

No: 155/2020

25th March 2020

For the Immediate Attention of All:

Postal Branches
Divisional Representatives
Area Processing Representatives

Dear Colleagues

Royal Mail Guidance For Mail Centres – Social Distancing

Please find attached for the information of Branches and representatives a copy of Royal Mail slides that have been received by the department in relation to changes to working practices to accommodate social distancing, which we understand have been circulated in the field. The slides relate to operational activities and do not cover Engineering processes or tasks.

For absolute clarity the attached slides have been produced by the business without consultation or input from the department. That said they do seek to address some of the issues that have been raised in respect of how social distancing can be applied in the Mail Centre operational environment.

There are however a number of issues that the department will be raising with the business in respect of the processes contained in the slides and seeking to clarify or revise, in order to improve where necessary.

Not least of these is the reference to throughputs that is included in the diagrams, which we would stress to colleagues are not agreed by the department. This is an issue that has been raised previously with the business, who have accepted the CWU position and informed us that these are included for Industrial Engineering and regulatory purposes only.

In the meantime it is clearly imperative that the need for social distancing is accommodated at all sites and the business' guidance document will provide a foundation for engagement and activity to take place locally to address any issues that are identified.

Any enquiries in relation to this LTB should be addressed to Davie Robertson, Assistant Secretary, email: dw Wyatt@cwu.org quoting reference 014.14

Yours sincerely

Davie Robertson
Assistant Secretary

Novel Coronavirus (2019-nCoV)

Social Distancing Operational Guidelines – Catering Units

As part of the Governments advice around social distancing and the closure of food businesses the following guidance must be followed for all Compass catering sites remaining open in order to protect colleagues and customers from spreading the Covid-19 virus

Essential Workplace Catering

As part of the Health Protection (Coronavirus, Business Closure) (England) Regulations 2020, the following sites can remain open for the provision of catering services to essential workplaces, however where appropriate the guidance below for non-essential workplace catering should be followed:

- Cafes or canteens at a hospital;
- Care homes
- Schools
- Prisons and MoD facilities;
- Other essential workplaces (national infrastructure or food manufacturer, distribution or retail)

Non-Essential Workplace Catering

Compass catering units within non-essential workplace sites which remain open must close the restaurant dining area and provide a takeaway food service only whereby the food is consumed outside of the normally designated dining area in accordance with social distancing measures.

Food Offer

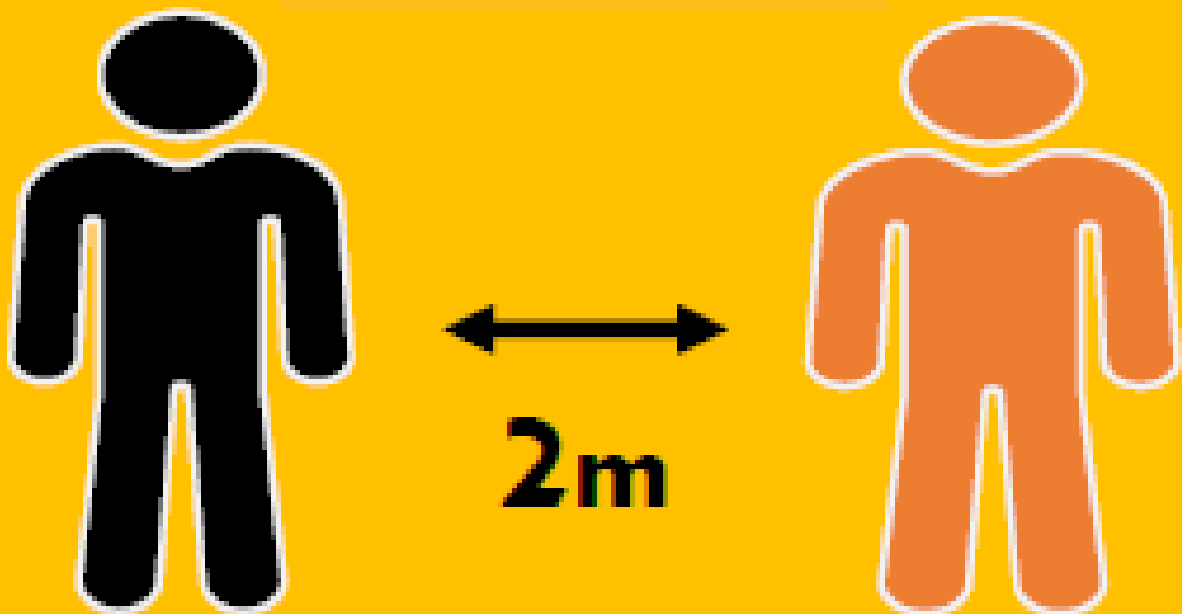
- Provide an alternative reduce menu in line with new Compass menu offer
- Minimise food preparatory work by ordering pre-chopped / peeled / washed produce.
- Close all open plan buffets and food counters
- Provide a takeaway food service only via a retail grab & go menu plan
- Serve food in food-grade takeaway containers with disposable cutlery
- Provide hot beverages in disposable cups. Do not serve drinks in re-usable cups
- Limit hospitality to a pre-packed food offer only including disposable cups

Colleague Segregation

- Only employ minimum staffing levels to maintain the reduced level of food service provided
- All colleagues to maintain good hand hygiene as per the Compass Food Safety Management System
- All food service colleagues to wear disposable apron and gloves during service
- Compass colleagues to remain behind the counter at all times during food service, using the food counter as a physical barrier to maintain the social distancing required
- Implement a process to avoid queuing for food service or payment – using a simple service number ordering system or by pre-portioning food items into labelled takeaway containers
- Limit service / payment transactions to one person at a time
- If at all possible move to cashless transactions
- Display attached notices at food service points to remind customers to maintain social distancing (see appendix A)

Appendix A

WHEN QUEUEING



**Please Maintain
Social Distancing**

Dear Colleague,

The Government has said that Royal Mail Group workers are included in the list of those whose work is critical to the covid-19 response. As caterers to Royal Mail our role in supporting them and their work is more important now than ever. This means that all our services, both catered and vending, are expected to remain open.

Like you, I have concerns around my safety and that of my family and friends. It is therefore vital that we all follow the advice we have been given by the NHS and Public Health England.

If you are working on the frontline, helping Royal Mail across the country deliver key services, please make sure you follow strict health and safety protocols:

- Stay 2 metres (6ft) away from other people
- Wash your hands as soon as you get home with soap and water often – do this for at least 20 seconds
- Use hand sanitiser gel if soap and water are not available
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Put used tissues in the bin immediately and wash your hands afterwards

In addition to the above we have commenced a number of measures to support you all whilst in the workplace, which have been agreed with Royal Mail;

- We are providing an alternative reduced menu
- Please minimise food preparatory work by ordering pre-chopped / peeled / washed produce.
- Close all open plan buffets, deli bars and salad bars
- Provide a takeaway food service **only**
- Serve food in food-grade takeaway containers with disposable cutlery
- Provide hot beverages in disposable cups.
- All food service colleagues to wear disposable apron and gloves during service
- Quadrant colleagues to remain behind the counter at all times during food service, using the food counter as a physical barrier to maintain the social distancing required
- Implement a process to avoid queuing for food service or payment – using a simple service number ordering system or by pre-portioning food items into labelled takeaway containers
- Limit service / payment transactions to one person at a time
- If at all possible move to cashless transactions

In the meantime, we are doing everything we can to support you in these uncertain times.

As a reminder – we have already committed to paying full contractual terms to any employee who needs to self-isolate for up to 14 days or is covered by a sick note should they become poorly.

Should you need additional time off for any other issues such as caring for children or other family members you will be asked to take any outstanding annual leave you have, or in exceptional circumstances you will be allowed to bring forward some of next year's annual leave to assist you remaining on full pay.

ANNEX B

All Managers have been provided with a copy of the key worker letter should you need this to support with child care – please speak to your manager if you need a copy.

Last but by no means least – I want to say how proud & grateful I am of how each of you have responded to the immediate challenges facing us and want to thank you again for all that you are doing and in advance for what we will need to do over the coming weeks.

Let me reassure you that we will continue to do everything we can to keep you, our clients and customers safe and by working together I believe we will continue to overcome the challenges that lie ahead.

Kind Regards

Emma Best

Operations Director