

No. 144/2020

20 March 2020

Our Ref: E1/20

**To: All Branches**

Dear Colleagues,

**RE: Royal Mail Group - Coronavirus Latest Questions & Answers Guidance (V14)  
Dated 18 March 2020**

**Royal Mail Questions & Answers Guidance:**

Royal Mail Group has established a 'Business Pandemic Team' which includes all heads of department and this team meets daily to review the situation across Royal Mail Group and update communications to Managers and Questions and Answers information which is cascaded out to the business.

Attached for the information, reference and use of CWU Health and Safety and Branch IR Reps is the latest version of the 'questions and answers' communication version 14 (18 March 2020). These are normally circulated to all RMG managers and are also available to access through a link in the 'Managers Update Messages'.

**Positive Coronavirus Covid-19 Cases in Royal Mail:**

Positive Cases in Royal Mail now stand at 5 – Manchester NWDO, Mount Pleasant MC/DO, Atherstone DC, Abingdon DO and Eastleigh DO.

With reference to Item (c) Cleaning and Consumables on the attached Q&As, '**How do we request for a vehicle to be cleaned in the event of a confirmed case of coronavirus?**' – this has been discussed now with Royal Mail Fleet Services who have confirmed that any such vehicle will not be touched or cleaned by Fleet Services staff, i.e., CWU members, the vehicle itself would be quarantined and removed and then thoroughly cleaned, decontaminated and disinfected by a specialist appointed professional company.

**Important Useful Links:**

My Royalmail.Com site includes the latest Q&A and general detail:

**<https://www.myroyalmail.com/Coronavirus>**

Public Health England latest advice and guidance:

**<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>**

NHS common questions and answers: **<https://www.nhs.uk/conditions/coronavirus-covid-19/>**

**Reporting a Positive Coronavirus Case:**

If a member has a positive Coronavirus diagnosis, the line manager must contact Royal Mail Central Postal Control (CPC) on: 0345 266 1060.

**Good Hygiene:**

It is important that everyone follows basic good hygiene techniques. Wash hands regularly particularly before eating. Regularly clean with antiseptic wipes any shared equipment such as keyboards, PDA's and scanners. Cough and sneeze into tissues. Dispose of any tissues immediately. 'Catch It, Bin It, Kill It'.

**Royal Mail First Class Support:**

First Class Support is available to all Royal Mail Group Employees free 24/7 providing a confidential support helpline 0800 6888 777 as well as a range of support services including health, counselling, debt and legal advice and practical help.

The attached is for the information, reference and assistance of Health and Safety Reps, Branch Officers and Reps and Divisional and Regional Officers for reference in any local discussions. The Q&A's cover off a number of issues raised by CWU Reps.

Yours sincerely



**Dave Joyce**  
**National Health, Safety & Environment Officer**