



ROYAL MAIL GROUP RISK

SAFE SYSTEM OF WORK (Appendix 2)

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.

Generic Task / Work Equipment	COVID-19 test kit mailings Processing (Royal Mail Operations SSOW)
Associated Risk Assessment	SAC1 Delivery, Collection and Processing of Coronavirus Testing Kits for key workers who are self-isolating
SSOW Version No	2.3

Hazards & Risks

Identified Hazards & Risks	Risk Rating (as per Matrix)
Sample not being contained in the packaging	Tolerable
Packaging contaminated by individual handling or coughing on it	Tolerable

Controls (Required to Achieve Risk Rating)

COVID19 Test Mailings (<i>this document</i>)	Workplace Onsite Risk Assessment	Processing (Royal Mail Operations) Task Risk Assessment and SSOW	PPE Matrix/provision	SAC1	Manual Handling Training.
OPG Dynamic Risk Assessment	Persons Specifically, at Risk Assessment				

General

In support of the Coronavirus pandemic, the Government are introducing Coronavirus home testing kits for frontline key workers in NHS and emergency services who are in self-isolation so that they can get back to work more quickly. Royal Mail is going to provide the delivery and returns service for these kits.

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

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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.

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

Look for Hazards	Consider the Risk	Decide What to do Safely
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Core Standards

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

Management Controls					
➤ Workplace Onsite Risk Assessment (see Standard 2.2)	➤ All Risk Assessment outcomes and SSOW \leftarrow s / SWI \leftarrow s are communicated to staff (see Standards 2.1 and 6.1)	➤ Managers and other staff complete regular SMAT / Observations (see Standard 17.2)			
MHE and Equipment					
➤ Only approved equipment which is in good working order to be used	➤ Only trained and competent people to use equipment		Monthly Site Inspection		
Weight Limits					
➤ York and Mini York containers 250 kg.	➤ York ALP Sleeve 250kg.	➤ Bags 11kg			
Personal					
➤ Manual handling technique	➤ PPE - gloves as required	➤ Persons Specifically at Risk Assessment where required		OH Provision	

Communication and Review

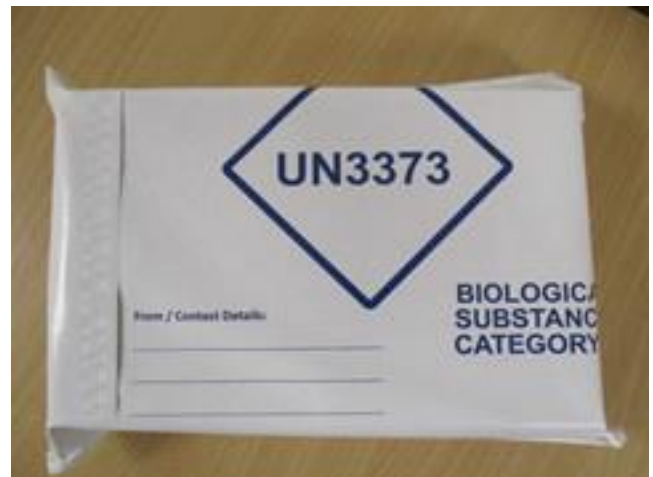
In order for the COVID19 Test Kit SSOW to be effective, it should be communicated to all staff, including Agency, and displayed on Noticeboards. Compliance to the SSOW should be ensured by local review and periodic behavioural observations (SMAT / Observations) by Managers and Employees and Inspections by Safety Representatives.

INSTRUCTIO NS

Handling COVID-19 Sample Kits

- The return test samples will have been identified by your Collection colleagues and the correct safe handling procedures would have been followed. This will mean items have been identified and placed into a sealed bag with these bags placed into letter trays or a bag labelled 'KITS' for transport to the Mail Centre or RDC.

**Covid 19
Test Kit**



- At the primary sort area, keep these kits segregated and transfer to manual Tracked processing area.
- To ensure we are doing everything possible to keep you safe, we are issuing all units with plastic bags. Should any of the test samples arrive at any work area within the Mail Centre or RDC unbagged, then the step-by-step safe handling procedures below must be followed,

1) Pull the bag over your hand inside-out (like you see servers do at the fish counter).



2) Pick up the item with your bagged hand.



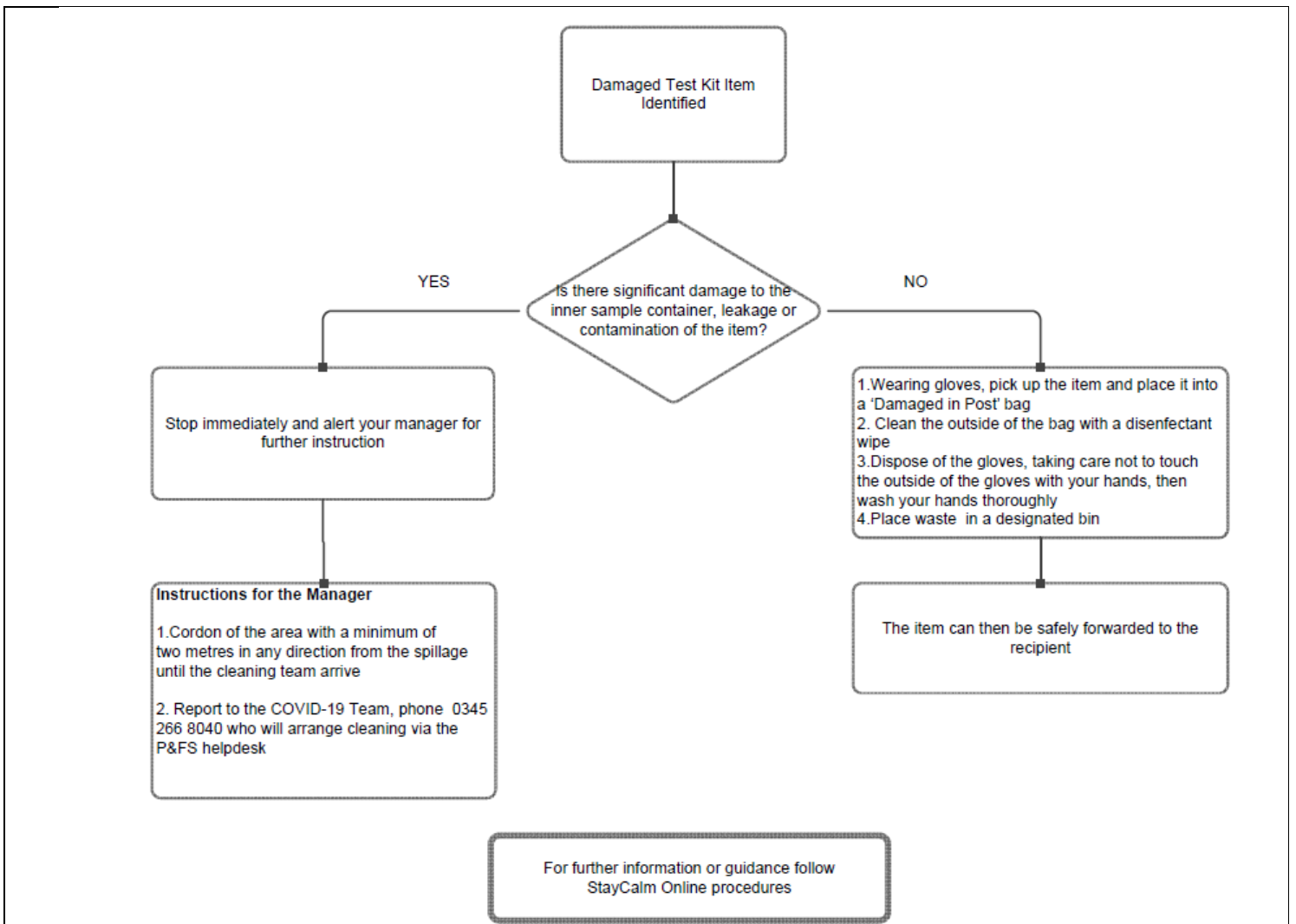
3) Pull the rest of the bag over the item with your free hand and seal the bag. Place the bag into a separate tray or bag so that these items can be quickly passed to processing when they reach the plant.



- These items may need to be extracted from any mech processing equipment if they have not been extracted on collection, be over-bagged, and returned to the manual tracked stream.

Dealing with Damaged Packages

- If there is minor damage to the outer packaging with no obvious leakage to the COVID-19 kit over bag as usual and place with undamaged kits.
- If a sample container is found during processing, and there is no leakage, over bag and place with other COVID-19 kits
- If there is significant damage and a COVID-19 kit is found to be leaking, immediately notify your line manager.
- Your line manager will deal with any contaminated items using the StayCalm Online process.
- In the unlikely event that a damaged item is found, then the process map below must be followed



- There is no requirement to over bag other UN3373 marked parcels or to segregate these items from the mail.
- As with all Processing work it is important to maintain good hygiene by more frequently washing your hands with soap and water or sanitiser, especially before you eat, drink, touch your face, blow you nose or cough.

Competency			
Training		Format (Course/Certificated/Qualification)	
• Briefing		• Specific to training type.	
Personal Protective Equipment (PPE)			
Item	Ordering details	Comments	
Impermeable gloves	Despatched to sites		
SSOW Authorisation			
	Name	Signed	Date
Author	Corinne Parsons and Paul X Brown	<i>Corinne Parsons</i> <i>Paul Brown</i>	28/04/2020

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Version: 2.3

Safety Support	Sarah Foord	<i>Sarah Foord</i>	28/04/20 20
I have authorised this SSOW for deployment			
Safety Authorisation:	James Cannon		
Review and Amendments			
Version	Name	Signed	Date
1.1	James Cannon		
On deployment in the Work Area a copy of the SSOW should be retained for reference			