

Royal Mail Letters Severe Weather Policy (V2.1), Severe Weather Policy Supporting Document (V2.1) & Severe Weather Manual (V1.7):

This is to clarify the situation for branches in relation to the above. Copies of the three referred to documents, which are currently on the Royal Mail "Intra-Net" site are attached for your information and reference.

Prior to Christmas and just after, the Health, Safety & Environment Department received a number of enquiries regarding the three 'updated' versions of the RML Severe Weather documents which had appeared on the RM Intranet. These are the Severe Weather Policy for use in RML (V2.1), Severe Weather Policy Supporting Document (V2.1) and the Severe Weather Manual for use within RML (V1.7). Other earlier version numbers are also 'knocking around'. The main document is the 'Severe Weather Manual' which had clearly changed from the CWU/RML Nationally Agreed Policy. These three documents have not been subject to consultation with my department and are not agreed documents at this stage. However the status of these documents has now been determined.

It was pointed out to Royal Mail HQ that currently CWU has a nationally agreed 'severe weather policy' (previously known as the severe winter weather policy) which was negotiated by the health, safety and environment department with the former Royal Mail Head of Safety.

The history is that in the 90's the CWU had been pressing RML to establish a Severe Weather Policy and the then Head of Safety, the late Cynthia Yeates produced the first draft in 1998. The Policy was originally endorsed in August 1998 and was to be regarded as a working draft policy for testing during the 1998/99 winter. The draft was subject to further extensive consultation, including at a national briefing of ASRs at the Elstead Hotel and at a meeting on 29 October 1999 an agreement was finalised with RML and signed off as a national agreement.

Royal Mail then used it as the guiding principles for the 2000/2001 winters safety plan.

Following some further discussions between the Health, Safety & Environment Department and Royal Mail, further amendments, including CWU amendments to improve the policy were made for the 2000/2001 winter safety plan and the Policy was re-launched in May 2001 by Adrian Warren the then RML Head of Safety in preparation for the 2001/2002 winter. Adrian Warren and wrote out to all Area Managers on 11 May 2001, copying the letter to CWU/HQ and finally wrote to the Health, Safety & Environment Dept on 29 May 2001 confirming the Unions comments had been taken into account in developing the updated Severe Weather Policy which would now also form a new section in the Risk Assessment Manual.

There have been no proposals from Royal Mail to alter or update the National Agreement since 2001 until the 2006 changes appeared unexpectedly.

The Severe Weather Policy and its application was looked at closely by the HSE during the HSE Inspection programme in the pilot year 2003/4 and the formal Inspection programme years 1 (2004/5) and 2 (2005/6) where Royal Mail DOMs were criticised by HSE Inspectors for not applying the policy (along with a whole host of other policies). DOMs were not taking account of snow and ice and flooding etc, PPE, policing weight restrictions or the need to reduce weight when conditions are bad, weren't reviewing Safe Systems of Work and weren't considering the possibility that deliveries may need to be delayed, reduced or even cancelled.

During 2006 we also raised the issue of Severe Winter Policy with Network Logistics following the publication of Department for Transport figures indicating that fatalities among vehicle occupants rise dramatically in October and continue to rise to around 200 a month in December. In light of this we pointed out that preparing the fleet and drivers

for winter should be taken more seriously by Royal Mail to meet their duty of care obligations. However it then came to our attention that someone in Royal Mail had taken it upon themselves to alter and update the Policy, introducing the new documents in 2006 without consulting us and proposing changes to the national agreement. This was taken up with Royal Mail's Head of CSR and Head of Safety to determine the status and origin of these documents currently on the RMG Intra-Net and in circulation.

Ian Stockdale RML Head of CSR has responded, clarifying the situation and apologising to the Union for the failure to consult. He explained that the exercise in late 2005 was to 'refresh' the Policy by better collating and integrating the materials into a more user-friendly format to improve the application of the assessment process and to improve deployment. He added there was no intention to make significant changes or change Union involvement. He agreed that the Severe Weather Policy, supporting document and Manual could be reviewed later this year August /September time at which point CWU will have the opportunity to input into the process and restore any important health and safety points lost from our existing agreement.

If Representatives feel there are any contentious issues or shortcomings in these new attached "unilateral" updated versions which requires changing and discussion with Royal Mail please let the Health, Safety & Environment Department have your comments.



Royal Mail Internal Information

Severe Weather Policy for use within Royal Mail Letters

Version 2.1 Final

16th October 2006

Phil May
Pipeline Standardisation Manager
Quality Optimisation Team

Postline 5230 7313
 STD 01793 517313

Contents

Change Control.....	3
Policy Statement.....	4
Policy Constraints.....	5

Change Control

Status	Draft
Issue	Final
Version	2.1
Document No.	
Owner	Phil May
Authors	Phil May
Release Date	
Document Privacy	Internal Information

Authorisation

Title	Name	Signature	Date

Distribution List

Name	Version	Date

Documentation History

Issue	1	1a	2	2	2.1
Status	Draft	Draft	Draft	Final	Final
Release Date	24/11/05	11/11/05	28/02/06	06/03/06	16/10/06
Effective From					
Introduction					
Document Standards					
The Document Change					

Document Change History

Issue / Version	Summary of Change
1	Initial version
1a	Feedback taken and incorporated from working group
2	Details on calling instances of Force Majeure amended, Quality team renamed Service Integrity Directorate and OPEX renamed Ops Exec. Marketing criteria amended for during instances and Ops criteria

change our operating practices and level of customer service. Note:
Definitions of severe weather types used by Royal Mail are as directed by the
UK Met Office
(www.met-office.gov.uk)

This document will ensure:

- This policy is applied within all areas under the management of Royal Mail Letters
- Adherence to the preventative elements as outlined in this policy throughout the year
- The reactive elements as outlined in this policy are put into effect upon receipt of Met-Office forecast and or declaration of severe weather by the Met-Office and specifies the activities to be put into operation
- In the event of non-forecasted severe weather events Local Management in line with the constraints listed below would decide to invoke the reactive elements of this policy.

Policy Constraints

This document ensures:

1. The safety and wellbeing of our employees and customers during events of severe weather.
2. Our ability to deliver mail due to events of severe weather.
3. Our ability to deliver our Universal Service Obligation (USO) in line within the constraints listed above.



Royal Mail Internal Information

Severe Weather Policy Supporting Document

Supports Version 2.1 Final

31st October 2006

Phil May
Pipeline Standardisation Manager
Quality Optimisation Team
Postline 5230 7313
STD 01793 517313

Preventative Actions

Royal Mail has a responsibility to ensure the following severe weather standards are applied day in – day out. Each of the stakeholders listed below will be required to produce materials which support the policy constraints and detail any process differences in regards to periods of severe weather which lasts less or more than 10 days.

- **Corporate Social and Responsibility team (CSR)**
 - Specify the content and process to carry out risk assessment for operating under severe weather conditions is carried out at each unit and whose accountability it is to undertake and discharge the resultant action plan(s).
 - Specify the tools for the job e.g. garments required to undertake each job role under severe weather conditions.
- **Involvement and Communications**
 - Maintain up to date WTLL material available to deal with all types of severe weather conditions.
 - Prepare and issue communications in support of stakeholder's accountabilities under severe weather conditions.
- **Assets & Equipment**
 - Source, procure and issue the appropriate tools for the job as outlined by CSR for operating in severe weather. This includes specification; procurement and deployment of motorised vehicles and equipment to undertake each job role under severe weather conditions.
 - Specify and ensure plant & machinery are capable of operating to agreed requirements under severe weather conditions; are in good working order and supported by emergency call-out contract procedures and contingency plans.
- **People and Organisational Services (P&ODS)**
 - Specify and produce the training requirements, which will be required and undertaken by each job role under severe weather conditions.
 - Deliver specialised training to undertake job roles under severe weather conditions.
- **People and Organisational Development (P&OD)**
 - Specify and produce the attendance procedures required for employees under severe weather conditions.
 - Specify and produce guidance procedures when managers cannot perform their role under severe weather conditions.
 - Specify and produce the business authority and action levels, which will come into operation under severe weather conditions.
- **Sales**

- Specify and produce procedures for informing Customers whose service may be affected under severe weather conditions.
- **Marketing**
 - Specify and produce the prioritised list of how Operations process products during instances of “Force Majeure”.
- **Group Regulation**
 - Specify and produce the procedure to initiate discussions with Postcomm post declaration of “Force Majeure” by Marketing.
- **Operations**
 - Central Postal Control (CPC):
 - Monitor Met-Office communications and national media for severe weather warnings and outline the procedure for disseminating to all stakeholders.
 - Specify and produce the processes, which will be used to contact and liaise with local authorities, highways agencies, airports (inc air companies), and the emergency services under severe weather conditions.
 - Specify, prepare and deploy daily reporting requirements to capture key information as a result of working under severe weather conditions.
 - Monitor the effect of severe weather conditions on the operational pipeline and have procedures in place to request a state of “Force Majeure” exists with Marketing.
 - Service Integrity Directorate:
 - Specify and produce the procedure(s) to declare “Force Majeure” and inform Group Regulation.
 - Deliver ongoing Operational support materials required to undertake each job role under severe weather conditions.
 - Undertake Operational audits to ensure compliance to the severe weather standards.
 - Functional Directors:
 - Specify, prepare, deploy and quality control operational contingency plans and processes, at Area and Unit level which are required to operate in line with the policy constraints but not covered by the stakeholders listed above.
 - Monitor and maintain the state of readiness to deploy at short notice the necessary emergency communications channels and plans e.g. contacts and mailing lists up to date, briefing documents held, etc
 - Monitor and maintain the availability and state of readiness to deploy at short notice the required assets and resources to be used in the event of each type of severe weather.
- **Ops Exec**
 - To ensure Royal Mail Letters Operations operate to the severe weather policy standards, processes and procedures produced by the business stakeholders listed above.
- **Royal Mail Group**
 - Business Protection team agrees the business continuity levels including prioritisation details, which will come into operation under severe weather conditions.

Each of these topics e.g. Operations is supported by a process specification document which details the methods, specifications and processes to invoke the policy statement in a routine way.

Reactive Actions

Pre-cautionary

Upon receipt of a severe weather warning communication or instruction stakeholders and Unit managers have a responsibility to operate as detailed in the process specification document and associated procedures.

During

During a severe weather event the business protection team will monitor daily reports and information supplied from the key stakeholders and prioritise actions accordingly. In light of the severity of the severe weather conditions the business protection team may require to act or ask stakeholders to operate outside of this agreed policy, process specification document and associated procedures.

Specifically:

- Marketing are responsible for any decision to suspend Special Delivery compensation payments during an incident.

After

After a severe weather event has occurred Royal Mail undertake a review to ascertain if the policy, process specification document and standard operating procedures require revision.

Specifically:

- Service Integrity Directorate decide whether a Force Majeure application should be made to Postcomm and are responsible for collating the relevant information from the Area affected and making the application on behalf of the Area/Business.



Severe Weather Operating Manual for use within Royal Mail Letters

Version 1.7

31st October 2006

Mark W Dennison
Pipeline Specification Manager
Quality Optimisation Team
Postline 5364 2289
STD 07889 929495

Contents

Change Control.....	10
Introduction.....	11
Purpose.....	12
Recognised constraints.....	12
Summary of key requirements.....	12
1. Roles & Responsibilities.....	12
1.1 Line Managers	12
1.2 Mail Centre Manager (MCM) & Delivery Sector Manager (DSM)	13
1.3 Network Managers	14
1.4 Central Postal Control (CPC)	15
2. Severe Weather Operational Considerations and Line Manager Actions.....	16
3. Action Required to Declare Severe Weather including Authority Levels.....	18
4. Severe Weather Operations Continuance.....	19
5. Attendance in Severe Weather.....	19
All Employees	19
Use of Private Vehicles	19
Parking	20
Insurance	20
Allowance	20
Appendices.....	21
Collection & Network and Delivery Office Managers.....	21
Severe Weather Pre-cautionary Activity.....	21
Risk Assessment & Preventative Action -Specific Activity Guidelines.....	23
Notification of Severe Weather Operations.....	26
Key Severe Weather Contacts.....	27
Useful Telephone and Fax Numbers.....	28
Severe Weather Process for Use in VOCs.....	30
Supporting Documentation.....	32
Severe Weather.....	32

BBC Weather Forecast.....	32
UK Meteorological Office (The Met Office).....	32
Contacts	32

Change Control

Status	Released
Issue	
Version	1.7
Document No.	20681
Owner	
Authors	Mark W Dennison
Release Date	31 st October 2006
Document Privacy	Live

Authorisation

Title	Name	Signature	Date

Distribution List

Name	Version	Date

Documentation History

Issue	1.2	1.3	1.4	1.5	1.6
Status	Released	Published	Published	Published	Published
Release Date	23/11/05	24/11/05	30/11/05	13/12/06	02/02/06
Effective From					
Introduction					
Document Standards					
The Document Change					

Document Change History

Issue / Version	Summary of Change
1.3	CPC Input to section 1.4
1.4	Input from Territory Decision Support Manager
1.5	Attendance in severe weather
1.6	Inclusion of Network

- Thunderstorms and lightning
 - Heat and sun (inc drought)
 - Dense fog
- or any severe weather condition e.g. localised event, which requires us to change our operating practices and level of customer service. Note: Definitions of severe weather types used by Royal Mail are as directed by the UK Met Office

Purpose

The purpose of this Specification document is to detail the actions to be followed in the event of severe weather conditions covering:

1. Roles & Responsibilities
2. Severe Weather Operational Considerations and Actions
3. Action Required to Declare Severe Weather including Authority Levels
4. Severe Weather Operations Continuance
5. Severe Weather Operations – Internal Reporting Requirements
6. Attendance in Severe Weather

To assist appropriate managers to access relevant documentation all supporting material is listed in the appendices by accountabilities.

Recognised constraints

The changeable nature of our weather and the fact that within a locality weather conditions can vary, it is only practicable to assess prevailing weather conditions as experienced in each operational unit and it's geographical area. In this respect, local knowledge and experience coupled with terrain and other geographical conditions, should be the overriding factors when invoking the Severe Weather Operating Plan (SWOP).

Summary of key requirements

1. Roles & Responsibilities

1.1 Line Manager (Access & Collection Managers, Delivery Office Managers and Traffic Office Managers)

Line Managers are responsible for preplanning the contingency operation to be applied in the event of severe weather. A common sense approach should be adopted involving the local management team, our people and the trade unions.

Responsibility – Risk Assessment and Preventative Actions

A detailed pre-severe weather checklist is provided at Appendix A - Managers Action Plan This should build upon individual route and walk assessment completed in the course of normal year round activity. Particular reference must be made to identifying hazards such as external steps and steep inclines.

Line Managers have the responsibility for procuring the required equipment to enable the operation to continue in winter weather conditions. Specifically, torches, batteries

and snow chains should be order in advance and used as required. Use of these items does not mean severe weather conditions have been declared, as these items are required in the course of undertaking duties in winter conditions.

Particular attention should be made with regard to Delivery Offices, SPDOs and VOCs in remote areas, as weather conditions are prone to significant variance as to those experienced in more central geographical areas. Furthermore, the terrain is likely to be more challenging than that found in urban conurbations.

Prior to submitting a request to the MCM/DSM/ADM Line Managers should take into account factors applicable to each delivery, collection route or network run type. A risk assessment, preventative action, specific activity guidelines are provided at Appendix B.

To assist managers a severe weather action plan proforma is provided at Appendix C. This document permits the recording of each delivery, collection or network duty hazards, pre-planned action and action to be taken in the event of severe weather being declared. It is vital that this is completed before the onset of winter to ensure that should a new incumbent take over a particular office etc. or due to severe weather cannot get to their place of work, these pre-planned operational contingencies can be put into effect.

For vehicle runs to other Network points outside of their own area to Collection & Network Managers and Traffic Office Managers must ensure that prior to departure from base contact has been made with the destination office and interim locations travelled through in the course of the journey. This is to verify that that the journey can be made without incurring additional risk to our people.

Collection & Network Managers and Traffic Office Managers may wish to make contact with the Highways Agency telephone number 0845 750 4030 to verify road conditions.

All instances of Severe Weather Operations must be reported to CPC using the proforma at Appendix D sent to the "one network" e-mail address.

1.2 Mail Centre Manager (MCM) & Delivery Sector Manager (DSM)

Mail Centre Managers and Delivery Sector Managers following approaches from their direct reports have the authority level to either accept or decline Severe Weather Operations. In making this judgement, they will take account of the requirement to provide the Universal Service Obligation. However, whilst seeking to meet this obligation the prime consideration will be the health, safety and welfare of our people.

In this respect, it is permissible to invoke the Severe Weather Operating Plan (SWOP) in advance of the weather front appearing, should the [Meteorological](#) Office forecast show a significant worsening of weather as the day progresses. Furthermore, given that within a discrete Collection, Delivery and Network Operational Area it is recognised that different status maybe operable within a Mail Centre Manager/DSM catchment area. This is entirely consistent with meeting the USO, whilst balancing the needs of our people.

At the earliest opportunity and no later than the same day, MCMs & DSMs must advise their Area General Manager (AGM) that the SWOP has been implemented. Furthermore, MCMs & DSMs are accountable for ensuring that the locations that have implemented their SWOP have correctly reported this incident on MCDR and DODR as appropriate.

N.B. During all considerations Royal Mail will consult with the trade unions on Health & Safety matters. Accordingly, during planning the unions should be consulted. Where possible, a CWU representative should also be consulted when discussion are to be made in respect of implementing the SWOP. Managers however, retain full responsibility for making decisions.

1.3 Network Managers

Area Distribution Managers and Hub/RDC Managers following approaches from their direct reports have the authority level to either accept or decline Severe Weather Operations. In making this judgement, they will take account of the requirement to provide the Universal Service Obligation. However, whilst seeking to meet this obligation the prime consideration will be the health, safety and welfare of our people.

In this respect, it is permissible to invoke the Severe Weather Operating Plan (SWOP) in advance of the weather front appearing, should the Meteorological Office forecast show a significant worsening of weather as the day progresses. Furthermore, given that National Network Operational Area covers the whole of the United Kingdom it is recognised that different status maybe operable within an ADM/Hub/RDC catchments areas. This is entirely consistent with meeting the USO, whilst balancing the needs of our people.

At the earliest opportunity and no later than the same day, ADMs, Hub and RDC managers must advise their line managers that the SWOP has been implemented. Furthermore, ADMs, Hub and RDC Managers are accountable for ensuring that the locations that have implemented their SWOP have correctly reported this incident as appropriate.

N.B. During all considerations Royal Mail will consult with the trade unions on Health & Safety matters. Accordingly, during planning the unions should be consulted. Where possible, a CWU representative should also be consulted when discussion are to be made in respect of implementing the SWOP. Managers however, retain full responsibility for making decisions.

Head of Air Network and Air Hub Managers

The Head of Air Network and Air Hub Managers (as above), however any cessation of the Air Operation will be dictated by the ability of the airport and air contractors to operate also decisions made by Air Traffic Control to open or close airports

Network Performance Managers

Network Performance Managers are responsible for ensuring that regular checks are carried out on weather forecasts, especially when Severe Weather Warnings are likely to be issued by the Met Office, Network Performance Managers are also responsible for ensuring that Crisis and Contingency Plans are up to date and with CPC manage the plans through the period of disruption.

The procedures for use in VOCs during Severe Weather conditions can be found at Appendix G.

1.4 Central Postal Control (CPC)

Central Postal Control will monitor and receive Meteorological Office communications and will monitor national media for severe weather warnings.

They will subsequently disseminate this information and communicate to operational stakeholders. Additionally, they will be available to advise area teams how to contact and liaise with local authorities, highway agencies, airports (including air companies) and importantly, emergency services.

Furthermore, they will specify that daily reporting requirements to capture key information as a consequence of severe weather operations being implemented.

CPC will be responsible for monitoring on a National basis the effect of severe weather conditions on the operation.

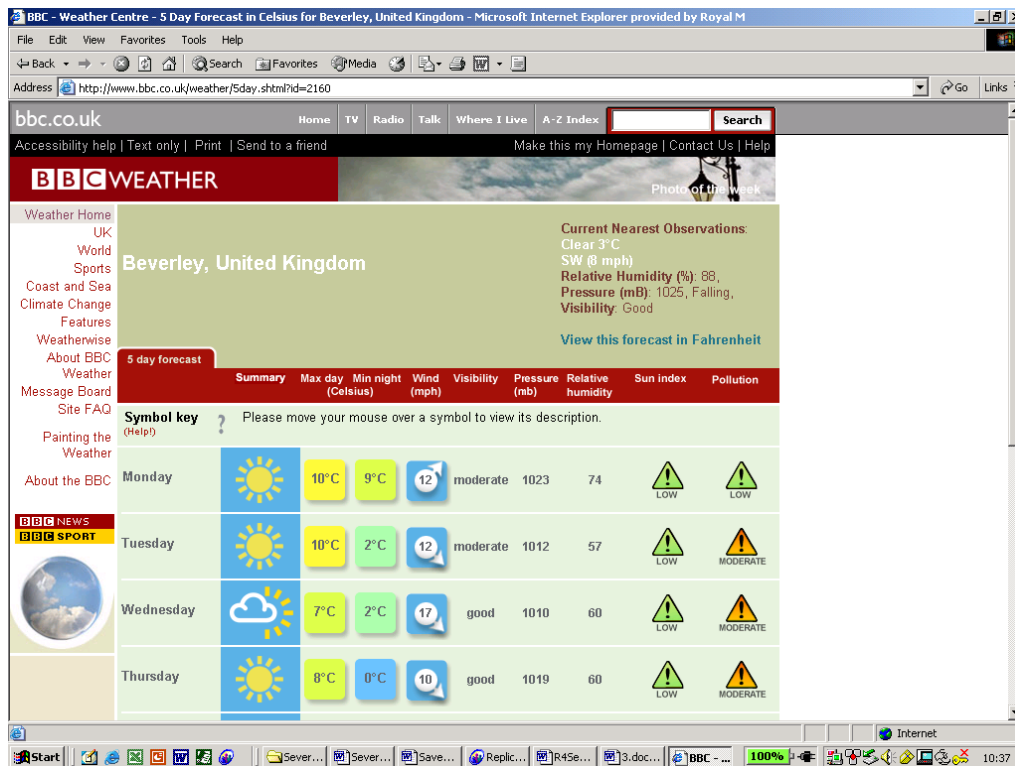
Information contained in the “one network” reports received from Managers whose sites are operating Severe Weather operations will be amalgamated and National Status communicated via an “Info Flash” and “one network” report. This will be made available to Customer Services and to Key Account Managers. Accordingly, there will be a single source of Severe Weather information.

CPC will also consolidate “one network” reports and compile a “Force Majeure” report. This will subsequently be circulated to Key Business Stakeholders including Regulation, for consideration as to formally seeking “Force Majeure” circumstance with POSTCOMM. E2E Management will also receive a copy of this report, but will not formally act on the contents until “Force Majeure” discussions with the Regulator are concluded and a decision made.

2. Severe Weather Operational Considerations and Line Manager Actions

Line Managers should refer to the weather forecast provided by the Meteorological Office. These are generally broadcast on National radio and television stations. Additionally, the BBC Internet Weather Page has a five-day weather forecast which can be accessed by location.

Shown below is a screen shot of what is available from the BBC site.



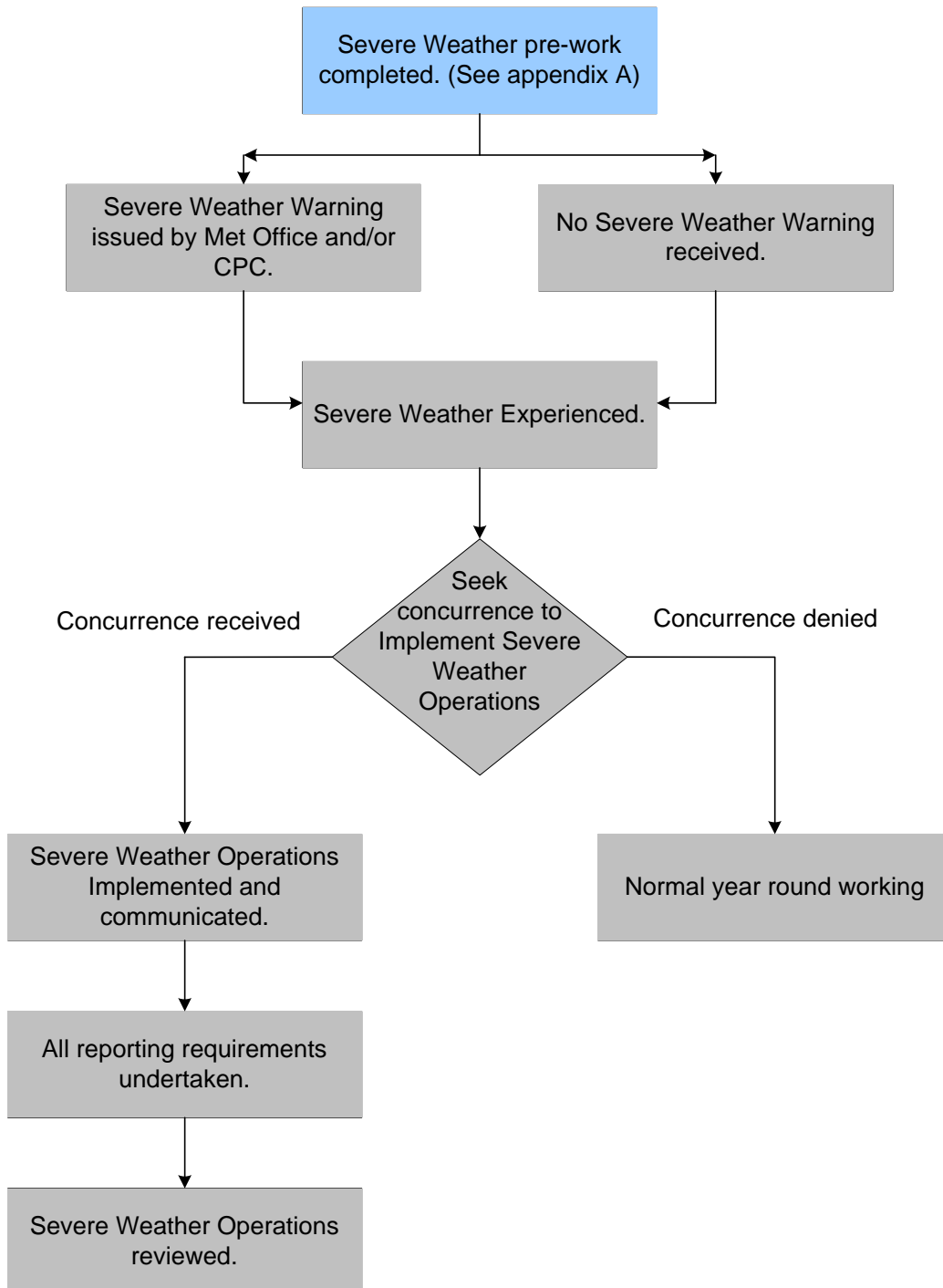
In the event of severe weather, the icons and information provided would clearly show when severe weather is forecast. At this point, severe weather preparations should be implemented. In this respect, Collection Network Managers, Delivery Office Managers and Traffic Office Managers should:

1. Access the Risk assessment documentation held in the office.
2. Refer to the pre-planned Severe Weather Operational Plan.
3. Contact the Highways Agency on 0845 750 4030 if travelling out of area.
4. Identify equipment and protective clothing requirements and ensure that they are available to be issued as required.
5. Undertake Lets Talk About session using the Winter Safety, Winter Cycling and Winter Driving briefing material. As a minimum requirement a list of local contacts should be provided to front-line personnel. A template for this purpose is provided at Appendix E.
6. Assess weather conditions daily.
7. Notify MCM, DSM or ADM as appropriate, for authority to declare and implement the Severe Weather Operational Plan.
8. Implement actions according to pre-planned Severe Weather Operational Plan.
9. Report on MCDR/DODR or as appropriate.
10. Notify the CPC using the proforma at Appendix D submitting the report to "one network" e-mail address.

It is possible to operate different levels of the Severe Weather Operating Plan within a defined Collection & Network Managers/Delivery Office Managers/Traffic Office Managers Areas or National Network. This is because there may be significant variance in the weather conditions (e.g. localised flooding, terrain, etc.). In this respect, a common sense approach should be adopted to ensure that as far as practicably possible the USO is met without endangering our people.

3. Action Required to Declare Severe Weather including Authority Levels

Detailed below is a flow chart that shows the actions and authority levels to declare Severe Weather Operational working.



4. Severe Weather Operations Continuance

The weather conditions experienced coupled with the weather forecast should dictate the period in which the SWOP is implemented, In this respect, Collection & Network Managers, Delivery Office Managers and Traffic Office Managers in conjunction with MCMs, DSMs and ADMs should review the situation daily.

Given that our people who are attending to work may have to make alternative arrangements themselves, where possible, 24 hours notice should be given when reverting from severe weather to regular operations. If on a given day (e.g. rapid thaw) normal year round operations can be restored. This should be progressed again using a common sense approach and in this respect personal circumstances should be one of the factors taken into account.

5. Attendance in Severe Weather

It is the responsibility of every employee under his or her contract of employment to make every effort to attend for work within his or her scheduled duty time. Every employee who is physically fit will be expected to make every effort to report to his or her normal place of work and to use their initiative in getting to and from work. Those living within three miles (4.8km) (or two miles 3.2km) for employees who spend most of their working day on their feet) may be expected to walk that distance each way daily, as may those who can get transport part way.

Any employee who cannot get to their own workplace should telephone their Line Manager or Staff Resourcing Unit in accordance with local arrangements at Mail Centres and keep them advised of any change in their circumstances.

All Employees

Employees unable to get to their place of work should report to the nearest Royal Mail premises within either three miles (4.8km) – or two miles (3.2km) of their homes or to which public transport is available, where members of their grade are most likely to be employed.

Some staff will still be unable to attend alternative work location and they should contact their Line Manager to explain the situation. On return to work the Line Manager will discuss with them how the absence is to be treated. Each case will be treated on it's merits and in recognition of employees to attend for work in adverse circumstances.

Practical options open to managers include:

- Take one day annual leave
- Take the day off and make up the time during the following week

Where individuals are unable to attend for work over several days because of the conditions, advice should be sought from Employment Policy Managers on how the absences should be treated.

Use of Private Vehicles

Employees may normally use their own vehicle for getting to and from work and carry as many passengers, colleagues and other Royal Mail employees to assist them in

getting to work. However where driving is likely to be unsafe/hazardous, employees should clearly assess the risk before deciding to use their own vehicles.

Where it is possible to drive safely, employees who necessarily use their own vehicles to get to their normal office and possibly carry colleagues as passengers may, receive the payments detailed below.

Parking

Parking facilities adjacent to Royal Mail premises may be extremely limited and employees may therefore, need to make their own arrangements to park their cars.

Insurance

It is the responsibility of employees to ensure that their insurance policy is valid for certain risks arising from civil disturbance and business use and should also ensure, before agreeing to carrying passengers, that their policy covers them. They should consult their insurance company before using their private vehicle.

Allowance

Providing the individuals hold a class B1 Business Use insurance policy, a special mileage allowance of 25p per mile may be paid. This applies to employees who normally use public transport but who necessarily use their own private motor vehicles to travel to and from their permanent office during the emergency. This special allowance cannot be paid to an employee who normally uses his private vehicle to travel to and from his permanent office, except in respect of any additional mileage travelled when conveying official passengers under arrangements made by Royal Mail.

Claims for reasonable excess travelling expenses from individuals whose daily journey each way exceeds the walking limits and who have to travel by unusual routes will in certain circumstances be considered on their merits. The employees concerned will be expected to take all reasonable steps to restrict excess costs as much as practicable, e.g. obtaining a refund of their season ticket.

Appendices

Collection & Network and Delivery Office Managers

Appendix A

Severe Weather Pre-cautionary Activity	Period
<p>1 Carry out risk assessment involving union safety representative and employees to identify deliveries likely to be affected by severe weather: NKN=Issue forms WPQ1 & WPQ2 (as appropriate) NKO=Review accidents from previous year NKP=Use local knowledge NKQ=Complete form WPQ3 and WP2</p>	April
<p>1 Categorise routes into high/medium/low risk with action to be undertaken (safe system of work) to prevent accidents. Using form WP2 to help you, complete the front of the Severe Weather Action Plan form included at the end of these guidelines.</p>	May
<p>2 Complete your Severe Weather Operating Plan by summarising proposed actions on the rear of the form.</p> <ul style="list-style-type: none"> • Consult with union safety representative; • Agree with MCM/DSM 	July
<p>3 Identify equipment and Personal Protective Equipment (PPE) needed (use form WPQ3, WP2 and PPE1)</p>	Aug
<p>4 Order equipment/PPE</p>	Aug
<p>5 "Lets Talk About" briefings with staff using the winter safety material. Refer to your safety team if this material is not available locally.</p>	Nov
<p>6 Display notices if there are known severe weather risks on Royal Mail premises that cannot be controlled by other means.</p>	Nov
<p>7 Complete the list of useful contacts proforma at Appendix F of this Specification document.</p>	Nov

Risk Assessment & Preventative Action -Specific Activity Guidelines

Some outdoor activities are likely to be of a higher risk than others during severe weather. Additional risk reduction measures should therefore be put in place for the following risk category examples:

ROUTE/AREA	HAZARDS/ RISKS	ACTION TO BE TAKEN BEFORE SEVERE WEATHER STRIKES	EXAMPLES OF WAYS TO REDUCE RISKS ON THE DAY SEVERE WEATHER STRIKES
HIGH RISK			
<u>Cycle deliveries</u>	<ul style="list-style-type: none"> • Poor visibility • Black ice • Snow • High winds 	<ul style="list-style-type: none"> • Diary dates for sample checks to ensure cyclists are undertaking daily cycle safety checks 	<p>Collection & Network Managers and DOM DECISIONS/OPTIONS</p> <ul style="list-style-type: none"> • Cancel cycle deliveries – instruct staff to walk • Delay delivery until weather clears • Heavy mail items by OMV • Provide acceleration • Use of public transport/taxi • Arrange for staff canteen to provide hot drink/meal before staff go out <p>MCM and DSM DECISIONS/OPTIONS</p> <p>Change the manning level which will result in a reduction in service as above</p>
<u>Vehicles</u> <ul style="list-style-type: none"> • Rural deliveries and collections • Postbus deliveries • Overnight distribution runs • Long distance distribution runs • Area Distribution runs 	<ul style="list-style-type: none"> • Severe snow • Black ice • Poor Visibility • Flooding • High winds 	<ul style="list-style-type: none"> • Complete list of useful tel./fax nos. and display notice • Ensure each vehicle contains a shovel • Display drivers checklist • Ensure vehicles contain de-icer and scraper <p>See above plus:</p> <ul style="list-style-type: none"> • Ensure vehicles (distribution runs) contain thermal blankets or equivalent • Ensure issue of torches and keep a supply of batteries • Ensure Area distribution drivers starting a journey at the receiving office has access to a telephone there. 	<p>Collection & Network Managers and DOM DECISIONS/OPTIONS</p> <ul style="list-style-type: none"> • Delay service (or part of service) until daylight hours • Ensure drivers undertake pre-driving checks of their vehicles • When distribution services are affected, advise CPC to notify distant units and offices of visiting drivers <p>MCM and DSM DECISIONS</p> <ul style="list-style-type: none"> • Full or partial suspension of any collections or distribution runs in excess of that delegated to the DOM/C&NM • Staff to double up on affected collections/distribution runs <p>DRIVER DECISION (Postbus deliveries)</p> <ul style="list-style-type: none"> • Notify passenger(s) that service cannot continue • Proceed or return to office <p>DISTRIBUTION DRIVER'S DECISIONS/OPTIONS</p> <ul style="list-style-type: none"> • Full or partial suspension of distribution run • Advise distribution office of suspension or expected late arrival time and reciprocal arrangement(s) for return journey

Specific Activities (cont.)

ROUTE/AREA	HAZARDS/RISKS	ACTION TO BE TAKEN BEFORE SEVERE WEATHER STRIKES	EXAMPLES OF WAYS TO REDUCE RISKS ON THE DAY SEVERE WEATHER STRIKES
MEDIUM RISK			
Vehicles Town Collections	<ul style="list-style-type: none"> • Poor visibility • Black ice • Snow • High winds • Flooding 	<ul style="list-style-type: none"> • Complete list of useful tel./fax nos. and display notice • Ensure each vehicle contains a shovel • Display drivers checklist • Ensure vehicles contain de-icer and scraper 	<p>Collection & Network Managers and DOM DECISIONS/OPTIONS DECISIONS /OPTIONS</p> <ul style="list-style-type: none"> • Ensure drivers undertake pre-driving checks of their vehicles • Staff to double up on affected collections (with agreement of SOM) <p>MCM and DSM DECISIONS</p> <ul style="list-style-type: none"> • Full or partial suspension of any collections in excess of that delegated to the DOM/ C&NM • Staff to double up on affected collections
Yards	<ul style="list-style-type: none"> • Slip on ice • Vehicle stuck in the yard 	<ul style="list-style-type: none"> • Order grit/salt • Nominate employees to grit/salt yard and paths in event of snow/ice 	<p>Collection & Network Managers and DOM DECISIONS/OPTIONS DECISIONS/OPTIONS</p> <p>Instruct nominees to grit/salt yard and paths at sunrise and at sunset</p>
Walks	<ul style="list-style-type: none"> • Slip on ice • Cold • Soaking uniform • Slip on leaves 	<ul style="list-style-type: none"> • Ensure postmen's shoes/tread are in good condition • Ensure thermal coat/waterproof coats issued • Ensure drying rooms are tidied/blow heaters checked • Ensure torches issued • Ensure issue of torch 	<p>Collection & Network Managers and DOM DECISIONS/OPTIONS DECISIONS/OPTIONS</p> <ul style="list-style-type: none"> • Provide acceleration • Reduce pouch weights or provide extra pouch drops • Use of night staff and/or part timers to double up on affected deliveries • Heavy mail items by OMV instead of by foot • Use of public transport/taxi <p>MCM and DSM DECISIONS/OPTIONS</p> <ul style="list-style-type: none"> • Staff to double up on affected deliveries

ROUTE/AREA	HAZARDS/RISKS	ACTION TO BE TAKEN BEFORE SEVERE WEATHER STRIKES	EXAMPLES OF WAYS TO REDUCE RISKS ON THE DAY SEVERE WEATHER STRIKES
LOW RISK			
<i>Town centre deliveries</i>	<ul style="list-style-type: none"> • Slip on ice • Slip on snow • Slip on slush 	<ul style="list-style-type: none"> • Ensure staff shoes/tread are in good condition • Ensure thermal/waterproof coat issued • Ensure drying rooms are tidied/blow heaters checked • Ensure torches issued 	<p>Collection & Network Managers and DOM DECISIONS/OPTIONS DECISIONS/OPTIONS</p> <ul style="list-style-type: none"> • Provide acceleration • Reduce pouch weights or provide extra pouch drops • Use of night staff and/or part timers to double up on affected deliveries • Heavy mail items by OMV instead of by foot • Use of public transport/taxi <p>MC< and DSM DECISIONS/OPTIONS</p> <ul style="list-style-type: none"> • Staff to double up on affected deliveries

Severe Weather Action Plan

Appendix C

Office

To be used in conjunction with severe weather policy and guidelines

Action to be taken (Tick the appropriate box(es))

- A** Cancel use of cycle and walk or accelerate Collections
- B** Reduce individual pouch weights improves
- C** Extend time for deliveries / collections
- D** Partial/full suspension of collections / second deliveries
- E** Double up on affected routes
- F** Advance collections
- G** Consolidate local & Network Service
- H** Cancel use of cycle and walk or accelerate Collections
- I** Cancel use of cycle and walk or accelerate Collections
- J** Cancellation of "First" deliveries & Collections
- K** Delay until daylight or weather improves
- L** Use of public transport
- M** Staff to report in on return to home
- N** Issue appropriate PPE/Safety wear / equipment
- O** Brief all employees

Conditions	Postal activities affected (High risk) (Enter individual delivery/collection duty Nos)	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	Comments
Heavy Snow																	
Snow																	
Light Snow																	
Ice/Frost																	
Rain																	
High Wind																	
Fog																	
Conditions	Postal activities affected (Medium risk)																
Heavy Snow																	
Snow																	
Light Snow																	
Ice/Frost																	
Rain																	
High Wind																	
Fog																	
Conditions	Postal activities affected (Low risk)																
Heavy Snow																	
Snow																	
Light Snow																	
Ice/Frost																	
Rain																	
High Wind																	
Fog																	

Delivery Office Manager:

Date:

Sector Operations Manager:

Useful Telephone and Fax Numbers

Met Office:

- Regional Tel:
.....
- Local Weather Station Tel:
.....

Motoring Organisations

- AA Traffic Tel:
.....
- RAC Tel:
.....

Highway Authorities/Gritting

1. Tel:
2. Tel:
3. Tel:

Emergency Services (non urgent numbers):

- Police Tel:
.....
- Hospital
1. Tel:
.....
2. Tel:
.....
- Ambulance Tel:
.....
- Fire Tel:
.....
- Coastguard Tel:
.....
- Rescue Tel:
.....

Royal Mail Contacts

- Mail Centre Manager Tel:
.....
- Delivery Sector Manager Tel:
.....
- CPC Tel:
.....
- Collection & Network Manager Tel:
.....
- Area Safety Representative: Tel:
.....

- Customer Service Centre and Sales Centre Tel:
- Comms/PR: Tel:
- Motor Transport Workshop: Tel:
- Remote Sub Post Offices and Other Contacts:
 1. Tel:
 2. Tel:
 3. Tel:
- Leased Mobile Phones for Severe Weather Working
 1. Tel:
 2. Tel:
 3. Tel:

Conference Call Tel:

..... Password:

Severe Weather Procedure for Use in VOCs

1. Local offices (MCs, LDs, VOCs) inform CPC of any adverse weather conditions in their area that are affecting vehicle movements.
2. CPC issue Advance Weather warning Opsflash to advise all VOCs that run in and out of the affected area and provide an initial assessment of the road conditions.
3. Traffic Office Manager contacts drivers (if possible) that are already on the road to obtain local weather information.
4. If based on the evidence and advise the Traffic Office Manager considers that the conditions are such that it may be dangerous for our vehicles to be on the roads, they should contact local offices (MC's, LDs) in affected areas to obtain a local assessment of the conditions i.e. are local vans getting in and out of the area?
5. Traffic Office Manager reviews advise from CPC as well as the weather and traffic reports on the intranet, teletext, traffic line etc. to obtain a view of current situation.
6. Traffic Office Manager determines if conditions are unsafe and refers the data to Distribution Manager for decision
7. Distribution Manager (or substitute) reviews the data on hand to make a decision on whether to suspend or carry on with services in the affected area.
8. Distribution Manager (or substitute) contacts the Area Distribution Manager to inform them that they are considering suspending services due to adverse weather conditions.
9. Distribution Manager or Traffic Office Manager notifies CPC of decision to suspend services due to adverse weather conditions.
10. CPC inform local offices of the decision to suspend services into them until such time as the conditions improve.

11. Traffic Office Manager contacts drivers (if possible) that are already on the road to review their current position and seek assistance if necessary.
12. Distribution Manager, Traffic Office Manager and CPC continue to monitor situation, with a view to restoring services at the earliest opportunity.

Supporting Documentation

Severe Weather

The Severe Weather Intranet Page contains supporting documentation including:

- Severe Weather Policy
- Winter Safety Lets Talk about
- Winter Driving Lets Talk About
- Winter Cycling Lets Talk About
- The Winter Safety Check List for Managers
- Winter Safety Checklist Poster
- Winter Driving Advice Poster
- Winter Safety Checklist For Drivers Poster
- WPQ1 & WPQ2The Revenue Protection Operational Specification

BBC Weather Forecast

The BBC Internet Weather Page has a five-day weather forecast which can be accessed by location.

UK Meteorological Office (The Met Office)

The UK Meteorological Office Internet Page is where you will find Regional weather forecasts and severe weather warnings.

Contacts

Name (Full LAN Address)	Title	Contact Numbers 1. Mobex/Postline 2. Mobile/STD
Kevin Hodgson	CPC Ops Manager	1. 5785 2999 2. 020 7016 2999
Ian Stockdale	Head of Corporate Social Responsibility	1. 5368 4709 2. 0773 678 6552
Mark W Dennison	Pipeline Specification Manager	1. 5364 2289 2. 07889 929495