

No. 334/2020

25 June 2020

Our Ref: E1/20

To: All Branches

Dear Colleagues,

Royal Mail Customer Service Points (CSPs)/Callers Offices and Reception Areas – Coronavirus Covid-19 Health and Safety - Installation of Screens to Support Social Distancing Standards:

This LTB is to update Branches, Regions, Divisions and Area Health and Safety Reps on the information published in LTB No. 324/2020 on the installation of screens in Mail Centre and Delivery Office Customer Service Points (CSPs)/Callers Offices and Reception Areas.

In the latest Government statement the Prime Minister announced that, from 4 July, a "one metre plus" rule will be introduced for when it's not possible to stay 2 metres apart and added that the distance could be lowered with "mitigations", so the reduced distance was without a higher risk of transmission, referring amongst other things to the installation of screens.

The Health, Safety and Environment Department has been pursuing safety, security and social distancing improvements within Royal Mail. Government and PHE (Public Health England) Coronavirus/Covid-19 preventative guidelines have been raised with Royal Mail who have accepted that risk control measures must be implemented in CSPs and Receptions. The issue of screens has been central to this issue raised, to protect members working in customer facing roles from Covid-19, along with: wall signage, floor signage, posters, contactless payment facilities where possible, PPE, hand sanitiser and cleaning arrangements.

Please see the attached spreadsheet which lists the office locations and three-week installation programme.

In total there are 138 offices which have now been identified by Royal Mail where screens are required to improve safety, infection control and reduce risks in CSPs across the estate. In summary these are broken down as follows, listing those offices with screens and identifying those with a requirement for a screen to be installed:-

Type of Office	Currently have a screen installed	Do not currently have a screen installed	Overall
Mail Centre	10	24	34
Delivery Office	10	94	104
Overall	20	118	138

All new screens will be installed over a 3-week period commencing from 29th June onwards as detailed in column 'O' of the attached spreadsheet.

In relation to Parcelforce offices, all depots have either fixed screens or temporary screens fitted to Customer Service Reception/Callers Office counters as well as key control lockers, where fixed screens were not already in place.

Yours sincerely



Dave Joyce
National Health, Safety & Environment Officer