



Mail Tray Hygiene and Equipment Requirements

Royal Mail continues to receive complaints from customers that mail trays (Perstop Trays) and other equipment is being delivered to them soiled with gloves, sanitiser wipes, food and other rubbish.

We must maintain basic hygiene and infection prevention and control practices required by health and safety law and present equipment to our customers in safe, useable state. Posters to highlight this requirement can be printed by clicking on the [link](#)

Posters have been produced to highlight the correct bins to use and are available on our SharePoint by clicking the [link](#)

Please communicate to your teams the importance of mail equipment hygiene and failure to dispose of used equipment and rubbish correctly is a serious threat to contracts that Royal Mail and Parcelforce hold with customers.

The Workplace (Health, Safety and Welfare) Regulations 1992 requires Royal Mail to keep furnishings, fittings, equipment and all surfaces in the workplace clean and waste free. Rubbish and used protective items e.g. gloves and face coverings must be disposed of in the correct bin.

All employees have a responsibility to help keep the premises clean and tidy and to identify areas that fall below acceptable or safe standards. The practice and promotion of effective hygiene and cleanliness is a vital measure, particularly at present during the health pandemic.

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