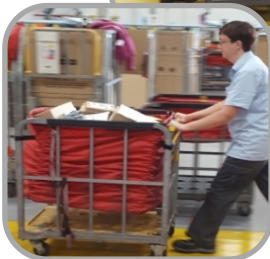


**Before starting:** Your Line Manager is responsible for ensuring that you have completed the appropriate training before carrying out this procedure. Ensure you are familiar with the appropriate Risk Assessments, Safe Systems of Work or Safe Working Instructions for this operation. All Royal Mail Employees 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 Sort RM Tracked (for Inward Parcels)

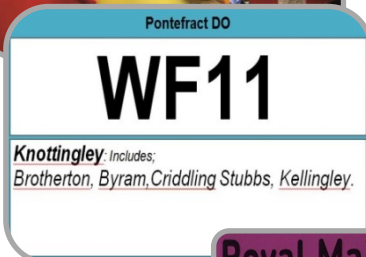
### Step 1



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

- Wheel empty container from the nominated Royal Mail Tracked Sort area to the RM Tracked dedicated sterile storage area and exchange it for a full container.
- If sorting PM-Delivery T24, the full container should be collected from the dedicated RCN un-loading area (carried with 'Mailsort' arrivals)
- Wheel the full container to the Royal Mail Tracked Sort area
- 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.
- When manoeuvring a full York container the load must not exceed the Safe Working Load (250kg) of the container (weigh on scales if unsure before proceeding)
- Before manoeuvring always fasten the load retention straps on the container
- Push from brake end using the yellow handles
- 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

### 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 an item and orientate it so that the address is visible
  - Scan item (see SOP IP57.2 Inward RM Tracked Scanning)
- 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 items and take to the appropriate area
- 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
- Missorts and Damaged items should be set aside for appropriate scanning (see SOPs IP57.2 Inward RM Tracked Scanning)
- When sorting to bags, items too large for a bag must have a Purple "Royal Mail Tracked™" self-adhesive label applied adjacent to the address label and sorted to the correct destination York. If such an item requires PM-Delivery, then a purple PM-Delivery label for that Delivery Depot must be attached
- When container is empty, check for any trapped



# Operations Standards

## Step 3



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

### Moving containers to Secondary Sort (if required)

- When a container becomes full, collect an empty container from the Road storage area
  - Wheel it to the RM Tracked Primary Sort area
  - Exchange the full container for the empty container
  - Place the correct destination paddle/sorting aid onto the empty container
- Move the full container to the appropriate Secondary lane following standard SSoW
- Ensure containers containing items that have failed to scan are left for the attention of the Workarea Manager to record the defects

## Step 4



### Clearing Direct Containers to Despatch

- When a York or ALP for despatch becomes full, ensure that the correct RM Tracked York Card is attached
- Strap container, then move the container to the appropriate dedicated RM Tracked Despatch Area and then replace with an empty container following standard SSoW
- Once a bag is full or becomes heavy, remove the bag from the fitting
  - 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
  - Hang an empty bag to the fitting
- To tie a bag, fold the neck of the bag so that it is small enough to pass the tie around
- Select the correct RM Tracked label (either standard Tracked or PM-Delivery Tracked) for the destination, and 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 the bag in the correctly labelled RM Tracked Despatch 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
- Move the container to the appropriate dedicated RM Tracked Despatch Area and then replace with an empty container following standard SSoW

IP57.1, Inward Sort RM Tracked – Owner Quality & Customer  
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