

Dear Colleague,

The Government has said that Royal Mail Group workers are included in the list of those whose work is critical to the covid-19 response. As caterers to Royal Mail our role in supporting them and their work is more important now than ever. This means that all our services, both catered and vending, are expected to remain open.

Like you, I have concerns around my safety and that of my family and friends. It is therefore vital that we all follow the advice we have been given by the NHS and Public Health England.

If you are working on the frontline, helping Royal Mail across the country deliver key services, please make sure you follow strict health and safety protocols:

- Stay 2 metres (6ft) away from other people
- Wash your hands as soon as you get home with soap and water often – do this for at least 20 seconds
- Use hand sanitiser gel if soap and water are not available
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Put used tissues in the bin immediately and wash your hands afterwards

In addition to the above we have commenced a number of measures to support you all whilst in the workplace, which have been agreed with Royal Mail;

- We are providing an alternative reduced menu
- Please minimise food preparatory work by ordering pre-chopped / peeled / washed produce.
- Close all open plan buffets, deli bars and salad bars
- Provide a takeaway food service **only**
- Serve food in food-grade takeaway containers with disposable cutlery
- Provide hot beverages in disposable cups.
- All food service colleagues to wear disposable apron and gloves during service
- Quadrant colleagues to remain behind the counter at all times during food service, using the food counter as a physical barrier to maintain the social distancing required
- Implement a process to avoid queuing for food service or payment – using a simple service number ordering system or by pre-portioning food items into labelled takeaway containers
- Limit service / payment transactions to one person at a time
- If at all possible move to cashless transactions

In the meantime, we are doing everything we can to support you in these uncertain times.

As a reminder – we have already committed to paying full contractual terms to any employee who needs to self-isolate for up to 14 days or is covered by a sick note should they become poorly.

Should you need additional time off for any other issues such as caring for children or other family members you will be asked to take any outstanding annual leave you have, or in exceptional circumstances you will be allowed to bring forward some of next year's annual leave to assist you remaining on full pay.

ANNEX B

All Managers have been provided with a copy of the key worker letter should you need this to support with child care – please speak to your manager if you need a copy.

Last but by no means least – I want to say how proud & grateful I am of how each of you have responded to the immediate challenges facing us and want to thank you again for all that you are doing and in advance for what we will need to do over the coming weeks.

Let me reassure you that we will continue to do everything we can to keep you, our clients and customers safe and by working together I believe we will continue to overcome the challenges that lie ahead.

Kind Regards

Emma Best

Operations Director