

# Indoor Work Method Improvement Safety Concurrence

Understanding the key elements and  
deployment implications



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## **Background & context**

**SSOWs for the new equipment & work methods**

**Other critical control measures**

**Space standards for Indoor work methods  
introduction**

**Deploying the standards to all units**



# Scope of the safety concurrence activity

- **Review/production of Safety concurrences (SAC1 & associated documentation) for the new equipment & work methods:**
- **Confirmation of the space standards that are required to operate the new equipment and work methods**
- **Review of concerns raised by CWU of potential fatigue/muscular skeletal risks caused by the new work methods**
- **Processes and procedures necessary to ensure adherence to standards in planning/deploying with full CWU involvement**

# The planning pack contains all the safety information you require to deploy flow

- SSOWs for the frame/trolley and the use of the mini York – covers both the equipment itself and it's use
- Frame & trolley user guide setting out clearly how these should & should not be used
- The space standards that need to be applied when introducing flow into a unit
- New SAC3 documents (pre & post deployment safety checklists)
- Flow planning activity Gantt chart - this is being merged into the ACP along with supporting documents for this weeks release

**Note: All other previous versions (National or local) should be withdrawn & destroyed**



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# Safe System of Work – Backless Frame

## IPS Sorting

- Pre user visual check of the frame to ensure that no sharp or jagged edges are exposed and that all bungees are in place and the frame is stable. If faults found they should be reported immediately to your Line Manager.
- Do not over fill the frame as this may cause it to become unstable. Maximum safe working 6kg per selection [over the whole frame].
- Do not sort into individual selections which are not retained by bungee cords [e.g. whilst being cleared]
- Do not perform IPS sorting for more than 2 continuous hours without having a break.

# Safe System of Work – Backless Frame

## Clearing down from Backless Frame

- Pre user visual check of the frame to ensure that no sharp or jagged edges are exposed and that all bungees are in place and the frame is stable. If faults found they should be reported immediately to your Line Manager.
- Heavier selections must be cleared more frequently.
- Bungee retaining pegs should be used to retain the bungee when clearing mail from the rear of the frame. You should use both hands to clear the selections, one hand to move bungee to one side [if required] the other to clear the mail.

**Note:** Installation guidelines require that rows of fittings are bolted together, although stand alone fittings are safe.



# Safe System of Work – Porter Trolley








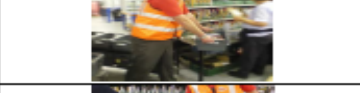

- Pre user visual checks on the trolley to ensure that no sharp or jagged edges are exposed and that all wheels are operational and that the brakes work when applied.
- Brake must be applied when on slopes/uneven surfaces.
- Only four trays can be placed on the upper shelf – up to eight empty nested trays can be placed on the lower shelf.
- Full trays must not be placed on the lower shelf.
- Only clear one selection at a time, place the mail directly into the tray.
- Do not exceed the safe working load of the trolley [66.6kg].
- Care must be taken when manoeuvring the trolley to avoid striking others.
- Do not perform Porterage for more than 2 continuous hours without having a break.



# Backless frame and porter trolley user guide

- To be used in support of SSOW
- Available for initial training, WTLL's /daily huddles and general coaching as required
- To be displayed in area [ideally on side of Frame] A3 colour poster.
- Effectively fulfils role of SOP, which is not required

## How to use a Backless Frame and Porter Trolley

Activity	How	Key Point's
Sorting into Frame <b>1</b>		Place mail in frame rather than throw to avoid bulging at rear of the frame. Do not over fill individual selections
Load the trolley with empty trays. <b>2</b>		4 X Trays on the UPPER shelf 8 X Empty nested trays on the LOWER shelf for replenishment of upper shelf.
Move trolley to rear of frame <b>3</b>		Wheel the trolley to the back of the IPS frame to be cleared. Park the trolley adjacent and parallel to the IPS frame that mail is being collected from. Do not clear the frame with the Trolley behind you.
Accesses Mail from the rear of the Frame <b>4</b>		Move the bungee cords around the pins that are affixed to the frame (circled) to allow access to the selection. Alternatively you can retain the bungee cord by hand and clear the selection with the other hand. Do not undo the Bungee cord retaining clips or pull them away from the Frame
Clearing Mail from Backless Frame. <b>5</b>		You can retain the bungee cord by hand and clear the selection with the other hand ensuring that mail is removed and placed directly into the tray.
Placing mail into letter Trays <b>6</b>		Place the cleared mail into the upper level trays. You can clear up to four selections at any one time. Making sure that selections are not mixed in the tray. Do not overfill trays, do not store mail on lower level.
Taking trayed mail prep/storage area. <b>7</b>		If a tray becomes full continue clearing mail from other selections until all trays are full, then convey these trays to the appropriate prep frame or storage area at the earliest opportunity
Unloading trayed mail at prep/storage area <b>8</b>		Placed trays in the designated prep/storage area. Remove empty trays where present.
Replenishing Trays to Trolley <b>9</b>		Replenish the trolley with empty trays.

VI.1

# Safe System of Work – Mini Yorks

- In addition to the generic requirements of the York container, specific DO flow use aspects to be aware of are:
  - When operating in a Bull Ring ensure that the area is clear of pedestrians
  - ALP sleeves should be closed to retain the contents before the container is moved
  - Do not put Delivery pouches with mail in at the bottom of the sleeved Mini York they must always be put on the top of packets for transportation to vehicle.
  - Do not carry more than 4 delivery pouches with mail in a Mini York at anyone time, make additional journeys if required.
  - Do not overfill Mini Yorks with delivery pouches they must be retained by the load retention straps within the container framework.



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# Scheduling of staff into the various flow roles

- **Specific scheduling stipulations within the safety concurrence:**
  - **Duty structures to be organised such that IPS sorters are not required to perform these roles for more than 2 continuous hours (such as rotation with Porter role) or alternatively a break of 10 minutes is taken after approximately 2 hours**
  - **Duty structures to be organised such that the porters are not required to perform these roles for more than 2 continuous hours (such as rotation with IPS role) or alternatively a break of 10 minutes is taken after approximately 2 hours**
- **These stipulations only apply to these two specific roles**
- **These requirements currently being built into Duty builder and associated user guides**
- **Longer term fatigue risks will be monitored/reviewed on an ongoing basis through the existing “Long term study of Delivery role” review – specific flow aspects being added to TOR**

# Provision of IPS seating, if not in place, when introducing improved IPS sorting



Senator seating stool, with glides

- When improved IPS sorting arrangements are introduced and no seating is currently available, this should be provided as part of scope
- Supply arrangements being put in place with supplier to enable ordering – will be option on updated costing tool for MTCs to choose
- Initial lead time of c.4 weeks to supply until supplier starts to build up stocks



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# Phasing out of the “old” 3 tray trolley



- Whilst safe, the “old” 3-tray trolley will be replaced in those offices who have it with the more ergonomically designed 4-tray trolley
- Replacement trolleys have been manufactured and are ready to despatch – Regions to advise of required delivery date
- We must physically remove the 3 tray version from the DO – Regions to re-allocate to their MCs
- Units currently with “new” trolleys will need to apply safety sticker/local asset number – guidelines to follow



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# Ergonomic guidelines for IPS frame layout

- In most cases the initial Indoor work method improvement deployment will not involve changes to IPS frame sorting layouts. However where this is undertaken the following Ergonomic guidelines apply & will be in the ACP supporting documents:

*“The diagram below demonstrates the boxes in an order from easiest at 1 to hardest at 54. The diagram is also shaded to give zones, green as optimum through yellow then amber to red for the hardest boxes to reach. The deliveries with the most mail should be directed to the optimum green boxes and the lightest selections to the higher number boxes in the red zone. Rather than sticking strictly to allocating the selections by number according to mail volumes the zones should be used more flexibly to allow a logical ordering or grouping of deliveries to make the frames easier to learn and less prone to sorting errors.”*

54	52	51	49	50	53
48	47	45	43	44	46
42	40	32	30	31	34
41	33	27	25	26	28
39	29	14	12	13	23
36	24	11	9	10	15
35	22	5	1	2	7
37	21	6	3	4	8
38	20	18	16	17	19



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# The agreed space standards for introducing new equipment/work methods

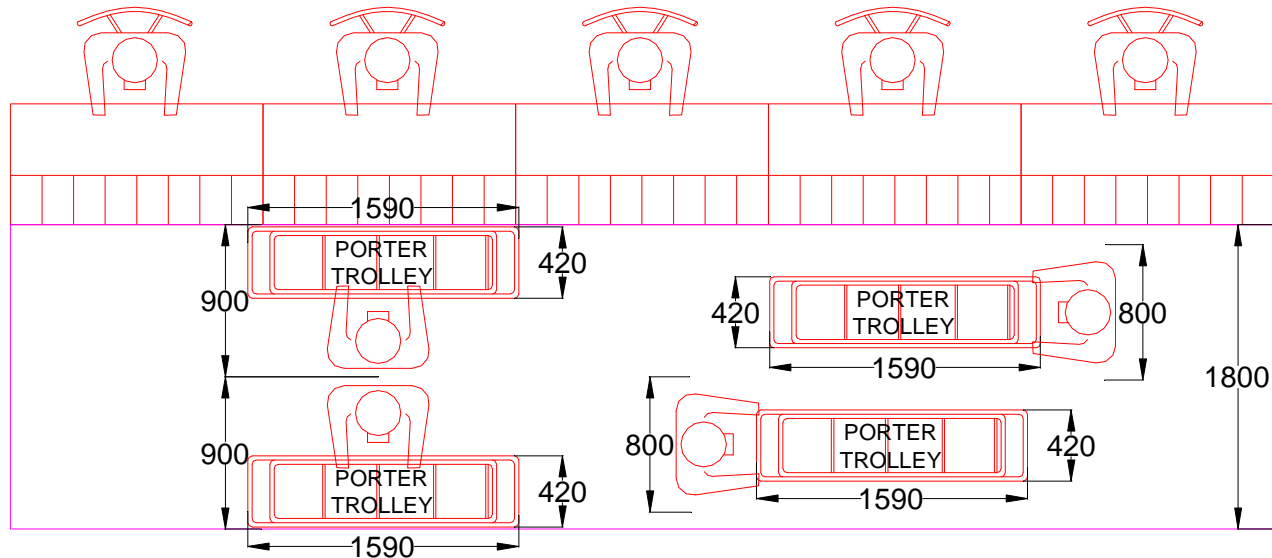
- When reviewing DO layouts for the potential introduction of new indoor equipment/work methods the agreed space standards must be used. These take into account the equipment itself, associated storage areas and working space requirements.
- In preparing revised layout plans it is also important to take into account all other existing Business standards around circulation space for fire exit routes and walkways.
- The standards set out in the following slides must therefore be used when planning and deploying the following arrangements:
  - Introduction of backless IPS fittings
  - Introduction of the porter trolley
  - Introduction of mini Yorks into Preparation areas
  - Setting up mini York bull rings for inward packet sorting



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# IPS: Two way porter backless aisles



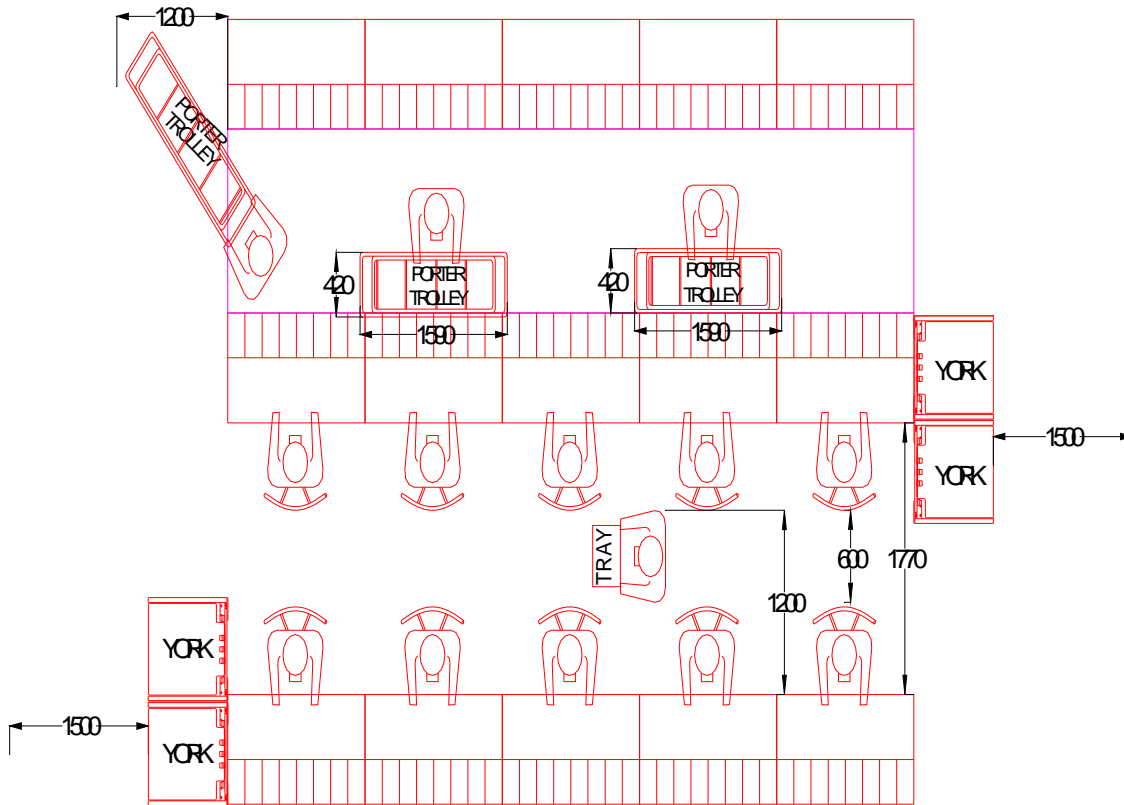
BACKLESS FITTING WITH TWO PORTERS WALKWAY

- Where the arrangements for clearing a backless fitting involve the requirement for porters to pass by each other, a minimum aisle width of 1800mm [1.8m] must be provided
- As for single aisle, 1200mm (1.2m) should be provided at the end of the aisle for trolley manoeuvring



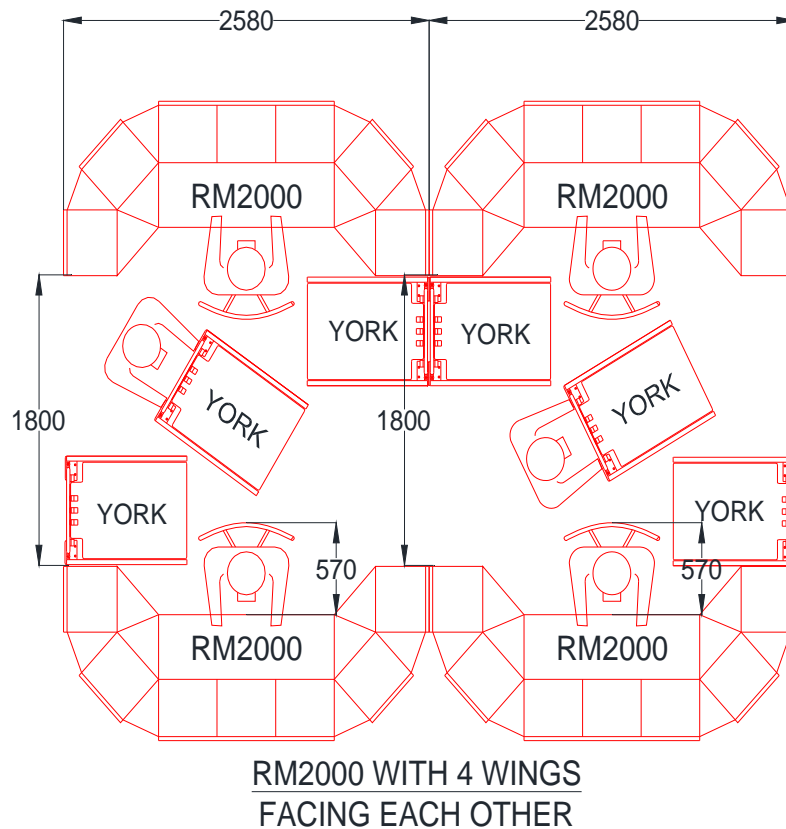
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# IPS: End of frame staging with manual feed to individual fittings



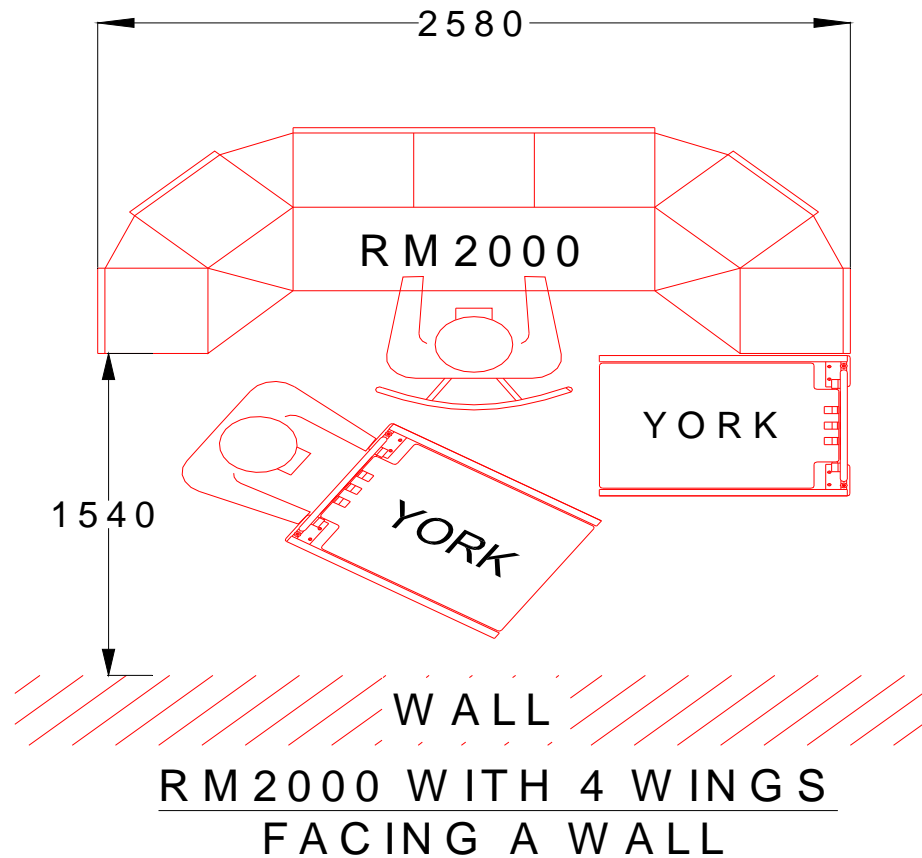
- Space required behind an IPS fitting where mail is manually conveyed to each fitting:
  - Where a single row of IPS sorters there needs to be a minimum aisle width of 1200mm [1.2m] to allow for the sorter and the porter walking behind
  - If there is a back to back configuration of IPS sorters, there needs to be a minimum of 1770mm [1.77m] to cater for two sets of sorters and a porter
- Where mail is staged at end of row, there is a requirement for 1500mm [1.5m] from the end of the York for circulation.

# Preparation: Back to back RM2000 aisle with mini yorks staged in front of fittings



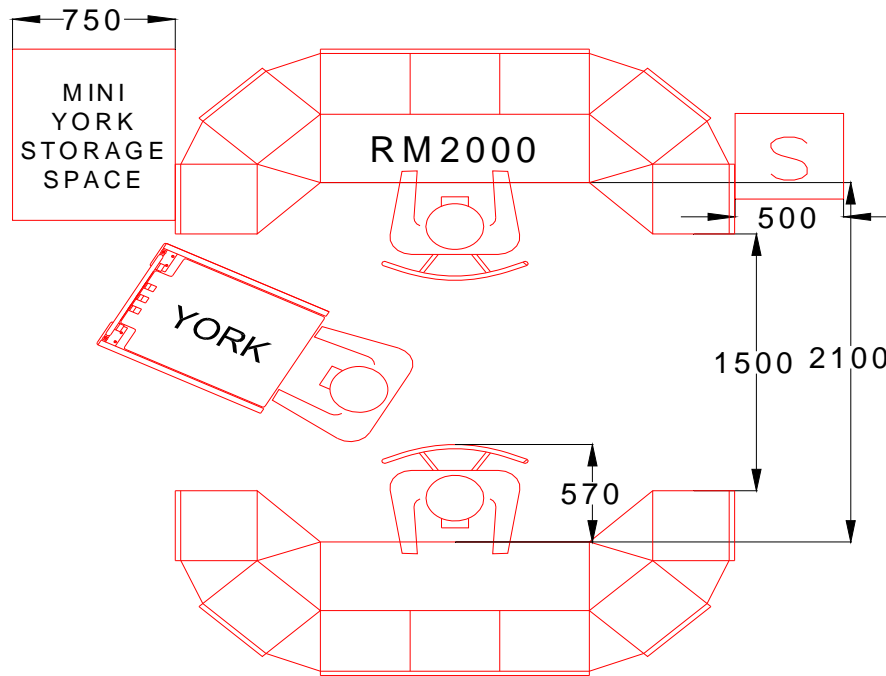
- Where a mini York is required to be placed alongside the wing of the frame in a back to back aisle, that aisle must be a minimum of 1800mm [1.8m], wing to wing, to allow for locating the two Yorks on the diagonal and for a mini York to be manoeuvred between
- Where RM2000s may be staggered, sufficient space on the angle between the two Yorks must be provided to allow another to pass safely (e.g. 870mm)
- This example assumes that no upright storage cupboard is available to allow temporary storage of the container out of the aisle

# Preparation: Single RM2000 aisle with mini york staged in front of fitting



- Where single row preparation aisle and a mini York is to be placed alongside the RM2000, the minimum aisle width must be 1540mm (1.54m) from the wing
- Again this assumes that no upright storage cupboard is available to allow temporary storage of the container out of the aisle

# Preparation: RM2000 aisle where mini york can be placed in cupboard space



RM2000 WITH 4 WINGS  
STORAGE BOX & MINI  
YORK STORAGE

- Where a large upright storage cupboard is provided that allows a mini York to be placed under it when not in use, or other Yorks need to pass, a minimum aisle width of 1500mm (1.5m) from wing to wing must be provided
- With this option the mini York must be placed in the cupboard space when other Yorks need to pass





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# Applying the safety concurrence - deployed units

- All sites deployed to date must to be reviewed against the standards and control measures and any changes necessary identified, agreed and deployed in a managed transition.
- Key aspects to be reviewed and confirmed:
  - Any orders for additional IPS seating placed
  - Advise required numbers of replacement trolleys required and dates
  - If the layout need to change to reflect space standards, involve NDC and MTCs to plan and programme changes
  - As part of this you must review IPS fitting numbers as good opportunity to reduce space - live comparison with actual dedicated IPS numbers
  - Is any supplied equipment now not required as it does not fit? If so we need to plan removal and reallocation to other units
  - Are any changes necessary to duty structure on IPS and portering?
- CWU involvement in this process in line with the joint statement and agreement - local reps and ASRs
- We will put in place a simple process to confirm unit reviewed, any necessary work changes and therefore that unit is compliant

# Applying the safety concurrence - “in planning” or future units

- **Consistent application of the standards in all units:**
  - **All units currently “in planning” to be reviewed against the various elements of the safety concurrence and any necessary changes made prior to deployment**
  - **No new units to be deployed without confirmation that all elements of the safety concurrence have been applied**
  - **All new deployments must be planned/deployed using these standards & in line with the ACP plan/work packages**
- **The Indoor Gantt chart & ACP incorporates all the documentation and planning steps necessary to achieve the above - CWU have been taken through all the Indoor work method material**
- **CWU involvement in the process in line with joint indoor work method guidance v1**
- **Space standard documents shared with Property, Regional FM & WCM communities so these can be applied, where appropriate, in their future activity**

# The activity gantt chart/ACP & supporting documents will direct planning activity

Activity ID	Start	End	Activity Name	Activity Description	Activity Type	Activity Status	Activity Category	Activity Sub-Category	Activity Priority	Activity Owner	Activity Contact	Activity Location
1	11/01/2023	11/01/2023	Activity 1	Activity 1 Description	Activity 1 Type	Activity 1 Status	Activity 1 Category	Activity 1 Sub-Category	Activity 1 Priority	Activity 1 Owner	Activity 1 Contact	Activity 1 Location
2	11/01/2023	11/01/2023	Activity 2	Activity 2 Description	Activity 2 Type	Activity 2 Status	Activity 2 Category	Activity 2 Sub-Category	Activity 2 Priority	Activity 2 Owner	Activity 2 Contact	Activity 2 Location
3	11/01/2023	11/01/2023	Activity 3	Activity 3 Description	Activity 3 Type	Activity 3 Status	Activity 3 Category	Activity 3 Sub-Category	Activity 3 Priority	Activity 3 Owner	Activity 3 Contact	Activity 3 Location
4	11/01/2023	11/01/2023	Activity 4	Activity 4 Description	Activity 4 Type	Activity 4 Status	Activity 4 Category	Activity 4 Sub-Category	Activity 4 Priority	Activity 4 Owner	Activity 4 Contact	Activity 4 Location
5	11/01/2023	11/01/2023	Activity 5	Activity 5 Description	Activity 5 Type	Activity 5 Status	Activity 5 Category	Activity 5 Sub-Category	Activity 5 Priority	Activity 5 Owner	Activity 5 Contact	Activity 5 Location
6	11/01/2023	11/01/2023	Activity 6	Activity 6 Description	Activity 6 Type	Activity 6 Status	Activity 6 Category	Activity 6 Sub-Category	Activity 6 Priority	Activity 6 Owner	Activity 6 Contact	Activity 6 Location
7	11/01/2023	11/01/2023	Activity 7	Activity 7 Description	Activity 7 Type	Activity 7 Status	Activity 7 Category	Activity 7 Sub-Category	Activity 7 Priority	Activity 7 Owner	Activity 7 Contact	Activity 7 Location
8	11/01/2023	11/01/2023	Activity 8	Activity 8 Description	Activity 8 Type	Activity 8 Status	Activity 8 Category	Activity 8 Sub-Category	Activity 8 Priority	Activity 8 Owner	Activity 8 Contact	Activity 8 Location
9	11/01/2023	11/01/2023	Activity 9	Activity 9 Description	Activity 9 Type	Activity 9 Status	Activity 9 Category	Activity 9 Sub-Category	Activity 9 Priority	Activity 9 Owner	Activity 9 Contact	Activity 9 Location
10	11/01/2023	11/01/2023	Activity 10	Activity 10 Description	Activity 10 Type	Activity 10 Status	Activity 10 Category	Activity 10 Sub-Category	Activity 10 Priority	Activity 10 Owner	Activity 10 Contact	Activity 10 Location
11	11/01/2023	11/01/2023	Activity 11	Activity 11 Description	Activity 11 Type	Activity 11 Status	Activity 11 Category	Activity 11 Sub-Category	Activity 11 Priority	Activity 11 Owner	Activity 11 Contact	Activity 11 Location
12	11/01/2023	11/01/2023	Activity 12	Activity 12 Description	Activity 12 Type	Activity 12 Status	Activity 12 Category	Activity 12 Sub-Category	Activity 12 Priority	Activity 12 Owner	Activity 12 Contact	Activity 12 Location
13	11/01/2023	11/01/2023	Activity 13	Activity 13 Description	Activity 13 Type	Activity 13 Status	Activity 13 Category	Activity 13 Sub-Category	Activity 13 Priority	Activity 13 Owner	Activity 13 Contact	Activity 13 Location
14	11/01/2023	11/01/2023	Activity 14	Activity 14 Description	Activity 14 Type	Activity 14 Status	Activity 14 Category	Activity 14 Sub-Category	Activity 14 Priority	Activity 14 Owner	Activity 14 Contact	Activity 14 Location
15	11/01/2023	11/01/2023	Activity 15	Activity 15 Description	Activity 15 Type	Activity 15 Status	Activity 15 Category	Activity 15 Sub-Category	Activity 15 Priority	Activity 15 Owner	Activity 15 Contact	Activity 15 Location
16	11/01/2023	11/01/2023	Activity 16	Activity 16 Description	Activity 16 Type	Activity 16 Status	Activity 16 Category	Activity 16 Sub-Category	Activity 16 Priority	Activity 16 Owner	Activity 16 Contact	Activity 16 Location
17	11/01/2023	11/01/2023	Activity 17	Activity 17 Description	Activity 17 Type	Activity 17 Status	Activity 17 Category	Activity 17 Sub-Category	Activity 17 Priority	Activity 17 Owner	Activity 17 Contact	Activity 17 Location
18	11/01/2023	11/01/2023	Activity 18	Activity 18 Description	Activity 18 Type	Activity 18 Status	Activity 18 Category	Activity 18 Sub-Category	Activity 18 Priority	Activity 18 Owner	Activity 18 Contact	Activity 18 Location
19	11/01/2023	11/01/2023	Activity 19	Activity 19 Description	Activity 19 Type	Activity 19 Status	Activity 19 Category	Activity 19 Sub-Category	Activity 19 Priority	Activity 19 Owner	Activity 19 Contact	Activity 19 Location
20	11/01/2023	11/01/2023	Activity 20	Activity 20 Description	Activity 20 Type	Activity 20 Status	Activity 20 Category	Activity 20 Sub-Category	Activity 20 Priority	Activity 20 Owner	Activity 20 Contact	Activity 20 Location
21	11/01/2023	11/01/2023	Activity 21	Activity 21 Description	Activity 21 Type	Activity 21 Status	Activity 21 Category	Activity 21 Sub-Category	Activity 21 Priority	Activity 21 Owner	Activity 21 Contact	Activity 21 Location

- Updated v1.7 Gantt developed.
- Sets out all the necessary activities and supporting documents required to introduce indoor work method improvements
- CWU will be expecting involvement at the specified points - ensure this happens



**Any further questions?**

