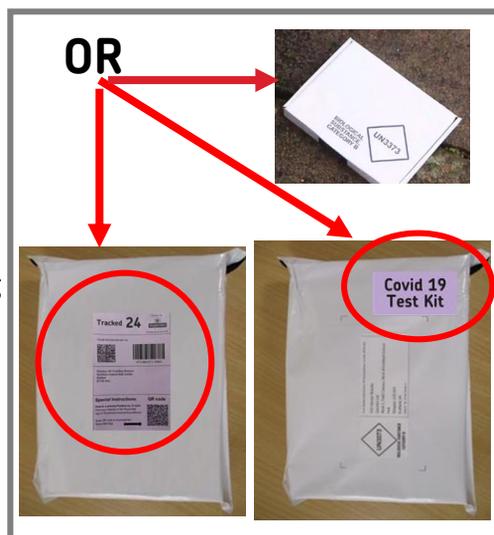


# Please read this important information - Antigen Test Kits

The Government has previously announced that Royal Mail is working as a key partner in the delivery and return of coronavirus tests to members of the public. This initiative enables customers to do a home test, then return their sample to labs through our network. These samples have a 48 hour life span, so it is critical that they are moved through our network at pace. Please ensure you check the labels carefully and that you are forwarding these items to the correct lab address. We handle many different medical and pathological samples - only items with a lilac-coloured T24 label are Covid-19 test kits. Private labs who cannot use the lilac T24 label will apply a lilac sticker with 'Covid 19 Test Kit' written on it



## Process to follow for collecting test kits:

1. Open the post box as per normal process and scan the barcode. We are seeing these items in more widespread post boxes, not necessarily just the priority post boxes
2. If any test kits are present, carefully isolate the item into a single plastic bag and seal the top
3. If the outer packaging is torn or broken, use the bag to pick it up but do not put it into the tray/bag with other items for processing. Place it in a separate bag and hand it over to a manager when you reach the collection hub or Mail Centre.
4. Place item into a separate green mail bag for transportation to the Delivery Office/ Collection hub (or MC if direct run).

## DELIVERY OFFICE/COLLECTION HUB ONLY:

- Upon return to the Delivery Office/ Collection hub, the bags must be labelled with the purple 'CV19 TEST KITS' label so that they can be easily identified and routed straight to the Manual Tracked processing area upon arrival at the Mail Centre.
  - A "CSP Acceptance" scan must be performed. This is not required for items that go direct to Mail Centers.
  - Place these bags in a separate york labelled with a purple 'CV19 TEST KITS' york card so that they can be accessed and processed as a priority upon receipt at the Mail Centre and kept separate for hand scanning.
5. At the Mail Centre, items must be placed into a dedicated CV19 York on loading bay and handed over to the Tracked Work Area Manager to ensure both a formal handover takes place.
  6. Please note that in the event of a self-test kit being found in a Delivery Office outside of this process, then the item must be bagged on site and forwarded appropriately without delay.

Government guidance does not require the provision of gloves in our setting. However, a business decision has been made to issue gloves for use on an optional basis for their own personal choice and comfort. Please follow the advice below for how to safely bag these items:

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 Mail Centre.