



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	Delivery, Collection and Processing of Coronavirus Antibody Testing (Royal Mail Operations SSOW)
Associated Risk Assessment	SAC1 Delivery, Collection and Processing of Coronavirus Antibody Testing
SSOW Version No	1.1

Hazards & Risks

Identified Hazards & Risks	Risk Rating (as per Matrix)
Injury from slips, trips and falls due to uneven/slippy 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 it before stopping their finger from bleeding	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

The Government are introducing Coronavirus antibody testing to determine the number of people that have been infected during the pandemic. Royal Mail are to provide the delivery and returns service for these kits. The antibody kits are sent to people who are not showing signs of infection from COVID-19.

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, CMA and CWU Area Safety Representative and noted in the SSOW local arrangements section at the end of this document.

It is an employer's duty to protect the health, safety and welfare of their employees and other people who might be affected by their business. Employers must do whatever is reasonably practicable to achieve this; making sure that workers and others are protected from anything that may cause harm, effectively controlling any risks to injury or health that could arise in the workplace.

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, faulty or lack of equipment, PPE or associated issues.
- To work in the way they have been trained, instructed and informed. Inform your manager immediately if asked to use equipment for which you have not been trained or if there are any unsafe conditions.

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 SSOWs / SWIs 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 Antibody 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 Inspections by Union 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.





**When 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 Antibody Sample 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 or contaminated packages, if you find any follow the instructions below.
- The COVID-19 antibody sample kits will have the UN3373 mark on the outside of the polylope and should be treated in the same way as other normal biological specimens see below,



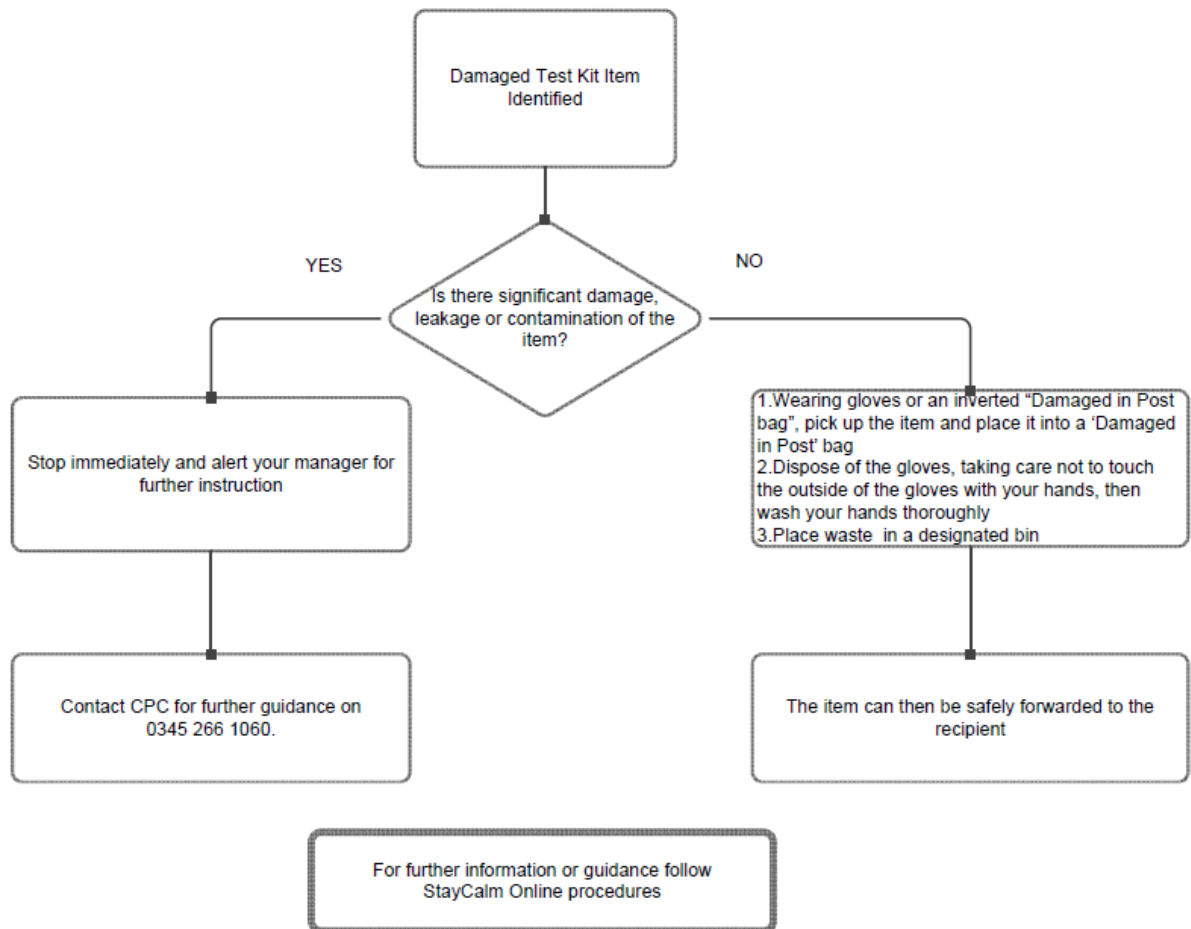
- The antibody test kits do not require to be bagged unless the outer packaging has visible contamination.
- **If there are signs of contamination**, (i.e. blood on the outside of the packaging), bag each kit in a secondary polythene bag to minimise risk of contamination. Do this by turning the bag inside 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> 

- Remove and dispose of gloves in your rubbish bag without touching the outside with your bare hands and clean your hands with sanitising gel or wipe,
- The lancets (sharps) being used are retractable and are single use and do not present a risk of stick injuries.
- The lancets should not be returned with sample kits,
- The small volume of blood (0,5ml about a $\frac{1}{4}$ of a teaspoon) in the sample container should solidify to further reduce the risk of any spillage.

Dealing with Damaged, Contaminated or Leaking Packages

- If there is minor damage or contamination to the outer packaging with no obvious leakage over-bag as usual, ideally in a “Damaged in the Post Bag” and send on as usual with other Tracked 24 mail items.
- If there is significant damage and the specimen is found to be leaking, stop immediately and notify your line manager.



Processing Samples in the Mail Centre

- As with other biological samples there is no requirement to over-bag these items unless there is visible contamination on the outer packaging, and they should be treated as normal Tracked 24 items.
- If there is any damage or leakage follow the process outlined in section above for Dealing with Damaged, Contaminated or Leaking packages.
- As with all Processing work it is important to maintain good hand hygiene by more frequently washing your hands with soap and water or applying sanitiser especially before you eat, drink, touch your face or after you blow your nose or cough.
- Gloves are provided to staff but are not mandatory.

Local Arrangements *(Any additional local arrangements should be detailed below)*

Competency			
Training		Format (Course/Certificated/Qualification)	
• 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>	16/09/2020
Safety Support	Sarah Foord	<i>Sarah Foord</i>	22/09/2020
I have authorised this SSOW for deployment			
Safety Authorisation:	Joanna Hosking		
Review and Amendments			
Version	Name	Signed	Date
1.1	Joanna Hosking	<i>JHosking</i>	22/09/2020
On deployment in the Work Area a copy of the SSOW should be retained for reference			