



# ROYAL MAIL GROUP RISK MANAGEMENT

## SAFE SYSTEM OF WORK (Appendix 2)

This SSOW provides sufficient INFORMATION and INSTRUCTION to allow managers to control safety risks identified during risk assessments. It is used by work area managers 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. A record should be retained to show that this information and instruction has been shared with those employees affected.

Task / Work Equipment Description	
Generic Task / Work Equipment (SSOW Title)	<b>Use and Care of Spikeys SSOW</b>
Associated Risk Assessment	WECSA005
SSOW Version No	V 2.0

RISKS CONTROLLED BY THIS SAFE SYSTEM OF WORK		
Risks listed below relate to those specific to Spikey use and application. Working in the operation during severe weather, including when wearing Spikeys, is assessed as part of delivery and collection activity.		
Identified Risk	Risk Rating (ref. SMS2.1 Risk Matrix)	Control
<ul style="list-style-type: none"> <li>Falling over due to applying the Spikeys when standing resulting in musculoskeletal injuries</li> </ul>	Adequately Controlled	<ul style="list-style-type: none"> <li>Employees to sit down when applying the Spikey over their shoes.</li> </ul>
<ul style="list-style-type: none"> <li>Slip Trip Falls due to wearing the Spikeys indoors and/or on hard, tiled, marbled, painted surfaces or stairs resulting in musculoskeletal injuries.</li> </ul>	Adequately Controlled	<ul style="list-style-type: none"> <li>Remove Spikeys before entering indoor locations.</li> <li>Employees to assess the area and avoid stepping onto hard, tiled or painted surfaces.</li> </ul>
<ul style="list-style-type: none"> <li>Unable to control the vehicle due to pedal becoming caught in the Spikey resulting in an RTC</li> </ul>	Adequately Controlled	<ul style="list-style-type: none"> <li>Remove Spikeys before turning on the engine/moving.</li> </ul>
<ul style="list-style-type: none"> <li>Defective equipment causing slips trips falls resulting in cuts/bruises or musculoskeletal injuries.</li> </ul>	Adequately Controlled	<ul style="list-style-type: none"> <li>Specification risk assessed to ensure quality.</li> <li>Visual inspection before use. Report defective equipment to a manager and replace and or replace worn spikey studs</li> <li>Wipe the equipment with a dry cloth after use and store in a cool dry place.</li> </ul>

## General

This national Safe System of Work (SSOW) must be followed at all times and consolidates advice given in operator training. Any problems should be reported to your line manager immediately.

Any local/unique hazards not identified within this generic SSOW should be assessed locally in consultation with the local SHE team and CWU Area Safety Representative and noted in the SSOW local arrangements section at the end of this document. They should also be referred or reported to the owner of this document to ensure national review.

It is the legal responsibility of every employee at work:

- 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.
- To work in the way they have been trained and inform your manager when asked to use equipment for which you have not been trained.

**This SSOW should be read in conjunction with Delivery (RM Operations) SSOW and/or Collection (RM Operations) SSOW**

## Dynamic Risk Assessment

Whilst working outdoors, particularly during severe weather, hazards and risks will vary depending on the circumstances. It is important, therefore, to use 'dynamic risk assessment' at all times in order to keep safe. To complete a Dynamic Risk Assessment:

Look for Hazards	Consider the Risk	Decide What to do Safely
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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.

**Always seek assistance if you feel that it is required.**

## SAFETY INSTRUCTIONS

### General Do's and Don'ts

- DO wear in snow, compressed snow or ice.
- DO visually check for damage before wearing.
- DO sit down to apply.
- DO carefully fasten over your shoes.
- DO wear the correct size in accordance with your shoe size and footwear.
- DO clean with a dry cloth and store in a cool dry place.
- DO ensure you have a pair with you if there is potential that they be needed when outdoors.
- DO NOT wear when there is no snow, compressed snow, or ice.
- DO NOT wear indoors.
- DO NOT wear on hard surfaces including tiled, marbled or painted surfaces.
- DO NOT wear on indoor stairs.
- DO NOT wear when driving.
- DO NOT wear if damaged.

## Putting On and Off

In order to put on:

1. Sit down in a safe place
2. Starting at the front place over the toe and then stretch carefully to the back over the heel
3. Check that they are securely attached.

In order to take off:

1. Sit down in a safe place
2. Starting at the back pull away from the heel and forward over the toe
3. Store in a safe location for future use.



## Looking After

- Before use, visually inspect the harness to ensure that all of the studs are still in position and not excessively worn.
- Clean Spikes in warm soapy water as necessary.

## When to Use

[Refer to Delivery \(RM Operations\) SSOW](#)

[Refer to Collection \(RM Operations\) SSOW](#)

Spikes are designed to prevent slipping by providing extra grip in surfaces that allow it and should be used in the following conditions:

- Snow
- Compressed Snow
- Ice

Spikys are designed for outdoor use which could include:

- Delivery
- Collection
- Working in the Yard
- In and around vehicles

A Manager Severe Weather Risk Assessment will identify likely conditions when Spikes are required and this will be communicated to all staff accordingly.

However, it is the responsibility of all employees to use Spikes wherever the risk is identified whilst working outdoors.

## When Not to Use

Using in the wrong circumstances can cause a risk as the grip is poor on smooth, hard surfaces where the spikes cannot penetrate.

Do not use when:

- There is no snow or ice on the ground.
- Inside RM sites. If required they should be put on when leaving the office at the commencement of the duty.
- When driving in vehicles. This is because there is a potential for snagging of the rubber pedals/mats and slipping off metal surfaces resulting in lack of control of the vehicle. In order to wear outside, put them on/off whilst inside the vehicle and the vehicle is parked and handbrake applied.
- Inside customer premises. This could lead to slips and trips and/or damage to floor surfaces. Take off and put on again
- Hard or muddy outdoor areas.

### COMPETENCY

(Beyond the training received from this SSoW list any other training that is required)

Training	Format (Course/Certificated/Qualification)
Share this SSoW with employees	Not applicable

### PERSONAL PROTECTIVE EQUIPMENT

(This PPE is to be provided & used, as specified, by people undertaking this task &/or using this work equipment)

Item	Ordering details	Comments
Spikies	Contact uniform stores	Order the correct size in accordance to shoe size.

### SSOW AUTHORISATION

	Name	Signed	Date
Author	Freddie Warnock, Head of SHE North Region	<i>Freddie Warnock</i>	28/12/2017
Safety Support (where applicable)			
I have authorised this SSoW for deployment			
Safety Authorisation: (As defined in Levels of Authority Appendix 4)	James Cannon	<i>J Cannon</i>	8/1/2018
On deployment in the Work Area a copy of the SSoW should be retained for reference			

## SSOW LOCAL ARRANGEMENTS

SSOW Title	
Region	
Unit (Where applicable to individual Unit)	

**(For use where a Unit Manager wants to add local arrangements to a Group or Business Unit SSOW)**

While the SSOW provides sufficient INFORMATION and INSTRUCTION to allow managers to control safety risks for a specific task &/or item of work equipment it is possible that local circumstances within a Unit could introduce additional risks. Where local risk assessment indicates this to be the case LOCAL ARRANGEMENTS could be prepared help to remove or reduce the additional risks to an acceptable level. This additional INFORMATION and INSTRUCTION must be used within the Unit(s) affected to inform and instruct those employees affected. It should also be used at induction and refresher training events to inform employees how a task they are involved in can be completed safely &/or how work equipment they are using can be used safely. Any training or briefing using the SSOW should be recorded to show where the additional information and instruction has been given.

**NOTE: Local amendments to a SSOW cannot be less stringent than the national version.**

LOCALISATION		
Locally Identified Risk	Risk Rating (ref. SMS2.1 Risk Matrix)	Control

LOCAL SIGN OFF	Signature	Date
Local Author		
Safety Authorisation: (As defined in Levels of Authority set out in the Standard)		