

Before starting: Your Line Manager is responsible for ensuring that you have completed the appropriate training before carrying out this procedure. Ensure you are familiar with the appropriate Risk Assessments, Safe Systems of Work or Safe Working Instructions for this operation. All Royal Mail Employees have a responsibility to protect and secure mails, whilst in the pipeline. Ensure RM Photo ID is worn at all times when on Royal Mail premises.

Inward Primary Sort Parcels (for Inward Parcels)

Step 1



Work may be provided or taken away by dedicated Porters, however, if no Porter is available, follow the steps below:

- All site specific Health & Safety requirements must be adhered to at all times – e.g. Personal Protective Equipment (PPE) and high-visibility jackets where stipulated, etc.
- Wheel empty container from Primary sorting area to Primary store and exchange it for a full container
- Wheel full container to the Primary Sort Area
- When manoeuvring a full York container the load must not exceed the Safe Working Load (SWL 250kg) of the container (weigh on scales if unsure before proceeding)
- If it is necessary to manoeuvre a full York container, or one with a sleeve and you are unable to see over the container, it will be necessary to proceed with care, moving slowly and checking round the sides of the container as you go
- In busy or congested work areas before proceeding ask for assistance from another person to guide the container by holding the front corner
- Before manoeuvring always fasten the load retention straps on the container
- Push from brake end using the yellow handles

Step 2



- You should ideally stand, rather than sit and you should face the selections with your feet apart and your legs slightly bent
- Pick up a parcel and orientate it so that the address is visible
 - Scan barcoded parcels (see SOP IP 55.2 Inward Primary Scanning)
- Check to see if the item is stamped. If so, ensure all stamps are cancelled [a strike through each stamp with a pen will suffice]. Doing so will help prevent stamps being fraudulently re-used
- The address is read from the bottom up and the parcel is directed to the selection. At this stage, also look out for any mis-streamed items, e.g. Special Delivery and RM Tracked items and take to the appropriate area to achieve due despatch
- Look at the address and sort to the corresponding selection
- Sorting aid will be available to provide information on where a parcel must be sorted



Operations Standards

Step 3



- In the event of damaged items coming to hand through mishandling, these should immediately be brought to the attention of the your manager and passed for repair to achieve due despatch
- Any un-cancelled stamps coming to hand must have each stamp crossed out with a single stroke using a pen or handstamp
 - Doing so will help prevent stamps being fraudulently re-used
- Vague/items with an incomplete address should be put aside for collection
- Underpaid, other Regulated Operators' mail, marked CL (Code Letter), items bearing security stamps with the eyelets missing, stamps that appear to have been re-used (washed) and have been cancelled before or have remains of cancellation ink must be passed to Revenue Protection for surcharging

Step 4



Work may be provided or taken away by dedicated porters, however, if no Porter is available, follow the steps below:

- When a container becomes full first collect an empty container from the container or Road storage area
 - Wheel it to the Secondary Sort Area
 - Exchange the full container for the empty container
- Move the full container to the appropriate container lane
- Ensure containers containing items that have failed to scan are left for the attention of your manager to record the defects

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