

Overview

This standard is about handling mail at work and includes collection, processing or delivery.

You need to make sure that you protect yourself, other staff, and the mail, and that you try to maintain its condition throughout the various processes. You also need to deal with any problems that might occur while handling the mail.

This standard covers working in all mail service environments, including Royal Mail, and is aimed at operatives involved in mail services at all levels.

Performance criteria

You must be able to:

1. comply with the relevant health and safety and bio-security requirements and follow organisational procedures at all times, when working in mail services
2. identify the types of mail being handled, i.e. manual or mechanical
3. use the correct equipment to assist in handling the mail
4. handle mail in a way that maintains its packaging and condition and protects mail from any potentially harmful conditions
5. store the mail in the correct containers, and position it in the correct locations
6. maintain the confidentiality of customers sending or receiving mail items, following organisational protocol
7. identify and respond to any problems that occur while handling the mail
8. report any suspicious or dangerous mail items to the relevant staff, and take the required action following organisational procedures
9. record information on the handling of mail in the relevant information and recording system, in accordance with organisational procedures, and following all the relevant data and information security regulations relating to staff, customers and delivery partners

Knowledge and understanding

You need to know and understand:

1. the relevant industry and organisational health and safety and bio-security requirements when working in mail services, and your responsibilities for yourself and others
2. the relevant legislation relating to mail services
3. the relevant organisational procedures for the activities being carried out when handling mail
4. the different types of mail to be handled
5. the types of equipment used to handle, lift, and transfer different types of mail that are used in your organisation
6. the types of packaging used with different types of mail
7. the damage that can be caused to packaging from different mail-handling processes
8. the types of containers that can be used with specific types of mail
9. the locations of empty and full containers
10. the recommended fill levels for containers
11. the different storage conditions for mail and which potentially harmful conditions can affect the quality of mail
12. the types of problems that can be encountered while handling mail, and the methods for dealing with those different problems
13. the safety and security risks, and the methods of dealing with suspicious or dangerous mail items
14. the relevant organisational policies on confidentiality and data protection legislation
15. the information and recording systems used by the organisation and the requirements for maintaining records

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Handle mail

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