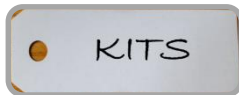


**Before starting:** Your Line Manager is responsible for ensuring that you have completed the appropriate training before carrying out this procedure. Ensure you are familiar with the appropriate Risk Assessments, Safe Systems of Work or Safe Working Instructions for this operation. All Royal Mail Employees 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.

## Outward Primary Sort RM Tracked - As an extra added precaution to keep you safe, these Special Procedures must be used in association with Outward Processing SOPs OP55.1 & OP55.2

### Step 1

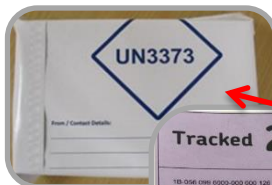


**PLEASE NOTE:** The Government published advice to businesses on gov.uk on Tuesday 25th February, available here. It states that "there is no perceived increase in risk for handling post"

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

- Tracked Returns 24 Covid19 Test Packs Items may only be processed in the Manual Tracked processing area. They must **NOT** be processed using automation equipment
- These items must be scanned and processed immediately on arrival into the OMC and before 19:00. They must be cleared down and despatched on the main despatch
- As an extra added precaution to keep you safe, the following PPE/equipment is available:
  - Sanitising hand gel
  - Gloves
  - Designate bin (open or pedal) for waste face masks, gloves and wipes/tissues
- Any received bags that are sealed with a bag label annotated "KITS" will contain Tracked Returns 24 Covid19 Test Packs

### Step 2



- Set up a Drop Bag Fitting (DBF) in the Manual Tracked processing area to receive Tracked Returns 24 Covid19 Test Packs

- Items can be identified by a lilac Royal Mail Tracked 24 label
  - These items will be addressed to: **[Lab Name]**  
**Frontline Returns**  
**[delivery address]**



# Operations Standards

## Step 3



- You should receive Tracked Returns 24 Covid19 Test Packs individually contained in clear plastic self-seal bags (SSP23). If you identify any Test Packs that are not in these bags, obtain a bag and place the item in the bag using the following method:
  - 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
- For all damaged items please refer to the **Damaged Covid-19 Test Kit Handling Procedure**
- If the outer packaging is torn or broken, put on latex-free impermeable gloves (these can be found in the First Aid Box)
  - Use a damaged mail bag to pick the item up using the above method and seal
  - The item can then be safely processed
  - Immediately, wash your hands thoroughly
- If there is significant damage, contamination or leakage stop immediately and alert your manager. The Work Area Manager must ensure that such items are safely disposed of

## Step 4



- Using a PDA, scan the item barcode through the sealed plastic bag (see [SOP OP55.2 Outward Primary RM Tracked Scanning](#))
  - When scanned, place into the allotted bag on the DBF
  - When the bags are full, remove them from the DBF, tie them and attach a blue BELFAST FRONTLINE RETURNS label
- Please Note: Tracked Returns 24 Covid19 Test Packs must be scanned/processed by 19:00 and cleared down to achieve the main despatch**
- Place bags into York containers and label with the normal York label for onward conveyance to cross-dock or specific York labels for conveyance to air hub
  - York's containing bags of Tracked Returns 24 Covid19 Test Packs should be loaded on to vehicles last to ensure they can be unloaded first and prioritised



CV2, Outward Primary Sort RM Tracked – Owner  
Quality & Customer  
**Version 5.0 April 2020**