

No. 263/25

26<sup>th</sup> November 2025

## Royal Mail - Use of Parcel Cubes in Delivery and Collection

Dear Colleagues,

The purpose of this LTB is to confirm to Branches and members that Royal Mail have officially launched the availability and use of Parcel Cubes for both delivery and collections. This information will be officially issued to RM Ops on Monday, 1<sup>st</sup> December.

Branches will recall that, over a prolonged period of time, Royal Mail have undertaken several different trials covering the wider operational use of Parcel Cubes, mainly covering Dedicated Parcel Routes. They also, as far back as 2021, undertook a more bespoke trial of a Cube Trolley in the Manchester area. Whilst feedback in terms of the overall suitability and benefit of these Cubes for DPRs was mixed and Royal Mail have been reluctant to invest further in the use of these cubes over the years, the fact remains that there has been a growing use of third-party Parcel Cubes within many Delivery units, both for delivery and collections.

From a CWU perspective, we have seen the value of Parcel Cubes and have been arguing for Royal Mail to invest in them for several years. Particularly, for use of the cubes where multiple smaller parcels are delivered to a single location (i.e. mailroom or concierge desk) and for multiple occupant locations, such as student accommodations etc. Similarly, we have seen a benefit of the use of the cubes for collections where there are multiple smaller parcels to collect. Indeed, the use and benefit of the Parcel Cube is simply reflected by the number of third-party cubes which are now in use.

Accordingly, this decision by Royal Mail to now finally move forward with their own acquired Parcel Cubes is welcomed, even though we believe that the initial introduction of 2,000 cubes this side of the New Year will fall well short of applications for this equipment.

Attached to this LTB is a copy of the current SWI (Safe Working Instruction) version 2, which covers *'usage of cubes for high-volume locations such as parcel lockers, parcel shops or central post rooms. They support safe and efficient transfer of small to medium parcels between vehicles and delivery/collection locations. Large parcels should be loaded directly into the vehicle.'*

Also attached is a copy of the SHE (Safety, Health, and Environment) Huddle, which confirms that *'non-branded cubes that are in good condition, have two handles, and meet the specified measurements may remain in use during the transition to new stock in 2026, but must be reported to your Line Manager to confirm ongoing suitability.'*

As outlined above, the CWU welcomes this decision by Royal Mail to officially launch and invest in the availability and use of Parcel Cubes for both delivery and collections, for those members who wish to use them.

Any enquiries to the content of this LTB should be directed to the Outdoor Department, email address:  
[Pharacz@cwu.org](mailto:Pharacz@cwu.org).

Yours sincerely,

**Tony Bouch**  
Assistant Secretary

# ROYAL MAIL GROUP RISK MANAGEMENT

## SAFE WORKING INSTRUCTION (SWI)

### Parcel Cube

This SWI covers usage of cubes for high-volume locations such as parcel lockers, parcel shops or central post rooms. They support safe and efficient transfer of small to medium parcels between vehicles and delivery/collection locations.

Large parcels should be loaded directly into the vehicle.

**Dimensions: 430 (depth) x 580 (width) x 760 (height)**



The purpose of this Safe Working Instruction is to highlight appropriate safe work practices to minimise exposure to hazards and prevent harm to people. This safety instruction **must** be followed at all times.

**This SWI should be read in conjunction with:**

**Manual Handling SSOW and Delivery Offsite and Delivery Onsite SSOW  
Collection (Royal Mail Operations) SSOW**

### Warning



Manual Handling risk – adhere to manual handling training

### Do Not

- **Do not** sort large or heavy parcels into the cube.
- **Do not** sort letters or large letters into the cube (a letter bundle can be placed on top of parcels in the cube if needed).
- **Do not** use if handles are torn.
- **Do not** use if there are large holes/tears in the cube or if there is torn webbing that could snag.
- **Do not** exceed maximum weight of 16kg.
- **Do not** lift a cube that is beyond your personal capabilities which may be much less than 16kg.

### Mandatory (Do)

- **Do** adhere to **manual handling techniques** at all times.
- **Do** **test** the weight of the cube before lifting and if it is too heavy remove some of the parcels.
- **Do** keep the cube close to frame and in a collapsed position when it is not in use/being loaded.

### Safety Actions

#### Sorting parcels into a cube

- Where space in the work area permits, put the cube into the wheeled container before filling with parcels.
- Frequently check cube's fill and weight to check it is within your personal capabilities – there is a difference between what you can lift and what you can lift safely.
- Remove parcels if it feels heavy.
- When sorting into a cube that someone else may have to lift, ensure it's safe for them to handle—don't overfill and check the weight.
- Do not put large or heavy parcels in the cube, loose load them into a York container.



## Lifting parcel cube into a wheeled container to take to the vehicle

- Open the front of the receiving York (eg undo straps) to make access as easy as possible
- Test weight and remove parcels to make weight manageable before committing to lift.
- Adopt stable position - get close to container with one foot forward and to side of container.
- Lift using the handles.
- Pivot cube onto edge of container and then slide into position.
- Do not put large/heavy items in the cube.
- Contain parcel cube using York straps after loading and prior to moving.



## Lifting parcel cube into vehicle

- Undo any straps on York and slide parcel cube off wheeled container and onto the floor next to the vehicle.
- Reduce the weight where necessary.
- Adopt a stable position.
- Orientate the cube so the narrowest side is in front of the body, so it is easier to grasp and lift with the handles closer together.
- Use the edge of the vehicle to take the weight.
- Slide cube into position – load close to bulkhead and near the door where it will be easy to unload.



## Lifting parcel cube out of vehicle

- Use the edge of the vehicle to take the weight when lifting it out.
- Use the side door to facilitate easy access to the cube where required.
- Unload kerbside so that you are not at risk from moving vehicles.
- Reduce the weight where necessary and put parcels back in the cube when it is on the sack truck.



## Transporting the cube from the vehicle to the delivery point

- Use a sack truck to transport cube to delivery point; only carry using handles if contents are light and the carry distance is short.
- To unload at the delivery point, minimise reaching into the bottom of the cube by tilting it and decanting the parcels.
- Use a sack truck strap where necessary.



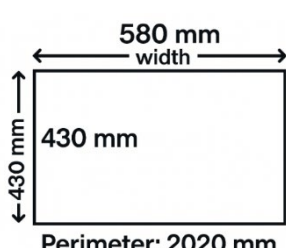
## Approval and Local Instructions

Author:	Richard Wiggins, Sarah Foord	
Safety Support:		
Safety Authorisation	Richard Wiggins	24/11/2025
Local hazards (hazards and instructions additional to those above)		



# Safety, Health, and Environment (SHE) Huddle (signature not mandatory)



Date:	1 December 2025	Ref:	SHE Huddle FY25 044 Parcel Cubes
Audience:	Delivery Offices/Collection Hubs		
	All employees		
Overview:	New Delivery/Collection Parcel Cubes		
Message			
<b><u>Investment in new cubes</u></b>			
<p>We've introduced approximately <b>2,000 new parcel cubes</b> to improve the safe and efficient transfer of small and medium parcels between vehicles and high-volume delivery/collection points (e.g., concierge desks, mailrooms, parcel lockers).</p> <p>Cubes can be ordered via the Asset Fulfilment Team using the Requisition Request Form.</p> <p>A <b>Safe Working Instruction (SWI)</b> has been produced for this equipment which all users must follow.</p>			
<b><u>Cubes already in use</u></b>			
<p>We know some colleagues already use similar cubes from external sources. To ensure safety and protect our brand, please check any existing cubes and <b>remove from use if any of the following apply</b>:</p> <ul style="list-style-type: none"><li>× Displays branding from another courier or company.</li><li>× Is damaged (e.g., torn, holes, or missing handles).</li><li>× Has a total measurement around the top greater than 2020 mm, or any one side is greater than 580 mm.</li><li>× Has a height greater than 760 mm.</li></ul>			
			
<p>Non-branded cubes that are in good condition, have two handles, and meet the specified measurements may remain in use during the transition to new stock in 2026, but must be reported to your Line Manager to confirm ongoing suitability.</p>			
<b><u>Design Feedback</u></b>			
<p>Only 2000 units were available from UK stock for peak 2025 but we hope to purchase more in 2026. If you have any suggestions for future cube designs, email <a href="mailto:mark.riley@royalmail.com">mark.riley@royalmail.com</a>.</p>			
Actions:			
<ul style="list-style-type: none"><li>• Brief all employees and confirm if anyone is using delivery cubes.</li><li>• Check existing cubes and remove any that meet the criteria above.</li><li>• Identify suitable routes for the new cubes in line with intended usage case.</li><li>• Brief impacted staff on the <b>Parcel Cube SWI and retain a record with signature</b>.</li><li>• Feedback any suggestions for future cube designs.</li></ul>			
Supporting Information			
Link to the full Safe Working Instruction is here: <a href="#">Parcel Cube Safe Working Instruction</a>			

