



your safety

always comes first



Royal Mail

what matters most?

We need to satisfy our customers, rise to the challenge of competition and meet our quality targets - but nothing in Royal Mail is more important than the safety of our people.

This message isn't new but we are here today to underline the commitment that *your safety always comes first.*



a universal belief

Over the last few years, much has been done to raise the standard of our health and safety performance but the accident rate in Royal Mail is still too high and our performance must improve.

*Together, we all have a role to play, embedding a universal safety culture, which runs through everything we do. That attitude and way of working is embodied in the message *your safety always comes first.**



so let's be practical

Cycle helmets and high-visibility garments

We need everybody on cycle deliveries to wear a cycle helmet and a high-visibility garment whenever they ride. We are reminding people of this through posters, advertisements and screen messages.

Walk logs and walk risk assessments

For themselves and their colleagues, keeping the walk log up-to-date is fundamental to safety for everyone on deliveries. Moreover, up-to-date walk logs drive walk risk assessments. We are issuing guidance to delivery units on best practice for walk logs and improving guidance to managers on preparing walk risk assessments and drivers collection and delivery risk assessments.

Seatbelts

We need every driver and passenger in a vehicle to wear a seat belt every time, every trip. It is essential for their safety and it is the law - there is no exemption. We are reminding people of this need, through posters, advertisements, screen messages, dashboard stickers and key fobs.

Site visitors

Everyone should take care of people who visit our site for any reason. We'll be introducing clear, simple guidance for all site visitors and contractors, and making it easier to identify them. We need everyone to look out for visitors and be prepared to challenge them when they are acting in an unsafe manner.

Slips, trips and falls

Whether caused indoors by poor housekeeping or outdoors by lapses of attention, the fact is they happen; all of us need to take that bit more care. Clear guidance on preparing risk assessments will help, and we'll also be reminding people of the dangers through posters, screen messages and work time listening and learning sessions.

Safety wear

We're looking to simplify the messages on safety wear, so that everyone is clear on what to wear in every work area. Display material will make this clear for each area and we will back this up with work time learning material.

Safety charter

We'll be getting everyone together locally to agree their 'golden rules' and compile a safety charter for their unit. We'll help units to do this by providing discussion and display material.

Dog attacks and assaults

We are all conscious of the continuing problem faced by our delivery and collection colleagues from animal attacks. We are looking at the practical help, guidance and protection we can give our people in combating this menace. Likewise we are adopting a zero-tolerance approach to verbal and physical assaults on our delivery and collection staff.

Health and Safety representatives

Royal Mail managers will involve and work closely with your Trade Union Health and Safety representatives to deliver a safe and healthy place to work and will jointly investigate problems in order to discover the causes and put solutions in place.



it all depends on you

This is about each of us making a decision

When each one of us takes an attitude that never accepts anything less than safe practice on any occasion – for ourselves, for those who report to us and for those around us – then we will have reached our goal.



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