

**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 Secondary Sort Parcels (for Inward Parcels)

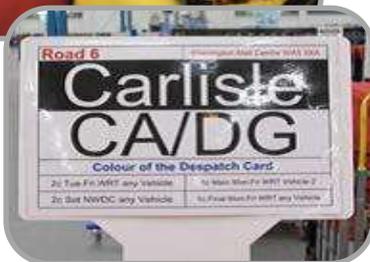
### Step 1



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 to the empty container store area
- Collect a full container from store and wheel it to the Secondary Road
- 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

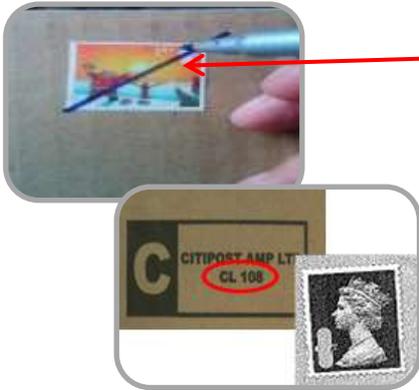
### Step 2



- 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
- 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
- Read Postcode or Address and then sort to the corresponding selection
- Sorting aids 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 your manager and passed for repair to achieve due despatch
- Any un-cancelled stamps coming to hand should have the 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

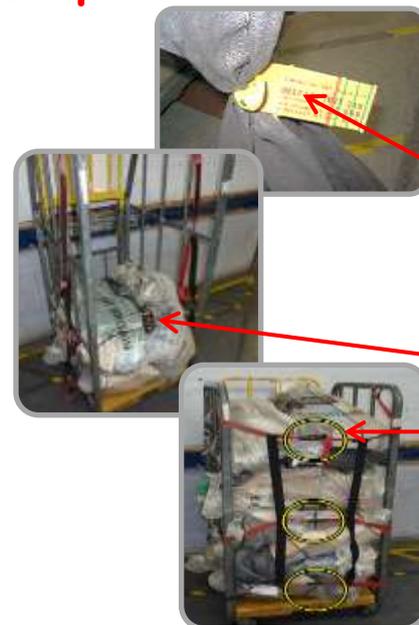


### Clear Containers

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, ensure it is securely strapped before it is moved
- Collect an empty container from the storage area. Then wheel it to the Secondary Sort Area, locate and then exchange it for the full container
- Ensure any old York labels are removed from the empty York before inserting destination York labels into the York label holder
- Wheel full (or part-full on Final Despatch) container to Despatch Handover Point

## Step 5



### Clearing Bags

- Bags must not exceed 11 Kg
- When removing a bag from the centre of a fitting, it may be necessary to remove other bags to ensure there is no unsafe lifting of bags carried out
- To tie a bag, fold the neck of the bag so that it is small enough to pass the tie around. Place the correct label on the tie and place around the neck of the bag and tie. Ensure the end of the tie is tucked into the loop
- Place bag into York
- Bags should be evenly stacked filling up the York alternately one side and then the other
- When a container becomes full, ensure it is securely strapped before it is moved
- Collect an empty container from the storage area. Then wheel it to the Secondary Sort Area, locate and then exchange it for the full container
- Ensure any old York labels are removed from the empty York before inserting destination York labels into the York label holder

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