

Before starting: Your Line Manager is responsible for ensuring that you have completed the appropriate training before carrying out this procedure. Ensure you are familiar with the appropriate Risk Assessments, Safe Systems of Work or Safe Working Instructions for this operation. All Royal Mail Employees have a responsibility to protect and secure mails, whilst in the pipeline. Ensure RM Photo ID is worn at all times when on Royal Mail premises.

Collection from postbox - These Special Procedures must be used in association with Access SOP A3.1 Collect from postbox

Step 1



PLEASE NOTE: The Government published advice to businesses on gov.uk on Tuesday 25th February, available here. It states that "there is no perceived increase in risk for handling post"

The World Health Organisation has also advised that coronaviruses do not survive long on objects, such as letters or packages

- As an extra added precaution to keep you safe, you will be issued with PPE/equipment as follows:
 - Sanitising hand gel
 - Gloves
 - Waste bag
- Tracked Returns 24 Covid19 Test Packs Items may only be posted at defined post:
 - Post Office Pillar Boxes
 - Customer Service Points Pillar Boxes
 - Parcel Boxes
- To facilitate safe collection of these items, ensure you have sufficient supplies of the clear plastic self-seal bags (SSP23)

Step 2



- When emptying the box, look out for Tracked Returns 24 Covid19 Test Packs
- Items can be identified by either a lilac Royal Mail Tracked 24 label or have a white label and a purple Covid 19 Test Kit sticker attached
- Place Covid19 Test Packs individually into clear plastic self-seal bags (SSP23)
 - Pull bag over hand inside-out
 - Pick up item with bagged hand
 - Pull the rest of the bag over the item with free hand and seal the bag
 - Place these items into a separate bag so that these items can be quickly passed to processing when they reach the plant
- For all damaged items please refer to the **Damaged Covid-19 Test Kit Handling Procedure**
- If the outer packaging of an item is found to be torn or broken, use one of the plastic bags to pick it up but do not put it into the tray/bag with other items for processing
 - Place it in a separate bag or tray and hand it over for repair or disposal (if deemed too badly damaged for onward conveyance) when you reach the collection hub or plant
- Bags containing Tracked Returns 24 Covid19 Test Packs should be made identifiable by attaching a purple CV19 TEST KITS bag label



Coronavirus - Special Procedure

Operations Standards

Step 3



- Regular hand washing is the most effective way to reduce the chance of contracting and spreading any virus
- There are practical solutions to handwashing on delivery and collection which should be considered:
 - Washing hands before leaving the office to start your duty and on return
 - Request to use facilities of a business customer (they are legally required to provide toilet facilities)
 - Make use of any public toilets
 - If there is an urgent requirement to wash hands e.g. first aid incident, consider stopping your delivery/collection and visit the nearest public convenience or drive back to your office

Step 4



Box collections running direct to MC

- Where collections traffic is to return directly to a MC without going via a Collection Hub, normal collections traffic must be taken to the area where it is usually received
- Bags of test kits labelled with the lilac bag label must be taken to the special dock area allocated for handover of CV19 test kits, where the Tracked Work Area Manager will be present to oversee handover
- Bags containing kits must be placed directly into the York/s labelled with the lilac CV19 test kit card and expedited to the Manual Tracked processing area

Step 5



Collections via Collection Hub

- Upon return to the Collection Hub perform a CSP scan on all collected CV19 Test Kits
 - For Collection Hubs using a Delivery Office PDA; see [SOP D35.1 Receive customer mail at Enquiry Office \(Step 5\)](#)
 - For Collection Hubs using a Mail Centre PDA; see [SOP A17.1 Receive customer mail at Plant Reception Area \(Step 5\)](#)
- Once scanned, in order to ensure that these items are kept discrete from other Tracked traffic, they must be placed into **GREEN** mailbags (the sort most commonly used for SDG traffic) then tied with one of the lilac CV19 test kit bag labels
- Bags containing kits must be placed into a York labelled with the lilac York card
 - Bags containing kits **MUST NOT** be placed in Yorks with other Tracked traffic
- Mon-Fri despatch should be made to connect with collection runs already in place to the MC
 - Once a despatch has been sent, the Collection Hub Manager should notify the Mail Centre using the CV19 local WhatsApp group



Operations Standards

Step 6



OMC dock arrivals

- At the OMC, an area of the loading dock must be set aside with a Yorks labelled with the lilac CV19 TEST KITS York label for the receipt of ALL Covid19 kits, whether collected from boxes or homes
- The Tracked Work Area Manager (or deputy) **MUST** always be present to check Yorks/bags coming off vehicles bringing this traffic in to ensure that it is correctly directed
- Yorks must be transferred to the designated processing and sorting area for Covid19 Test Kits as soon as possible after drop-off
 - There is no requirement to wait until the York is full and Yorks of kits must not be left on the dock awaiting further arrivals
- Arrivals from Collection Hubs must be acknowledged by the Tracked Work Area Manager using the local CV19 Test Kit WhatsApp Group

CV1, Collect from postbox – Owner Quality &
Customer
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