

No. 076/25

16th April 2025

For the Immediate Attention of All:

**Postal Branches
Regional Organisers
Divisional Representatives
Parcelforce Unit Representatives
Area Delivery Representatives
Area Distribution Representatives
Area Processing Representatives**

Dear Colleagues,

Transfer of Post Office Limited Collection Work from Parcelforce to Royal Mail – National Deployment

Branches will recall that during 2024 trials took place on the concept of utilising, the synergies between Royal Mail and Parcelforce in relation to collection activity (LTB 147/24 refers). The initial trial took place in the Stoke area to ascertain if Royal Mail could perform Parcelforce collections, consolidate the items at the Collection Hub or Outward Mail Centre and repatriate the traffic into the Parcelforce Network to meet service.

This activity was viewed as a success and a further trial took place in the PFW Exeter Depot area later in the year. This was a far more complex trial as the geography covered by the depot spanned two Mail Centre catchment areas. That trial was again successful from a Royal Mail perspective and showed that the model could work.

Royal Mail & PFW have since been modelling what a national deployment could look like, and discussions have been taking place with both departments to review options. While it is noted PFW would like to move all collection work from PFW to Royal Mail in areas where the traffic can onward connect through the network, they have agreed to adopt a phased approach addressing POL Collections first, followed by a review of Ad-Hoc and the Scheduled Collections.

As part of an organised project known as First Mile Integration (FMI) and supported by dedicated collection planning support, RM Plant catchment areas will migrate over to the full collection of all available PFW items from POL. Some interim exemptions will remain where current connectivity does not allow for the PFW items to meet the cut off times, these will be reviewed to understand the potential changes which may be required.

All PFW items collected from POL will be returned to the RM Collection Hub or passed to the RM Outward Mail Centre depending on the workplan. These will then be conveyed to the Parcelforce LD to then enter the PFW outward network ready for dispatch. Where sufficient volume allows, direct runs between RM Outward Mail Centres to the PFW National Processing Centres (e.g. Coventry Hub) will be considered.

This activity will be monitored through the Table of Success National Working Group in PFW and the Collections Joint Working Group in Royal Mail.

We have secured with Parcelforce commitments that all workloads will be balanced to ensure that the time saved by removing collections is fully utilised with delivery traffic. The expectation is that the traffic will migrate from External resource and PFW have agreed that all headcount reduction will come from External resource.

A National launch call with the business took place today with the Parcelforce Regional Organisers and Royal Mail Divisional Representatives to ensure they are fully aware of the change and are able to cascade the information down to the impacted Parcelforce Depot and Delivery Offices.

Attached to this LTB for your information are the SOP's and SSOW for this activity along with the slides used on the launch call. These will be used to ensure that the criteria is fully understood and deployed consistently, ensuring that connectivity and quality of service is maintained.

Any enquiries in relation to this LTB should be addressed to Davie Robertson, Assistant Secretary, email: jrodrigues@cwu.org or Tony Bouch Assistant Secretary, email: Pharacz@cwu.org quoting reference LTB 076/25.

Yours sincerely,

Davie Robertson
Assistant Secretary

Mick Kavanagh
A/Assistant Secretary

Transfer of Post Office Limited Collection Work from Parcelforce to Royal Mail – National Deployment

Introduction

Royal Mail (RM), Parcelforce (PFW) and the Communication Workers Union (CWU) are committed to working together in developing key business policies, mutual interest solutions and a new culture, which is at the core of all the commitments contained in our national agreements.

All parties recognise the pressures of the increasingly competitive and rapidly evolving environment we operate in and are committed to the strategic objective of creating and developing an agenda for traffic, product, and revenue retention to lay the foundations for future growth and providing employment security.

RMG continue to face a financial challenge despite the joint activity undertaken as part of the strategic review. Collections is an area where the “once over the ground” principle can be applied as both PFW and RM cover the same geography and the same locations when collecting customer parcels. RM drivers collecting PFW items from Post Offices is the first phase in the strategic migration to a single parcel network and will build across all collections in PFW.

Previous successful trial activity in both Stoke and Exeter/Bristol demonstrated the capability of RM Collection, Distribution and Processing functions to handle PFW items. This communication sets out the next steps as part of a national deployment initiative.

PFW Collections Process

Drivers in PFW perform delivery and collection stops each day as part of their daily work schedule. Collections are split between: -

- Scheduled – POL and Customer - attend at the time window agreed with the customer (e.g. daily between 3pm and 4pm)
- Ad-hoc – Customer books collection for pick up the following day (generally 9am to 5pm window)

The number of items collected varies by customer. Multi item or high cubic volume collections are often covered by PFW Depot bulk drivers. This varies from site to site and is dependent on vehicle capacity at the due collection time.

Collections make up 8-9% of a driver's total daily stops (deliveries are therefore 90%+). Scheduled collections are generally performed in the 'pm' each day and can create 'off route' driving diversions from the delivery sequence creating a less efficient route performance.

Drivers in PFW must then return to the Local Depot (LD) on time to connect with posted network trailers due for dispatch to the National Hub and Processing Centres.

RM Collections Process

RM has dedicated collection drivers covering the same ground as PFW drivers, and in the case of POL sites, visiting the same locations.

As part of an organised project known as First Mile Integration (FMI) and supported by dedicated collection planning support, RM Plant catchment areas will migrate over to the full collection of all available PFW items from POL. Some interim exemptions will remain where current connectivity does not allow for the PFW items to meet the cut off time but these will be reviewed to understand the potential changes required.

PFW items collected will be returned to the RM Collection Hub or passed to the RM Outward Mail Centre depending on the workplan. These will then be conveyed to the PFW LD to then enter the PFW outward network ready for dispatch. Where sufficient volume allows, direct runs between RM Outward Mail Centres to the PFW National Processing Centres (e.g. Coventry Hub) will be considered.

National Deployment Approach

In RM, this will be led by the Central Collections Programme team under the banner of First Mile Integration (FMI) as a discreet project with the first phase involving POL collections commencing from April 2025. Volumes are expected to be low and this will provide a good test of the network connections before moving into the next phase.

The project team will engage the local managers and the appropriate CWU representatives throughout the deployment and complete tasks and WTL sessions as per the activity plan and ensure that the current RM collection duties have robust resourcing plans in place and the correct collection service times in place.

In PFW, the Central Operational Efficiency team will ensure collections are removed in a timely manner and driver workload is reviewed. Productivity is expected to increase as drivers become more 'delivery only'. This was proven in the Stoke pilot. Key to this outcome is the necessity to realign workload to ensure that the route capacity created through the removal of POL collections is fully utilised. This is likely to be external resource but will be across all routes. The ultimate aim is to ensure productivity rates increase. In recognition of the commitments in the BRT&G agreement any headcount reduction in C&D will be achieved through reduction in external resource.

The PFW Operational Efficiency Team will work with national and local depot teams to deliver the efficiency opportunities. Local Depot teams will deliver communication (e.g. WTLs) during deployment.

Joint involvement will ensure the successful deployment of an initiative that requires collaboration, teamwork and long-term ownership of operationally robust solutions that underpin the future success for all, allowing RM and PFW to compete competitively in a constantly changing environment.

Customer Quality of Service will be maintained through this transfer. The PFW Commercial Team will engage with customers throughout this period of change to ensure a consistent message is delivered. Connectivity will be reviewed to ensure traffic meets with processing windows.

Safe Systems of Work and Standard Operating Procedures

Health & Safety is of paramount importance to both RM, PFW and the CWU. RM Safe Systems of Work, Standard Operating Procedures and all relevant safety compliance documentation for the operational tasks have been reviewed and agreed between RM and the CWU following feedback from the trials.

These systems and procedures are classified as fit for purpose having been jointly evaluated by the appropriate RM and CWU subject matter experts.

Progress and escalation

RM, PFW and the CWU will jointly review progress as part of the National Collections Joint Working Group (JWG) with a view to evaluating the next steps relating to ad-hoc and scheduled customer collections.

Any issues in relation to the interpretation or application and deployment of the initiative will be raised through the line and then with the National Collections Joint Working Group for review and resolution.

Joint Collections pilot conclusions –

Overall we demonstrated what we set out to do



1. The pilots launch successfully
2. Consolidation of PFW traffic at Mail Centres
3. Loose load into trailer
4. Connectivity to PFW network
5. RM QoS maintained
6. Customer Satisfaction maintained
7. Safety maintained
8. Successful relationship between RM and PFW
9. Lesson Learnt to include in next steps
10. Indication of what we need to do for further roll out



- Stoke – 1 x collection unit on site with Delivery Office
- Exeter – 23 collection units + 2 x MCs

Collection transfer

Network Optimisation

- Phase 1 – POL

Draft modelling complete for POL

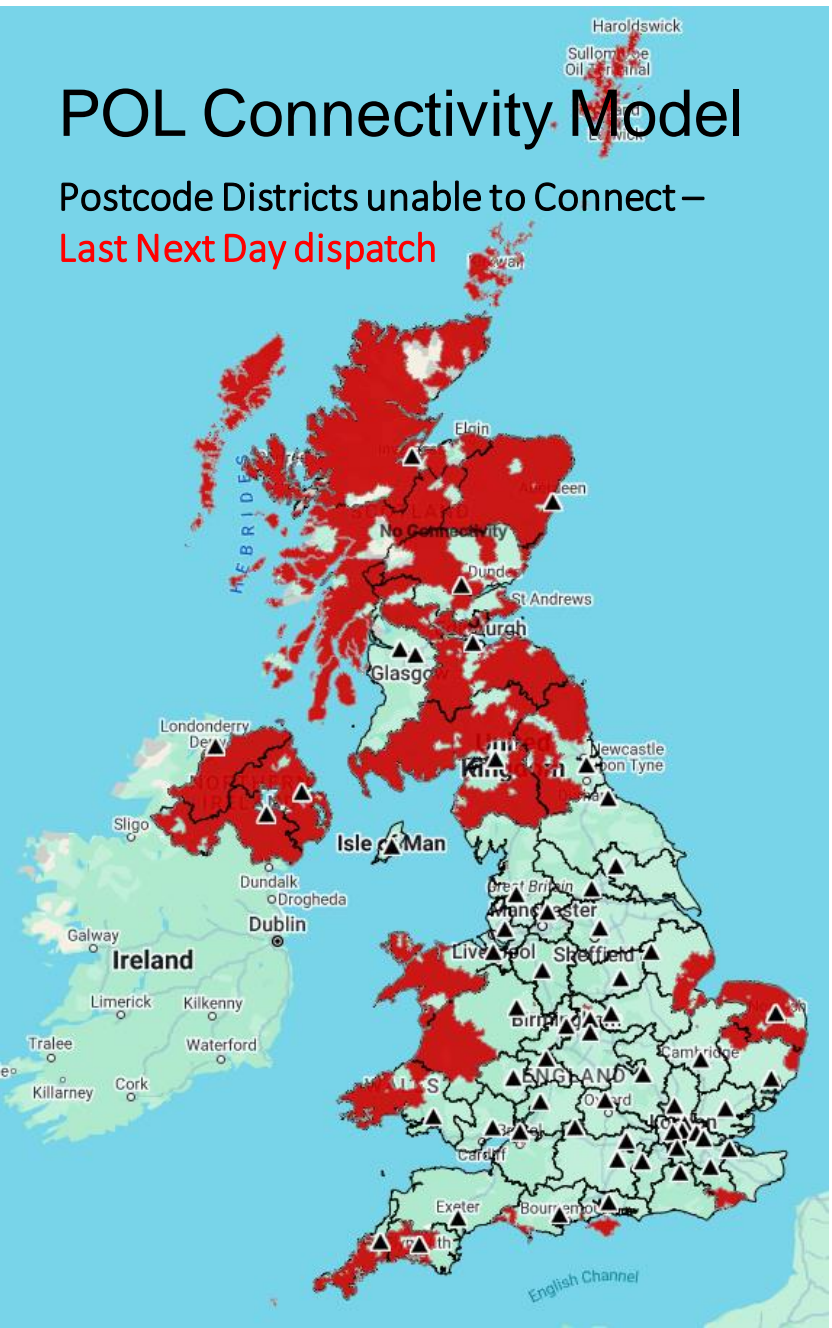
- Use current 'cut off' times for last dispatching trailers to processing (Coventry / Chorley / Hatfield)
- Circulation methods:--
 - RM Collection Unit to Mail Centre to PFW Depot
 - RM Collection Unit to PFW Depot
- Identified many postcodes can connect with no changes to current services from depots
- Aim to start late April / early May

High level stats

- 11,784 - Post Offices
- 53 – Parcelforce Depots
- 37 - Mail Centres
- 752 - RM Collection Hubs offices
- 21,450 - Daily Visits by RM Drivers to Post Offices (11/03/25)
- 6,054 - Average Daily Volume Collected by PFW from Post Office
- 1 parcel for every 3.5 visits

POL Connectivity Model

Postcode Districts unable to Connect –
Last Next Day dispatch



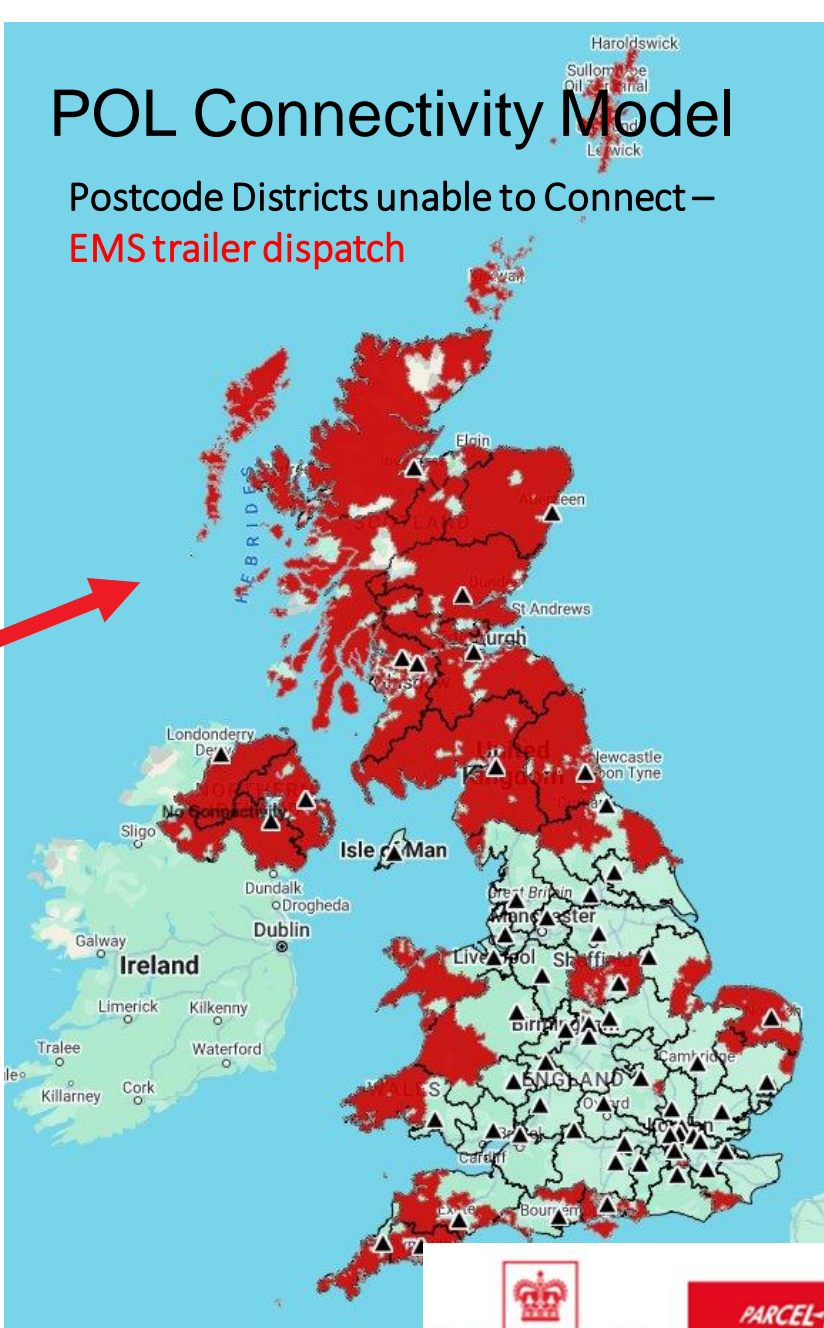
EMS / International
trailers dispatch
earlier = more
postcodes cannot
connect

Use EMS as guide
More definite
connection



POL Connectivity Model

Postcode Districts unable to Connect –
EMS trailer dispatch



POL Connectivity Model – Bristol Mail Centre

Est Weekly Volumes

RM Coll Hub

RM Mail Centre

PFW Depot

Nearest Depot to MC

Time Parcels Available

Travel Time

Y / N Connectivity

Time Parcels Available @ MC

Y / N Connectivity

PFW Depots & Trailer Dispatch Times

Est Volumes Connectivity



4%	3%						Assumption				20:00						1034	0	0
883	151						18:30										41.57%	34.91%	23.52%
24975	5297						18:30										12585	10567	7120
Ave Weekly Volume UK Service	Ave Weekly Volume INT Service	RM Collection Hub	RM Mail Centre	PFW Depot	Nearest PFW Depot to RM Mail Centre	Time All POL Colls @ RM Coll Hub Override	Est Time All POL Colls @ Collection Hub	Travel Time RM Coll Hub to PFW Depot	RM Coll Hub to PFW Connectivity Y / N	Time All POL Colls @ RM Mail Centre Override	Est Time All POL Colls @ Mail Centre	RM Mail Centre to PFW Depot Connectivity Y / N	PFW Depot	PFW Last N/Day Trailer / Vehicle Despatch Time	Nearest PFW Depot to RM Mail Centre	Next Day Despatch Time	via RM MC	via RM Coll Hub	No Connectivity
11	2	Avonmouth DO	Bristol MC	Bristol LD	Bristol	18:45	18:30	00:11	Y	18:40	18:40	Y	Bristol LD	21:00	Bristol LD	21:00	2		
43	15	Bath DO	Bristol MC	Bristol LD	Bristol		18:30	00:43	Y	19:25	19:25	Y	Bristol LD	21:00	Bristol LD	21:00	30		
5	1	Bradford on Avon DO	Bristol MC	Bristol LD	Bristol		18:30	00:46	Y		20:00	Y	Bristol LD	21:00	Bristol LD	21:00	1		
29	4	Bristol Fishponds DO	Bristol MC	Bristol LD	Bristol		18:30	00:22	Y	18:55	18:55	Y	Bristol LD	21:00	Bristol LD	21:00	0		
142	35	Bristol MC	Bristol MC	Bristol LD	Bristol		18:45	00:14	Y	18:45	18:45	Y	Bristol LD	21:00	Bristol LD	21:00	12		
14	2	Clevedon DO	Bristol MC	Bristol LD	Bristol		18:30	00:25	Y	18:55	18:55	Y	Bristol LD	21:00	Bristol LD	21:00	1		
16	3	Frome DO	Bristol MC	Bristol LD	Bristol		18:30	01:07	Y	19:00	19:00	Y	Bristol LD	21:00	Bristol LD	21:00	0		
33	6	Glastonbury DO	Bristol MC	Bristol LD	Bristol		18:30	01:05	Y	19:55	19:55	Y	Bristol LD	21:00	Bristol LD	21:00	1		
17	2	Keynsham DO	Bristol MC	Bristol LD	Bristol		18:30	00:34	Y	19:15	19:15	Y	Bristol LD	21:00	Bristol LD	21:00	5		
10	2	Kingswood DO	Bristol MC	Bristol LD	Bristol		18:30	00:26	Y	19:10	19:10	Y	Bristol LD	21:00	Bristol LD	21:00	1		
13	1	Nailsea DO	Bristol MC	Bristol LD	Bristol		18:30	00:23	Y	19:00	19:00	Y	Bristol LD	21:00	Bristol LD	21:00	11		
24	2	Radstock DO	Bristol MC	Bristol LD	Bristol		18:30	00:53	Y		20:00	Y	Bristol LD	21:00	Bristol LD	21:00	0		
7	1	Shepton Mallet DO	Bristol MC	Bristol LD	Bristol		18:30	01:00	Y	19:20	19:20	Y	Bristol LD	21:00	Bristol LD	21:00	2		
7	1	Thornbury DO	Bristol MC	Bristol LD	Bristol		18:30	00:18	Y		20:00	Y	Bristol LD	21:00	Bristol LD	21:00	5		
29	2	Trowbridge DO	Bristol MC	Bristol LD	Bristol		18:30	00:56	Y	18:45	18:45	Y	Bristol LD	21:00	Bristol LD	21:00	2		
13	3	Warminster DO	Bristol MC	Bristol LD	Bristol		18:30	01:14	Y	19:05	19:05	Y	Bristol LD	21:00	Bristol LD	21:00	1		
6	2	Westbury DO	Bristol MC	Bristol LD	Bristol		18:30	01:08	Y		20:00	Y	Bristol LD	21:00	Bristol LD	21:00	6		
18	3	Westbury On Trym DO	Bristol MC	Bristol LD	Bristol		18:30	00:11	Y		20:00	Y	Bristol LD	21:00	Bristol LD	21:00	1		
31	5	Weston Super Mare DO	Bristol MC	Bristol LD	Bristol		18:30	00:35	Y	18:50	18:50	Y	Bristol LD	21:00	Bristol LD	21:00	6		
13	2	Wincanton DO	Bristol MC	Bristol LD	Bristol		18:30	01:36	Y	19:55	19:55	Y	Bristol LD	21:00	Bristol LD	21:00	3		
13	1	Winscombe DO	Bristol MC	Bristol LD	Bristol		18:30	00:40	Y	19:20	19:20	Y	Bristol LD	21:00	Bristol LD	21:00	6		
6	1	Winterbourne DO	Bristol MC	Bristol LD	Bristol		18:30	00:21	Y		20:00	Y	Bristol LD	21:00	Bristol LD	21:00	2		
12	3	Yate DO	Bristol MC	Bristol LD	Bristol		18:30	00:30	Y	18:45	18:45	Y	Bristol LD	21:00	Bristol LD	21:00	10		
26	3	Bridgwater DO	Bristol MC	Exeter LD	Bristol		18:30	01:01	N	19:21	19:21	Y	Exeter LD	19:15	Bristol LD	21:00	0		
12	1	Burnham On Sea DO	Bristol MC	Exeter LD	Bristol		18:30	01:10	N	18:50	18:50	Y	Exeter LD	19:15	Bristol LD	21:00	9		
15	1	Minehead DO	Bristol MC	Exeter LD	Bristol		18:30	01:30	N	19:20	19:20	Y	Exeter LD	19:15	Bristol LD	21:00	0		
59	7	Taunton DO	Bristol MC	Exeter LD	Bristol		18:30	00:51	N	19:20	19:20	Y	Exeter LD	19:15	Bristol LD	21:00	3		
29	3	Yeovil DO	Bristol MC	Exeter LD	Bristol		18:30	01:24	N	20:00	20:00	Y	Exeter LD	19:15	Bristol LD	21:00	5		
86	17	Cheltenham DO	Bristol MC	Gloucester LD	Bristol		18:30	00:24	Y	20:20	20:20	Y	Gloucester LD	20:30	Bristol LD	21:00	0		
13	2	Cinderford DO	Bristol MC	Gloucester LD	Bristol		18:30	00:41	Y		20:00	Y	Gloucester LD	20:30	Bristol LD	21:00	1		
19	3	Dursley DO	Bristol MC	Gloucester LD	Bristol		18:30	00:22	Y	19:00	19:00	Y	Gloucester LD	20:30	Bristol LD	21:00	3		
22	3	Gloucester North DO	Bristol MC	Gloucester LD	Bristol		18:30	00:14	Y	19:50	19:50	Y	Gloucester LD	20:30	Bristol LD	21:00	0		
33	5	Gloucester South DO	Bristol MC	Gloucester LD	Bristol		18:30	00:03	Y	19:30	19:30	Y	Gloucester LD	20:30	Bristol LD	21:00	8		
14	0	Lydney DO	Bristol MC	Gloucester LD	Bristol		18:30	00:47	Y	19:15	19:15	Y	Gloucester LD	20:30	Bristol LD	21:00	0		
40	8	Stroud DO	Bristol MC	Gloucester LD	Bristol		18:30	00:14	Y	19:35	19:35	Y	Gloucester LD	20:30	Bristol LD	21:00	2		

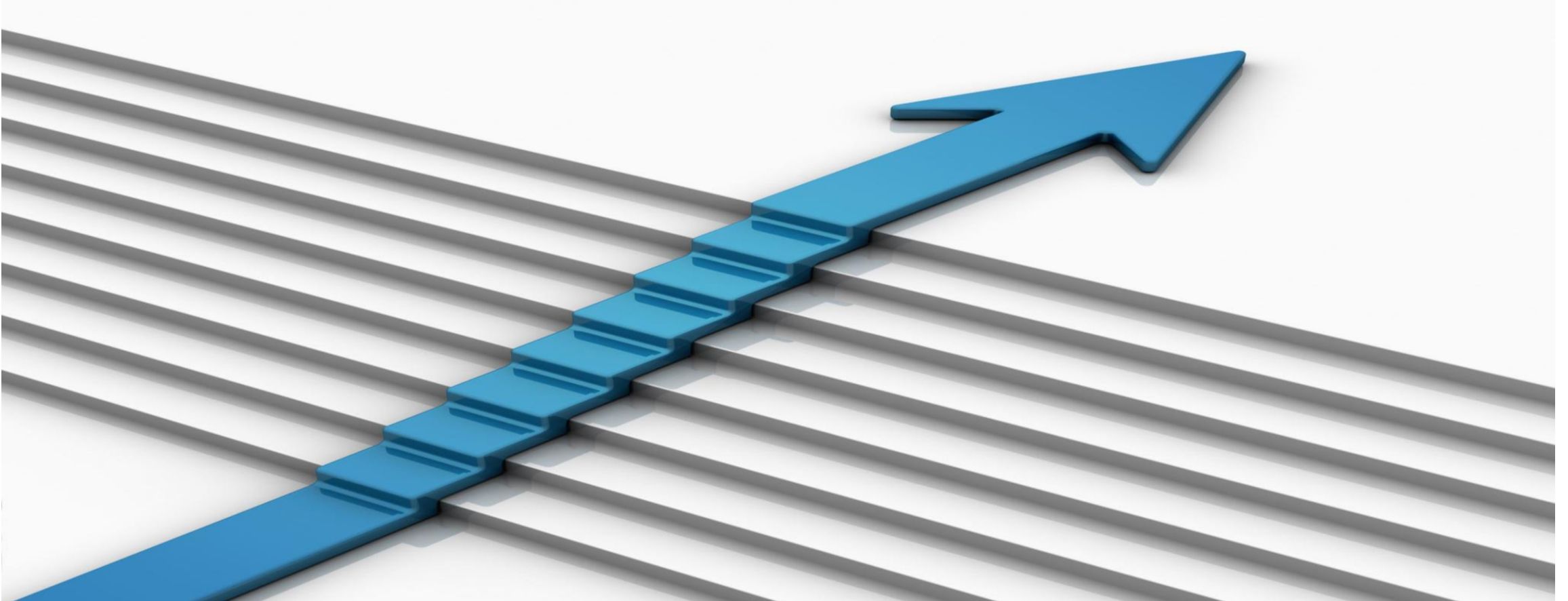
Deployment Plan



			07/04/2025	14/04/2025	21/04/2025	28/04/2025	05/05/2025	12/05/2025	19/05/2025	26/05/2025	02/06/2025	09/06/2025	16/06/2025	23/06/2025	30/06/2025	07/07/2025	14/07/2025	21/07/2025
Mail Centre	Start (Week)	Deploy (Week)	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
Bristol MC	2	5																
Carlisle MC	4	9																
Greenford MC	4	9																
Birmingham MC	4	9																
Jubilee MC	4	9																
Swindon MC	4	9																
Home Counties North	4	9																
Dorset MC	4	10																
Tyneside MC	4	10																
Gatwick MC	4	10																
North West Midlands	4	10																
Leeds MC	4	11																
Nottingham MC	4	13																
Warrington MC	5	10																
Romford MC	5	10																
London Central MC	5	11																
Croydon MC	5	12																
Manchester MC	6	11																
Exeter MC	6	12																
Swansea MC	7	12																
Chelmsford MC	10	15																
Plymouth MC	10	15																
South Midlands MC	10	17																
Medway MC	10	17																
Preston MC	11	16																
Sheffield MC	11	16																
Southampton MC	11	17																
Norwich MC	11	17																
Peterborough MC	12	17																
Chester MC	12	17																
Cardiff MC	12	17																

Key:	
	Deployment Week
	USO Pilot Deployment
	Planning Activity

Next Steps



Royal Mail collecting Parcelforce items from POL sites

Background

Parcelforce (PFW) has an existing arrangement in place whereby Royal Mail (RM) collects and/or delivers PFW items, more often taking place in rural or geographically challenging environments. The collection of PFW 48

To understand the potential cost, productivity and efficiency opportunities, successful trials have taken place where RM carried out the collections of PFW items from both Post Office (POL) outlets and PFW customers.

As part of the strategic plan to move to 'once over the ground' principles and a single parcel network, utilising both the current PFW and RM networks, a new initiative has been created to oversee this called First Mile Integration (FMI).

Under FMI, in the first phase involving POL sites only, PFW collections will migrate by Plant catchment areas and be picked up by RM drivers, commencing from April 25. Later phases will be subject to further modelling and planning to understand the complexity and viability.

What's the high-level process?

RM will carry out the collection of all PFW items from POL locations. Some exemptions will be in place due to connectivity constraints.

PFW items collected from POL sites will be returned to the RM Collection Hub or passed to the RM Outward Mail Centre depending on the workplan. In both cases, these will then be collected by PFW drivers in the area to deliver the traffic to the PFW LD site ensuring they enter the PFW outward network ready for dispatch.

Will product scans show that PFW items collected by RM have been picked up and are being processed/delivered?

For POL collections, the RM collection point barcode will be scanned at the premises to indicate the collection has been made. From here, the PFW items will be consolidated at the Collection Hub or Plant. Items that go straight to the PFW LD from the RM Collection Hub or are consolidated at the Plant and then onto the PFW LD, will receive their first scan outward scan at the PFW location.

The only scanning activity that will take place by RM will be a container scan at the Plant for workload purposes.

Collections are planned to be made PFW connections in time for them to meet the target delivery times. Therefore, there will be no impact to overall Q of S.

Will RM be picking up PFW consumer and international items from POL?

Yes, RM will be picking up all PFW items from POL locations.

What happens if the RM driver is unable to collect all items (e.g., due to vans bulking out)?

If a vehicle does not have the capacity to collect or the RM driver is unable to collect the item, alternative arrangements will be made to ensure the items are picked up. The driver should contact their line manager who will then deploy an alternative vehicle/driver or contact the PFW depot for assistance.

How are complaints handled?

There is no change. Any complaints about PFW services should be directed to PFW Customer Experience team who will work closely with the RM Customer Experience team.

Are there any changes to scheduled RM collection times?

No, existing POL collection times will be maintained. Volumes are expected to be very minimal with this phase of activity.

Are RM drivers trained to collect PFW items?

Training will be provided locally to every RM driver who could be picking up larger items. Training covers Safe Working Instructions, Safe Systems of Work and all Standard Operating Procedures and requirements. These are available in your local unit.

Will RM drivers be provided with manual handling equipment as standard?

For this phase of activity, PFW items posted via a POL outlet will be carried in by the customer, therefore it is unlikely that manual handling equipment will be required for all RM drivers. There may be a small number of exceptions and this will be picked up as part of the local deployment activity.

How will PFW items be carried in the distribution vehicles?

Items in the RM network will be carried in line with the Safe Systems of Work (SSOW) in York containers. Items collected by PFW drivers may be loose loaded or in York containers.

How does the PFW depot know which items have been collected by RM?

RM Collection hubs will use specific York labels for collected PFW items.

What happens if the branch has accepted PFW items above the maximum RM weight/dimensions?

If the branch has accepted a PFW item above the maximum RM weight or dimensions, there is clear guidance for RM drivers on the collection of PFW items to ensure that the parcel will be collected.

Will POL collections be affected?

Instructions will then be passed on to the POL outlet to hand over any PFW items to the RM driver from the deployment date. The RM driver will be aware of the need to pick up PFW items as well as RM items. POL staff are required to follow the same guidelines regarding PFW latest acceptance times (LATs) and keeping PFW items separate.

Will tracking systems show that PFW items collected by RM have been accepted and are being processed?

Specific procedures have been developed to ensure that sufficient tracking is maintained to show that PFW items have been collected and handed to the designated network for processing and delivery. There is no requirement for RM drivers to scan individual PFW items at the POL location.

Will there be any impact on quality/service guarantees?

The network has been modelled to ensure that connections are in place to transfer PFW items into the PFW network within the required timescales to meet the product specifications. Additional local checks will also take place as part of the deployment tasks before going live.

What happens if the RM driver is unable to collect all items? e.g. due to vans bulking out

If on occasion a vehicle does not have the capacity to collect, alternative arrangements will be made to ensure the customers items are collected. The driver should contact their line manager who will

then arrange to deploy an alternative vehicle and driver or as a last resort, contact the PFW depot for assistance.

My PFW route has scheduled POL collections. What will happen?

Those drivers affected will have a 121 session with their line manager when the changes will be explained in detail. This will include the process for local collect items in the interim period awaiting deployment of the new PDA platform.

Will my PFW route have more delivery points added to it if I'm no longer collecting from POL?

Route changes will be subject to the usual workload alignment process in PFW.

If my PFW duty is impacted, will it change the start or finish times?

Route changes will be subject to the usual workload alignment process in PFW.



ROYAL MAIL GROUP RISK MANAGEMENT

SAFE SYSTEM OF WORK (Appendix 2)

This SSOW provides sufficient INFORMATION and INSTRUCTION to allow managers to control safety risks identified during risk assessments. It is used by work area managers to inform and instruct operators, at induction and refresher training events, how a task they are involved in or work equipment they are using can be completed / used safely. A record should be retained to show that this information and instruction has been shared with those employees affected.

Task / Work Equipment Description	
Generic Task / Work Equipment (SSOW Title)	Manual Handling
Associated Risk Assessment	MH1 -MH21
SSOW Version No	Version 1.10

WHAT RISKS ARE CONTROLLED BY THIS SAFE SYSTEM OF WORK

(As identified in the task risk assessment or SAC1 process, show the risks identified and the controls that have been introduced. For example, pedestrian/vehicle collisions controlled by the provision of a designated & protected walkway.

This Safe System of Work gives general guidance for the Manual Handling of loads to supplement the task specific Safe Systems for the most common generic tasks. See the following task specific SSOW:-

- Operation and use of York and Mini-York Containers
- Non-wheeled containers
- Mail bag handling
- Delivery and collections
- High Capacity Trolley and Light Weight Delivery Trolley
- Car Derived Van on delivery

Core Standard maximum weights:

- Mail bags 11 kg, (international M-Bags 30kg).
- York & Mini-York containers 250 kg
- Trays 10 kg
- RSCs 750 kg
- Delivery pouch – Max 16kg, reducing to 11kg after first pouch. 8kg on hills and for shared van deliveries, 5kg on steep hills or stairs.
- Parcels in Royal Mail Letters and International is 20 Kg, for Tracked Customers the maximum weight is 30kg
- Parcelforce parcels and bags 30 kg, exceptionally; by arrangement parcels may exceed this weight.
- Tote boxes weights vary but the heaviest maximum is British Gas Box 30kg

Typical weights will be much lighter than maximum weights stated

INSTRUCTIONS

(How to carry out the task &/or use the work equipment safely - including the Don't and Do written instructions)

Before carrying out any unfamiliar lifting or handling task consider whether manual handling is necessary or whether it be avoided by carrying out the work in a different way. If it is unavoidable carry out a dynamic risk assessment to ensure that you minimise the risk of injury. The assessment should consider:-

- Task – what needs to be moved, where to?
- Load – is it heavy, large, awkward to hold, slippery or hot?
- Individual – have you had suitable training to carry out the task, is the task within your capability? You must inform your manager of any medical condition or injury which may affect your ability to perform your work, or if you are pregnant.
- Environment – is it windy, wet or slippery, is the ground surface good or sloping or uneven, is the route clear? Are you wearing appropriate clothing for the conditions?

Good Lifting technique



Think before lifting/handling. Plan the lift. Can handling aids be used? Where is the load going to be placed? Will help be needed with the load? Remove obstructions such as discarded wrapping materials. For a long lift, consider resting the load midway on a table or bench to change grip.

NB. Make sure you test the weight before you lift. Clues that may help make a judgement are the contents, sender, other labelling or packaging (e.g. Screwfix, Ikea, Decathlon, Wine and strapped items are likely to be heavy). Rock, slide or pull the load gently to test the weight and take the load gradually if you are in any doubt.



Adopt a stable position. The feet should be apart with one leg slightly forward to maintain balance (alongside the load, if it is on the ground). The worker should be prepared to move their feet during the lift to maintain their stability. Avoid tight clothing or unsuitable footwear, which may make this difficult.



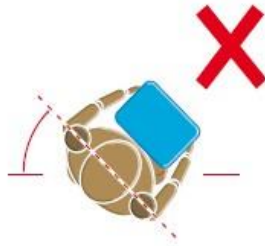
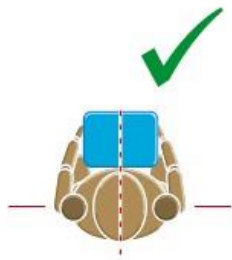
Get a good hold. Where possible, the load should be hugged as close as possible to the body. This may be better than gripping it tightly with hands only.

Start in a good posture. At the start of the lift, slight bending of the back, hips and knees is preferable to fully flexing the back (stooping) or fully flexing the hips and knees (squatting).

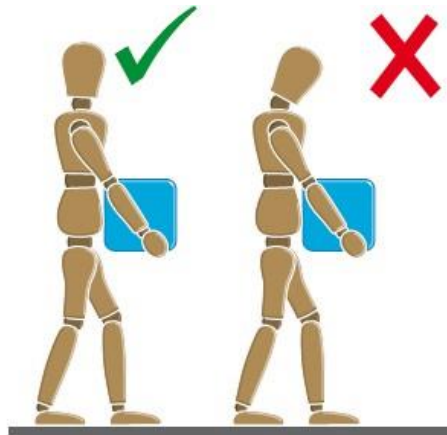
Don't flex the back any further while lifting. This can happen if the legs begin to straighten before starting to raise the load.



Keep the load close to the waist. Keep the load close to the body for as long as possible while lifting. Keep the heaviest side of the load next to the body. If a close approach to the load is not possible, try to slide it towards the body before attempting to lift it.



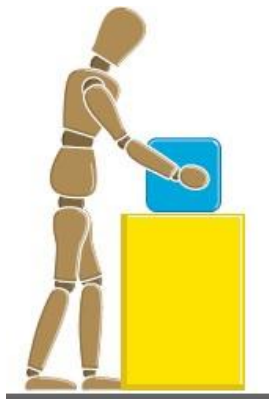
Avoid twisting the back or leaning sideways, especially while the back is bent. Shoulders should be kept level and facing in the same direction as the hips. Turning by moving the feet is better than twisting and lifting at the same time.



Keep the head up when handling. Look ahead, not down at the load, once it has been held securely.

Move smoothly. The load should not be jerked or snatched as this can make it harder to keep control and can increase the risk of injury.

Don't lift or handle more than can be easily managed. There is a difference between what people can lift and what they can safely lift. If in doubt, seek advice or get help.



Put down, then adjust. If precise positioning of the load is necessary, put it down first, then slide it into the desired position.

Trolleys and lifting aids

- Minimise lifting and carrying whenever it is practical to do so by using a trolley or lifting aid rather than lifting or carrying by hand, only use devices that you are trained to use.



- Containers and lifting aids must be in a safe condition including wheels, brakes, handles and restraints working properly. They must have no protrusions or jagged edges and be correctly assembled.



Trolleys in good condition



Damaged trolleys, jagged edge and broken wheel

- Containers must not be filled above their top and must be loaded within their weight limit with loads retained using the appropriate system. Items should be stacked to form a stable load whenever possible.



Stacked and loaded to correct height.



Unstacked and loaded above top

- Clear the way ahead before you move off.
- Take hold of the trolley using handles, adopt a comfortable pushing stance keeping hands and elbows in to prevent contact with other objects.
- Push forward at a steady pace by using the power of your leg muscles instead of your arms.

Parcels and heavy/large items

- Avoid lifting heavy or large items if it is not necessary e.g. scan a heavy parcel in the bottom of York and change the York label rather than lifting it out to sort.
- When handling heavy or large items, use a two person lift or a suitable handling aid like a sack truck (e.g. over 20 kg or two dimensions over 75 cm). Make sure that there is enough space and that both individuals can get a good hold on the parcel.
- Plan the route taking note of any issues e.g. steps. One person should take control to coordinate the lift, move carefully.
- Even if the weight or dimensions fall below these limits, ask for help if you doubt your capability to lift it safely, (see testing the weight in good lifting technique section).



- Parcelforce items over 30kg must **never** be handled without assistance – i.e. the use of manual handling equipment, manual handling by more than one person, or a combination of the two. On delivery the recipient must always be asked for assistance, they will have been informed when ordering that assistance will be required on delivery. If assistance is not available, or the driver does not believe that the assistance is adequate the recipient must be informed that the item will be returned to the Delivery Office.



- Caution heavy labels should be attached to PFW parcels over 30kg but GLS items may weigh up to 65kg and will not be labelled so it is important to test the weight of all items before committing to a lift.

When loading/unloading parcels from a large vehicle use a conveyor or wheeled container and dock leveller/tail-lift to move items into and out of the vehicle if available and if this will reduce handling. Alternatively work with one person (or more) within the vehicle sliding/lifting items to/from the entrance with people loading/unloading from ground level. Ensure there are an appropriate number of people inside and outside the vehicle so that the workload is balanced.

- When loading a smaller vehicle put the items at the entrance and slide them into place. Load them in reverse order so that you do not need to lift over items already loaded.
- Where possible, without damaging the parcels, large or heavy ones should be slid, rolled or pivoted to avoid lifting. Put them down close to your body and then push them into position, this avoids leaning and reaching when supporting a load. If loading into a wheeled container ensure that the brake is applied so that it does not move as you shift the parcel.



Slide



Pull close before lifting



Pivot



Slide into position

- If suitable carrying handles are provided use these to help lift the parcels but avoid lifting parcels using strappex as this may come undone or cut your hands if you are not wearing gloves.



Stack boxed and heavy parcels to create a stable load.

- Whenever practical put items down on a stable raised surface rather than on the floor so that they are easier to pick up again.
- Collection drivers should know and enforce the weight and size restrictions.
- Break up extended periods of parcel sorting by rotating between tasks e.g. between sorting and porter tasks every hour or after every break.

Delivering parcels and heavy items

- With shared van deliveries two people are available to lift if necessary; this may mean taking a detour.
- Whenever practical use a sack truck or trolley to carry parcels; particularly if they need to be moved over a distance, are heavy, large or you have several to carry. Parcels should be tipped to slide a sack truck underneath rather than lifting the parcels on.



- If you doubt your ability to deliver a parcel safely discuss this with your manager before you go out on delivery so that suitable arrangements can be made.
- If you are unable to deliver an item mark that it is heavy on the “Something for you” card

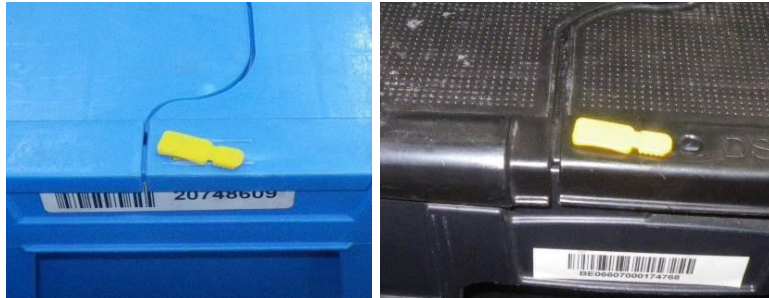
Special considerations for handling items on stairs

- Use a lift whenever available
- Check that the customer is in before attempting to take heavy or awkward items upstairs as carrying them back down poses greater risks of falling
- Resting the elbow on the handrail helps in providing a 3rd point of contact
- For longer/taller parcels lifting them up one or two steps at a time and then following allows the parcel to be a point of contact
- Take frequent rests by pausing on the stairs if necessary

Handling Tote Boxes

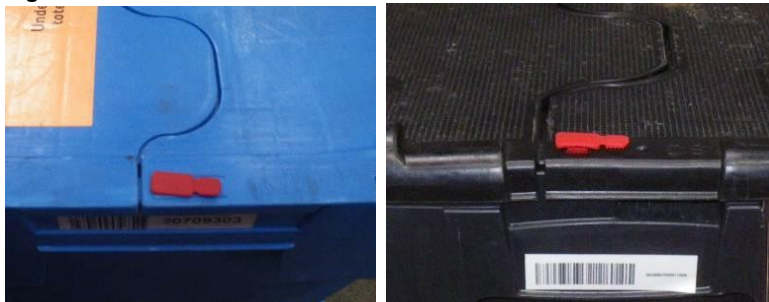
British Gas Containers

- Yellow seals on a box indicate the weight is less than 14kg and it is safe for one person to lift the box using good lifting technique. Incoming boxes also have yellow strapping.



Yellow tags

- Red seals on a box indicate the weight is between 14kg and 30kg, incoming boxes also have red strapping.



Red Tags

- Boxes with red tags require two people to lift using the handgrips at each end of the box and adopting the correct posture
- Boxes over 30kg should not be handled. Inform your manager immediately.
- If for any reason there are no coloured seals on the box, test the weight and if you are in any doubt as to your ability to lift it safely, ask for assistance.
- If any of the contents of the box are leaking, refer to the Dangerous Items in the Mail section of this Safe Systems of Work Manual for instructions on how to deal with it. Boxes with leaking contents should be sealed and returned to British Gas after cleaning operations have taken place.
- If you have any medical or other condition which may affect your ability to lift the boxes, ask for assistance

Other tote boxes

Tote boxes are also carried for other companies e.g. banks and building societies, these boxes are normally limited to 25kg, they do not have coloured seals to indicate the weight and so test the weight before lifting. If you are in doubt as to your capability to lift a box safely ask for assistance.

Storage

- The best height for storage shelves is 700 – 1250mm, which will be between knuckle and shoulder height for the majority of people. Avoid storing items weighing more than 10kg above this height



- If storage above head height is unavoidable only very light, easily handled and infrequently accessed items should be stored at this height. Suitable steps should be used for access.



- Heavier items can be stored below this height if they can be slid directly onto a suitable trolley by a level transfer.



- Keep store rooms tidy and floors clear of tripping hazards and obstructions.



PERSONAL PROTECTIVE EQUIPMENT		
(This PPE is to be provided & used, as specified, by people undertaking this task &/or using this work equipment)		
Item	Ordering details	Comments
Safety Shoes and Gloves may be required for some manual handling tasks		Check site and task specific risk assessments

SSOW AUTHORISATION			
	Name	Signed	Date
Author	Corinne Parsons	<i>Corinne Parsons</i>	31/07/19
Safety Support (where applicable)			
I have authorised this SSOW for deployment			
Safety Authorisation:	James Cannon	<i>James Cannon</i>	31/07/19
On deployment in the Work Area a copy of the SSOW should be retained for reference			
Review and Amendments			
Version	Name	Signed	Date
1.8	C Parsons	<i>J Cannon</i>	29/07/20
1.9	J Cannon	<i>J Cannon</i>	27/01/22

SSOW Authorisation			
	Name		Date
Author	Corinne Parsons		31/07/2019
Safety Support	James Cannon		31/07/2019
I have authorised this SSOW for deployment			
Authorisation:	James Cannon	<i>J Cannon</i>	31/07/2019
Review and Amendments			
Version history is shown in previous documents and/or the associated Task Risk Assessment.			
Version	Contributor(s)	Signed	Date
1.10	J Cannon	<i>J Cannon</i>	05/10/2022
Local instructions may be added to this SSOW using a supporting Safe Working Instruction (SWI). Note: Local additions to a SSOW MUST NOT be less stringent than, or contradict, the national instruction and should be supported by risk assessment			



ROYAL MAIL GROUP RISK MANAGEMENT

SAFE SYSTEM OF WORK

This SSOW provides sufficient INFORMATION and INSTRUCTION to control safety risks identified during risk assessment. A record should be retained to show that this information and instruction has been shared with those employees affected.

Collection (Royal Mail Operations) SSOW

Associated Risk Assessment	National Combined Task Risk Assessment
SSOW Version No	1.7

Hazards and Risks

Identified Hazards & Risks	Risk Rating
Impact/strike from moving vehicles.	Tolerable
Injury from slips, trips and falls due to uneven/slippery surfaces, severe weather, poor footwear, poor lighting, objects, obstructions etc.	Adequately Controlled
Injury from animal attacks.	Adequately Controlled
Musculoskeletal conditions from manual handling activity.	Tolerable
Impact/strike from moving containers/damaged equipment/poor lighting/abuse etc.	Adequately Controlled
Sunburn/dehydration/cold from weather.	Adequately Controlled
Fatigue due to length of duty/hot weather/personal condition.	Adequately Controlled
Infection and puncture wounds from sharps/needles.	Adequately Controlled
Cuts and bruises from general activity.	Adequately Controlled
Psycho-social conditions from the working environment (e.g. abuse, stress etc.).	Adequately Controlled

Controls (Required to Achieve Risk Rating)

Collection SSOW (this document)	Mandatory Training	Supporting SSOWs/SWIs	RTC Process	Safety Observation Process	PPE (see Matrix)
Hazard Reporting/ Notification Process	RM/Third Party Site Rules	National and Local Safety Comms	Supporting Risk Assessments	FCSCs/Observation Process	Approved Footwear
Vehicle Loading Plan	Spikies	Severe Weather Prep Checklist	Safety Suspensions Process	Health Declarations	Route Parking Points
Workload Planning	Occupational Health Support	Persons Specifically at - Risk Process	Regular WTLL & Safety Committee	Security Procedures	Contact with Employees (various methods e.g. partner, PDA, Manager)
Maximum Working Time/ Drivers Hours Compliance	Personal Alarms	Sack Truck/ Trolley	OPG Dynamic Risk Assessment		

General

This national Safe System of Work (SSOW) must be followed at all times which supports any further instruction given in operator training. Any problems should be reported to your line manager immediately. Any relevant local/unique hazards identified within an associated Safe Working Instruction (SWI) must also be complied with.

It is the legal responsibility of every employee at work:

- To take reasonable care for the health and safety of themselves and others who may be affected by their acts or omissions.
- To report defective or faulty equipment immediately.
- To work in the way they have been trained and inform your manager when asked to use equipment for which you have not been trained.

Dynamic Risk Assessment

Hazards and risks will vary depending on the circumstances. It is important, therefore, that staff use 'dynamic risk assessment' at all times in order to keep them safe. To complete a Dynamic Risk Assessment:

Look for Hazards

Consider the Risk

Decide What to do Safely

The SSOW is a generic instruction for use across the company and represents a minimum standard. Local risk assessments may identify the requirement for a higher level of control as per company procedure.

Always seek assistance if you feel that it is required.

Core Standards

The following Core standards apply to this safe system of work:

Vehicles and Equipment			
➤ Approved vehicles and equipment in good working order	➤ Only vehicles allocated to the Collection Route to be used	➤ Trained and competent people	➤ Daily vehicle/equipment checks to be completed.
Weight Limits			
➤ Pouch 16kg (11kg other)	➤ RM parcels 20kg (30kg tracked)	➤ Parcelforce/oversized parcels/items 30 kg* (unless otherwise assessed).	➤ Sack Truck/Trolley (as per markings)
➤ York and Mini York containers 250 kg	➤ Tray 10kg		

Competency

Training	Format
<ul style="list-style-type: none">• As per Training Matrix including driver training.• Equipment specific – e.g. Sack Truck/Trolley.	<ul style="list-style-type: none">• Specific to training type.

Personal Protective Equipment (PPE)

Item	Ordering details
<ul style="list-style-type: none">• As per PPE Matrix including High-Viz waistcoat/jacket at all times.• Additional as a result of risk assessment.	Uniform stores.

Communication and Review

In order for the SSOW to be effective it should be communicated to all staff including Agency and must be available for view in a folder on site (or alternative). Compliance to the SSOW should be ensured by local review and periodic behavioural observations by managers.

General Do's and Don'ts

- **Do** report all hazards, accidents and incidents to your manager.
- **Do** adhere to all risk controls for the Collection Route as communicated.
- **Do** use the correct manual handling technique at all times.
- **Do** only use equipment designated to the Duty.
- **Do** be aware of your surroundings and look where you are walking to avoid stepping on uneven surfaces, wet leaves or other hazards.
- **Do** look out for and avoid moving vehicles. Avoid walking in vehicle blind spots.
- **Do** look out for dogs or other animals. Never approach them.

- **Do** wear a high visibility waistcoat/jacket at all times when outside of the vehicle (as per the PPE Matrix).
- **Do** make sure you are wearing the appropriate footwear and that it is in good condition at all times (including safety footwear where mandated and Spikies in severe weather).
- **Do** ensure you wear the appropriate uniform for the conditions and cover up where required.
- **Do** avoid confrontation with aggressive customers. Walk away and inform your manager.
- **Do** follow security guidelines for the mail at all times.
- **Do** ensure the instructions from the Severe Weather risk assessment are followed when applicable.
- **Do** adhere to Royal Mail, third-party and public rules/instruction at all times.
- **Do** take appropriate rest breaks, drink water and eat appropriately.
- **Do** ensure medical/biological samples are not damaged and there are no leaks.
- **Do** inform your manager of any physical or mental condition (including stress, anxiety etc.) which may affect your ability to complete the task safely.
- **Do not** use bags, trays, Yorks or vehicles that are overweight. Reduce the weight to an acceptable level.
- **Do not** rush or take shortcuts.
- **Do not** wear headphones or use a mobile phone whilst on Collections.
- **Do not** pick up syringes, needles or sharp objects.

Pre-Delivery Preparation/Checks

- | | |
|---|---|
| <ul style="list-style-type: none"> ➤ Collection Log/Hazard Card. ➤ Footwear. ➤ Daily vehicle check/preparation. ➤ Equipment checks. | <ul style="list-style-type: none"> ➤ Hi-Viz. ➤ Spikies. ➤ Torch, hat, weatherproof as required. ➤ Manager instructions e.g. severe weather actions. |
|---|---|

Loading and Unloading Collection Vehicles

Reference:

- [Operation and Use of York and Mini-York Containers SSOW](#)
- [Manual Handling SSOW](#)
- [Yard Rules](#)

- The activity must take place in a legal and safe/designated area and on firm, level ground.

VEHICLE:

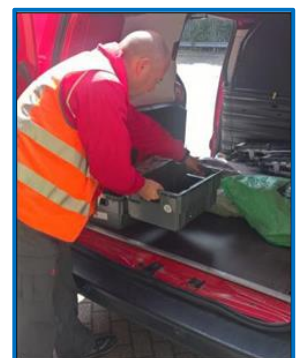
- Ensure that the engine is turned off and the handbrake is applied. Leave the vehicle in gear and turn the wheels to the kerb (follow the HIT principle as per Driving (RM Operations) SSOW).
- Wear a **high visibility** waistcoat/jacket at all times.
- When you exit your vehicle or cab in traffic, walk around the front of the vehicle and down the side towards the rear to provide the safest route. Use the side doors closest to the pavement/away from the road where possible.
- Do not load mail in the front of the vehicle.
- Do not exceed the maximum specified vehicle payload (including the mail, driver and passenger).

SLIPS/TRIPS/FALLS:

- Be aware of your surroundings and consider obstructions, ease of access and the ground surface.

MANUAL HANDLING:

- Use the correct manual handling technique at all times including assessing the load, moving your feet and not twisting your body.



- Load and unload whilst standing outside of the vehicle using both doors. Slide or push trays, bags and heavy items into position; do not overstretch.
- Beware of doors closing unexpectedly.
- When unloading small vehicles from a Loading Dock make sure that the York is braked and not too close to the edge.

OTHER:

- Site rules must be adhered to at all times particularly in relation to PPE, designated loading areas and access/egress.
- Avoid confrontation with aggressive individuals. Be polite and remove yourself from the situation.

Working Around Vehicles and Materials Handling Equipment (MHE)

Reference:

- [Driving \(Royal Mail Operations\) SSOW](#)
- [MHE and Lifting Equipment SSOWs/SWIs](#)
- [Site Rules/RM Third Party Site Instructions](#)

- Wear a **high visibility** waistcoat/jacket at all times.
- Site rules must be adhered to at all times particularly in relation to PPE, designated loading areas pedestrian/MHE routes and access/egress.
- Ensure good vehicle/pedestrian segregation at all times. This is particularly the case when vehicles are reversing.
- Yorks/equipment must not be left or stored in unauthorised areas which may cause either vehicles or pedestrians to have to operate in an unsafe manner.
- Look out for hazards such as strappex, loading bay guide rails and trays.
- Keep clear of moving Tail Lifts on vehicles

Vehicle Access/Egress

Reference:

- [Driving \(Royal Mail Operations\) SSOW](#)

Driving to and From the Parking Point

Reference:

- [Driving \(Royal Mail Operations\) SSOW](#)

- Ensure you are competent and authorised to drive the vehicle.

Walking to the Collection Point/Operating in Public Areas

SLIP/TRIP / FALL:

- Walk on the designated pavements/walkways at all times.
- Look out for and avoid poor or slippery surfaces e.g. potholes, tree roots, wet leaves, moss, drain covers etc.
- Look out for and avoid parked cars or other hazards e.g. waste bins on the pavement causing congestion and poor visibility.
- **NEVER** read the mail or PDA when walking.
- Do not rush. Adjust your speed/gait for the conditions.
- Use a torch if required.



DOGS:

- If a dog is loose or roaming do not put yourself at risk. Remove yourself from the area.
- When approaching dogs on leads, step aside to create a safe space between you and the dog.



VEHICLE:

- Wear a **hi-visibility** waistcoat/jacket at all times.
- Use designated crossing points where available. Inform your manager if the risk is considered significant.
- Be careful on narrow paths or near street corners due to risk of moving vehicles and falls. Stay as

far away from the road as possible or cross to a safer area.

- Wear high visibility clothing when there is poor lighting.

MANUAL HANDLING:

- Ensure manual handling principles are adhered to at all times.
- Only carry one tray at a time and do not exceed 10kg.
- Do not carry bags of excessive weight or believed to be greater than 11kg. Multiple bags can be carried if they are secure, the visibility is not restricted, and the combined maximum weight is not exceeded. Break down any overweight bags.

OTHER:

- Avoid confrontation with aggressive customers. Be polite and remove yourself from the situation.
- If in an isolated area contact a delivery partner/manager where possible to confirm wellbeing.

Crossing Roads

VEHICLE:

- Wear a **high visibility** waistcoat/jacket at all times.
- Before crossing the road look out for moving vehicles and only cross in areas of good visibility/lighting and when safe to do so. Report any high risk roads to your manager.
- Do not cross in between parked vehicles.
- Use approved crossing points wherever possible e.g. zebra crossings.

SLIP / TRIP / FALL:

- Never read whilst crossing the road (e.g. mail items, PDA etc.).
- Look for and avoid defective surfaces e.g. potholes, cracks etc.
- Take care when stepping up/down from kerbs.

MANUAL HANDLING:

- Carry bags, trays and mail items securely, within your ability, and allowing good visibility.
- Use a Sack Truck/Trolley for large/heavy items.



Walking Up and Down Stairs

SLIPS/TRIPS/FALLS:

- Use 3 points of contact when climbing or descending stairs wherever possible. This requires holding a handrail or other surface.
- NEVER read the mail/PDA when walking up and down stairs.
- Look out for and avoid objects and obstructions on stairs.
- Look out for and avoid defective surfaces.

MANUAL HANDLING:

- Carry bags in one hand allow 3 points of contact. Do not carry bags of excessive weight or believed to be greater than 11kg.
- Carry one tray at a time under the arm to allow 3 points of contact. Do not exceed 10kg and reduce the weight if needed.



Collect from Post-box, Parcel-box, Parcel Locker

Reference:

[Site Rules/Third Party Site Instructions](#)

VEHICLE:

- Park vehicles in **designated areas** and follow a pedestrian walkway or safe route.
- Be aware of and avoid **moving vehicles**.
- Wear a **high visibility** waistcoat/jacket at all times.

MANUAL HANDLING:

- Open/close the Post-box/Parcel-box/Parcel Locker carefully with a firm grip and keep hands clear of the opening. For Post-boxes/Parcel-boxes use the key in place as a handle.



- For large/heavy doors place your body between the door and box to prevent the door swinging shut.
- For Parcel Lockers hold the elastic strap to one side to enable easy removal of larger items.
- Scoop the mail/parcels into a bag in a controlled manner.
- Ensure manual handling principles are adhered to at all times and do not carry bags of excessive weight or believed to be greater than 11kg.
- Where the box opening is low, bend your knees and adhere to manual handling training.



DOGS:

- If a dog is loose or roaming do not put yourself at risk. Remove yourself from the area.
- When approaching dogs on leads, step aside to create a safe space between you and the dog.

SLIPS/TRIPS/FALLS:

- Be aware of pedestrians, prams, pushchairs, wheelchairs and other pavements users and give way wherever possible.

OTHER:

- Avoid confrontation with aggressive individuals. Be polite and remove yourself from the situation.
- Do not place any items on top of the Post-box/Parcel-box/Parcel Locker.
- Be aware of any needles, sharps or foreign objects (e.g. food). Where found, close the box and report it to your manager for advice. Do not empty.
- Take extra care during windy conditions.
- Report all unsafe conditions to your manager (e.g. poorly sited box/locker, sharp edges, broken welds, stiff movement etc.).

Collect from Business Premises/Post Office Limited (POL)/Collect+ Site

Reference:

- [Driving \(RM Operations\) SSOW](#)
- [Site Rules/RM Third Party Site Instructions](#)

VEHICLE:

- Park vehicles in **designated areas** and follow a pedestrian walkway or safe route.
- Avoid **moving vehicles/machinery** in operational areas/car parks.
- Wear a **high visibility** waistcoat/jacket at all times.

SLIPS/TRIPS/FALLS:

- Be aware of your surroundings when entering any reception/counter areas taking into consideration people movements which may create space constraints.
- Take care on tiled/polished surfaces particularly in periods of wet weather. Shorten your stride/gait and move slowly and carefully.

MANUAL HANDLING:

- Ensure manual handling principles are adhered to at all times. Do not move excessive weight or that believed to be greater than the weight limits e.g. for bags (11kg), trays (10kg) and Yorks (250kg). Break down bags/containers where needed.
- For items that are difficult to collect due to their size, weight or access difficulties obtain assistance or use a Sack Truck/Trolley.

DOGS:

- If a dog is loose or roaming do not put yourself at risk. Remove yourself from the area.
- When approaching dogs on leads, step aside to create a safe space between you and the dog.

OTHER:

- Always follow the site rules of the customer's premises and **NEVER** perform an unsafe act.
- Adhere to the Site Rules/local SSOWs at all times including designated parking areas, pedestrian movement, speed limits and loading and unloading methods.

- NEVER enter unauthorised work areas and always collect from the approved location for example the customer reception.
- Where relevant, adhere to the RM Third Party Site Instructions.
- Raise any hazards or concerns as to operational practice to your manager immediately.
- Only use Yorks at approved locations, where the surface is suitable.

Parcel Collect (Customer Premises) – Additional Instruction

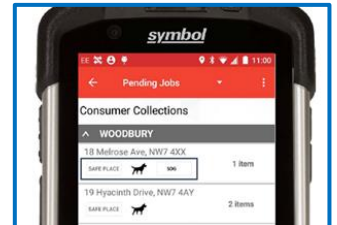
Reference:

- [Offsite Delivery SSOW](#)
- [Manual Handling SSOW](#)

- **Adhere to the Offsite Delivery SSOW (Delivering Mail and Parcels)**

DOGS:

- Check the PDA to see if there is a dog icon* indicating a dog hazard at the address. If the customer needs to leave the doorstep to fetch the parcel or another item, politely ask them to close the door/secure the dog.
- Follow the AVOID principles at all times:
 - **A**void interacting with any dogs.
 - **V**alue yourself – it could happen to you.
 - **O**bserve – check your PDA/hazard list.
 - **I**nform – report all new dogs to your manager.
 - **D**efend – use your collection equipment to form a barrier.



MANUAL HANDLING:

- Check the PDA to view the size, number and weight of the item(s). Use of a Sack Truck/Trolley for heavier items if required. Do not accept items believed to be greater than the weight limit (Royal Mail 20kg, PFW 30Kg).
- ** On this screen the icon indicates a customer self-declared dog. This can be different to hazards identified as a risk by employees.*

Use of a Sack Truck/Trolley and Two-Person Lift

Reference:

- [Manual Handling SSOW](#)

- For any heavy or awkward parcels and/or where instructed, use a sack truck/trolley or complete a two-person lift.
- To use a Sack Trolley tilt the parcel and slide the sack truck under it rather than lifting the parcel on to it. Do not exceed the maximum weight limit.

See the Manual Handling SSOW.

- To complete a two-person lift, agree a lead to direct the activity and ensure good manual handling technique for both persons. Do not exceed the weight/size above which both parties are comfortable with. See the Manual Handling SSOW.

See the Manual Handling SSOW.



Collect/Drop-off at Mail Centre, RDC, or Collection Hub

Reference:

- [Driving \(RM Operations\) SSOW](#)
- [Site/Yard Rules/RM Third Party Site Instructions](#)

VEHICLE:

- Park vehicles in **designated areas** and follow pedestrian walkway/safe route.
- Avoid **moving vehicles/machinery** in operational areas/car parks.
- Wear a **high visibility** waistcoat/jacket at all times.
- **SLIPS/TRIPS/FALLS:**
- Be aware of your surroundings and look out for any tripping hazards.
- **MANUAL HANDLING:**
- Ensure manual handling principles are adhered to at all times. Do not move



excessive weight or that believed to be greater than the weight limits e.g. for bags (11kg), trays (10kg) and Yorks (250kg). Break down bags/containers where required.

- For items that are difficult to collect due to their size, weight or access difficulties obtain assistance or use a Sack Truck/Trolley.

OTHER:

- Adhere to the Site Rules/local SSOWs at all times including designated parking areas, pedestrian movement, speed limits and loading and unloading methods.
- NEVER enter unauthorised work areas and always collect from the approved location for example the customer reception.
- Where relevant, adhere to the RM Third Party Site Instructions.
- Operate Yorks as per the SSOW and ensure they do not cause an obstruction to other pedestrians/vehicles.
- Raise any hazards or concerns as to operational practice to your manager immediately.

Evening/Poor Light – Additional Instruction

- Wear **hi visibility clothing** so that you can be seen by others – particularly road users.
- Use a torch where required and report areas of significant poor light to your manager.
- The risk of slips and trips is increased – don't rush or take shortcuts and pay extra attention to the route ahead.
- When crossing roads take time to assess the distance and speed of vehicles; cross where you have the best visibility and at designated crossing wherever possible.
- Personal Alarms are available upon request which can be attached to a belt buckle or PDA strap – pull the pin to release and push back in to cancel.

Severe Weather – Additional Instruction

Reference:

- [As required, instructions identified as a result of the site Severe Weather Risk Assessment](#)
- [Use and maintenance of Spikies SSOW](#)
- [Driving SSOW](#)

- Wear clothing appropriate to the weather conditions including a **hi-visibility** waistcoat/jacket.
- If it is too risky to deliver to a particular delivery point endorse the mail and **do not deliver**.
- **During periods of snow / ice:** use Spikes where there is an identified risk; shorten your stride in slippery conditions; plan your route; don't take shortcuts; use handrails where available; wear warm clothing; and when driving, prepare your vehicle properly, drive at an appropriate speed and use equipment dependent on the weather (windscreen wipers, sun visor, fog lights etc.).
- **During periods of heavy rain:** wear waterproof clothing and take care on slippery surfaces, use handrails if available and shorten your stride. Do not drive or walk through flooded areas.
- **During periods of fog:** plan your route and slow down.
- **During windy conditions:** take particular care with vehicle and Post-box/Parcel-box/Parcel Locker doors. Be alert to flying debris and in exposed areas at the roadside.
- **During periods of heat/sun:** make sure you cover up (e.g. long, loose clothing), protect your head (e.g. wear a wide brimmed hat), use supplementary sunscreen, stay out of the sun where possible (e.g. during breaks) and remain hydrated (drink lots of water).



Indoor Work Tasks

Reference:

- [Site/Yard Rules](#)

- Ensure all work activity takes place in a clear and maintained area away from moving vehicles.
- Adhere to site rules and signage at all times

Dangerous and Suspect Items in the Mail – Additional Instructions

Reference:

- [Stay Calm](#)

Look out for suspect packages. If you have concerns:

- Warn nearby staff.
- Set the package down carefully on the nearest flat horizontal surface – the floor will do.
- Do not try to cover it or put it in a bag. Do not bend, squeeze, flex or pinch the item.
- **Inform a manager immediately. They will then follow the Stay Calm procedure.**

Handling Medical/Biological Samples – Additional Instructions

- Look out for medical/biological samples, for example a label marked 'UN3373', labels such as 'health screening' or an obvious delivery address.
- If there is minor damage, contamination, or leakage (for example blood stains) put on latex-free impermeable gloves (these can be found in the First Aid Box); pick up the item and place it in the customer service re-sealable bag and then wash your hands thoroughly. The item can then be safely processed and delivered.
- If there is significant damage, contamination, or leakage, stop immediately and alert your manager for further instruction. Ensure the Stay Calm instructions are also followed.

Use of PDAs – Additional Instructions

Reference:

- [Use and Charging of Mobile Postal Digital Assistant](#)

Person Specific Risks

Reference:

- If you do not feel well or have an injury, inform your manager.
- If you have a known medical condition, follow any specific instructions agreed with your manager during your persons specifically at risk assessment.

References

Relevant Collection SSOWs and SWIs [Link](#)

Yard/Site Rules [Link](#)

SSOW Authorisation

	Name		Date
Author	James Cannon; Freddie Warnock		01/12/2017
Safety Support	M Fuller (CMA); F Bernal; S Handford; J McAvoy; A Pedal; A Hickerman; S Mullen; C Parsons; N Burns		01/12/2017
Authorisation:	James Cannon	<i>J Cannon</i>	01/12/2017
Review and Amendments			
Previous version history is shown in previous documents and/or the associated Task Risk Assessment.			
Version	Contributor	Signed	Date
1.7	James Cannon	<i>J Cannon</i>	23/07/2024
Local instructions may be added to this SSOW using a supporting Safe Working Instruction (SWI). Note: Local additions to a SSOW MUST NOT be less stringent than, or contradict, the national instruction and should be supported by risk assessment.			

Operations Standards

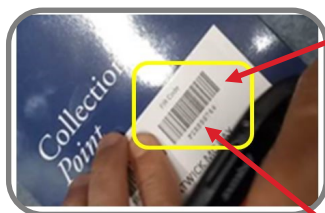
SOP A2.1.1



- ✓ You **MUST** have completed ALL relevant training for this task. **Your Manager IS responsible for this** via the WPC
- ✓ You **MUST** be familiar with Risk Assessments and Safe Systems of Work for this operation
- ✓ You **MUST** ensure that you wear your Royal Mail photo ID at all times when on Royal Mail premises
- ✓ You **MUST** have your Royal Mail photo ID available to produce when offsite

Collect From Customer (PFW Items) (For Collection Staff)

Step 1



Collection

- Prior to commencing the collection, ensure that you collect all the relevant aides to assist with the collection **See SOP A2.1 Collect From Customer**

Collection - From Businesses

- Scan the collection point barcode using the PDA **See SOP A2.2 Scan Customer FIR Barcode**
 - Collect, process and load all Royal Mail items of mail onto the collection vehicle
 - This **MUST** be undertaken prior to collecting any items of mail using the ParcelForce procedure
 - Collect any PFW items of mail **See SOP A2.1 Collect from Customer**

Collection - From Post Office Counters (POL)

- Scan the collection point barcode using PDA **See SOP A4.2 Scan Post Office or Parcelshop Barcode**
 - Collect, process and load all Royal Mail items of mail onto the collection vehicle
 - This **MUST** be undertaken prior to collecting any items of mail using the ParcelForce procedure
 - Collect any PFW items of mail **See SOP A4.1 Collect from Post Office Counter or Parcelshop**

Step 2



Lifting & Handling

- ALL Lifting & Handling processes MUST be followed
- Refer to the following documents
 - Manual Handling SSOW
 - Collections (RM Operations) SSOW
- Always test the weight of an item before committing to a lift
 - You may require assistance when attempting to test the weight of an item of mail
 - Do not rely solely on what it says on the label or the absence of a label on the item
- The handling limits for Standard PFW items are:
 - Length should not exceed 1.5m and combined length and girth should not exceed 3.0m and Weight 30Kg
- The handling limits for PFW Large items are:
 - Length should not exceed 2.5m and combined length and girth should not exceed 4.0m and Weight 30Kg
- Check if the item(s) is labelled "CAUTION Heavy" – these items will require assistance
- Items over 30kg must NEVER be handled without assistance – i.e., the use of manual handling equipment or 2+ people or a combination of the two
- Any issues around item handling e.g. weight or size, MUST be reported to your line manager as soon as convenient and on return to the office
- Alternative arrangements must be made if a PFW item cannot fit in the vehicle – contact and inform your line manager



Standard Operating Procedure

Operations Standards

SOP A2.1.1



Standard Operating Procedure

Step 3

Loading & Paperwork

- Sign and collect any PFW paperwork from customer / Post Office Counter staff

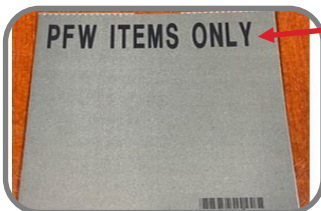


- Load onto vehicle keeping PFW items separate from RM items
- Drive to next collection point

Step 4

At the Collection Hub

- Drivers - Unload and segregate at Collection Hub See SOP A8.1 Unload and Segregate At Collection Hub
- Dock staff - Unload, segregate and Consolidate at Collection Hub See SOP A9 Unload, segregate and Consolidate at Collection Hub



- Place all PFW items into Yorks labelled with a PFW label