
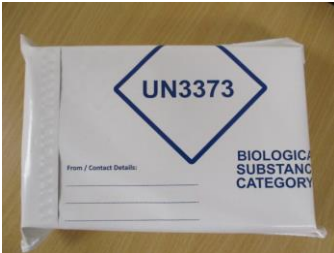


Safety, Health and Environment Concurrence

Title	Delivery, Collection and Processing of Coronavirus Testing Kits for key workers who are self-isolating		Task or Work Equipment Photograph
Description	<p>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.</p> <p>It is estimated that there could be up to 100,000 test kits/day starting at 300 on 25th March and up to 60,000 within 2 weeks.</p>		 
Proposed timescales for deployment	This service is being introduced from 25 th March 2020		
Project Lead/Manager (name & contact details)	Nick Landon		
Scope of the Project (insert a X in the relevant box to indicate the scope of project deployment)	National Deployment	<input checked="" type="checkbox"/>	
	Business Unit (Logistics and Parcelforce only)		
	Unit Deployment		

What SHE impacts do you think the change or equipment may have?	YES/NO*
Will the change introduce new health and safety hazards in the working environment?* N.b. health hazards should consider exposure to noise, vibration, ionising radiation or substances hazardous to health If yes, consider additional detailed risk assessments at step 3	YES
Will the change place additional physical, mental or sensory demands on employees? If yes complete Ergonomics and Wellbeing Screening Assessment	NO
Will the change impact on increased energy usage, water usage, waste or the risk of pollution? If yes, you must consult with the Environment and Sustainability Manager and obtain sign off as part of this process. <i>For unit level SAC1s please contact SHE Business Partner in the first instance.</i>	NO
If you have answered 'NO' to any of the SHE impact questions above, please state reasons below	

Other aspects of the change	YES/NO
Does the change involve either new or modified equipment? (if yes, complete a WECSA)	NO
Does the change involve construction (e.g. new build, alterations, refurbishments, machine installations)? If yes, please complete the CDM section below.	NO

CONSTRUCTION, DESIGN & MANAGEMENT (CDM) (complete this section only if you have answered 'yes' to question above)	
Who is the trained nominated Client?	
How is CDM compliance being tracked - Planview or the CDM tracker?	
Please note the specific arrangements for managing operational on-site risks in section 1 of this form. The following additional concurrence actions must also be included: (i) Site Handover & Training to be completed upon handover to user (ii) Health and Safety file to be sent to/recorded on CRD.	

CONSULTATION (for national projects this is normally with the national officer)	Y/N	Name & Contact Details	Date consulted
Has consultation taken place with the CWU H&S team	Y	Dave Joyce	24/03/2020 04/08/2020
Has consultation taken place with the Unite/CMA H&S team?	Y	Stephen C Jones	21/04/2020
Has consultation taken place with any other stakeholders?			

STEP 1**RISK ASSESSMENT**

List below the activities involved in the project. Consult with stakeholders and specialists where required to identify the hazards, consider who could be harmed and how. List all existing controls & rate the level of risk. Use separate assessment sections for each task or work equipment & add more assessment sections and expanding as needed.

When assessing a task or use of equipment, please refer to the library of [national task risk assessments](#) to see if there are existing controls for the risk you have identified. Where the project introduces new risks that have not been controlled, the national task risk assessment will need updating so please specify this in step 2. Where a task is completely new, you must specify an action to complete a task risk assessment.

Ref	Task or Work Equipment	What are the hazards – what could cause harm?	What are the SIGNIFICANT RISKS associated with the hazard? How could it cause harm (There may be more than one)	Groups of people or individuals affected by this hazard?	What CURRENT CONTROLS are already in place? There may be more than one ONLY LIST HERE THINGS THAT HAVE ALREADY BEEN DONE – NOT THINGS THAT ARE PLANNED	CURRENT Risk Rating			Risk Level
						Likelihood	Severity	Total (L x S)	
1	Delivery of sterile testing kits to the identified key worker	Range of hazards associated with delivery works – offsite hazards presenting slip, trip hazards. Dogs at the customer's property. Road hazards on the journey.	Slips, trips, falls Animal attacks Road Traffic Collisions	Employees	Delivery (Royal Mail Operations) Task Risk Assessment and SSOW	2	2	4	Tolerable
2	Collection of testing kits from Post Box (including Parcel boxes)	Manual handling hazards associated with clearing of post boxes Damaged or sample not being contained within the packaging or Packaging contaminated by individual handling or coughing on outer packaging before posting	Musculoskeletal injuries Exposure to bodily fluid infected with coronavirus	Employees	Collection (Royal Mail Operations) Task Risk Assessment and SSOW Packaging will comply with Dangerous Goods Regulations Packaging Instructions 650 to minimise likelihood of sample being released. Specimen is categorised as risk level B. Packaging complies with United Nations packaging instruction for UN3373	2	4	8	Moderate

		Trip/musculoskeletal /RTA hazard if bagging large numbers of items whilst clearing the post box	Being at a low height for relatively long periods of time in congested area						
3	Collection of test kits from doorstep	Range of hazards associated with delivery/collections works – offsite hazards presenting slip, trip hazards. Dogs at the customer’s property. Road hazards on the journey.	Slips, trips, falls Animal attacks Road Traffic Collisions Risk of confrontation Failure to collect inadequately packaged sample could cause frustration	Employees	Delivery (Royal Mail Operations) Task Risk Assessment and SSOW Collection (Royal Mail Operations) Task Risk Assessment and SSOW	2	3	6	Moderate
4	Collection of test kit from doorstep	Contact with infected individual Damaged or sample not being contained within the packaging or Packaging contaminated by individual handling or coughing on outer packaging before posting	Exposure to bodily fluid infected with coronavirus		Packaging will comply with Dangerous Goods Regulations Packaging Instructions 650 to minimise likelihood of sample being released. Specimen is categorised as risk level B. Packaging complies with United Nations packaging instruction for UN3373	2	4	8	Moderate

5	Callers office	Risk of confrontation and infection due to refusal to accept test kit over counter and lack of ability to process	Confrontation and infection risk	Employees	Existing processes	3	3	9	Moderate
6	Lone working	Individual on collection duty or returning to office on Sunday when office is closed	Lone working	Employees	Tasks carried out carry a tolerable risk of injury. Contact strategy in place.	2	2	4	Tolerable
7	Processing of testing kits through the network for delivery at the nominated laboratory	Manual handling hazards associated with sortation of Mail. Damaged or sample not being contained within the packaging or Packaging contaminated by individual handling or coughing on outer packaging before posting Item being excessively handled throughout the network	Exposure to bodily fluid infected with coronavirus	Employees	Processing (Royal Mail Operations) Task Risk Assessment and SSOW Packaging will comply with Dangerous Goods Regulations Packing Instructions 650 to minimise likelihood of sample being released Manual process through Tracked 24 so less likelihood of damage	2	4	8	Moderate

STEP 2**ADDITIONAL CONTROLS WHERE INITIAL RATING IS MODERATE OR ABOVE**

List here the controls required to either remove the risk or reduce it to adequately controlled or tolerable. Add the additional controls to the concurrence action plan if they are not completed straight away. Where necessary obtain advice from the Safety Lead to the project. Use separate assessment sections for each task or work equipment & add more assessment sections and expand as necessary.

Ref	Task or Work Equipment	Risk Rating at step 1 above	What ADDITIONAL CONTROLS are needed to reduce or remove the risk?	Completed ? Y/N	When?	By Who?	Residual Risk Rating			Risk Level
							Likelihood	Severity	Total (L x S)	
2	Collection of testing kits from Post Box (including Parcel boxes)	Moderate	<p>Operational design to put secondary polythene bag over outer packaging of each testing kit on collection to minimise risk of contamination.</p> <p>All staff to be informed of what the return items will look like in order to identify them for bagging. Items will be clearly marked in line with its classification – UN3373 Biological Substances Category B.</p> <p>Additional bags to be supplied to staff throughout the pipeline.</p> <p>Instructions on disposal/handling of any contaminated mail</p> <p>Operational design – to be sorted to direct selection at outward mail centre. Tracked returns service with blue direct bag labels to make identification easier.</p> <p>The recipient will receive the following instructions: Wash hands thoroughly before opening the test kit, again before putting the sample in the outer packaging and before handling it to post it. Avoid coughing onto the package.</p>	Y	26/03/2020		1	4	4	Tolerable

3 & 4	Collection of test kit from doorstep	Moderate	To collect test kit from doorstep – <ul style="list-style-type: none"> • Knock on door • Stand back at least 2 metres • Wait for individual to put completed tests outside door and close door • Individually bag items using same process as for post box and put in separate bag/tray for return to mail centre • Instructions in SSOW to withdraw and call for assistance in case of confrontation 	Y			1	4	4	Tolerable
5	Callers office risk of confrontation and infection	Moderate	Poster produced and communicated to direct customers not to enter CPS and where to find nearest priority post box	Y			2	2	4	Tolerable
6	Processing of testing kits through the network for delivery at the nominated laboratory	Moderate	All staff to be informed of what the return items will look like in order to identify them for bagging. Items will be clearly marked in line with its classification – UN3373 Biological Substances Category B. Additional bags to be supplied to staff throughout the pipeline in the event that it was not bagged at first handling on collection. Operational design – to be sorted to direct selection at outward mail centre to reduce additional handling. Instruct staff at hopper/CFC to extract items if they have not been segregated by collection driver. Instructions on disposal/handling of any contaminated mail. The recipient will receive the following instructions: Wash hands thoroughly before	Y	26/03/2020		1	4	4	Tolerable

			opening the test kit, again before putting the sample in the outer packaging and before handling it to post it. Avoid coughing onto the package.							
7.	Bagging large numbers of items at post box in congested area	Moderate	Individual to carry out dynamic risk assessment and if it would be safer to bag items away from the post box due to congestion or traffic to separate test kits into a tray and over-bag at their van or bag at Hub or MC	Y	05/08/2020		1	1	1	Adequately controlled

STEP 3

DETAILED RISK ASSESSMENTS

Please consult with a member of the SHE team for guidance on what risk assessments either need to be completed or reviewed.

POSSIBLE DETAILED RISK ASSESSMENTS

Fire Risk Assessment	Workplace onsite
Yard Risk Assessment	Task Risk assessment
Noise Assessment	Persons Specifically At Risk
First Aid Risk Assessment	Workplace Offsite Risk Assessment
Work Equipment Change Safety Assessment	Ergonomics and Wellbeing Assessment
Environment Assessment	Control of Substances Hazardous to Health

Detailed Assessments	Overall Risk Rating or Number of Risks Moderate or above	Date the detailed Risk Assessment was completed	By Whom	Have all actions been completed from the risk assessment? Yes/No* If no, this requirement must be added to the concurrence action plan in Step 4
None.				

STEP 4

CONCURRENCE ACTION PLAN	Completion Date	By Whom	Completed? Y/N
Draft Standard Operating Procedure for staff which must include the following: <ul style="list-style-type: none"> - Picture of what the return item will look like so that anyone who might handle the item can identify it. - Instruct the collection driver to carefully look for any items of this type when emptying a box. - When the item is identified, they should take a polythene bag (to be provided) and putting their hand inside the bag, grasp the item and pull the bag over it over (show a picture). - Inform all staff of this procedure for bagging the item so that this can be done in the event that it was not done on first handling. - Reminder of how to handle contaminated mail. - Instructions on sortation to the new direct selection. - Items to be extracted from the hopper if it has not been extracted. 	26/03/2020	Scott Forsyth	Y
Polythene bags to be supplied and made available to staff throughout the pipeline. Bag size to be tested with the sample item	26/03/2020	James Cregan/Gary Yeo	Y
Clean up procedure for damaged test kit via CPC and PFS cleaning team.	28/04/2020	Richard Booth-Davey	Y
SSOW to include instructions above and additionally to cover risk of confrontation, dynamic risk assessment and dangerous dogs	19/05/2020	Corinne Parsons	Y
Additional bullet on SSOW to cover collecting from boxes with large numbers of test kits in congested areas	05/08/2020	Corinne Parsons	Y

STEP 5		SIGN OFF		
<p>I am satisfied in relation to the Project deployment (including in relation to hazards during the operational use of work equipment where applicable), that</p> <p>1.The risks for my area of responsibility are adequately controlled or have been reduced to a tolerable risk. I am therefore providing SHE concurrence.</p> <p>2.The risks for my area of responsibility have been identified and whilst the concurrence actions have not yet been deployed, they have been recorded for implementation via the above Concurrence Action Plan and/or the Unit Level Action Plan. I am therefore able to recommend it for final concurrence on the understanding these actions are completed before the project is deployed.</p>				
	Select either statement 1,2 or 3	NAME	SIGNATURE	DATE
Group Health & Wellbeing (including ergonomics) Environment and Sustainability Manager SHE Process Improvement and Policy Simplification Engineering & Assets Manager SHE Manager SHE Business Partner SHE Strategic Business Partner Project Safety Lead Subject Matter Expert (specify job title)	2	CORINNE PARSONS	<i>Corinne Parsons</i>	19/05/2020
Dangerous Goods Safety Advisor	2	PAUL BROWN	<i>Paul Brown</i>	28/04/2020

STEP 6		FINAL CONCURRENCE		
<p>By signing below you agree that you are satisfied the programme/project/product has received adequate SHE considerations and that you are prepared to give final concurrence on the understanding that any actions in this document are completed before final deployment.</p>				
NATIONAL PROJECTS SHE CONCURRENCE		NAME	SIGNATURE	DATE
Group SHE Risk & Improvement Manager		SARAH FOORD	<i>S Foord</i>	28/04/20
BUSINESS UNIT SHE CONCURRENCE (Parcelforce and Logistics only)		NAME	SIGNATURE	DATE
SHE Strategic Business Partner				
UNIT SHE CONCURRENCE		NAME	SIGNATURE	DATE
SHE Business Partner				

By signing below you agree that all concurrence actions will be tracked through to completion with the relevant action point owners as required in step 4.				
PROJECT MANAGER		NAME	SIGNATURE	DATE
Nick Landon		NICK LANDON		



ROYAL MAIL GROUP RISK MANAGEMENT

RISK MATRIX

		Likelihood of injury/incident				
		1	2	3	4	5
No history or any indication of future incidents but cannot be ruled out	Improbable	1	1	2	3	4
Some history but over a long period of time and in very small numbers	Remote	2	2	4	6	8
Historical evidence indicates occurrence at least monthly	Foreseeable	3	3	6	9	12
Historical evidence indicates occurrence at least weekly	Probable	4	4	8	12	16
Historical evidence indicates occurrence throughout the day	Likely	5	5	10	15	20
		1	2	3	4	5
		Superficial injury/ damage <i>Minor injury or ill health (laceration/bruising/swelling) causing no absence from work. Damage resulting in low cost repair</i>	Moderate injury/ damage <i>Injuries or ill health resulting in absence from work (of less than 7 day). Damage causing temporary disruption to operations of around an hour</i>	Significant injury/ damage <i>Major injury or ill health, temporary physical disability resulting in absence from work (of more than 7 days) Damage causing significant disruption to or cessation of operations of around one day</i>	Serious injury/damage <i>Permanent physical & health disability. Damage causing long term termination of operations for more than one day</i>	Fatality/ catastrophic damage <i>Premature death. Complete destruction of property and permanent termination/relocation of operations until rebuild completed</i>

Risk Level	Control action and timescale (nominally from BS8800)	Risk Rating	Suggested Minimum Controls
Adequately controlled	No additional control measures required. Current controls suitable and sufficient to reduce the risk to adequately controlled. Good practice would be to record the assessment and share findings with operators	1 - 3	Visual Aids
Tolerable	Some additional controls would be beneficial to further reduce the risk. Consideration may be given to a more cost-effective solution or improvement that imposes no additional cost burden. Monitoring is required to ensure that the controls are maintained.	4 - 5	Safe Working Instructions plus Visual Aids
Moderate	Efforts should be made to reduce the risk, although the costs of prevention should be carefully measured within a cost/benefit analysis to ensure the control is appropriate. Risk reduction measures should be implemented within a defined time period. Where the risk level is associated with Serious and Significant Injuries consequences, further task assessment and/or task redesign may be necessary to achieve suitable control measures.	6 - 12	SSOW plus Visual Aids
Substantial	Task should be prohibited until the risk has been reduced. Resources may have to be allocated to redesign the task in order to reduce the risk. Where the task is already in progress, it should be stopped when it is safe to do so.	15-16	Prevent task until suitably controlled by task redesign or similar
Intolerable	Task should be prohibited. If it is not possible to reduce the risk, even with unlimited resources, the work has to remain prohibited. Alternative solutions should be found that avoid the need to complete the original task.	20 - 25	Prevent task, look for alternative solutions. Invoke permit to work system