



ROYAL MAIL GROUP RISK MANAGEMENT

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 Delivery and Collections (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	1.2

Hazards & Risks

Identified Hazards & Risks	Risk Rating (as per Matrix)
Injury from slips, trips and falls due to uneven/slippery surfaces, poor footwear, poor lighting, objects, obstructions, Road Traffic Collisions etc.	Tolerable
Sample not being contained in the packaging	Tolerable
Packaging contaminated by individual handling or coughing on it	Tolerable
Musculoskeletal conditions from collecting from post boxes	Adequately Controlled

Controls (Required to Achieve Risk Rating)

COVID19 Test Mailings (<i>this document</i>)	Workplace Onsite Risk Assessment	Delivery (Royal Mail Operations) Task Risk Assessment and SSOW	Collection (Royal Mail Operations) Task Risk Assessment and SSOW	Delivery (indoor) (Royal Mail Operations) Task Risk Assessment and SSOW	PPE Matrix/provision
OPG Dynamic Risk Assessment	SAC1	Manual Handling Training.	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 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 Deliveries or Collections 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

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 / SWI 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.

INSTRUCTIONS

Before going out on delivery or collection, in case you need to use them, you must have

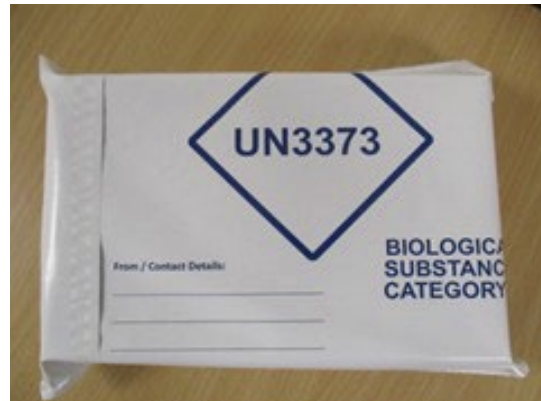
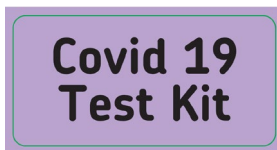
- 1) Disposable Gloves*
- 2) Polythene bags for samples
- 3) Rubbish bag
- 4) Hand cleaner/sanitiser

As with all collection and delivery 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 or after you cough.





*Where you are using disposable gloves this should not replace good hand hygiene. You should carry gloves in case you need or prefer to use them.

Collecting COVID-19 Test Kits from a Post Box

- Open the post box as per normal process and scan the barcode.
- When emptying post boxes visually check for any leaking packages, if you find any follow the instructions below.
- Identify COVID-19 sample kits from either the purple address label or purple COVID 19 Test Kit Label and the UN3373 mark.



- Bag each kit in a secondary polythene bag to minimise risk of contamination. Do this by turning the bag inside out and pulling it over the test kit without contacting it with your hands. If you find it easier you can wear gloves for this, but they are not required. Follow instructions below.

<p>1) Pull the bag over your hand inside-out (like you see servers do at the fish counter).</p> 	<p>2) Pick up the item with your bagged hand.</p> 
	<p>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.</p> 

- Place the kits in a T24 tray or in a bag and label "kits", place in the vehicle so that they can be segregated easily when they reach the collection hub or plant.

Collecting COVID-19 Test Kits from Home Collections

The patient will have taken their swab sample and assembled the packaging and wiped the outside of the outer packaging ready for collection.

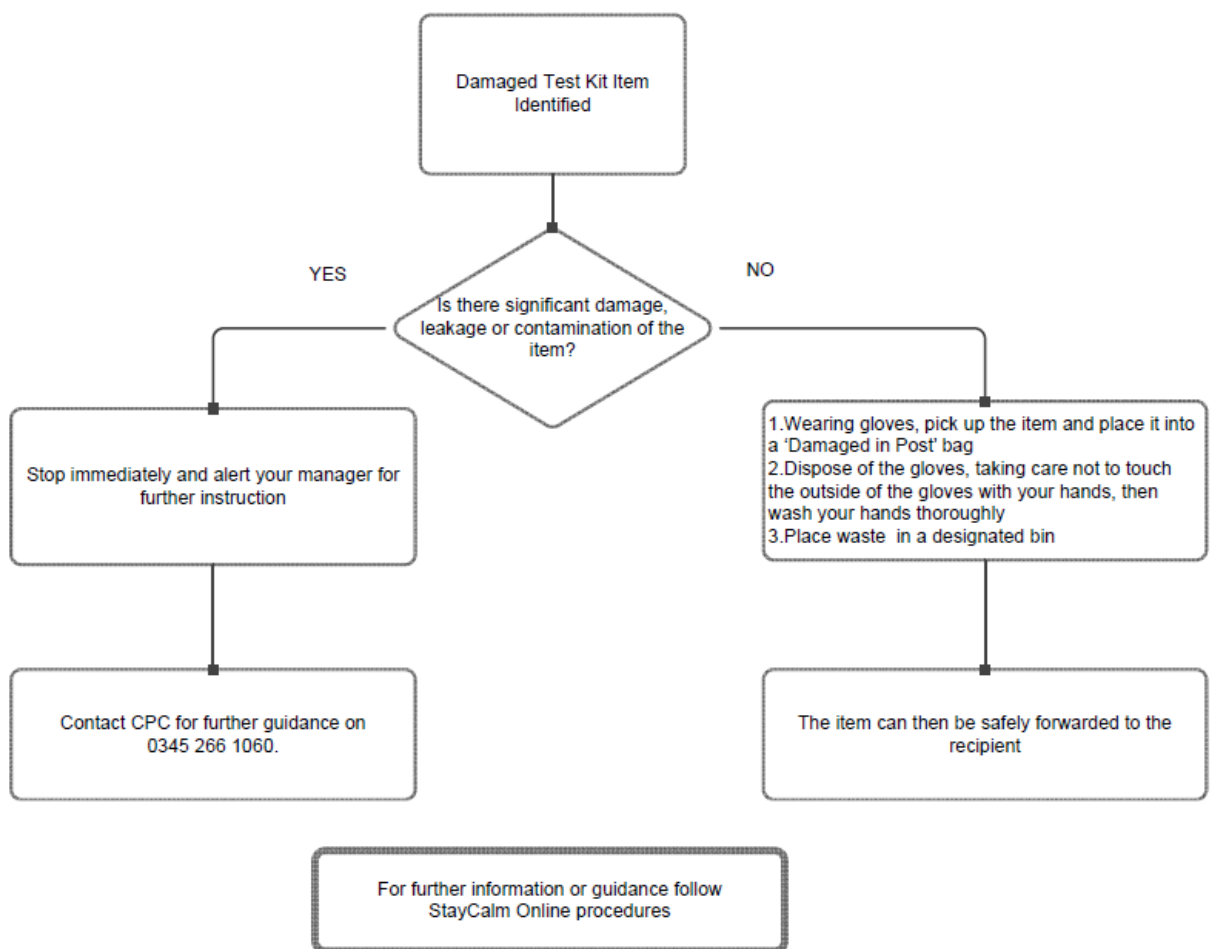
- You will have received notification of the addresses that are ready for collection.
- Knock on the door and move back at least 2 metres.
- Ask the customer to place the parcel outside the door, check with them that they have cleaned the outer packaging.
- When the door has closed collect the parcel.
- If the outer packaging is not correctly sealed or is damaged do not collect the sample, advise the owner to order a new test kit.
- Bag the item as described above for pillar box collections.

- Scan the item and place in a tray or bag.
- Handover the COVID-19 sample kits separately on arrival at the Mail Centre.

It is important that, if at any stage you feel threatened or in danger, you should walk away from the doorstep (leaving the parcel) and inform the Police (if required), the Security Helpdesk and your manager. You can contact the Security Helpdesk through your PDA menu or dial (0207 239 6655). Alternately, you can dial 999.

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 after the collection box has been cleared, 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, close the box and immediately notify your line manager.



Returning Samples to the Mail Centre

- Handover the COVID-19 sample kits separately on arrival at the Mail Centre.
- If you see other items labelled UN3373, without the purple label, please note there is no requirement to over-bag these or separate them from other collection mail.

Competency

Training	Format (Course/Certificated/Qualification)
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- 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>	16/04/2020
Safety Support	Sarah Foord	<i>Sarah Foord</i>	16/04/2020

I have authorised this SSOW for deployment

Safety Authorisation:	Joanna Hosking	<i>JHosking</i>	16/04/2020
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Review and Amendments

Version	Name	Signed	Date
1.2	Joanna Hosking	<i>JHosking</i>	04/05/2020

On deployment in the Work Area a copy of the SSOW should be retained for reference