This SSOW provides sufficient INFORMATION and INSTRUCTION to allow managers to control safety risks identified during risk assessments. It is used by work area managers to inform and instruct operators, at induction and refresher training events, how a task they are involved in or work equipment they are using can be completed / used safely. A record should be retained to show that this information and instruction has been shared with those employees affected.

**Hazards & Risks**

<table>
<thead>
<tr>
<th>Identified Hazards &amp; Risks</th>
<th>Risk Rating (as per Matrix)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Impact/strike from moving vehicles.</td>
<td>Tolerable</td>
</tr>
<tr>
<td>Injury from slips, trips and falls due to uneven/slippery surfaces, severe weather, poor footwear, poor lighting, objects, obstructions etc.</td>
<td>Adequately Controlled</td>
</tr>
<tr>
<td>Injury from animal attacks.</td>
<td>Tolerable</td>
</tr>
<tr>
<td>Musculoskeletal conditions from manual handling activity.</td>
<td>Tolerable</td>
</tr>
<tr>
<td>Impact/strike from moving containers/damaged equipment/poor lighting/abuse etc.</td>
<td>Adequately Controlled</td>
</tr>
<tr>
<td>Sunburn/dehydration/cold from weather.</td>
<td>Adequately Controlled</td>
</tr>
<tr>
<td>Fatigue due to length of duty/hot weather/personal condition.</td>
<td>Adequately Controlled</td>
</tr>
<tr>
<td>Infection and puncture wounds from sharps/needles.</td>
<td>Adequately Controlled</td>
</tr>
<tr>
<td>Cuts and bruises from general activity.</td>
<td>Adequately Controlled</td>
</tr>
<tr>
<td>Worsening injuries due to lone working</td>
<td>Adequately Controlled</td>
</tr>
<tr>
<td>Psycho-social conditions from the working environment (e.g. abuse, stress etc.)</td>
<td>Adequately Controlled</td>
</tr>
</tbody>
</table>

**Controls (Required to Achieve Risk Rating)**

<table>
<thead>
<tr>
<th></th>
<th></th>
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<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Contact with employees (various methods e.g. partner, PDA, Manager)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

SSOW-T001 Delivery (Royal Mail Operations)  Owner: J.Cannon  Version: 1.0  Date: 1st June 2017
General
This national Safe System of Work (SSOW) must be followed at all times and consolidates advice given in operator training. Any problems should be reported to your line manager immediately.

Any local/unique hazards not identified within this generic SSOW should be assessed locally in consultation with the local SHE team and CWU Area Safety Representative and noted in the SSOW local arrangements section at the end of this document. They should also be referred or reported to the owner of this document to ensure national review.

It is the legal responsibility of every employee at work:

- To take reasonable care for the health and safety of themselves and others who may be affected by their acts or omissions.
- To report defective or faulty equipment immediately.
- To work in the way they have been trained and inform your manager when asked to use equipment for which you have not been trained.

Dynamic Risk Assessment

Whilst on Delivery hazards and risks will vary depending on the circumstances. It is important, therefore, that OPGs use ‘dynamic risk assessment’ at all times in order to keep them safe. To complete a Dynamic Risk Assessment:

1. Look for Hazards
2. Consider the Risk
3. Decide What to do Safely

The SSOW is a generic instruction for use across the company and represents a minimum standard. Local risk assessments may identify the requirement for a higher level of control as per company procedure.

Always seek assistance if you feel that it is required.

Core Standards

The following Core standards apply to this safe system of work:

<table>
<thead>
<tr>
<th>Management Controls</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yard Risk Assessment completed (see Standard 2.3).</td>
</tr>
<tr>
<td>Offsite Risk Assessment (WRAP) in place and maintained (see Standard 2.4).</td>
</tr>
<tr>
<td>Severe Weather Preparation Checklist in date and Severe Weather Assessment completed as required (see Standard 2A.1).</td>
</tr>
<tr>
<td>All Risk Assessment outcomes and SSOW’s / SWI’s are communicated to staff (see Standards 2.1 and 6.1).</td>
</tr>
<tr>
<td>Managers and other staff complete regular SMAT / Observations (see Standard 17.2).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Vehicular and Equipment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Only approved equipment which is in good working order to be used.</td>
</tr>
<tr>
<td>Only vehicles allocated to the Delivery Route to be used.</td>
</tr>
<tr>
<td>Only trained and competent people to use equipment / vehicles.</td>
</tr>
<tr>
<td>Daily Vehicle Checks / Equipment Checks to be completed.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Weight Limits</th>
</tr>
</thead>
<tbody>
<tr>
<td>LWT load 32kg (2 pouches).</td>
</tr>
<tr>
<td>M2 HCT 122kg Gross; 75 kg load.</td>
</tr>
<tr>
<td>Pouch 16kg (11kg other).</td>
</tr>
<tr>
<td>York and Mini York containers 250 kg.</td>
</tr>
<tr>
<td>York ALP Sleeve 250kg.</td>
</tr>
<tr>
<td>RM Parcels 20kg.</td>
</tr>
<tr>
<td>Tray 10kg.</td>
</tr>
<tr>
<td>Parcelforce Parcels 30 kg* (unless otherwise assessed).</td>
</tr>
<tr>
<td>Sack Barrow (as per markings).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Personal</th>
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</thead>
<tbody>
<tr>
<td>Work within limits of Working Time Directive (or RMG Standard).</td>
</tr>
<tr>
<td>Rest breaks.</td>
</tr>
<tr>
<td>Manual handling technique.</td>
</tr>
<tr>
<td>PPE – as per Matrices or specific risk.</td>
</tr>
<tr>
<td>Driving hours adhered to.</td>
</tr>
<tr>
<td>Health Declaration and License checks completed.</td>
</tr>
<tr>
<td>Persons Specifically at Risk Assessment where required.</td>
</tr>
</tbody>
</table>

Communication and Review

In order for the SSOW to be effective, it should be communicated to all staff, including Agency, and displayed on Noticeboards. Compliance to the SSOW should be ensured by local review and periodic behavioural observations (SMAT / Observations) by Managers and Employees and Inspections by Safety Representatives.
## INSTRUCTIONS

### General Do’s and Don’ts

- **Do** report all hazards to your Manager.
- **Do** report all accidents and near miss incidents to your Manager.
- **Do** adhere to site rules at all times both on RMG sites and customer sites.
- **Do** use a P6705 sticker to endorse any items where a risk has prevented delivery.
- **Do** adhere to all risk controls for the Delivery Route as communicated in the Walklog.
- **Do** be aware of your surroundings and look where you are walking/moving to avoid stepping on uneven surfaces, wet leaves or other hazards.
- **Do** maintain 3 points of contact when climbing or descending stairs.
- **Do** make sure you are wearing the appropriate footwear and that it is in good condition at all times (including Spiky in severe weather).
- **Do** look out for and avoid moving vehicles. Avoid walking in vehicle blind spots.
- **Do** drive vehicles as per training and follow the Highway Code and RMG Driver Handbook instructions. Wear seatbelts when moving.
- **Do** park vehicles in safe areas and pull in the wing mirrors.
- **Do** wear high visibility clothing in poor conditions/high risk areas and use your torch in areas of poor visibility.
- **Do** Use the principles of ‘AVOID’ in order to reduce the risk from dogs.
- **Do** mark mail with a ‘D’ for dog for addresses with a known dog risk and use a posting peg to post mail at addresses with a known dog risk.
- **Do** look out for dogs or other animals. And ask a customer to put a dog away before opening the door.
- **Do** use the correct manual handling technique at all times. Use the TILE principles (Task; Individual, Load; Environment).
- **Do** use any delivery equipment designated to the Duty as required and as per the SSOW.
- **Do** look out for signs of heavy parcels/items (e.g. stickers/sender name/content indication). Test the weight and use a Sack Truck for deliveries of large/heavy items where required.
- **Do** ensure you wear the appropriate uniform for the conditions and cover up where required.
- **Do** avoid confrontation with aggressive customers. Walk away and inform your manager.
- **Do** follow security guidelines for the mail at all times.
- **Do** ensure any instructions from a Severe Weather Risk Assessment are followed.
- **Do** take appropriate rest breaks, drink water and eat appropriately.
- **Do** ensure you keep in regular contact with a delivery partner/Manager when working in isolated areas or if your duty over-runs significantly in order to confirm wellbeing.
- **Do** inform your manager of any physical condition (e.g. ergonomic, illness, pregnancy etc.) or mental condition (e.g. stress, anxiety etc.) which may affect your ability to work safely.
- **Do not** take shortcuts, follow pathways.
- **Do not** rush. Adjust your speed for the conditions.
- **Do not** use pouches, bags, trolleys or vehicles that are overweight. Consider reducing the weight if a specific risk exists.
- **Do not** approach dogs and do not enter a garden/premises where a dog is present.
- **Do not** use equipment that is not approved for used for the activity being performed.
- **Do not** wear headphones or use a mobile phone whilst walking on delivery.
- **Do not** pick up syringes, needles or sharp objects.
Before Use – Pre-Delivery Preparation / Checks

1) Walk Log / Hazard Card.  
2) Marked frames (e.g. yellow dots for dogs).  
3) Footwear.  
4) Endorsed letters with hazard e.g. 'D' for Dog.  
5) Daily vehicle check / prep.  
6) Equipment checks, e.g. York, HCT, LWT.  
7) Hi-Viz (where required).  
8) Posting Peg.  
9) Spikeys (when relevant).  
10) Pouch / Trolley Weights (visual).  
11) Torch, hat, weatherproof as required.  
12) Manager instructions, e.g. severe weather actions.

Loading and Unloading of LWT’s and HCT’s

Refer to the Use of Light Weight Trolley on Deliveries SSOW.  
Refer to the High Capacity Trolley (HCT) Mark 2 SSOW.

- Activity must take place in a safe / designated area away from moving vehicles and obstructions.  
- Use the correct manual handling technique at all times.  
- Activity must take place in an area with a good surface and with good lighting if possible (use a torch if this is not possible).  
- Site rules must be adhered to at all times.

Use of Light Weight Trollies (LWTs) and High Capacity Trollies (HCTs)

Refer to the Use of Light Weight Trolley (LWT) on Deliveries SSOW.  
Refer to the High Capacity Trolley (HCT) SSOW.

- Use as per training instructions and relevant SSOW at all times.

Loading and Unloading Delivery Vehicles

Refer to the Operation and Use of York and Mini-York Containers SSOW.

SLIP / TRIP / FALL:

- Check the work area to identify any hazards such as kerbs, bags, cable ties etc. before proceeding.

VEHICLE:

- Site rules must be adhered to at all times particularly in relation to PPE, designated loading areas and access/egress.  
- The activity must take place in a safe / designated area away from moving vehicles and obstructions.  
- Ensure that the engine is turned off and the handbrake is applied.  
  Where applicable, leave the vehicle in gear and turn the wheels to the kerb.  
- Do not exceed the maximum specified vehicle payload (including mail plus driver and passenger).  
- Ensure that the load and the trolley(s) are evenly distributed in the rear of the vehicle.

MANUAL HANDLING:

- Use the correct manual handling technique at all times.  
- Use two hands to move a York and apply the brake when stationary.  
- Position the York to allow easy reach without causing an obstruction.  
- Load and unload whilst standing outside of smaller vehicles.  
- Check for signs of heavy parcels such as markings, or known senders and test the weight by rocking from side to side.
- Slide or push pouches and parcels into position; do not overstretch or climb into small vehicles. If necessary in order to reach, enter larger vehicles with care using 3 points of contact.
- Organise the load in reverse delivery order so that the next items to be delivered are always accessible.
- Lift the folded LWT by the handle supporting the underneath before placing it into the vehicle with the wheels always going in first.
- If you have any parcels that you think you will have difficulty delivering due to their size, weight or access difficulties discuss this with your manager before you go out on delivery.

**DOGS:**
- If a dog is loose or roaming do not put yourself at risk. Remove yourself from the area.

### Access or Egress From Vehicles
Refer to the Driving (Royal Mail Operations) SSOW.

### Driving to and From the Parking Point
Refer to the Driving (Royal Mail Operations) SSOW.
- Ensure you are competent and authorised to drive the vehicle.

### Walking to the Delivery Point / Operating in Public Areas
Refer to the Use of Light Weight Trolley (LWT) on Deliveries SSOW. Refer to the High Capacity Trolley (HCT) SSOW.

**SLIP / TRIP / FALL:**
- Walk on the designated pavements at all times.
- Look out for and avoid poor or slippery surfaces e.g. potholes, tree roots, wet leaves, moss, drain covers etc.
- **NEVER** read the mail when walking and only hold small bundles. Memorise the next delivery point and avoid repeatedly reading the address.
- Do not rush. Adjust your speed for the conditions.
- **Follow the ‘3 P Process’** (see Delivering Mail/Parcels below)
- Use a torch if required.

**VEHICLE:**
- In areas of high vehicle or pedestrian movement wear high visibility clothing and use designated crossing points where available. Inform your manager if the risk is considered significant.
- Be careful on narrow paths or near street corners due to risk of moving vehicles and falls. Stay as far away from the road as possible or cross to a safer area.
- Wear high visibility clothing when there is poor lighting.

**DOGS:**
- If a dog is loose or roaming do not put yourself at risk. Remove yourself from the area.
### MANUFACTURING:
- Ensure LWT's and HCT’s are used whenever allocated to a duty and moved/manpowered in a controlled way and as per the relevant SSOW.
- Where authorised for use, carry the delivery pouch correctly with the strap over the shoulder (Bandolier Fashion).

### OTHER:
- Be aware of pedestrians, prams, pushchairs, wheelchairs and other pavements users and give way wherever possible.
- Look out for and avoid parked cars or other hazards e.g. waste bins on the pavement causing congestion and poor visibility.
- Do not pick up syringes, needles or sharp items and avoid standing on them.
- Never enter unauthorised areas.
- Avoid confrontation with aggressive customers. Be polite and remove yourself from the situation.
- Make contact with a delivery partner/manager where possible if in an isolated area to confirm wellbeing.

### Crossing Roads
Refer to the Use of Light Weight Trolley (LWT) on Deliveries SSOW. Refer to the High Capacity Trolley (HCT) SSOW.

### VEHICLE:
- Before crossing the road look out for moving vehicles and only cross in areas of good visibility / lighting and when safe to do so. Report high risk roads to your Manager.
- Do not cross in between parked vehicles.
- Use approved crossing points wherever possible e.g. zebra crossings.

### SLIP / TRIP / FALL:
- Never read the mail whilst crossing the road.
- Look for and avoid defective surfaces e.g. pot holes, cracks etc.
- Take care when stepping up / down from kerbs.

### MANUAL HANDLING:
- Manoeuvre LWT’s and HCT’s as per the relevant SSOW. Do not push a LWT up a kerb, always pull.

### Delivering Mail and Parcels

### SLIP / TRIP / FALL:
- NEVER read the mail when walking and only hold small bundles. Memorise the next delivery point and avoid repeatedly reading the address.
- Do not rush. Adjust your speed for the conditions.
- Follow the ‘3 P Process’ at all times:
  - Post / Deliver the mail carefully.
  - Prepare the next delivery in a safe place and whilst stationary - check and memorise the next address.
  - Proceed with the next delivery.
• DO NOT take shortcuts and walk on designated paths / areas at all times.
• When moving away from the delivery point, turn fully and check the route before proceeding in order to avoid any obstacles or falls from a step.
• Take extra care when stepping onto slippery or uneven surfaces e.g. tiled or painted steps, metal ramps, decking, pressed concrete, wooden decking, broken paths; drain covers, steps, wet leaves and moss etc. Avoid where possible.
• Avoid obstacles such as toys, door mats, hanging baskets, low fixed satellite dish, exposed ground, overgrown bushes or open windows etc.
• Use a torch in areas of poor lighting

DOGS:
• Follow the AVOID principles at all times:
  o Avoid interacting with any dogs.
  o Value yourself – it could happen to you.
  o Observe – check you Walk Log and mark your frame with yellow dots.
  o Inform – Report all new dogs to your Manager.
  o Defend – use your delivery equipment to form a barrier.
• Write a ‘D’ for Dog on the top left hand corner of mail bundles/parcels for a delivery address with a known dog.
• Use a posting peg to prevent the need to put fingers through the letterbox this is mandatory at all delivery points with dogs.
  o Fold the letter / P739 card and slot it into the open end of the peg
  o Lift the letter box with your other hand and push the loaded post peg through the letter box.
  o Turn your hand to rotate the post peg to a vertical position and withdraw the posting peg.
• Look for signs of dogs such as dog toys, dog mess, warning signs etc.
• Never accept a customer’s assurances that a dog will not hurt you.
• Rattle a gate or call out before entering the premises with a known dog.
• When delivering parcels or signed for items with a known dog:
  o As the customer approaches the door announce who you are to the customer.
  o Ask the customer to put their dog away before they open the door.
  o Step back from the door to a safe distance to create a space between you and the door.
  o Where a dog is present encourage the customer to take items from you to prevent you having to pass them into the customer/dogs space.
If a dog is loose in a garden:
- Do not enter the garden if you feel at risk or there is a dog roaming free.
- Call the customer.
- Ask the customer to put their dog away before you enter.
- Where a dog is present do not hand items over the fence or gate, encourage the customer to take items from you to prevent you having to pass them into the customer/dogs space.

**MANUAL HANDLING:**
- Bend the knees when delivering to low letterboxes and remove a pouch if used. Report excessive numbers of low letterboxes to your Manager.

**VEHICLE:**
- Take care and avoid vehicles moving into or out of premises. Wait until the area is clear and safe to proceed.

**OTHER:**
- Avoid confrontation with aggressive customers.
- Take care with stiff letterboxes and damaged letterboxes. Use a posting peg.
- Take extra care with dangerous gates e.g. spring loaded or sharp edges including controlled entry doors. Avoid where possible.
- Do not enter building sites or areas of construction. Deliver to the Gatehouse if possible.
- Do not pick up syringes, needles or sharp items.

**Walking Up and Down Stairs**

**SLIPS/TRIPS/FALLS:**
- Use 3 points of contact when climbing or descending stairs wherever possible. This requires holding a handrail or other surface.
- **NEVER** read the mail when walking up and down stairs.
- Look out for and avoid objects and obstructions on stairs
- Look out for and avoid defective surfaces.

**MANUAL HANDLING:**
- In blocks of flats, offices etc. with a lift deliver from the top of the flats to the bottom where possible. If there is no lift, work your way up the flats from the bottom to the top so that you are not carrying as much up the stairs.
- Only carry small bundles of mail / parcels otherwise use a pouch (do not exceed 5kg).
Business Premises – Additional Instruction

**VEHICLE:**
- Park vehicles in designated areas and follow a pedestrian walkway or safe route.
- Avoid moving vehicles/machinery in operational areas and car parks.
- Wear high visibility clothing where a risk exists.

**SLIPS/TRIPS/FALLS:**
- Be aware of your surroundings when entering any reception areas taking into consideration people movements which may create space constraints.
- Be aware of tiled and polished surfaces particularly in periods of wet weather. Move slowly and carefully.

**MANUAL HANDLING:**
- If you have any parcels that you think you will have difficulty delivering due to their size, weight or access difficulties obtain assistance where possible or use a sack truck if available. If this is not possible, endorse the item and return it to the office.

**OTHER:**
- Always follow the site rules of the customer’s premises and NEVER perform an unsafe act on the premises.
- NEVER enter unauthorised work areas and always deliver to the approved location for example the customer reception.
- Report unsafe conditions to your Manager.

Use of Pouch boxes / Safe Drops

- Look out for dogs, vehicles and pedestrians. Do not complete the task until safe to do so.
- Take extra care during windy conditions.
- Open the door and, keeping your fingers clear of the seal area, secure it behind your hip / back.
- Use the correct manual handling techniques at all times. Lift one pouch at a time and do not overfill.

Severe Weather – Additional Instruction
Refer to the Driving (Royal Mail Operations) SSOW.
Refer to the Use and Maintenance of Spikeys SSOW.

- During periods of snow / ice wear warm clothing and use Spikeys where there is an identified risk. Take extra care, use handrails where available, shorten your stride in slippery conditions and if it is too risky to deliver to a particular delivery point endorse the mail and do not deliver.
- When driving, prepare your vehicle properly, drive at an appropriate speed and use equipment dependent on the weather (windscreen wipers, sun visor, fog lights etc.).
- During periods of heat / sun make sure you cover up (e.g. long, loose clothing), protect your head (e.g. wear a wide brimmed hat), use supplementary sunscreen, stay out of the sun where possible (e.g. during breaks) and remain hydrated (drink lots of water).
- During periods of fog, plan your walking route and slow down.
During periods of heavy rain, wear waterproof clothing and take care on slippery surfaces, use handrails if available and shorten your stride. Do not drive or walk through flooded areas.

During windy conditions take particular care with vehicle doors, trolley lids, when handling large parcels. Be alert to flying debris and in exposed areas at the road side.

Person Specific Risks – Additional Instructions

- If you do not feel well or have an injury, inform your Manager.
- Where there is a known medical condition, follow any specific instructions agreed with your manager during your persons specifically at risk assessment.

Collection on Delivery – Additional Instructions

Refer to the Collections SSOW.

Use of PDA’s – Additional Instructions

Refer to the Use and Charging of Mobile Postal Digital Assistant – Zebra TC75 SSOW.

<table>
<thead>
<tr>
<th>Competency</th>
<th>Format (Course/Certificated/Qualification)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training</td>
<td>Mandatory:</td>
</tr>
<tr>
<td></td>
<td>RML Delivery Induction.</td>
</tr>
<tr>
<td></td>
<td>Equipment (where used): LWT, HCT, PDA.</td>
</tr>
<tr>
<td>Training required on a needs basis:</td>
<td>• DO Manager / Coach.</td>
</tr>
<tr>
<td></td>
<td>Delivering Safely.</td>
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<tr>
<td></td>
<td>Driver training.</td>
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<tr>
<td></td>
<td>• Success Factors.</td>
</tr>
<tr>
<td></td>
<td>• Pertemps Driver Training.</td>
</tr>
</tbody>
</table>

Personal Protective Equipment (PPE)

<table>
<thead>
<tr>
<th>Item</th>
<th>Ordering details</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>PPE use as per the RMG PPE Matrices.</td>
<td>Uniform / Stores.</td>
<td>Beyond mandatory areas (e.g. yards), or circumstances (e.g. severe weather) the Hazard Card in the Walk Log will identify specific delivery points / areas for use of particular PPE.</td>
</tr>
</tbody>
</table>

SSOW Authorisation

<table>
<thead>
<tr>
<th>Name</th>
<th>Signed</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Author</td>
<td>J Cannon; F Warnock</td>
<td>25/5/18</td>
</tr>
<tr>
<td>Safety Support</td>
<td>A Nugent (CWU); S Mullen (CMA); M Fuller (CMA); M Chappel; M Wissett; A Wood; J Smith; R Rixon; N Burns; A Pedal (CWU); A Hickerman (CWU); S Beale</td>
<td>25/5/18</td>
</tr>
</tbody>
</table>

I have authorised this SSOW for deployment

Safety Authorisation: J Cannon

On deployment in the Work Area a copy of the SSOW should be retained for reference
SSOW LOCAL ARRANGEMENTS

<table>
<thead>
<tr>
<th>SSOW Title</th>
<th>Region</th>
<th>Unit (Where applicable to individual Unit)</th>
</tr>
</thead>
</table>

(For use where a Unit Manager wants to add local arrangements to a Group or Business Unit SSOW)

While the SSOW provides sufficient INFORMATION and INSTRUCTION to allow managers to control safety risks for a specific task &/or item of work equipment it is possible that local circumstances within a Unit could introduce additional risks. Where local risk assessment indicates this to be the case LOCAL ARRANGEMENTS could be prepared help to remove or reduce the additional risks to an acceptable level. This additional INFORMATION and INSTRUCTION must be used within the Unit(s) affected to inform and instruct those employees affected. It should also be used at induction and refresher training events to inform employees how a task they are involved in can be completed safely &/or how work equipment they are using can be used safely. Any training or briefing using the SSOW should be recorded to show where the additional information and instruction has been given.

NOTE: Local amendments to a SSOW cannot be less stringent than the national version.

**LOCALISATION**

<table>
<thead>
<tr>
<th>Locally Identified Risk</th>
<th>Risk Rating (ref. SMS2.1 Risk Matrix)</th>
<th>Control</th>
</tr>
</thead>
<tbody>
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</table>

**LOCAL SIGN OFF**

<table>
<thead>
<tr>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Author</td>
<td></td>
</tr>
<tr>
<td>Safety Authorisation: (As defined in Levels of Authority set out in the Standard)</td>
<td></td>
</tr>
</tbody>
</table>

SSOW-T001 Delivery (Royal Mail Operations)  Owner: J.Cannon  Version: 1.0  Date: 1st June 2017