

# **Royal Mail Wholesale**

## Health and Safety Requirements for Royal Mail Wholesale Customers Accessing Royal Mail Sites

Version 4

Royal Mail Wholesale

Version Control

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27/04/12	Fiona Thomson	2	Risk Assessment in Mail Centre yards	Change from class 2 high visibility vest to class 3 high visibility long sleeve jacket
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## Royal Mail Wholesale

### Glossary

Term	Meaning
Primary Container	Container holding individual mail pieces e.g. bags, trays or ALPS
Secondary Container	Container holding primary containers e.g. York
Auto-level Packet Sleeve (ALPS)	A self levelling sleeve lining for a York container that enables parcels to be handed over

## 1. Introduction

This document outlines the requirements which must be followed by Royal Mail Wholesale customers or their representatives when accessing Royal Mail sites. It is however, the responsibility of Royal Mail Wholesale customers, or their representatives, to carry out their own risk assessments, produce Safe Systems of Work (SSOW) and train their staff in their own operation.

Where the two operations interface, the customer or their representative is responsible for the detail of the SSOW but Royal Mail expect as a minimum that the requirements detailed in this document will be complied with.

These requirements must be followed whenever accessing a Royal Mail site. There are however some local variations detailed in appendix A.

## 2. General Requirements

Royal Mail Wholesale customers and their representatives accessing Royal Mail sites must immediately report any defects/problems to a Royal Mail Manager such as:

- Potential hazards
- Defective/damaged equipment
- Near misses

It is the legal responsibility of every person at work to:

- Take reasonable care for the health and safety of themselves and any others who may be affected by their acts or omissions.
- Report defective or faulty equipment without delay.

Royal Mail Wholesale customers are required to keep their own record of all reported incidents of Health and Safety breaches. All Royal Mail Wholesale customers and their representatives who are involved in a Health and Safety incident while on a Royal Mail site are required to report the incident to a Royal Mail manager immediately. Additionally, the incident must be reported following the carrier's own reporting arrangements to their central team who must contact Downstream Access (DSACC) to make them aware and ensure follow up remedial action is taken.

All Royal Mail Wholesale customers and their representatives accessing Royal Mail sites must wear toe-protecting safety shoes and high visibility jackets at all times. High visibility jackets must be class 3 long sleeve.

### 3. Prior to arrival at Royal Mail Premises

#### 3.1 Maximum weights

The maximum weight of a:

- Bag is 11 kg
- York container is 250 kg
- Tray is 10 kg

Overweight containers will either be refused or the driver will be asked to break the containers down into safe loads.

Overweight Yorks may also be inadvertently produced when a carrier unloads from a vehicle into Yorks on the Mail Centre dock. As a guide, Yorks must only be filled 3/4 full and if the bags themselves are full a maximum of 18 bags must be placed in a single York. If in doubt please ask the Royal Mail manager for advice and ask for additional empty Yorks.

#### 3.2 Approved loads for Yorks

No York to be filled above the top of the container and must be loaded within the weight limit.

Yorks can contain:

- Mail Bags loaded with letter or parcel mail
- Up to 28 filled Royal Mail letter trays (7 layers of trays)
- Up to 52 nested empty Royal Mail letter trays (13 layers of trays)
- Loose strapped bundles in a securely stacked, stable formation providing they are of sufficient dimensions such that they will be retained by the load retention straps and container framework. Maximum individual bundle weight 6.4 kgs
- A stable mix of Royal Mail letter trays and mail bags with trays loaded first
- Loose parcel mail contained within an Auto Levelling Packet Sleeve

#### 3.3 Securing Loads in Vehicles

Royal Mail Wholesale customers and their representatives must ensure that vehicles are safely loaded when they bring mail to Royal Mail premises. This must include the use of restraining straps and the application of brakes.

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It is important that restraining straps are used to secure containers in vehicles. If containers are not strapped the load may move during transit and adversely affect the handling of the vehicle or become dangerous when the vehicle doors are opened. Unsafe loads will be refused.

Sufficient space must exist at the rear of the vehicle to enable the dock levellers to make full contact with the deck of the vehicle to enable unloading. Royal Mail dock levellers come in a variety of types & may require more space than those used to load the vehicle. If insufficient space exists at the back of the vehicle to connect the dock leveller the vehicle will be refused.

### **4. Arrival at and Departure from Royal Mail Premises**

On arrival at RM premises, Royal Mail Wholesale customers and their representatives must always report to the gatehouse and show their identity badge. Where there is no gatehouse or the gatehouse is unmanned the intercom should be used to gain access to the site. You will be advised of the dock number to proceed to and any other instructions.

Royal Mail Wholesale customers and their representatives must be aware of the Royal Mail site speed limit. This is usually 10 miles per hour but be aware of local variations which may be lower. Any Mail Centres with different speed limits are listed in appendix A.

Royal Mail Wholesale customers and their representatives must make their way directly to the allocated bay, unless they are directed otherwise.

Where on-site traffic lights are in use Royal Mail Wholesale customers and their representatives must adhere to them.

Many Mail Centres operate a one way system, Royal Mail Wholesale customers and their representatives must strictly adhere to the one way system.

Royal Mail Wholesale customers and their representatives must:

- Be aware of any hazards that will normally be highlighted in yellow and black.
- Only walk in areas that are signposted or marked as pedestrian walkways.
- Ensure any containers that are in use are properly stabilised and, where appropriate, the brakes are applied.
- Follow any health and safety or security instruction given by a Royal Mail employee.
- Watch out for other vehicles when on a Royal Mail site.

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Royal Mail Wholesale customers and their representatives must not enter any other areas e.g. sorting hall and staff restaurant. If they need to use the toilet facilities they should ask a Royal Mail employee.

### 5. Docking

#### 5.1 General Requirements

All Royal Mail Wholesale customers and their representatives must be aware of the procedures for the safe docking of vehicles before they commence docking procedures.

Vehicle and loading bay doors must be closed when vehicles arrive.

Royal Mail Wholesale customers and their representatives must not manoeuvre onto their designated bay until clearly signalled that it is safe to do so. This signal will depend upon local facilities and arrangements (traffic lights, RM employee directing etc.). Where stop-go traffic lights (as opposed to proximity warning lights) are fitted, Royal Mail Wholesale customers and their representatives must only manoeuvre onto bays when the traffic light is on “green”. No manoeuvring shall take place when the stop-go traffic light is on “red”.

Royal Mail Wholesale customers and their representatives are responsible for safely parking the vehicle and for opening the rear doors. Under no circumstances shall tail lifts be lowered until the vehicle is stopped and secured at the dock (unless a dock leveller recess, see below).

Royal Mail Wholesale customers and their representatives must ensure that tail lifts/boards, where fitted, are adjusted to the appropriate level to fit within dock leveller recesses.

Where fitted, vehicle barn doors must be opened and secured by the Royal Mail Wholesale customers and their representatives immediately before the vehicle is parked in the final docking position.

Royal Mail Wholesale customers and their representatives must ensure that the vehicle hand brake is applied and, where applicable, that trailer parking brakes are also applied in order to counteract any possible hand brake failure.

When the Royal Mail Wholesale customers and their representatives are satisfied that the vehicle is safely parked, they must remove the ignition keys, which must be placed on the relevant bay door hook.

Under no circumstances shall Royal Mail Wholesale customers and their representatives retain their vehicle keys or to leave them in the vehicle while loading/unloading operations are in progress.



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Royal Mail Wholesale customers and their representatives must always use designated pedestrian walkways when making their way to and from their vehicle/trailer and when moving around inside the building.

Under no circumstances can Royal Mail Wholesale customers and their representatives operate the bay doors or dock levellers.

### 5.2 Double Deck Trailers

Some Royal Mail sites cannot accommodate Double Deck trailers. Those that do, have a limited number of Double Deck bays. Prior agreement must be obtained via DSACC before a Double Deck trailer can access a Royal Mail premises. This may require a local risk assessment and customer SSOW to be shared.

The normal sequence of operation on Double Deck loading bays is as follows:

- Royal Mail Wholesale customer's vehicle arrives at Royal Mail premises. Royal Mail Wholesale customers report into site, informing that trailer is Double Deck.
- After the ID and vehicle registration check is completed, Royal Mail Wholesale customer's vehicle is directed to Double Deck loading bay.
- Royal Mail Wholesale customers and their representatives to ensure that the bay is appropriate, empty, the door is closed, the external traffic light is "green" and the shelter head deflated.
- Royal Mail Wholesale customers and their representatives reverse vehicle to the dock buffers and on contact allow vehicle to move away slightly.
- Royal Mail Wholesale customers and their representatives enter the building and place vehicle keys on the bay door hook.
- Royal Mail operator presses the door up button, immediately the door starts to open the external traffic light changes to "red" and the shelter head bag inflates to seal the head of the vehicle.
- When the door is fully open interlocks release, to enable the dock leveller to be operated by Royal Mail staff.
- Royal Mail Wholesale customers and their representatives operate the suspension levelling. When the bed of the Double Deck trailer is raised to allow loading of the lower deck it must be set at 100mm (4") below the dock height. Suspension adjustment can only be carried out in accordance with the specific vehicle SSOW & dock type. Before leaving the dock ensure that the suspension has been reset to the correct height.
- When loading/unloading is complete the dock leveller must first be parked by the Royal Mail operator.

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- The Royal Mail operator then depresses the door close button.
- As the door is closing the shelter head bag deflates and following a time delay the external traffic light changes to “green”. Royal Mail Wholesale customers and their representatives must not pull away on a “red” light - this will damage the shelter head bag and cause a Health and Safety risk.
- The Royal Mail Wholesale customers and their representatives shall collect the keys from the bay door hook and depart.

### 6. Unloading and Loading

#### 6.1 General Requirements

- Before loading/unloading operations can commence, Royal Mail Wholesale customers and their representatives must receive confirmation from the Designated Responsible Person or his/her nominee that it is safe to do so.
- Only trained Royal Mail staff shall operate roller doors and dock levellers on Royal Mail premises.
- Once a Royal Mail Wholesale customer’s vehicle has reversed onto a loading bay the dock leveller must only be deployed by a Royal Mail operator.
- Royal Mail Wholesale customers and their representatives must follow lifting and handling techniques where appropriate.
- For Royal Mail Wholesale customers who bring their mail to site in Yorks and/or Tray Dollys, these filled containers must be unloaded and moved onto the dock before starting to reload the vehicle with empty containers.
- It is the Royal Mail Wholesale customers or their representatives’ responsibility to unload and load the vehicle. Royal Mail staff must not enter the Royal Mail Wholesale customers’ or their representatives’ vehicle or trailer but accept or present the containers at the back of the vehicle unless otherwise required by the SSoW.

#### 6.2 Tail lifts

##### 6.2.1 General Requirements

A vehicle tail lift must be used to unload and load Yorks from ground level or from intermediate level docks.

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Royal Mail Wholesale customers and their representatives must know how to operate the tail lift they are using and what it can be used for, referring to the operating instructions if necessary.

- Only trained operators may use tail lifts
- Royal Mail Wholesale customers and their representatives must check operation before use and report any defects
- Royal Mail Wholesale customers and their representatives must know the safe working load - do not exceed it
- Royal Mail Wholesale customers and their representatives must only use containers that fit safely on the tail lift and which allow the operator adequate manoeuvring space and sufficient room to operate the controls safely
- Royal Mail Wholesale customers and their representatives must not manoeuvre the vehicle with the tail lift lower than vertical unless in specified situations
- Royal Mail Wholesale customers and their representatives must hold on to the container when riding up or down on the tail lift and keep clear of the platform edges
- Royal Mail Wholesale customers and their representatives must keep fingers, toes etc well away from folding mechanism
- Royal Mail Wholesale customers and their representatives must beware of slippery surfaces when wet

### 6.2.2 Use of Tail Lifts to move York Containers

- Royal Mail Wholesale customers and their representatives must lower the open tail lift platform to the ground or intermediate dock, ensure roll stops are in the pop up mode.
- Royal Mail Wholesale customers and their representatives must push the loaded York on to tail lift. Allow fixed wheels to rest against raised roll stop and apply the brake.
- Royal Mail Wholesale customers and their representatives must load or unload the York to the offside of the tail lift platform so as to maximise space available for operator.
- Royal Mail Wholesale customers and their representatives must load a second York if necessary.
- If a sloping tail lift is used, or manoeuvring is difficult for any other reason, Royal Mail Wholesale customers and their representatives must get help

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- When a tail lift is in use, Royal Mail Wholesale customers and their representatives must look out for others nearby, be vigilant and aware of what is going on around them
- The only acceptable Royal Mail method for loading empty York containers using a tail lift is in the single assembled state. A maximum of 2 empty York containers can be moved at any one time.

### 6.3 Dock Levellers

The normal sequence of operation on dock leveller bays is as follows:

- Royal Mail Wholesale customers and their representatives must ensure that the bay is empty, the door is closed, the external traffic light is “green” and the shelter head deflated.
- Royal Mail Wholesale customers and their representatives reverse vehicle to dock buffers and on contact allow vehicle to move away slightly.
- Royal Mail Wholesale customers and their representatives enter the building and place vehicle keys on the bay door hook.
- Royal Mail operator presses the door up button, immediately the door starts to open the external traffic light changes to “red” and the shelter head bag inflates to seal the head of the vehicle.
- When the door is fully open interlocks release, to enable the dock leveller to be operated by Royal Mail staff.
- When loading/unloading is complete the dock leveller must first be parked by the Royal Mail operator.
- The Royal Mail operator then depresses the door close button.
- As the door is closing the shelter head bag deflates and following a time delay the external traffic light changes to “green”. Royal Mail Wholesale customers and their representatives must not pull away on a red light - this will damage the shelter head bag and cause a Health and Safety risk.
- Royal Mail Wholesale customers and their representatives shall collect the keys from the bay door hook and depart.

## 7. Handling of Containers

### 7.1 Yorks

#### 7.1.1 Use of Yorks

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It is important to use the correct procedures when using Yorks, and to check them for defects before use, so as to reduce the risk of injury.

- Make sure the base is firmly located on the lugs before use and that the brake is working
- Prior to loading ensure bottom strap is locked to maintain the York's structural integrity during loading. As each strap level is reached during loading the subsequent straps must also be locked & tensioned where applicable. Where only the top strap has the tension facility this must be locked to ensure the rigidity of the York during transit
- Do not load above side height - maximum weight with contents is 250 kg
- Push from the brake end using the yellow handles - only move one York at a time
- When turning sharp corners go to the side facing the direction you want to turn and steer the York by pulling the side wall
- When backing a York against a wall, or manoeuvring in a vehicle, it is permissible to push or pull from the front in order to position the container
- Keep the York under control with feet well clear, and have consideration for others
- Straps and the container load must be clear of the floor or wheels
- Always apply the brake to stationary Yorks. Brakes are not for stopping the York or holding it on slopes
- Do not throw bags into or out of Yorks
- Do not load trays on top of bags - place heavier items at the bottom
- When manoeuvring heavy loads or operating on slopes assistance may be required
- Yorks must be left in the designated areas when not in use
- All defective Yorks must be reported to a Royal Mail manager
- When used, the Auto Level Packet Sleeve must be closed to retain the contents before the York is moved - do not use for heavy single items, bags or trays. All 3 straps must be locked & tensioned where applicable to ensure retention of the ALPS prior to the York being moved

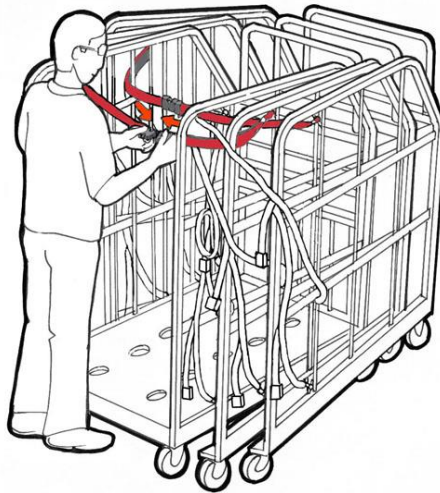
- It is important to use the correct procedures when loading or unloading Yorks so as to reduce the risk of injury when manoeuvring them, and to ensure the vehicle is correctly loaded, and the load secured to prevent it shifting whilst on the road.

### 7.1.2 Nesting Yorks

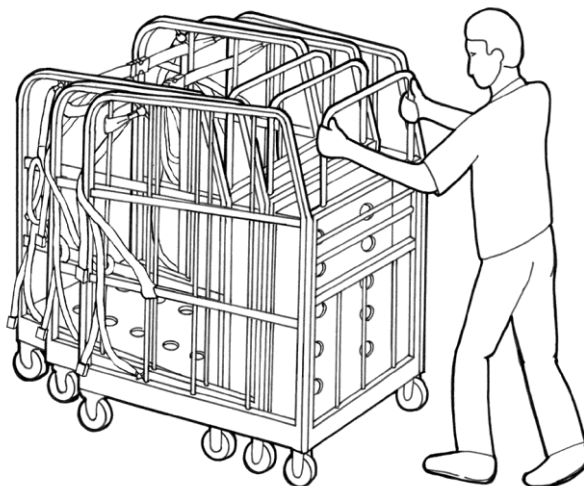
- The preferred method of moving empty York containers is in the single assembled state. If tail lifts are used this is the only acceptable method. It is acknowledged that significant time advantages can be gained from moving multiple nested Yorks. However, this method must only be considered where dock levellers are available and where ground conditions are good.
- The floor must be up and latched.
- Apply the brakes on the first unit.
- DO NOT use excessive force when dismantling:
  - Pull using a steady force – do not jerk the containers
  - If a container appears to be jammed try to remove a different container. If all of the containers are jammed ask for assistance and pull the container together using a steady force.
- Ensure that there is an element of slack in each connecting strap to allow for the York to turn.

### 7.1.3 Moving multiple nested empty Yorks

- A maximum of 3 is a one person activity.
- A maximum of 5 is a two person activity.
- The front (i.e. first) container must be assembled.
- The second container must be nested round the back of the first one.
- The third & where appropriate, fourth & fifth container must be nested round the back of the previous one.
- Form a train by using the straps to connect the three/five Yorks together end to end. Place the strap through the adjoining York at handle height and secure (see illustration below).



- Ensure that each connecting strap is tight. Place both hands on the steering handle and use them to manoeuvre it.
- Multiple empty nested Yorks must only be moved in a straight line or a gradual change of direction where there is adequate space. Sudden changes of direction or tight corners must not be attempted.



- When moving multiple empty nested Yorks always ensure they are travelling freely.
- Always ensure the way ahead is clear before moving off.
- Look out for other traffic and people movements and react accordingly.

#### 7.1.4 Use of Auto Level Packet Sleeve for Yorks

- ALP Sleeves must be closed to retain the contents before the York Container is moved. All 3 straps must be locked & tensioned where applicable to ensure retention of the ALPS prior to being moved.

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- Auto Level Packet Sleeves have been designed for mixed packet mail, do not use for single items over 7.5 Kg, bags or trays.
- Faulty ALPS must be reported to a Royal Mail Manager

### 8. Bag Collections

#### 8.1 Carriers Equipment

In order to be handled by Royal Mail staff, non Royal Mail equipment must have been locally risk assessed by Royal Mail, a safe systems of work produced and staff trained. This may be necessary when, for example, empty bags are provided in the Royal Mail Wholesale customers and their representatives own equipment.

Only wheeled, braked containers can be used for this purpose.

Non Royal Mail equipment can be handled by DSA Royal Mail Wholesale customers and their representatives on Royal Mail premises' providing this is done safely and any guidance given by Royal Mail managers is followed (for example not blocking fire exits or walkways).

### 9. Departure from Royal Mail Premises

The Royal Mail Wholesale customers and their representatives must ensure that strapping is in place and the load correctly secured.

If the Royal Mail Wholesale customers and their representatives are satisfied, the dock leveller must then be returned to a safe position by a trained Royal Mail employee and the vehicle and bay doors closed and secured. Only then can the keys be returned to the Royal Mail Wholesale customers and their representatives.

Royal Mail Wholesale customers and their representatives can only depart when signalled that it is safe to do so. This signal will depend upon local facilities and arrangements (traffic lights, etc.). Where stop-go traffic lights (as opposed to proximity warning lights) are fitted, Royal Mail Wholesale customers and their representatives must only manoeuvre off bays when the light is on "green". No manoeuvring shall take place when the stop-go traffic light is on "red".

Where fitted, barn doors must be closed and secured by the driver immediately before the vehicle leaves the loading bay area.

Before pulling away from the bay, Royal Mail Wholesale customers and their representatives must, where applicable, secure and fully close tail lifts/boards. Vehicle must not be driven away with the tail lift/board down.

All vehicles must be fitted with load restraint straps.



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Royal Mail Wholesale customers and their representatives must go directly to the exit once they have unloaded, reloaded and empty containers and secured their vehicle.

Additional Local Site Specific Health and Safety Procedures

Inward Mail Centre	Site Specific Information
Aberdeen MC	Stop at gatekeeper who will advise to park in car park and follow walkway to reception. Reception carries out checks and then contacts Distribution manager who meets driver and advises of which bay to park
Belfast MC	Manually transferred static plate used instead of dock leveller for transfer of containers between the vehicle & dock
Birmingham MC	Local 5mph speed limit & one way system. After entering distribution hall Royal Mail Wholesale customers and their representatives must lock their vehicle keys in the key box adjacent to the loading bag- the position of the boxes is cleared marked with signage
Bristol MC	None
Cardiff MC	None
Carlisle MC	Drivers using the small collection bay must contact the transport office via the intercom before unloading
Chelmsford MC	None
Chester MC	Royal Mail Wholesale customers and their representatives that are not familiar with the site and unscheduled / rescheduled vehicles will be required to wait at the gatehouse/barrier until instructions are given on where the vehicle and driver is to proceed to and who to report to.
Croydon MC	None
Dorset MC	Internal space constraints so 1 vehicle to unload at a time
Edinburgh MC	One way system in place. Vehicles must follow one way system in Yard driving off to the left for the Collection Bank or follow onwards right to the Warehouse Area.
Exeter MC	Royal Mail Wholesale customers and their representatives must report to reception. Vehicles will be allowed through the gate individually (Royal Mail Wholesale customers and their representatives must not tail gate), where upon the Distribution Manager will allocate a vacant bay and confirm that loading / unloading can commence.
Gatwick MC	Gatehouse is unmanned, use intercom to gain access and get instructions Max height of canopy is 3.25 metres on non dock-levelled bays
Glasgow MC	Vehicles must turn left on arrival and never access the car park area One way system in place
Greenford MC	Gatehouse is unmanned, use intercom to gain access and get instructions. 5 mph speed limit & one way system in place
Home Counties North MC	None
Ipswich MC	Speed limit on site is 5 mph. Be aware of pedestrians crossing yard to the left and right of main gates on entering the site. All vehicles must turn right when exiting the mail centre yard
Jubilee MC	One way system may be in operation if the barrier is out of order
Leeds MC	None
London Central MC	If allocated bays are in use park opposite refuelling point or as otherwise directed
Manchester MC	None

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Medway MC	Gatehouse is unmanned, use intercom to gain access and get instructions. To be aware of multiple pedestrian crossings on site
North West Midlands MC	None
Norwich MC	None
Nottingham MC	On arrival use intercom system to gain access to site
Peterborough MC	None
Plymouth MC	None
Preston MC	None
Romford MC	Electronic gate access to be used
Sheffield MC	Speed Limit from fuel island to loading bays 5mph
South Midlands MC	None
Southampton MC	None
Swansea MC	None
Swindon MC	Gatehouse is unmanned, use intercom to gain access and get instructions
Truro MC	None
Tyneside MC	Gatehouse is unmanned, use intercom to gain access and get instructions
Warrington MC	None