

No. 224/25

17th October 2025

Dear Colleague

ROYAL MAIL: DRUGS & ALCOHOL - FOR-CAUSE TESTING PILOT

Further to LTB 157/25 dated 30th July. The For-Cause Testing Pilot for Drugs & Alcohol has been operating now for just over nine months since the original Pilot commenced in January in Wales, with subsequent extensions into the Anglia, South West, South East, South Central and Northern Ireland ROD areas. During this period, Royal Mail has reported there have been just four tests, only one of which was positive. The individual concerned agreed to enter into the Support & Rehabilitation Programme and was therefore not taken down the conduct route, in accordance with our agreement for the Pilot.

Extension of Current For-Cause Testing Pilot into Scotland and North East

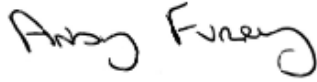
We met with Royal Mail on 17th September, as planned, to jointly review the Pilot from across the six ROD areas and during that meeting both parties agreed there would be a further extension of the Pilot, in terms of both duration and geography, with both the Scotland and North East ROD areas being included from January 2026 until the end of March. The protections for our members will continue across the extended Pilot – i.e there will be no discipline arising from positive tests, provided members in these circumstances agree to participate in the Support and Rehabilitation programme. The two previously agreed caveats will continue to apply - a positive drug/alcohol test on the roadside following an accident/incident where the police are involved, or an individual being found in the possession of illegal drugs in the workplace. For ease of reference, attached at **Appendix A** Agreed Terms of Reference for the original Pilot, **Appendix B** Support & Rehabilitation Guide and **Appendix C** For-Cause Testing Colleague Framework Pilot Approach.

Negotiations to Erect a National Agreement for For-Cause Testing for Drivers

Both parties have also committed to begin negotiations to erect a National Agreement on Drugs & Alcohol For-Cause Testing for introduction from Monday 6th April 2026. Crucially, the roll-out will apply to all driving roles including Parcelforce. The Agreement will exclude non-driving roles and will focus on For-Cause Testing, which means there will be no random testing. We will be scheduling a number of negotiating meetings with Royal Mail with the aim of concluding a National Agreement, which will be placed before the Postal Executive for endorsement once finalised.

The extended Pilot and the commitment to commence negotiations for a National Agreement has been endorsed by the Postal Executive and further developments will be reported.

Yours sincerely,



Andy Furey
Assistant Secretary



Tony Bouch
Assistant Secretary



Davie Robertson
Assistant Secretary

Agreed Terms of Reference for the For-Cause Drug and Alcohol Testing Pilot for Royal Mail Drivers in Wales

Introduction

This Terms of Reference agreement outlines the purpose, scope, safeguards, and joint evaluation process for the for-cause testing pilot, which will be conducted in Wales from Monday 13th January and will conclude on Monday 10th March. There will be joint weekly checkpoints and a mid-pilot joint review on Monday 17th February.

Employees within the pilot area who feel they may have a dependency issue will be reminded of the availability of the new Support and Rehabilitation Service via self-declaration.

1. Purpose and Objectives

The purpose of this pilot is to evaluate the effective implementation of for-cause drug and alcohol testing policy. This initiative aims to improve workplace health and safety, protect employees, and uphold Royal Mail's duty of care under the Health and Safety at Work Act 1974. The pilot will also assess the fairness and operational feasibility of the for-cause testing process while identifying opportunities for improvement.

Specifically, the objectives are:

- To improve workplace safety by identifying instances where possible impairment due to drugs or alcohol could pose safety risks.
- To ensure that independent testing is conducted in a manner that is fully compliant with GDPR, Article 8 of the ECHR, and the Equality Act 2010.
- To ensure that all individuals involved in the process are treated with dignity and respect.
- To evaluate effectiveness of the Manager Decision Tree (Appendix 1) and ensure safeguards are effective.
- To gather insights, for joint evaluation purposes, to support a potential extension to the pilot or wider rollout based on lessons learned.

2. Scope and Location

The pilot will be specific to drivers based in Wales to ensure a controlled and manageable assessment. The location has been agreed based on the ability to include all operational sites in deliveries, collections, Local (Area) Distribution and National Distribution and test all possible driving scenarios.

Testing Methods, Approach and Measurements:

- Testing will involve non-invasive methods, (breathalysers for alcohol testing and saliva swabs for drug testing) and will be undertaken on site and within two hours of the request, by a Collecting Officer from Abbott Laboratories.
- Alcohol testing: The testing limit for England, Wales and Northern Ireland is 35µg/100ml.
- Drug testing: Testing for Cannabis, Cocaine, Opiates, Amphetamine, Methamphetamine

Size of population: Approximately 5300 FTE

Testing will take place as follows: Manager Decision Tree: A structured decision-making tree will direct managers on whether for-cause testing is necessary. This decision tree will help ensure decisions are objective, consistent, and based on clear criteria.

- a) Accident/Incident at work that is evidently blameworthy, Injury or third-party impact and the manager believes they may be under the influence of drugs/alcohol (determined by the decision tree outputs) **OR**
- b) If the manager has good reason to believe someone is under the influence of drugs/alcohol without an incident/accident taking place (determined by the decision tree outputs)

3. Key Safeguards

To ensure fairness, proportionality, and compliance, the following safeguards will be in place:

- **Support from Employee Relations (ER) Team:** The ER team will provide advice to managers during the decision-making process. Managers will consult ER before initiating a for-cause test to ensure compliance with policies and fairness in application.
- **Trade Union Engagement:** The ER team will be responsible for contacting a Postal Executive member to advise of the testing taking place. An additional layer of testing ratification will exist for TU Unit Reps in the form of involving the HR Service Delivery Director and HRD Operations.
- **Transparency and Communication:** Employees will be informed of the pilot and its purpose in advance by way of a WTLL session. They will also have access to information about the testing process.
- **Confidentiality and Data Protection:** All test results will be handled in full compliance with GDPR, ensuring confidentiality and secure handling of employee data. Results will only be shared with those who have a legitimate need to know.
- **Proportionate Responses:** For the purposes of the pilot only, a positive drug/alcohol For Cause test, will result in employees being referred into the Support and Rehabilitation programme. Exceptions to this are any criminal related cases such as possession of illegal drugs or failing a Police roadside test. If an employee refuses to undertake a test, or to engage with the Support and Rehabilitation programme, this will be investigated in line with the conduct policy and a decision reached based on all the details of the case.

4. Measures to be monitored during the pilot period

D&A testing process:

- Effective use of the decision tree, with feedback from managers indicating clarity and confidence in the process
- Any employee logistical questions/scenarios
- Effectiveness of the Drug and Alcohol testing process (Appendix 2)
- Supplier (Abbotts) performance in meeting the 2-hour call-out time
- Employee Engagement and Support Testing results and outcomes
- Feedback from all on the communications and training provided for launch
- Increased uptake of Support and Rehabilitation services who proactively seek support
- Consistency and fairness of Decision-Making particularly the adherence to individuals being treated with dignity and respect.
- Efficiency of ER processes and union engagement
- Data Trends

Business impact assessment:

- Business continuity risks/impact
- Logistical issues
- Employee welfare and morale
- Cost to business versus benefits

5. Joint Evaluation, Lessons Learned and Next Steps

Throughout and at the conclusion of the pilot, Royal Mail and CWU will jointly conduct a thorough review to capture lessons learned. This will include:

- Analysis of Data: Examining testing outcomes, application of the decision tree, and feedback from all involved in the processes.
- Feedback Sessions: Engaging with managers and union representatives to gather insights and suggestions.
- Adjustments to Policy: Identifying areas for improvement and updating the for-cause colleague framework and processes accordingly.
- Recommendations for the potential Rollout to other employees.
- Presenting findings and next steps for further implementation to decision-making bodies such as the Postal Executive.

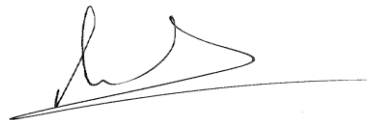
6. Timeline

- WTLL session: Week commencing 6th January 2025
- Pilot Launch: 13th January 2025
- Weekly checkpoints
- Mid-Pilot Review: 17th February 2025*
- Pilot Conclusion: 10th March 2025

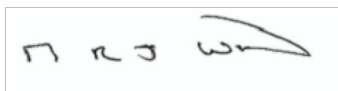
*Joint discussion and consideration to be given to expanding the scope of the pilot to include other areas



Joanne Cartwright
HR Service Delivery Director
Royal Mail
Date: 20th December 2024



Andrew Smith
HR Director, Industrial Relations
Royal Mail
Date: 20th December 2024



Martin Walsh
Deputy General Secretary
CWU
Date:



Andy Furey
Assistant Secretary
CWU
Date:

Appendix 1 – Manager Decision Tree

Manager decision tree (for determining if for-cause testing is necessary):

1. What is the pay number of colleague this is being completed for? (free text box)
 - Once complete opens question 2
2. What is the name of colleague this is being completed for? (First and last name in free text box)
 - Once complete opens question 3
3. Does the colleague require urgent medical assistance?
 - If Yes, please immediately seek first aider if available or call 999/111 and no test required
 - If No, move to question 4
4. Has the colleague been involved in an accident/incident that was any of following: blameworthy, led to injury, led to third party impact (property, vehicle public)?
 - If Yes, then move to question 5.
 - If No, then move to question 7
5. Has the colleague been observed to smell of alcohol and/or drugs or found in possession of any illegal drugs or stated they are under the influence?
 - If Yes, the Manager will call Employee Relations team to discuss ordering a test
 - If No, then move to question 6
6. Have any of the below symptoms been observed for this colleague? (Erratic or delayed responses/behaviour, Dilated or constricted pupils, Slurred or incoherent speech)
 - If the Manager chooses none of these symptoms, no test required however, an accident investigation will continue.
 - If the Manager chooses one or more symptoms, your manager will call Employee Relations team to discuss ordering a test.
7. Has the colleague been observed to smell of alcohol and/or drugs or found in possession of any illegal drugs or stated they are under influence?
 - If Yes then the Manager will call Employee Relations team to discuss ordering a test
 - If No then move to next question 8
8. Have any of the below symptoms have been observed for this colleague? (Erratic or delayed responses/behaviour, Dilated or constricted pupils, Slurred or incoherent speech).
 - If the Manager chooses none of these symptoms, no test required however, your manager will seek an explanation for any symptoms observed.
 - If the Manager chooses one or more symptoms, your manager will call Employee Relations Team to discuss ordering a test.
9. Please ensure colleague presenting as under the influence is present with you to answer all remaining questions as needed. Ask the colleague if they are under the influence of alcohol and/or drugs?
 - If Yes then the Manager will call Employee Relations team to discuss ordering a test
 - If No then move to next question 10

10. Ask the colleague if they are on any prescribed medication?
 - If yes move to question 11
 - If no move to question 14
11. Does the colleague require urgent medical assistance now there is awareness of prescribed medication?
 - If Yes, please immediately seek first aider if available or call 999/111 and no test required
 - If no move to question 12
12. Were you already aware that the colleague was on prescribed medication?
 - If No the Manager will call Employee Relations team to discuss ordering a test
 - If Yes (already aware) move to question 13
13. Seek employee's permission to provide the detail of the medication and then pause completing this form to contact Chemist on Call. Did the chemist state the medication could cause the observed symptoms? (Erratic or delayed responses/behaviour, Dilated or constricted pupils, Slurred or incoherent speech).
 - If No move to question 14
 - If Yes, no test is required but a Person Specific Risk Assessment should be completed to ensure the colleague can continue safely with their duties
14. Ask colleague if there is any other reason that they may be displaying the observed symptoms? (Erratic or delayed responses/behaviour, Dilated or constricted pupils, Slurred or incoherent speech).
 - If Yes please proceed to question 15
 - If no the Manager will call Employee Relations team to discuss ordering a test
15. Is the reason the colleague provided due to a health condition?
 - If no the Manager will call Employee Relations team to discuss ordering a test
 - If Yes then move to question 16
16. Have you completed an Occupational Health (OH) referral previously to determine if the health condition stated causes the observed symptoms? (Erratic or delayed responses/behaviour, Dilated or constricted pupils, Slurred or incoherent speech).
 - If Yes move to question 17
 - If no, no test is required and the Manager will seek consent to an OH referral
17. Did the OH referral state that the health condition/medical reason could cause the observed symptoms?
 - If No the Manager will call Employee Relations team to discuss ordering a test
 - If Yes no test is required, appropriate support to be provided through Occupational Health and Wellbeing Services

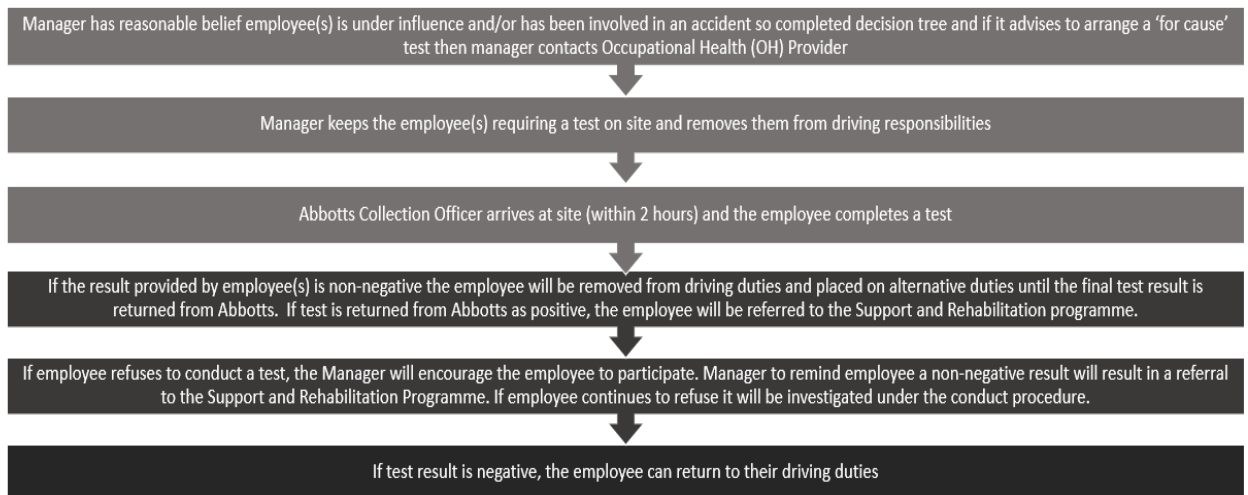
Employee Relations (ER) Team Actions:

- If the outputs of the decision tree advise the manager to order a test, then the manager is to immediately call the ER Team. If the ER team support the ordering of the test, call Postal Executive member to inform them of the need for a test and why it's required to build confidence in the approach.
- ER Team to log the calls received by Managers and to provide us with oversight/learns for the pilot so we can consider any changes for full launch.

Appendix 2 – For Cause Testing Process

How will the testing process work: For-Cause

For-Cause testing process (initial steps):



For-Cause testing process (after the test):

- All non-Negative tests will be screened by Abbotts laboratory within 2-5 days
- A Full test report will be issued to the Employee Relations team who will then support the Line Manager with the relevant next steps regarding Support and Rehabilitation services



COLLEAGUE GUIDE SUPPORT AND REHABILITATION SERVICE

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- 43. Will I need to report my dependency to the DVLA?

Appendix 1: What does testing entail?

At Royal Mail, we are committed to creating a workplace where colleagues feel supported and empowered to overcome personal challenges. The Support and Rehabilitation Service is designed to provide confidential, professional assistance to colleagues facing drug or alcohol dependencies, offering a pathway to recovery while enabling them to continue contributing to our business. While we are here to provide help, colleagues must take responsibility for their actions, including making the decision to attend work only when they are fit and free from the influence of drugs or alcohol. With your help and commitment to recovery, we can support you in achieving sustainable change, rebuilding confidence, to support your role within Royal Mail. Together, we aim to foster a safe, supportive, and inclusive environment for everyone, however recurrent issues may need to be considered under the conduct process, which we aim to avoid wherever possible.

Section 1: Colleague self-declaration

1. Who qualifies for support from the Support and Rehabilitation Service?

Any colleague who requests support for a dependency. A Manager will submit a referral to Occupational Health and once they have completed this, an onward referral to the rehabilitation programme provider will be made, they will arrange an initial assessment and provide you with the appropriate level of support.

Section 2: The Rehabilitation Process

2. How do I request support through the rehabilitation service for a dependency?

You will need to request support via your Manager, or an alternative Manager who will then complete the amended/adjusted duties form with yourself and then make a referral to the rehabilitation service.

3. What can I expect once I have been referred?

You will be contacted by telephone by a Rehabilitation specialist from the service provider to arrange an initial assessment with you within 10 working days from when referral made, which will provide an opportunity to explore the issue and develop your recovery goals. The only information shared with the referring Manager is your attendance and confirmation whether you have engaged with the treatment plan.

4. What happens during the support programme?

You will meet on the telephone with an assigned specialist at pre-agreed times. The focus of the support is on helping people understand their behaviours and finding alternative ways to cope. The Support and Rehabilitation provider uses their knowledge and experiences to state drinking or drug use is an act that someone engages in to gain, avoid or escape certain things, so they work with you through the cycle of change and set goals and provide strategies for making positive change.

5. What happens when I complete the programme?

Over 80% of people that received the support from our rehabilitation service provider reach their recovery goal. When you successfully complete the programme, the Manager that made the referral is provided with a summary report, which confirms that you have self-reported that your recovery goal has been reached and that you are successfully managing your behaviour independently. This information will help the referring Manager understand whether you are required to continue adjusted or amended duties or can return to your full duties within your role.

6. If I have been successfully treated before for a dependency and need assistance again, can I still access the service?

Yes, it is common for people to seek support more than once, please speak with your Line Manager and request a referral for the Support and Rehabilitation Service.

7. How many times can I access the Support and Rehabilitation Service?

Support will be available for you for up to eight sessions within a 12-month period. After this point, if you and the supporting specialist think it is necessary, additional support will either be signed off by Royal Mail or you will be referred to your Primary Care Provider which would be through your own General Practitioner (GP).

8. Do I have to go through a Manager for a referral?

Yes, a Manager will need to complete a referral to the Support and Rehabilitation Service provider, who would then be in touch with you directly. Your Manager is also required to complete an Amended/adjusted duties form to ascertain whether you can continue to fulfil your usual duties whilst on the programme to ensure the safety of you, your colleagues and our customers.

9. Will my job be secure if I sign up to this service?

The aim of the Support and Rehabilitation Service is to support you with your dependency and enable you to remain in work. You will be required to complete an Adjusted/amended Duties form with your Line Manager before the referral to Occupational Health for Rehabilitation, and work together to understand if more suitable alternative work may be appropriate whilst undertaking the Support and Rehabilitation programme. Whilst you continue to demonstrate a commitment to recovery, we will continue to support you where appropriate.

As part of supporting a colleague with a dependency you will be required to complete drug and alcohol testing. If you receive a non-negative test result for the first time, you will be sent home and will be advised to commence sick absence. If you refuse to complete a test, or you receive a non-negative test result for a second time or more, you will be suspended pending a conduct review.

Case outcomes will be reached based on the circumstances of the non-negative test and may result in action being taken. We wish to avoid this as much as possible and

therefore ask if you experience a relapse whilst on the Support and Rehabilitation programme then please do not report fit for work until you are no longer under the influence of drugs and/or alcohol.

10. What happens if I do not successfully complete the treatment cycle, decide to leave the rehabilitation programme, or continue to have symptoms?

The Support and Rehabilitation Service provider will provide a discharge report to the referring Manager detailing that your programme has been closed without reaching your recovery goals and appropriate onward signposting has taken place. Consideration will be made as to whether you can safely remain in your role. If you cannot safely remain in your role and there are no suitable alternative roles available, an extended scoping exercise will need to take place and your Manager may need to seek advice on appropriate next steps from HR.

If you continue to have symptoms of a drug and/or alcohol dependency, please speak to your Line Manager about what support would be available. You may be required to complete a for-cause test if your Manager has reasonable suspicion that you are under the influence of drugs and/or alcohol whilst at work.

11. What if I need to access other support services whilst in the rehabilitation programme?

Aquarius Life will make a referral to Occupational Health to recommend additional treatment, which is not provided by Aquarius Life, for example, support with mental health concerns. This will be a seamless process managed by our OH partners to ensure you continue to get all the support you need.

Whilst in the programme, please remember you continue to have access to the Wellbeing Colleague Assistance Programme (EAP). They are there to support you for any issue you may be experiencing. This free, confidential, and independent service is available 24/7, 365 days a year. To access the service, you can call 0345 266 5060 or download the Help@hand app and go the 'Wellbeing Resources' section.

If you have a hearing impairment, you can contact Square Health by telephoning 03335 777805 or emailing help-at-hand@squarehealth.com. They provide a translation service which includes BSL interpreting, lip reading and consultations via secure video.

12. Will I be charged for any of the treatments included in this service?

The Support and Rehabilitation Service is at no cost to you. This is funded by Royal Mail Group.

13. What happens if I leave Royal Mail during my treatment?

As the Rehabilitation Service is an agreed service between Royal Mail and the Rehabilitation Provider, any treatment will cease if you are no longer an employee of Royal Mail. You would be referred to your Primary Care Provider i.e., your General Practitioner (GP).

The referring Manager would need to make the rehabilitation provider aware that you have left the business and the support from the provider will cease.

14. Will other processes such as Attendance or Conduct be put on hold when I am in the rehabilitation programme?

If another process has already commenced prior to your declaration of a dependency, that process e.g., conduct or attendance, will continue and your rehabilitation will be considered as mitigation if it is related to the other process.

Section 3: Amended/adjusted duties

15. What will the adjusted/amended duties form ask about?

The form will ask your Manager to review the safety-critical and non-safety critical tasks within your role and ensure duties you may be unable to complete safely are removed and enable you to remain safely in work.

16. What happens if there aren't enough tasks left in my role that I can complete safely, or alternative roles I can do?

You may need to be sent home for the day for your Manager to consider whether an alternative role can be identified. If it can, you can commence these adjusted duties or alternative role. If it can't, your Line Manager will inform you that there are no other duties available that you could complete safely, and you will need to report unfit for work (sick absence).

Section 4: Sick absence

17. Why would I need to report as sick?

If you cannot safely complete enough meaningful work or if you state that you are attending work under the influence, your line Manager will inform you that you will need to be on sick absence, self-certify/provide a medical note (if over 7 days) until you are able to return to work, fit and no longer under the influence of drugs and/or alcohol.

If you feel you are fit to return on adjusted/amended duties (if available) the relevant form will be completed with you, if it has not been completed before.

18. Will I be tested if I am on sick absence?

You will be required to complete drug and alcohol testing as part of the support and rehabilitation programme; however this will only take place if you are in work and on amended/adjusted duties, and after week 6 of your programme.

For further questions about testing see Section 5.

19. When could my Manager tell me I need to be on a sick absence?

The sick absence pathway may be needed when:

- It is decided that you are not fit for work due to a drug and/or alcohol dependency and the impact it is having on you during your working time.
- your Line Manager decides you are not fit for work because there are no suitable amended/adjusted duties or alternative role.
- the first occasion a monitoring test has returned as non-negative after week 6 of your rehabilitation programme.

20. Will my absence be covered under a Reduced Occupational Sick Pay (ROSP) Exception for entering into the Support and Rehabilitation Service?

Yes, the Support and Rehabilitation Service will be a ROSP exception.

21. How will I get home if I can't drive?

If it is established that you are not fit for work due to a drug and/or alcohol dependency and the impact it is having on you during your working time and you are therefore unable to drive yourself home, your line Manager or another Manager will arrange transport for you to get home. This will be paid for by Royal Mail Group.

22. When will a referral be made to Occupational Health?

In line with our policy and procedures, if your absence exceeds 14 days, your Manager will request your consent to refer you to Occupational Health to seek further advice on support or adjustments.

Section 5: Drug and Alcohol Testing

23. Will I be tested if I am undergoing rehabilitation treatment?

You will be required to complete drug and alcohol testing as part of the support and rehabilitation programme, but this will only take place if you are in work and on amended/adjusted duties, and after week 6 of your programme.

When you have met your recovery goals and completed the rehabilitation programme you may return to your full role provided you have delivered negative results to your alcohol/drug tests. Your Line Manager will arrange a final drug and alcohol test 1 month after you have returned to full duties to ensure you are being supported and do not require any additional Support and Rehabilitation assistance.

24. How is testing arranged and what does it entail?

Your Line Manager will request 'monitoring' testing to commence after week 6 of your rehabilitation programme, provided you are in work and on amended/adjusted duties.

Please see 'What does testing entail?' in Appendix 1

25. What happens if I test positive whilst on the rehabilitation programme?

If this is the first time you receive a non-negative result, your Line Manager will send you home as the test will have determined you are not fit to be at work, and you will commence sick absence. We ask that you always consider whether you are fit to attend work and ensure that you do not attend work if you believe you are under the influence of drugs and/or alcohol.

26. What happens if I test positive for a second time or more, whilst on the rehabilitation programme?

If you provide a further non-negative result for any test, you will be sent home on suspension pending further review under the Conduct Procedure. Case outcomes will be reached based on the circumstances of the non-negative test and may result in action being taken. We wish to avoid this as much as possible and therefore ask if you experience a relapse whilst on the Support and Rehabilitation programme then please do not report fit for work until you are no longer under the influence of drugs and/or alcohol.

27. What happens if I test positive after I have finished the rehabilitation programme?

You will have been discharged from the Support and Rehabilitation Provider as either having met or not met your recovery goals.

Testing positive will require investigation in line with the conduct process and may result in action being taken.

28. What happens if I refuse to take a test?

Refusal to co-operate with a drug or alcohol test when required to do so, without reasonable excuse, shall be treated in the same way as a positive drug and/or alcohol test and will be reviewed under the Conduct procedure.

29. Could my prescription medication trigger a positive test result?

Some medications could trigger a positive result. If you have any concerns that this may affect your test result, it is your responsibility to speak to your Line Manager who can use the Chemist on Call service. During a test, you can record any prescribed medications on the Testing Form, and this will be checked in the laboratory against the test results. If the non-negative test is as a result of prescribed medication, this will be confirmed in the final report from Abbotts.

It is your responsibility to declare any prescribed medication on your Testing form which will be completed with the Collecting Officer. Abbotts Laboratory will not disclose this to your Line Manager.

In line with policies, if you have been prescribed medication which may impact your ability to carry out your role safely, please speak with your Line Manager and complete an Amended/Adjusted Duties form.

30. Could these tests reveal what prescription medication I take or a medical condition I may have?

The Laboratory only tests for the drugs listed in Appendix 1. The laboratory does not test for medical conditions and will only identify the drug type in the medication.

Section 6: Colleague returning to work

31. Will I return to work on my duty?

If you are still receiving treatment from the Support and Rehabilitation service, then your Manager should have completed an Amended/adjusted duties form to agree any amended/adjusted duties (if required).

If any adjustments were made, you will be able to return to your full duties once you have completed the programme and received negative test outcomes within the monitoring testing process.

32. Will my absence for rehabilitation or declaration of a dependency be counted when I have my Welcome Back Meeting?

Your absence will not count towards the attendance process and should be recorded as 'Not Counted' due to other exceptional circumstances.

If these absences became unsustainable, a notification letter may be issued to inform you that any future absences for this reason will count towards the attendance process.

Section 7: Data and Confidentiality

33. Will this treatment appear on my medical records?

The support will be recorded on the specialist provider's system. If you consent to information being shared with your GP, your GP may receive some information about the interventions you have received. This is done to ensure you are receiving all the appropriate support and guidance from all support providers. Confidentiality will be maintained subject to the relevant safeguarding processes.

34. Will this treatment appear on my Royal Mail records?

It will appear on the Occupational Health portal for Health Partners to have access to and the referring Manager will receive a confirmation that initial assessment has taken place, engagement in the process and confirmation of discharge from the service. Any conversations discussed within the Support and Rehabilitation sessions themselves i.e., what is the root cause of the dependency, for reassurance, this will not be shared with your Manager and will remain confidential.

35. Who will process my data and what will they process?

This will depend on the stage of the process you are in:

- Royal Mail Group will process data relating to the adjusted/amended duties form, the referral to Occupational Health and progress reports received from the Rehabilitation Provider which will be shared with the referring Manager.
- Information about you, shared with our Occupational Health Provider for the referral to the Support and Rehabilitation Service, will be held on the Health Partners portal and shared in the onward referral to the Support and Rehabilitation service provider for their initial assessment with you. You will be asked for your consent at each stage.
- Aquarius Life will hold data relating to your assessments and subsequent sessions. Aquarius Life are an independent rehabilitation provider and is a third-party provider via an Occupational Health referral, therefore has no connections to Royal Mail Group.

36. What personal data will the Support and Rehabilitation service provider use and how will it be stored?

Aquarius will gather information required to support your recovery and this will be stored in line with the Royal Mail [Privacy Policy](#).

Royal Mail will not have access to the data used and stored by Aquarius outside of the confirmation of attendance. Occupational Health will have access to this information to enable them to answer questions in any referral accurately.

37. Who will have access to my data within Royal Mail Group?

Different Managers may have access to your data, for example, accessing data because your Line Manager is not in work. HR colleagues may also need to access your data to support the process and provide advice.

The information provided in your amended/adjusted duties form, may need to be shared with other Managers or HR to administer the process. For reassurance, any conversations discussed within the Support and Rehabilitation sessions themselves i.e., what is the root cause of the dependency, will not be shared with anyone else and will remain confidential.

You can access the People Privacy Notice [here](#)

38. How can I request access to my data?

If you want access to your occupational health records or rehabilitation records, you will need to contact Health Partners in writing. The letter or e-mail must include.

- Your full name
- Your date of birth
- Your address

- You must expressly request their occupational health records from Health Partners or rehabilitation records
- A signature (if in letter form)

To request your data from Royal Mail Group you should request this in writing via a Manager who will send it to the appropriate team so they can process the request.

You will need to include your:

- Full name
- Pay number
- The type of data you are requesting

39. Where will be progress reports from the Rehabilitation Provider, sent to Royal Mail Group, be held, and how long will they be retained?

The reports will be held securely and in line with the Corporate Retention Schedule.

Section 8: Other FAQs

40. I think I may have an addiction to gambling – can I get help from this service?

This service is specifically for Drug and Alcohol rehabilitation support. If you'd like to speak to someone about gambling or any other issues, you can speak to the Wellbeing Colleague Assistance Programme. It's a confidential and independent support service, and they're there 24 hour a day to help support you through any concerns you have and agree best next steps. They can be contacted on 0345 266 5060 or by downloading Help@hand and access EAP through the Life, Money and Wellbeing support section.

41. I'd like to speak to someone about an issue I'm facing at work or at home. Who can I contact?

The Wellbeing Colleague Assistance Programme is a 24/7 confidential and independent support service just for you. Whether it's in the moment support or something more complex, they can help support you through any concerns you have and agree best next steps. They can be contacted on 0345 266 5060 or by downloading Help@hand and access EAP through the Life, Money and Wellbeing support section.

42. What is the long-term impact on allowances or pay if I can't go back to my role e.g., HGV driver due to a dependency?

Your pay will be protected for the duration of the rehabilitation support programme. If you do not meet your recovery goals and are discharged from the Rehabilitation programme and unable to return to your role, we will seek redeployment to another vacant role. Any move to fill a vacant role will be on protected MTSF terms.

43. Will I need to report my dependency to the DVLA?

It is recommended that you notify the DVLA. The DVLA will review the information you submit using the appropriate form and make a decision on whether your licence should be refused or revoked; this could be for a minimum of between 6-12 months until re-assessment by the DVLA confirms relicensing.

Guidance can be found [here](#). Please note, this advice is issued based on DVLA guidelines, it is recommended you seek guidance from DVLA before making the decision to declare a dependency.

Appendix 1

What does Drug and Alcohol Testing entail?

The methods we will be using are non-invasive, using breathalysers and saliva swabs, which do not require the collection of bodily fluids like blood or urine. These methods are quick, non-intrusive, and designed to provide results that indicate whether you are over the legal limit for alcohol or whether you have recently used drugs and therefore by definition poses an unacceptable risk to your own and other's safety.

Alcohol (breathalyser which provides a positive/negative result within 10 minutes)

- The testing limit for England Wales and Northern Ireland is 35µg/100ml.
- The testing limit for Scotland is 22µg/100ml.

Drugs (saliva test which provides a negative/non-negative result within 10 minutes)

The following is being tested for, along with the length of time Abbots have confirmed the test is looking back:

- Cannabis 1-2 days
- Cocaine up to 24 hours
- Opiates 1–2 days
- Amphetamine 1–2 days
- Methamphetamines up to 24 hours

These drugs have been selected for testing due to the below workplace risks:

- Amphetamines, methamphetamines, and cocaine (stimulants) create overconfidence that leads to risk taking behaviour. Long term effects from the 'come-down' can lead to lethargy and lack of concentration leaving an individual more prone to accidents in the workplace.
- Opiates are depressant drugs which can include a sedating effect and slows down reaction times, which can make an individual more prone to accidents.
- Cannabis can make individuals lethargic and confused causing slowed reactions to incidents. It also has the possibility of causing mild hallucinations.

The room requirements for testing are a private room with a table or desk, two chairs and a power socket. The Manager will ask you to wait in a private room whilst waiting for collection officer to arrive to maintain confidentiality.

Alcohol testing process:

- Site contact/person in charge will be required to witness the calibration of breath testing equipment and sign to confirm this.
- You will be asked to select a mouthpiece that will then be attached to the breathalyser.
- You will be asked to provide a constant blow of breath into the mouthpiece (like blowing up a balloon) and keep blowing until a sufficient breath sample has been collected.
- Abbotts will read and record the final reading.
- If the alcohol breathalyser test is negative (below the legal limit for the area) results of the analysis will be communicated to you and to the Manager who requested the test.
- If the alcohol breathalyser test gives a reading above legal limit for the area, another test will be completed 20 minutes later. You will need to remain in a private room during this time.
- The second test results are taken as the final results. The analysis will be communicated to you and to the designated representative of the organisation, and a certificate of analysis will be produced by Abbotts.
- If the result is between 0 and the legal limit, the Manager will make a judgment on whether you are safe to remain at work in an alternative role or should go home for the day. If the result is above the legal limit, this will be considered to be a positive test.

Drug testing process:

- You will be given a unique barcode which will be linked to your specimen sample.
- You will be asked to select a sample collection kit and confirm that the collection kit and collection device packaging are within their expiry dates and not damaged.
- Abbotts will observe you for 10 minutes to ensure you have not consumed any food, drink, medication, sweets, mouthwash, or breath freshener or smoked or vaped within the last 10 minutes to avoid any false test results.
- Abbotts will guide you on how to actively hold the saliva sample within your mouth (like a thermometer) and stop when the volume indicator on the swab has changed colour.
- If the oral fluid test is negative, results of the analysis will be communicated to you and to the Manager requesting the test and the sample will be disposed of.
- If the oral fluid test is non-negative, the sample will be sent to Abbotts laboratory for final analysis.
- If the laboratory analysis confirms the results as positive for a drug(s), it will be deemed to be a positive test.



FOR CAUSE TESTING – COLLEAGUE FRAMEWORK PILOT APPROACH

ROYAL MAIL GROUP VERSION 2 JANUARY 2025

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For Cause Testing – Colleague Framework

Introduction

Safety is our number one priority. We're committed to providing and promoting a safe and healthy working environment for our people, our visitors and our customers. We're also committed to the welfare of our people and ensuring that they're fit to carry out their jobs safely and effectively. We want to establish a culture where a potential drug and alcohol dependency is managed in a supportive way, however, it is important to note that being under the influence of drugs or alcohol while at work is not permitted.

We're committed, in so far as possible, to supporting people with these concerns in a similar way to other health issues. Any colleague who feels they may have an issue with alcohol or drugs is encouraged to speak to their Line Manager so the appropriate support can be provided. More information on available support can be found in our Support and Rehabilitation document.

Not only is there an obvious danger with regard to safety, but problematic drug and alcohol use can also affect levels of attendance, performance and relationships with others. Irresponsible behaviour or offences resulting from problematic drug and alcohol use may also damage our reputation and, as a result, our business performance.

Why will I be tested?

1. When might I be asked to complete a Drug and/or Alcohol test?

You may be asked to complete a For Cause test if:

1. Accident/Incident at work is identified as one of the following: Blameworthy, Injury, third party impact (property, vehicle, public)
 - o Following a discussion with your Manager if they have reasonable belief that **one** or more of the following symptoms are displayed:
 - Smells of alcohol and/or of drugs
 - In possession of any illegal drugs
 - Erratic or delayed responses/behaviour
 - Dilated or constricted pupils
 - Slurred or incoherent speech
 - You admit to being under the influence of drugs and/or alcohol

The Manager will be able to share why they believe a test is required. If a test has already been carried out roadside by the police, no further test will be carried out. Please ensure you inform your Manager if the Police have carried out a test.

2. Your Manager has a reasonable belief that you are under the influence of drugs and/or alcohol due to **one** or more of the below observed symptoms:
 - Smells of alcohol and/or of drugs
 - In possession of any illegal drugs
 - You admit to being under the influence of drugs and/or alcohol

3. Your Manager has a reasonable belief that you are under the influence of drugs and/or alcohol due to **two** or more of the below observed symptoms and no mitigating factor (such as certain prescribed medication, medical condition)
- Erratic or delayed responses/behaviour
 - Dilated or constricted pupils
 - Slurred or incoherent speech

To determine if a test is appropriate or not, your Manager will meet with you to ask specific questions. The questions you will be asked are contained in Appendix 1 (please note dependent on your answers to the questions, you may not be asked all questions listed). The Manager will be able to share why they believe a test is required.

If you have an accident/incident offsite, and your Manager has reasonable belief you are displaying one of the above symptoms, they will arrange for you to return safely to the unit and for you to complete a test.

You need to ensure you are fit to attend work and disclose any prescribed medication to your Manager, who may use the medication checking service provided by Abbotts, Chemist on Call, if any potential side effects are observed.

What happens during the testing process?

2. What is being tested?

The methods we will be using are breathalysers (alcohol) and saliva swabs (drugs), which do not require the collection of bodily fluids like blood or urine. These methods are quick, and designed to provide results that indicate whether you are over the legal limit for alcohol or whether you have recently (as defined below) used drugs. We will be using a Abbotts Laboratories to complete all aspects of the testing process.

a. Alcohol

A breathalyser which provides a positive/negative result within 10 minutes.

- The testing limit for England Wales and Northern Ireland is 35µg/100ml.
- The testing limit for Scotland is 22µg/100ml.

b. Drugs

A saliva test which provides a negative/non-negative result within 10 minutes.

The following is being tested for, along with the length of time Abbotts Laboratories have confirmed the test is looking back*:

- Cannabis up to 1-2 days
- Cocaine up to 24 hours
- Opiates up to 1–2 days
- Amphetamine up to 1–2 days
- Methamphetamines up to 24 hours

*The actual timeframe a particular drug will remain detectable in an individual's sample will depend on different factors, such as your metabolic rate and regular or heavy use of

drugs or alcohol can lead to accumulation in the body, making them detectable for longer periods.

To maintain consistency and uphold the integrity of the testing process, the laboratory uses established scientific cut-off levels (detailed below). These thresholds are set to differentiate between incidental exposure and actual use, ensuring the results are both accurate and meaningful. However, it is important to note that these thresholds are not an endorsement of drug use in any form. Abbott Laboratories may amend reporting cut-offs when considered scientifically appropriate and the confirmation test cut-off depends on the collection device and testing method used.

DRUG	CONFIRMATION CUT-OFF LEVEL NG/ML
Amphetamines	5
Cannabis	0.5
Cocaine	2
Methamphetamines	5
Opiates	5 (6MAM 1)

These drugs have been selected for testing due to the below workplace risks:

- Amphetamines, methamphetamines, and cocaine (stimulants) may create overconfidence that may lead to risk taking behaviour. Long term effects from the 'come-down' can lead to lethargy and lack of concentration potentially leaving an individual more prone to accidents in the workplace.
- Opiates are depressant drugs which can include a sedating effect and slows down reaction times, which can make an individual more prone to accidents.
- Cannabis can make individuals lethargic and confused causing slowed reactions to incidents. It also has the possibility of causing mild hallucinations.

The Manager will ask you to wait in a private room whilst waiting for Abbotts collecting officer to arrive to maintain confidentiality. The Manager involved is obliged to adhere to confidentiality and mustn't discuss this matter with any of your work colleagues.

3. What does the testing process entail?

The Manager will contact Abbott Laboratories to arrange for a test to take place. An Abbotts Collecting Officer will arrive to site within 2 hours.

a. Alcohol testing process:

- The Manager who requested the test will be required to witness the calibration of breath testing equipment and sign to confirm this.
- You will be asked to select a mouthpiece that will then be attached to the breathalyser.
- You will be asked to provide a short blow of breath into the mouthpiece
- Abbotts will read and record the final reading.

- If the alcohol breathalyser test is negative (below the legal limit for the area) results of the analysis will be communicated to you and to the Manager who requested the test.
- If the alcohol breathalyser test gives a reading above legal limit for the area, another test will be completed 20 minutes later. You will need to remain in a private room during this time.
- The second test results are taken as the final results. The analysis will be communicated to you and to the Manager who requested the test, and a certificate of analysis will be produced by Abbotts.
- If the result is between 0 and the legal limit, this will be a negative test.
- If the result is above the legal limit, this will be considered to be a positive test.

b. Drug testing process:

- You will be given a unique barcode which will be linked to your saliva swab sample.
- You will be asked to select a sample collection kit and confirm that the collection kit and collection device packaging are within their expiry dates and not damaged.
- The Abbotts Collecting Officer will observe you for 10 minutes to ensure you have not consumed any food, drink, medication, sweets, mouthwash, or breath freshener or smoked or vaped within the last 10 minutes to avoid any false test results.
- The Abbotts Collecting Officer will guide you on how to actively hold the saliva sample within your mouth (like a thermometer) and stop when the volume indicator on the swab has changed colour.
- If the oral fluid test is negative, results of the analysis will be communicated to you and to the Manager requesting the test and the sample will be disposed of.
- If the oral fluid test is non-negative, the sample will be split into two (Sample A and Sample B) and sent to Abbotts laboratory for final analysis.
- If the laboratory analysis confirms the results as positive for a drug(s), it will be deemed to be a positive test.
- The second sample (sample B) will be kept for a period of 12 months and be available to you for any appeal.

4. Do I need to provide Identification before testing?

Photographic Identification is needed to confirm who you are, this can be your Royal Mail ID card. The site person in charge will also need to provide confirmation that you are the named person requested for the test.

5. Will I be tested in front of my colleagues?

No. The Manager will ask you to wait in a private room whilst waiting for the Abbotts collecting officer to arrive. Both Managers and colleague are expected to maintain confidentiality at all times. You must remain on site but are permitted to continue to use rest rooms, get refreshments etc.

6. What information will I have to give?

The Collecting officer from the laboratory will ask you to complete a form which includes:

- Name
- a unique ID
- date of birth
- gender
- photo ID has been confirmed
- employment status
- a list of current medications (prescription, non-prescription and anaesthetics)

The Collecting officer will record the reason for the test and the test results and ask you to confirm that the sample has been sealed and has not been tampered with. This form (referred to as a Chain of Custody) will remain with the sample throughout the testing process.

7. Can I request a same-sex tester/collecting officer?

Your Manager can arrange this where circumstances apply, by requesting this when the test requested/ordered through Abbotts. Please make your Manager aware of this request prior to a test being arranged.

8. Can I refuse to complete a drug and/or alcohol test?

Yes, however refusal to co-operate with a drug and/or alcohol test, without reasonable explanation, will be investigated under the conduct procedure. Your Line Manager will explain this and encourage you to reconsider your refusal and point out that if there was a non-negative test result, you will be offered the opportunity to participate in the Support and Rehabilitation programme and there will be no conduct.

9. What happens if my Manager says a test is required but it's the end of my shift?

If the drug and alcohol test is requested within 2 hours of your duty finish time, you will be requested to remain on site until Abbotts arrives. If Abbotts are due to arrive after your duty finish time you will be asked to remain on site to await their arrival. There is no obligation on you to stay however if you do you will be paid for the time you remain over your shift. If you are unable to stay over your finish time, then a test will be conducted at the start of your next shift. This is to ensure it is safe for you to continue with your usual duties prior to you doing so.

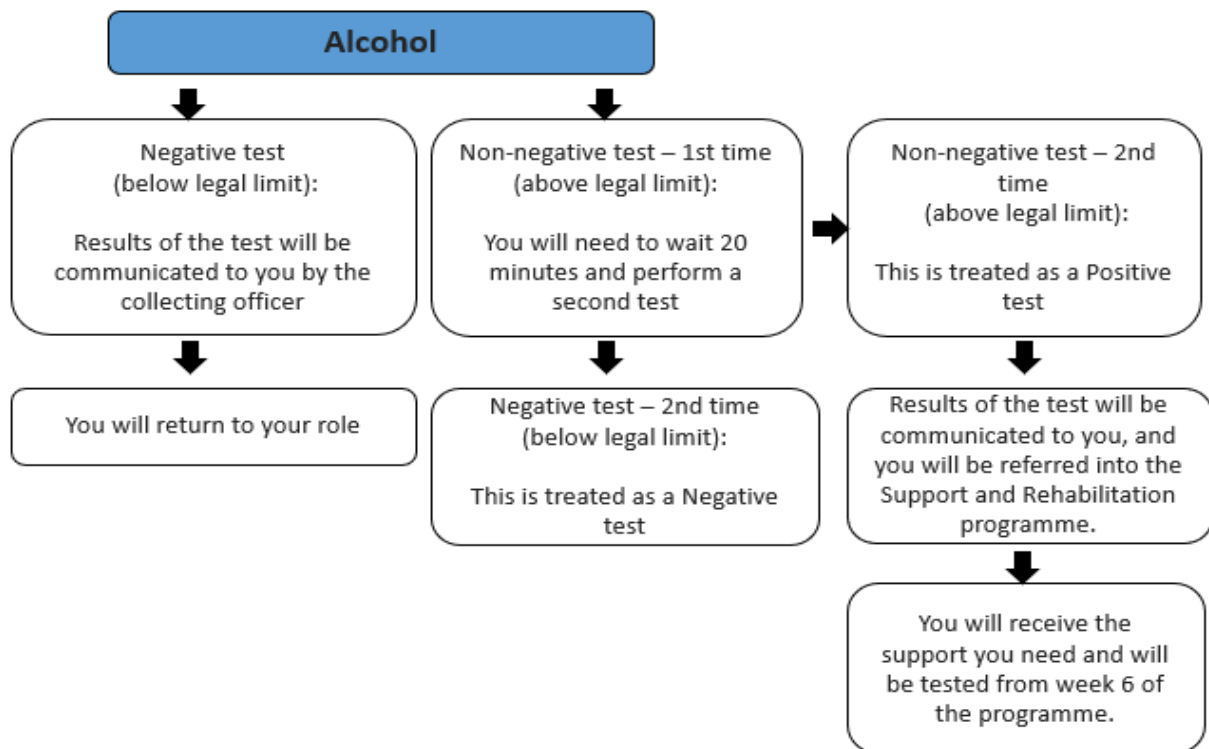
10. If my Manager has determined that I will undertake a For Cause test, can I seek support from my Trade Union Representative?

Yes. You are fully entitled to seek advice and guidance from your Trade Union Representative, and if you wish they can be present when the test is conducted. However, the unavailability of your Representative, cannot delay the arrangements for the Abbotts Collecting officer and the test being conducted.

After the Test

11. What happens if I have tested 'non-negative' for drugs and/or alcohol following a 'For Cause' test?

Alcohol testing:



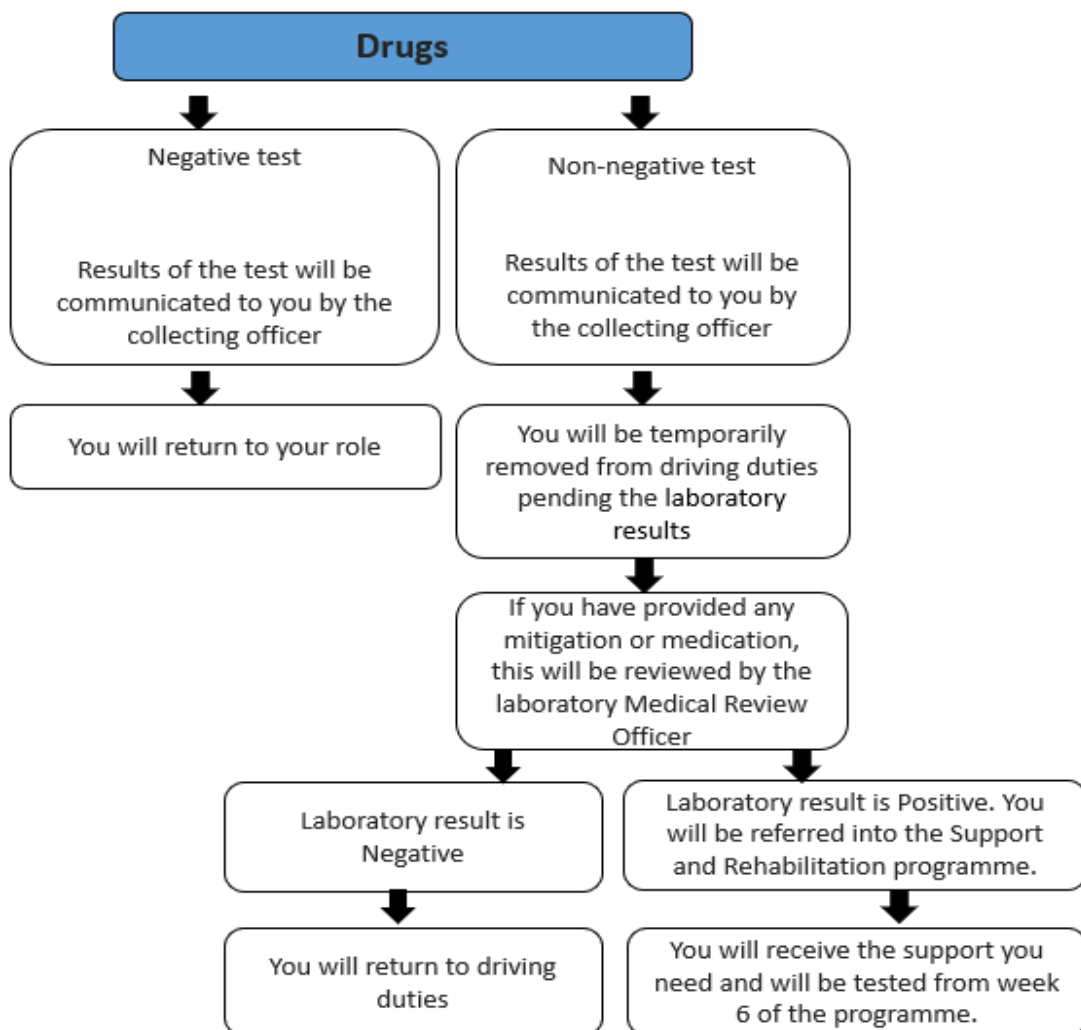
- The breathalyser will immediately return a positive or a negative test result. If the test is negative, you will return to your duty if fit.
- If it is non-negative the first time, you will need to complete a second test after 20 minutes.
- If the second test is negative, or between 0 and the legal limit, you can return to duty.
- If this second test is also non-negative, this would normally lead to a seek an explanation as part of the conduct process, **however for the purposes of the pilot only**, you will be referred into the Support and Rehabilitation programme. Further details on the Support and Rehabilitation programme can be found on the Wellbeing Zone or by clicking [here](#).
- You will get the support you need and will be tested from week 6 of the programme. If subsequent tests return with a non-negative result, on the first occasion, your Line Manager will send you home as the test will have determined you are not fit to be at work, and you will commence sick absence. You should not return to work until you are no longer under the influence of drugs/alcohol.

- Any further tests returning with a non-negative result, you will be precautionary suspended on full pay due to health and safety concerns and a seeking an explanation will take place.
- If you express that you do not wish to enter into the Support and Rehabilitation programme, then the conduct process will still apply and commence with seeking an explanation.
- If you commence the Support and Rehabilitation programme but stop engaging with the third-party provider, then the conduct process will apply and commence with seeking an explanation.

Exceptions:

- If there is an accident/incident where the Police are in attendance and you return a non-negative alcohol test, the conduct process will apply and commence with seeking an explanation.

Drug Testing:



- If the drug test is non-negative, you will be temporarily removed from driving duties pending the laboratory results.
- If the laboratory confirms the drug test as negative, you will return to driving duties if fit.
- If the laboratory confirms the drug test as positive, this would normally lead to a seek an explanation as part of the conduct process, **however for the purposes of the pilot only**, you will be referred into the Support and Rehabilitation programme. Further details on the Support and Rehabilitation programme can be found on the Wellbeing Zone or by clicking [here](#).
- You will get the support you need and will be tested from week 6 of the programme. If subsequent tests return with a non-negative result, on the first occasion, your Line Manager will send you home as the test will have determined you are not fit to be at work, and you will commence sick absence. You should not return to work until you are no longer under the influence of drugs/alcohol.
- Any further tests returning with a non-negative result, you will be precautionary suspended on full pay due to health and safety concerns and a seeking an explanation will take place.
- If you express that you do not wish to enter into the Support and Rehabilitation programme, then the conduct process will apply and commence with seeking an explanation.
- If you commence the Support and Rehabilitation programme but stop engaging with the third-party provider, then the conduct process will apply and commence with seeking an explanation.

Exceptions (not in order of severity):

- If there is an accident/incident where the Police are in attendance and you return a non-negative drug test, the conduct process will apply and commence with seeking an explanation.
- If you are found to be in possession of illegal drugs on site, the conduct process will apply and commence with seeking an explanation.

12. What happens if I give mitigation that I was drinking the day before to the onsite test?

If the breathalyser test is confirmed as positive the same process will apply as outlined in question 11.

13. What happens if I declare that I have taken illegal drugs in the last 24 hours prior to the onsite test?

If the laboratory test returns as positive, the same process will apply as outlined in question 11.

14. How accurate is the laboratory test?

Abbotts is accurate as per industry standards and has ISO 17025:2017 accreditation that covers the laboratory analytical function for oral fluid analysis and ISO 9001:2015 certification that covers the provision of administration services for drug and alcohol testing programmes.

15. Why do non-negative samples for drug tests have to go back to the Laboratory?

All test samples with a non-negative result will require laboratory analysis before their status as positive or negative can be confirmed by Abbotts.

16. What happens to my sample when it is sent to the Laboratory?

On receipt at the laboratories, packages of samples are checked for physical integrity. Once the samples have been scanned, they are transferred to barcode labelled storage racks ready for analysis.

The samples will be tested by the laboratory and if you have given any mitigation or medication information, this will be reviewed by the Medical Review Officer against the results.

17. How quickly do the test results come back?

Laboratory tests come back within 2-5 working days. This will be dependent on whether you have given any mitigation or existing medication to be checked against your results.

18. What is a Medical Review Officer?

A Medical Review Officer (MRO) provides an independent and expert review of positive results. The medical review process protects individuals from false positives when legitimate medications cause a positive result, for example, because they contain over-the-counter opiates. The MRO will also be able to provide an independent and expert view on any mitigation offered.

19. Can I challenge the test result?

You can request to challenge the test result and can arrange for the 'B' sample to be tested by an independent laboratory if you wish to do so, at your own cost. Royal Mail are assured with the accuracy, compliance and approach Abbotts take in line with ISO accreditation. If you opt to appeal and the test results return as negative, we will reimburse you for the cost of the test conducted by the independent laboratory.

If you choose to appeal a test result, our ongoing internal processes with regard to the Support & Rehabilitation services will continue, based on the original decision reached on the test result provided by Abbotts. In these circumstances, if the test result of the B sample is a different outcome, there will be no need to participate in the Support & Rehabilitation Services unless you wish to do so.

20. Can I raise a concern if I believe the reason for my test being ordered wasn't justified?

If your Manager orders a test that returns a negative result and you believe the Manager acted without any justification, you can raise a concern under the Raising Concerns procedure. You will need to demonstrate why you believe the Manager did not have any justification and equally the Manager will need to demonstrate through the decision tree outputs of why a test was justified.

Data and Confidentiality

21. Will the test results appear on my Royal Mail records?

Only positive laboratory test results will be recorded digitally in your personnel record on our internal HR systems (PCM).

Test results (reported on certificates of analysis) will be held securely and in line with the Corporate Retention Schedule; Negative tests for 6 months and Positive tests for your employment cycle plus 7 years.

22. Who will process my data and what will they process?

This will depend on the stage of the process you are in.

- Royal Mail Group will process data relating to the adjusted/amended duties form if needed, any referrals to Occupational Health and the positive laboratory test result recorded digitally on your personnel record on the internal HR systems (PCM). You may choose to share this data with your union representative.
- Information about you recorded on the chain of custody form, will only be used by Abbotts to track the unique barcode through the laboratory process, and if medication or usage has been declared, this will be reviewed by the Medical Review officer related to the tested drugs.
- Under the applicable Data Protection Laws, Abbotts Laboratories is a processor of data.

The Abbotts Laboratories Privacy Policy can be accessed [here](#).

23. Who will have access to my data within Royal Mail Group?

Your Line Manager, or an appropriate cover, may have access to your data, for example, accessing data because your Line Manager is not in work. HR colleagues may also need to access your data to support the process and provide advice. This will be on a strictly need to know basis.

You may choose to share your data with your union representative.

You can access the People Privacy Notice [here](#)

24. How can I request access to my data?

If you want access to positive For Cause testing records, you will need to request this in writing via a Manager for a Data Subject Access Request (DSAR) who will send it to the appropriate team so they can process the request.

You will need to include your:

- Full name
- Pay number
- The type of data you are requesting

Other FAQs

25. What happens if I refuse to complete a drug and/or alcohol test due to Religious beliefs?

The Drug & Alcohol process applies to all, regardless of religious beliefs and different faiths. Tests do not contain animal products and no fluid enters the mouth so does not affect fasting.

Where a religious objection may be raised regarding the collecting officer e.g. a female not wishing to be tested by a male (or vice versa) you can request a chaperone to be with you, or you can request for a same-sex Collecting Officer to attend site. If you wish to request this, please make your Manager aware of this request when the test is being arranged. A continued refusal of a test after accommodations have been made shall be treated in the same way as a positive drug and/or alcohol test. Your Line Manager will explain this and ask you to consider this when asked again; if on the second request (same day and time), the test is still refused, this will be investigated under the Conduct procedure.

Religious face coverings can remain during testing, and you can hold the test yourself. If you wish to turn around whilst blowing into the breathalyser in case of the face covering rising, you may do so, but the collecting officer and verifying Manager will need to remain in the room.

26. What if I need an interpreter?

Your Manager can request a collecting officer to attend with an interpreter to arrive within 2 hours and tested same day. Please make your Manager aware of this request when the test is being arranged.

27. What happens if I report as sick after being asked to complete a drug and/or alcohol test but prior to the collecting officer arriving on site?

If it is determined a test is required, and you are unable to wait for the Collecting officer to arrive on site, the outcome of the test will be treated in the same way as a positive test, and you will be referred into the Support and Rehabilitation programme. If you do not wish to engage with the Support and Rehabilitation programme or take part in

testing in line with that process, this will be investigated under the conduct procedure and a decision reached based on all the circumstances. We therefore encourage you to wait for the test to take place or engage in the Support and Rehabilitation process.

28. What happens if I disclose that I take medication (legal drugs) that will trigger a positive result?

When carrying out a test, Abbotts Collecting Officer will ask you to declare any prescribed medication. If the test returns as non-negative, the Chief Medical Review Officer in Abbotts will review the outputs of the test against the disclosure of prescribed medication to ascertain if its within prescribed levels.

If the test reveals you are found to be misusing prescribed drugs (e.g., taking them without a prescription or in excessive doses), the same process will apply as outlined in question 11.

If you disclose your prescribed medication to your Manager before any test, your Manager may use the medication checking service, Chemist on Call to verify whether the medication side effects are consistent with any observed symptoms.

29. What happens if I disclose that I take medical cannabis that will trigger a positive result?

The medication disclosed will be recorded on the chain of custody. The mitigation of the prescription medication will be reviewed by the Medical Review officer at the laboratory against the amounts showing in the test results.

If the result returns as positive, your Manager will request evidence of the prescription. If there is a cost from your GP to obtain the evidence, then Royal Mail will cover those costs.

30. What's the company's stance on taking prescribed medication?

Some prescribed and/or over-the-counter medicines e.g. some hay fever tablets, painkillers or anti-anxiety drugs, may impair your performance at work. We all have a duty to ensure we are fit to work and perform our duties. Where you are prescribed medication, you should discuss with your doctor or pharmacist any likely effects of the medication on your duties. If medication is being taken that may impair your performance, then you must advise your Line Manager and who will decide (taking medical advice from a competent medical authority if required) whether you're fit to perform all your duties safely. If the prescribed drug could impact on your ability to safely perform your duties your Manager will refer you to Occupational Health to understand the effect of the medication, if any, and if any adjustments to your role are required.

If you're concerned about a dependency on prescribed medication, then more information on the support available to you can be found in our Support and Rehabilitation document.

31. I use Cannabidiol (CBD) products, will that affect the test?

Over-the-counter CBD is different to medical cannabis.

If an Over-the-Counter CBD product contains THC, then it is possible that you could test positive. While CBD products available to the general public should not contain tetrahydrocannabinol (THC), it is a possibility depending on the reliability of manufacturer testing for THC.

Since medical cannabis products can contain significant amounts of (THC) they are only prescribed for certain conditions and could result in a positive drug test in the lab.

32. What if I believe that my Non-Negative result is due to a circumstance out of my control?

Following the non-negative result, you will be temporarily removed from driving duties pending the laboratory results where a detailed report from an Abbotts medical review officer will assess the mitigation presented by you against the results. If the result returns as positive, the same process will apply as outlined in question 11.

33. Is it acceptable that a Manager instigates a For Cause test arising from social media photos or comments relating to my personal out-of-work social activities?

No. The Manager can only instigate a For Cause test by adhering to the Manager Decision Tree. The structured decision making will direct Managers on whether a For Cause test is necessary. All decisions should be objective, consistent and based on the clear criteria of an accident / incident occurring at work that is evidently blameworthy or direct observation of an individual in the workplace by the Manager.

34. What arrangements will be made to return the driver to their home base if you are at a distant site and return a positive or non-negative result?

Your Manager will arrange transport back to your home base and Royal Mail will pay for this and any extended period of time you remain away from your home base. If the return journey extends your attendance to the point that it reduces your daily rest, you will need to be given the following shift off with no loss in pay.

35. If that is not possible, what arrangements will be made for me to provide overnight accommodation and facilities?

If the distance is too far to arrange transport, then we would arrange overnight hotel accommodation for you and pay for this. The next day you will be returned to your home base and you will not incur any costs or any loss of pay.

Appendix 1 – Manager Decision Tree

Manager decision tree (For Cause testing):

1. What is the pay number of colleague this is been completed for? (free text box)
 - Once complete opens question 2
2. What is the name of colleague this is form is been completed for? (First and last name in free text box)
 - Once complete opens question 3
3. Does the colleague require urgent medical assistance?
 - If Yes, this will direct you to please immediately seek first aider if available or call 999/111 and no test required
 - If No, move to question 4
4. Has the colleague been involved in an accident/incident that was any of following: blameworthy, led to injury, led to third party impact (property, vehicle public)?
 - If Yes, then move to question 5.
 - If No, then move to question 7
5. Has the colleague been observed to smell of alcohol and/or drugs or found in possession of any illegal drugs or stated they are under the influence?
 - If Yes, the Manager will need to call Employee Relations team to discuss ordering a test
 - If No, then move to question 6
6. Have any of the below symptoms been observed or reported for this colleague? (Erratic or delayed responses/behaviour, Dilated or constricted pupils, Slurred or incoherent speech)
 - If the Manager chooses none of these symptoms, no test required however, an accident investigation will continue.
 - If the Manager chooses one or more symptoms, the Manager will need to call Employee Relations team to discuss ordering a test.
7. Has the colleague been observed to smell of alcohol and/or drugs or found in possession of any illegal drugs or stated they are under influence?
 - If Yes then the Manager will call Employee Relations team to discuss ordering a test
 - If No then move to next question 8
8. Have any of the below symptoms have been observed for this colleague? (Erratic or delayed responses/behaviour, Dilated or constricted pupils, Slurred or incoherent speech).
 - If the Manager chooses none of these symptoms, no test required however, your Manager will seek an explanation for any symptoms observed.
 - If the Manager chooses one or more symptoms, move to question 9

Please ensure colleague potentially under the influence is present with you to answer all remaining questions as needed.

9. Ask the colleague if they are under the influence of alcohol and/or drugs?
- If Yes then the Manager will call Employee Relations team to discuss ordering a test
 - If No then move to next question 10
10. Ask the colleague if they are on any prescribed medication?
- If yes move to question 11
 - If no move to question 14
11. Does the colleague require urgent medical assistance now there is awareness of prescribed medication?
- If Yes, please immediately seek first aider if available or call 999/111 and no test required
 - If no move to question 12
12. Were you already aware that the colleague was on prescribed medication?
- If No the Manager will call Employee Relations team to discuss ordering a test
 - If Yes (already aware) move to question 13
13. Seek employee's permission to provide the detail of the medication and then pause completing the Manager Decision Tree to contact Chemist on Call. Did the chemist state the medication could cause the observed symptoms? (Erratic or delayed responses/behaviour, Dilated or constricted pupils, Slurred or incoherent speech).
- If No move to question 14
 - If Yes, no test is required but a Person Specific Risk Assessment should be completed to ensure the colleague can continue safely with their duties
14. Ask colleague if there is any other reason that they may be displaying two or more of the observed symptoms? (Erratic or delayed responses/behaviour, Dilated or constricted pupils, Slurred or incoherent speech).
- If Yes please proceed to question 15
 - If no the Manager will call Employee Relations team to discuss ordering a test
15. Is the reason the colleague provided due to a health condition?
- If no the Manager will call Employee Relations team to discuss ordering a test
 - If Yes then move to question 16
16. Have you completed an Occupational Health (OH) referral previously to determine if the health condition stated causes the observed symptoms? (Erratic or delayed responses/behaviour, Dilated or constricted pupils, Slurred or incoherent speech).
- If Yes move to question 17
 - If no, no test is required and the Manager will seek consent to an OH referral
17. Did the OH referral state that the health condition/medical reason could cause the observed symptoms?
- If No the Manager will call Employee Relations team to discuss ordering a test
 - If Yes no test is required, appropriate support to be provided through Occupational Health and Wellbeing Services