portal/page/portal/poshome/aboutus/stampadvisorycommittee/minutes>

Lists & Registers

- Asset Register
- Permit Accounts Register
- Franking Meter Register
- Box Rental Register

CLASSES OF INFORMATION HELD

Classes of Information	Restrictions & Accessibility to information
Cabinet reports & recommendations	FOI request concerning this type of information should be directed to the Cabinet Office or the Ministry of PLAH& I.
Personnel / Human Resource records	Access to information restricted to the relevant personnel.
National Mail Service	Majority of information on volume of mail and financial statistics, permit accounts and franking meter licenses may be accessed by the public using FOI. Access to addressee and delivery information on registered mail, parcels and Express Mail items is restricted for personal information concerning clients or private residents or if information is being used in a criminal investigation.
Post Box Renters	Access is restricted for personal information concerning clients or private residents or if information is being used in a criminal investigation.
Cayman Islands Stamps	Information on the official Cayman Islands stamps released each year, Minutes and Agendas for the Stamp Advisory Committee may be accessed by the public using FOI.
Complaints	Records of written complaints regarding customer service and mail operations are accessed by the public using FOI with the redaction of personal information.
Value Added Services	Majority of information on transaction volume of value added services provided to the public may be accessed by the public using FOI.
Hurricane Plan	General plan of activities may be accessed by the public through FOI law. However, security sensitive information will be redacted.
Financial information i.e. accounts, budget	Majority of the information may be accessed by the public through FOI law.
Tender Contracts	FOI request concerning this type of information should be directed to the Ministry of PLAH&I.

Our Services

As a member of the Universal Postal Union, the Government of the Cayman Islands is obligated to provide a national mail service for all citizens. This obligation is undertaken by the Cayman Islands Postal Service (CIPS).

In addition to providing an ordinary letter post service, the CIPS also offers customers additional services for registered mail, parcels and Express Mail Service (EMS).

Customer service is enhanced by the provision of additional services such as:

- Photocopies
- Facsimiles
- Cellular phone top-ups
- Utility bill payments

Forms Available for Public Use

 [Lost Key Replacement Request Form](#)

 [Cayman Islands Postal Service Safe Mail Form](#)

 [Application To Rent A Post Office Box](#)

 [Cayman Islands Postal Service Mail Forwarding Application Form](#)

 [Philatelic Bureau Order Form](#)

 [Watch For Request](#)

 [Enquiry Request](#)

[Electronic Customs Declaration](#)