

No. 373/2020

13 July 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: 37

This LTB is to update Branches, Regions, Divisions and Area Health and Safety Reps on the information published in LTB No. 324/20 and No. 334/20 on the installation of screens in Mail Centre and Delivery Office Customer Service Points (CSPs)/Callers Offices and Reception Areas.

Please see the attached updated spreadsheet which lists the office locations listed for a screen to be installed over a three-week programme which is now underway.

Following further discussions between the CWU Health, Safety & Environment Department and Royal Mail HQ and Royal Mail Property and Facilities Solutions, seven additional offices have now been identified as requiring the screen and have been added to the installation programmes.

The 7 CSPs/Callers Offices Units added to the original project list are:

- West End DO
- Eastleigh DO
- Hayle DO
- Nailsea DO
- West London DO
- Grimsby DO
- Doncaster DO

The latest position on installation is within the attachment to this LTB. 118 units were initially identified as requiring screens based on a provisional list drawn up by Royal Mail Property and Facilities Solutions which was checked by RM Safety, Health and Environment Business Partners.

The current, total number of offices due for screen installations is 125 Units (this is with the 7 additional units above added) and 23 of the 125 are being fitted into Mail Centres/Plants.

These offices have now been identified by Royal Mail where screens are required to improve safety, infection control and reduce risks in CSPs across the estate.

The remaining units not listed have been confirmed as having a security/bandit screen already in place.

With respect to a number of smaller Delivery Offices, alternative 739 item handover arrangements and areas are in place, such as stable doors, hatches, gates and some offices have no facilities in place. These offices have been subject to discussion with Royal Mail in order to ensure local site-specific Coronavirus risk assessments take place and are updated to ensure local controls are in place to maintain social distancing requirements and staff safety.

In order to obtain a level of assurance for all, it has been agreed that Royal Mail SHE Business Partners in consultation with CWU ASRs will undertake a joint review of the Risk Assessments and the controls, in the smaller delivery offices, of which 21 examples were identified and listed to Royal Mail HQ. It is agreed that Royal Mail will ensure that the local Unit Coronavirus/Covid-19 Risk Assessment contains the appropriate controls.

Would all ASRs check the position in respect of all offices in their Branch/postcode area constituencies and engage in discussions with the Royal Mail SHE Business Partners (Health and Safety Advisors).

All new screens are scheduled to be installed over a three-week period running from Monday 29 June 2020 to Friday 17 July 2020 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