

OPERATIONS & MODERNISATION RISK MANAGEMENT

SAFE SYSTEM OF WORK

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

Task Description	
Generic task	Operation and Use of York and Mini-York Containers
Generic Assessment Number	SAC 1 York and Mini York July 2014; SAC 1 Yorks Jul 2012 SAC1 Mini Yorks December 2011
Version No	Version 3.0

WHAT RISKS ARE CONTROLLED BY THIS SAFE SYSTEM OF WORK (As identified in the SAC1)					
Identified Risk			Risk Rating (As per Matrix)		
Lifting and Handling injury			Adequately Controlled		
Impact / Strike – York Movement			Adequately Controlled		
Falls From Height – Tail Lift / Loading Bay			Adequately Controlled		
Cuts / Bruises			Adequately Controlled		
Hit by Falling / Moving Objects			Adequately Controlled		
Control					
<ul style="list-style-type: none">• SSOW• Training• Specific M/H instruction	<ul style="list-style-type: none">• WTLL Briefs• Maximum Weights• Weighing scales	<ul style="list-style-type: none">• Securing Straps / Restraint• Housekeeping	<ul style="list-style-type: none">• Good surfaces• Site Layout• Royal Mail Footwear	<ul style="list-style-type: none">• Maintenance• Defect process• Spot checks	<ul style="list-style-type: none">• Operator Visibility (majority)• York Design

INSTRUCTIONS
<p>This safe system of work must be followed at all times and consolidates advice given in operator training. Any problems should be reported to your line manager immediately.</p> <p>It is the legal responsibility of every employee at work:</p> <ul style="list-style-type: none"> To take reasonable care for the health and safety of themselves and others who may be affected by their acts or omissions To report defective or faulty equipment immediately. <p>General</p> <p>The SSOW is a generic instruction for use across the company and represents a minimum standard. Local risk assessments may identify the requirement for a higher level of control as per company procedure.</p> <p>Always seek assistance if you feel that it is required.</p>

Core Standards

The following Core standards apply to this safe system of work

Weight (maximum)			
➤ York and Mini York containers 250 kg	➤ RM Parcels 20 kg	➤ Delivery Pouch 16 kg	➤ Labels Box 10 kg
➤ York ALP Sleeve 250 kg	➤ Parcelforce Parcels 30 kg* (unless otherwise assessed)	➤ RM Bag 11 kg	➤ Import bags (International) 30kg
➤ Mini York ALP Sleeve 70 kg	➤ Tray 10 kg	➤ Gas Boxes 30 kg	
		➤ Door to Door Box 10kg	
Volume / Fill	Restraint	Condition	
➤ No load to be filled above the top of the York and loaded within weight limit	➤ All loads must be properly restrained using restraining straps	➤ Containers must be in a safe condition including wheels, brakes, handles and restraints	

APPROVED LOADS	
Up to 28 Royal Mail Letter Trays for all Yorks despatched at Outward from Mail Centres, Transported and Processed within the Logistics network and received at Inward by Mail Centres	Gross weight not exceed 250 kg
Up to 24 Royal Mail Letter Trays for all Yorks despatched at Inward by Mail Centres / Mails Processing Units for distribution to Delivery Offices	Gross weight not exceed 250 kg
Up to 52 empty Royal Mail Letter Trays	Gross weight not exceed 250 kg
Mix of Royal Mail Letter Trays and Mail Bags with trays loaded first	Gross weight not exceed 250 kg
Mail Bags loaded with letter or Parcel Mail	Gross weight not exceed 250 kg
Royal Mail Letter Trays or Mail Bags contained within a Container Sleeve	Gross weight not exceed 250 kg
Loose Parcel Mail / Boxes contained within an Auto Levelling Packet Sleeve	Gross weight not exceed 250 kg. Maximum individual item weight: 7.5kg
Loose "stackable" Parcel Mail / Boxes contained within an Un-sprung Container Sleeve	Gross weight not exceed 250 kg. Maximum individual item weight: 11kg
Loose strapped Bundles / Boxes providing they are of sufficient dimensions such that they will be retained by the load retention straps and container framework	Gross weight not exceed 250 kg. Max individual bundle weight 6.4kgs Box weights as per Core Standard
Mini York with Loose Parcel Mail / Boxes contained within an Auto Levelling Packet Sleeve	Gross weight not exceed 70 kg Maximum individual item weight: 7.5kg (16kg Pouches permitted on top of load)

Manual Handling

Use the correct manual handling technique at all times. This is based on assessing the risk using the **TILE** principal:

Task	Individual	Load	Environment
➤ Applying and Releasing Brake	➤ Employee / Agency	➤ York / Mini-York	➤ Mail Centre
➤ Loading and Unloading	➤ Personal physique (size, strength etc.)	➤ Parcels	➤ Delivery Office
➤ Use of ALP Sleeves	➤ Personal Condition	➤ Trays	➤ Distribution Centre
➤ Moving Yorks	➤ Vulnerable persons	➤ Bags	➤ Third Party Location
➤ Positioning Yorks		➤ Strapped Bundles	➤ Dock Leveller / Dock
➤ Moving and Storing Nested Yorks		➤ Loose Mail	➤ Yard
➤ Loading and Unloading on to Vehicle		➤ Mixed Loads	➤ Vehicle

Communication and Review

In order for the SSOW to be effective, it should be communicated to all staff, including Agency, and displayed on noticeboards. Compliance to the SSOW should be ensured by local review and Spot Checks by Managers, Employees and Safety Representatives. Where required, coaching should be completed immediately and further countermeasures discussed and implemented through the joint Safety Committee structure.

Before Use – 10 Point Checklist

- | | |
|-------------------------------|------------------------------------|
| 1) No Bolts or Rivets Missing | 6) No Damage to Straps and Buckles |
| 2) Safety Info Visible | 7) Base is Fixed and Secure |
| 3) Yellow Handles Are Secure | 8) No Grooves on Wheels |
| 4) All Welds Are Intact | 9) Sides Are Not Bent Out of Shape |
| 5) Brake is Functional | 10) York Pushes in a Straight Line |

Applying and Releasing the Brake

- Report any defects to your manager
- Brake must be applied when stationary or before loading
- Hold the straight section of the lever and lift up / down keeping hold of the lever during movement. The other hand should be holding the vertical yellow handle.
- When braking, check the brake is fully engaged on both sides (you may need to use two hands for Yorks with plastic hinges)



Loading

- Place heavier items at the base of the stack
- DO NOT exceed the gross weight (load + container)
- DO NOT load above the side height or beyond the framework
- A maximum of **28 Royal Mail Letter Trays** for all Yorks despatched at Outward from Mail Centres, transported and processed within the Logistics network and received at Inward by Mail Centres providing the gross weight does not exceed 250 kilograms.
- A maximum of **24 loaded Royal Mail Letter Trays** can be loaded for all Yorks despatched by Mail Centres / Mails Processing Units for distribution to Delivery Offices providing the gross weight does not exceed 250 kilograms.
- Load trays by placing the first tray at the front of the York and, using one hand, slide to the back corner of the container. Once the first layer have been loaded place the next tray at the front and slide to the back corner.
- Trays loaded on top of each other must be stacked in the **same direction** as the tray below.
- Nested empty trays should be loaded upside down by putting one end of the tray on top of the existing stack or York bed and sliding the tray into place.
- Bags should be evenly stacked filling up the York alternately one side and then the other.
- For mixed loads, load trays first then bags on top
- Push any bag necks that are protruding from the side walls into the container before loading the York into a vehicle
- Strapped bundles should be **loaded and secured with care** to minimise any movement in transit.
- Secure the load with the York Restraining Straps from the bottom upwards. Make sure the straps **fully secure** the top trays / bags / boxes, securing straps as loading where required



Unloading:

- Release the York restraining straps carefully from top to bottom one at a time to reduce the risk of items falling forward.
- Test the weight of each item before fully moving.
- Remove trays by lifting the front trays of each layer first followed by the rear. When it is necessary to turn the rear trays **pull forward and diagonally** across the front trays to start the rotation then pick the tray up in two hands and complete the rotation by moving the feet and stepping round.
- Remove mail bags and parcels by working from the top to the bottom. Do not pull from the centre of the load.



Use of Auto Level Packet Sleeve for Yorks

- Faulty ALP Sleeves should be removed from service and sent for repair to the appointed contractor in accordance with the published repair procedures
- As a short term measure, trays can be placed upside down under the base of the sleeve if the return mechanism is not sufficient or not working
- Ensure the ALP is fully secured with the two Velcro straps
- The first two Restraining Straps should be secured prior to loading the ALP Sleeve.
- ALP Sleeves should be **closed to retain the contents** before the York container is moved
- ALP Sleeves have been designed for mixed parcel mail. DO NOT use for single parcels over 7.5kg or trays. Parcels over 7.5kg should be sorted into a sleeveless York container for transportation to work areas.
- Bags should not be tipped into York ALP Sleeves.



Additional Requirements for the Use of Mini-Yorks

- DO NOT overfill Mini Yorks. All content must be secured by the load retention sides / container framework.
- Delivery Pouches (fully loaded) are permitted in mini Yorks so long as they are loaded ON TOP of any items or there is nothing else in the container and secured within the framework.
- It is permitted to use Mini York Sleeves for loose mail. When tipping a bag, firstly assess the weight of the bag and break **down if required before lifting the bag** into the container (this should not be above shoulder height). Remove the mail in easy stages from the bottom before lifting to empty the remainder.
- When unloading mail / parcels, where possible, one hand should be used for support whilst unloading.
- For loose mail **two nested trays** are required under the base of the sleeve to support it.
- DO NOT attempt to manually lift a mini York into position



Fitting and removal of Auto Level Packet Sleeves for Yorks and Mini Yorks

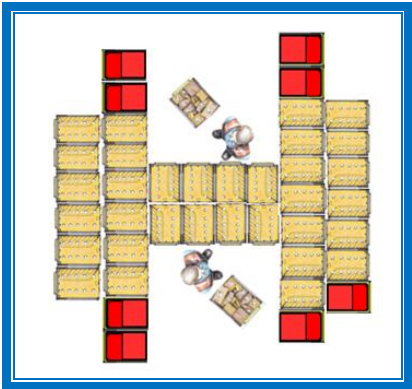
[Refer to the ALP Sleeve Fitting Instructions](#)

- This is usually a two person activity. A local risk assessment should be completed to review completion as a one person activity with task rotation considered as a countermeasure.

Additional Requirements for the Use of Yorks and Mini-Yorks in Bullrings

- York bullrings with full-size Yorks **should only be one deep** and the front of the sleeve should be open at the start of loading and closed as necessary to retain the mail during loading. A single mini-york can be positioned in front of light selection full-sized Yorks.
- Bullrings should be set up to avoid long throwing distances.
- Sorters should step closer to place items that are heavy, bulky or are difficult to throw, or to sort to distant selections.
- Mini-York bullrings **should only be 2 deep**, or one deep if sorting over a conveyor.

Mini-York Bullring



Additional Requirements for York Container Sleeve (Un-sprung Version)

- Use to retain loads that cannot be adequately retained by straps
- York Container Sleeves are not suitable for use with loose mixed packet mail, and ALP Sleeve should be used instead.

Additional Requirements for York Container Cardboard Sleeves

- Only to be used for **Approved Contracts** (not permitted for any other mail stream).
- In addition, Cardboard sleeves can be used in exceptional circumstances **only with the approval of CPC**
- DO NOT use sleeves for packets weighing more than 10kg
- Use the false base and cross support at all times.
- When sorting from a sleeve, open the lower part of the sleeve to improve access to packets at the bottom.
- When sorting from a sleeve, position the York to minimise twisting – use your feet to turn and not your body.
- DO NOT tip bags into cardboard sleeves
- Before moving the York, close the sleeve to retain the contents.

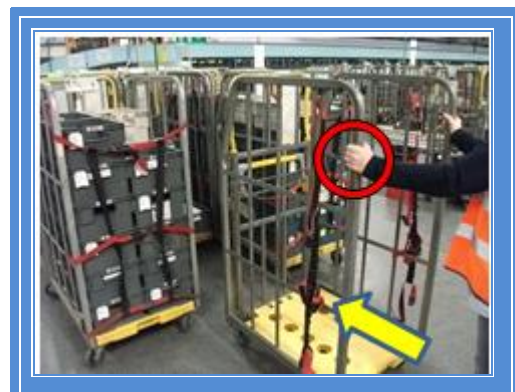
Moving Yorks

- Ensure the York restraint system is in place before moving a loaded York (bottom strap for empty York)
- Plan your route and ensure sufficient space
- Push the York from the brake end using the **yellow handles**
- If vision is impeded by the content of the container safely manoeuvre the York **whilst looking around the sides at regular intervals**. Alternatively, reduce the load height if possible (and consolidate to full height at Dispatch) or seek assistance in congested areas.
- Only push **one** loaded York container at a time
- Keep feet clear when manoeuvring
- Manoeuvre using handles
- DSA / Third Party Yorks should be treated as Royal Mail containers where authorised in the network



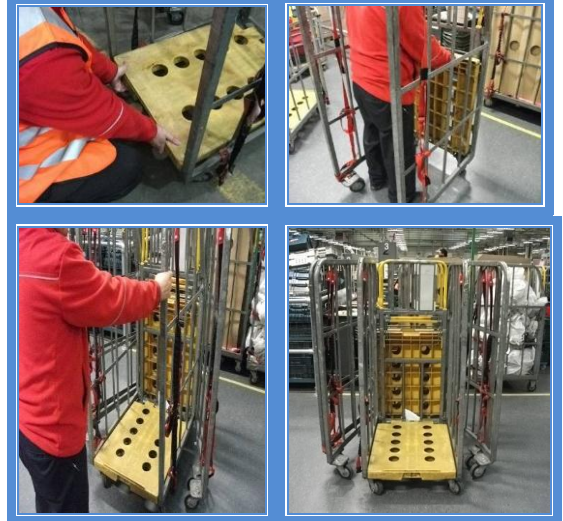
Positioning Yorks

- In circumstances where close movement of the York is required (e.g. when backing the York against a wall, on a loading bay; in a vehicle etc.) it is permissible to push from the front or side in order to position the container
- In restricted areas it is permissible to push or pull from the front / side wall **until it is possible to manoeuvre from the rear**.
- If you are unable to access the rear of the container to engage / release the brake then ensure that the container is positioned on a flat, level surface. Where there is a risk of movement such as Dispatch Lanes the front York should be turned and the brake applied (local risk assessment should be completed)



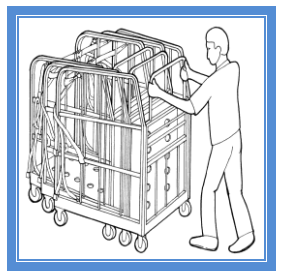
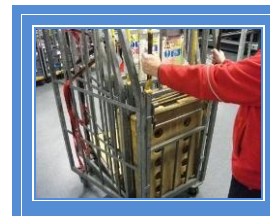
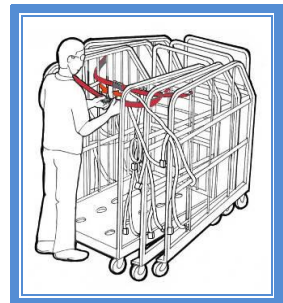
Nesting / Storage

- Raise the base by placing **both hands under the base** and lifting before locking into position
- Spread the sides apart of the first york
- Place the second York into the first and repeat the process
- Ensure the last container nested is assembled with the base in position
- Do not use excessive force



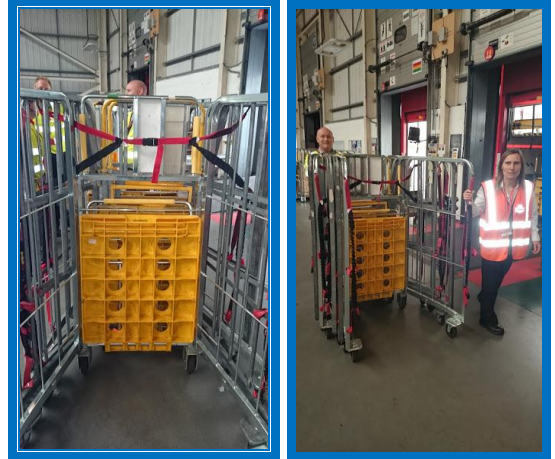
Moving Multiple Empty Nested York Containers – One Person Activity (Maximum of 3 Yorks)

- The front (first) container must be assembled with the second and third containers nested behind
- The nested Yorks must be **secured together** by the load restraining straps.
- Moving multiple assembled Yorks must only be carried out by trained employees
- Multiple empty assembled Yorks should be moved in a straight line or a gradual change of direction where there is adequate space. Two people may be required if this is not possible and where it is necessary to make a tight turn pull the containers round from the front.
- Push the rear York with the **yellow handles**.



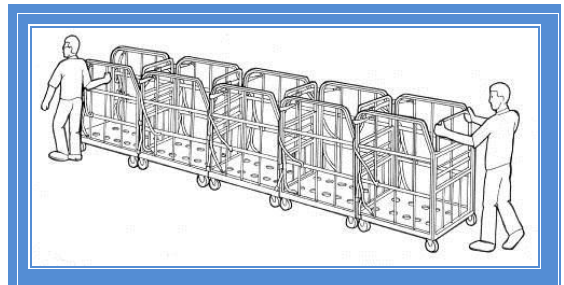
Moving Multiple Empty Nested York Containers – Two Person Activity (Maximum of 5)

- This is a **two-person** activity.
- All containers can be nested securely together.
- Moving multiple nested Yorks must only be carried out by trained employees
- No more than **five nested Yorks** should be moved at any one time.
- Multiple empty nested Yorks should be moved in a straight line or a gradual change of direction where there is adequate space. Where it is necessary to make a tight turn the Yorks should be pulled round by the front York.
- Push the Rear York with the Yellow Handles
- Guide the front York by walking at the side and **pushing the front vertical bar** (do not pull with the arm stretched out behind).



Moving Multiple Empty Assembled York Containers – Two Person Activity (Maximum of 5)

- This is a two-person activity.
- No more than five assembled Yorks should be moved at any one time. These must be secured together with the load restraining straps.
- Moving multiple assembled Yorks must only be carried out by trained employees
- Multiple empty assembled Yorks should 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 should not be attempted.



Operating in and Around Vehicles

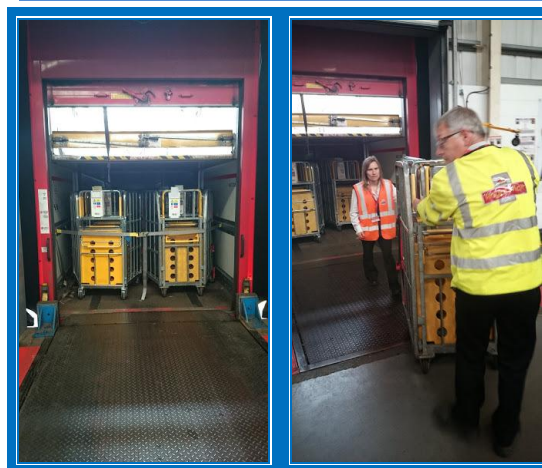
- Care should be taken when using and moving Yorks in **areas with moving vehicles**. This is particularly the case when vehicles are reversing.
- All instructions, walkways, designated areas and signage must be **adhered to at all times**.
- Yorks must not be left or stored in unauthorised areas (e.g. walkways) which may cause either vehicles or pedestrians to have to operate in an unsafe manner.
- Local Risk Assessment must be completed to ensure the safety of all activity



Loading / Unloading on to Vehicle

Refer to both 'Tail Lift' SSOW and 'Transport of Yorks and RSC's' in Royal Mail Vehicles' SSOW

- A **local risk assessment** may be required to ensure safe loading and unloading (for example the use of dock levellers on site).
- Only **one made up York** to be moved at a time
- The York brake must be applied when lifting or lowering on a tail lift. Where fitted, floor safety stops must be used.
- Only **two Yorks** are to be loaded on to a **tail lift** at any time.
- Nested Yorks **must not** be loaded on to a **tail lift** at any time.
- Nested Yorks must be loaded and unloaded over a dock leveller either by a single person (maximum 3) or two people (maximum 5). This may require undoing York straps and moving the containers individually where there is difficulty. **Two people should be available** to help free nested Yorks within the vehicle if required, taking care to avoid trapping fingers between Yorks.
- Nested Yorks should be pulled clear of the line and turned when space permits, initiating the turn by pulling round using the side bars at the front.
- Do not force a container into a space between other containers if there is a resistance due to protruding bags
- The brake must be applied when inside a vehicle
- All Yorks must be loaded and secured as per the relevant vehicle / trailer **Load Plan** in 'Transport of Yorks and RSC's' in Royal Mail Vehicles' SSOW or specific vehicle / trailer SSOW's.
- It is permitted to load Mini-Yorks as per the Load Plan.
- DO NOT tow or fork-lift containers without ancillary equipment. Only trained operators may use lift trucks.



Securing and Transporting York Containers in Vehicles

Refer to 'Transport of Yorks and RSC's' in Royal Mail Vehicles' SSOW.

This can be found on the SHE Knowledge Database

COMPETENCY

(Beyond the training received from this SSOW or any associated OPL's list any other training that is required)

Training	Format (Course/Certificated/Qualification)
<ul style="list-style-type: none"> Manual Handling Training (within 3 years) WTLL 	Content on Demand SHE Knowledge Database

PERSONAL PROTECTIVE EQUIPMENT

(The below PPE is to be provided and used by the people undertaking this task, where required)

Item	Ordering details	Comments
<ul style="list-style-type: none"> High visibility clothing and safety footwear in designated areas 	Stores	

SAFETY SIGNAGE

(The below Safety Signage is to be displayed in the workplace where these tasks take place, where required)

Item	Ordering details	Comments
<ul style="list-style-type: none"> York signage in York movement areas York Safety Data Plate Other as per local requirement 	Stores	

GENERAL INFORMATION

(Anything specific to the task)

Local arrangements for removal from service*An Out of Service* label must be attached and the nature of the problem noted on the label.

All of the above controls will, if implemented effectively, reduce the safety risks associated with this task or work equipment to an **ACCEPTABLE** level and as such be 'Adequately Controlled'.

SSOW AUTHORISATION

	Name	Signed	Date
Author(s)	James Cannon Corinne Parsons Neil Hayes Gary Bramley	<i>J Cannon</i> <i>C Parsons</i> <i>N Hayes</i> <i>G Bramley</i>	01/09/2014
This SSOW is authorised for deployment			
CWU Safety	Dave Joyce	<i>D Joyce</i>	01/09/2014
Group SHE Audit & Performance Manager	D. Marsden	<i>D Marsden</i>	01/09/2014
On deployment in the Work Area a copy of the SSOW should be retained for reference			