



University of Essex

POST ROOM OPERATING MANUAL AND CONTINGENCY PLANS

STANDARD OPERATING PROCEDURES INDEX

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Post Room staff to read manual and sign and date on completion:

Neil Crawford	Sign.....	Date Completed.....
Lorraine Dunt	Sign.....	Date Completed.....
James Harris	Sign.....	Date Completed.....
Karen Laken	Sign.....	Date Completed.....
Bev Purslow	Sign.....	Date Completed.....
Paul Stevens	Sign.....	Date Completed.....

University Contact Details

JOB TITLE	NAME	EMAIL	TELEPHONE
Director of Estate Management	Chris Oldham	cold	3411
Deputy Director of Estate Management	Milton Watts	mfwatts	2963
PA To M. Watts	Glenda Pritchard Helen Davey	gvprit hdavey	4850
Financial Analyst	Karen Murray	klmurray	2960
Estate Management Helpdesk	Jan Long	faults	2300 or 2959
Central Stores	Richard Lythgo	rlythgo	2054 or 2053
Central Purchasing Unit	Katerina Koliavska	kkolio	2956
Information Centre		Patrol Officers	2125 or 3148
Emergency			2222
Post Office			2374

Please see the University internal telephone directory for all other Department/Staff numbers

Royal Mail Contact Details

LOCATION	NAME	EMAIL	TELEPHONE
Eastgates			877777
Head Office	Andy Glover		01782 668745

Mailability Contact Details

JOB TITLE	NAME	EMAIL	TELEPHONE
Customer Services		info@mailability.ltd.uk	0845 6002708
Customer Account Manager	Paul Semery	paul@mailability.ltd.uk	084506002708

Neopost Contact Details

CONTACT	NAME	EMAIL	TELEPHONE
Franking machine supplies			0845 8800002
Franking machine service			01708 738344
Service Engineer for franking machine	Paul Smith		07970 562720
Franking machine rate change			01708 738344

University of Essex Post Room – Opening Times

The Post Room will adhere to the following opening times, and the Postal Services Manager or their Assistant will only change these in exceptional circumstances. The Post Room must not be closed without prior consultation with the Postal Services Manager or their Assistant.

University Staff/Departmental Queries/Problems

Monday	08.00 – 12.30	13.30 - 17.00
Tuesday	08.00 – 12.30	13.30 - 17.00
Wednesday	08.00 – 12.30	13.30 - 17.00
Thursday	08.00 – 12.30	13.30 - 17.00
Friday	08.00 – 12.30	13.30 - 17.00
Saturday	Closed	
Sunday	Closed	

Student Collections/Queries

Monday	10.00 – 12.30	13.30 - 17.00
Tuesday	10.00 – 12.30	13.30 - 17.00
Wednesday	10.00 – 12.30	13.30 - 17.00
Thursday	10.00 – 12.30	13.30 - 17.00
Friday	10.00 – 12.30	13.30 - 17.00
Saturday	Closed	
Sunday	Closed	

The University Post Room is also closed on Bank Holidays and over the Christmas Vacation

University of Essex Post Room – Primary Sort Process

<p>Process Description</p>	<p>The function of a primary sort is to quickly segregate the incoming mail so that secondary processing is sped up.</p> <p>In this instance mail is sorted to 5 selections, which is made up of 3 Porter Routes, Student Accommodation and Vague Mail. The mail in the porter runs is collected by the Porters who secondary sort into the Department pigeon holes ready for loading onto their trolley</p>
<p>Process Steps</p>	<p>08.25am – 8.40am arrival of delivery. Empty mail from trays, letters first tipping tray out on to front of primary sort fitting, this should continue until all letter mail sorting is complete.</p> <p>Large flat items also contained in trays are the next items to be sorted, tip out of the tray and sort this into the primary fitting until all large flat items are complete.</p> <p>Packets and parcels are to be sorted by Porters and bags emptied onto the main tipping tables for sorting into four categories, the three porter routes and student mail. A set of drop bag fittings are supplied for the route items. The student packets/parcels are sorted into a wheeled container.</p> <p>Sorting the mail into the primary fittings. Two staff should undertake this work.</p> <p>Any 'vague' items (i.e. items that cannot be immediately identified for location) should be placed in the vague section for later processing.</p> <p>Repeat until all standard mail has been sorted. Porters remove pre-sorted mail from the primary fitting on to the appropriate secondary fitting as necessary until primary frame cleared.</p> <p>Porters to sort the department packets and parcels in the same way, placing the items from pre-sorted sacks into the secondary fittings.</p>
<p>Finish</p>	<p>Ensure the primary fitting is clear at the end of the process except for vague items</p>
<p>Note</p>	<p>The same process should be used for incoming internal mail if volumes dictate</p>

University of Essex Post Room – Secondary Sort Process

<p>Process Description</p>	<p>The function of a secondary process is to fine sort the incoming mail to a limited number of selections in the shortest possible time.</p> <p>In this instance, pre-sorted mail from the Primary is sorted into three routes for the academic side of the university and a separate section for student mail. There are fifty two selections on routes 1 and 2 with twenty-four on the outer route + two sections for E15 and Southend (Mail delivered by Internal Courier). This mail is sorted, inclusive of packets by the porters who take responsibility for delivery. The porters bag mail into pre-designated mail pouches</p>
<p>Process Steps</p>	<p>08.30 approx, mail arrives. Two Porters to commence sorting packets.</p> <p>One staff member/one porter begins primary sort, this depends on staffing levels.</p> <p>Once majority of mail has been primary sorted during periods of high volume, this task should be left to one sorter to complete, the other primary sorter should switch to sorting student mail into their frames.</p> <p>Any 'vague' items (i.e. items that cannot be immediately identified for location) should be placed on the vague section for later processing.</p> <p>The other primary sorter when finish clearing the mail will then switch to sorting their frame, another porter (outer route) will help batch student mail from accommodation frames ready for delivery via Outer Route Porter to the two Accommodation areas North and South.</p> <p>The mail should be sorted and bagged on trolleys by porters by 09.30.</p>
<p>Student Mail</p>	<p>Ensure primary fittings are clear of all student mail.</p> <p>All student mail to be date stamped prior to sorting, this must be done without exception.</p> <p>Mail sorted to primary fitting.</p> <p>Mail is then extracted and sorted into flat or room numbers. South Courts items should then be taken to the South Courts Accommodation Office for and North Campus to main North Campus Accommodation for delivery by their Porters.</p>
<p>Finish</p>	<p>Ensure the secondary fittings are clear at the end of the process except for vague items</p>
<p>Note</p>	<p>Internal mail will be sorted in exactly the same manner</p>

Essex University Mail Room – Student Mail Process Letters

Process Description	Student Mail is delivered to the main Post Room address of the Essex University with the exception of the Quays and Meadows which have a separate post code. The Post Room does however deliver internal mail to the Quays and Meadows
Process Steps	<p>Sort mail into the two pigeon holes during the inward primary sort process.</p> <p>Mail is moved to the Student accommodation pigeon holes for stamping with University received and dated stamp. <u>All mail must be stamped.</u></p> <p>The mail is then sorted into North and South Towers, Houses and South Courts.</p> <p>Each individual area is then re-sorted into numerical order of the building it is being delivered to.</p> <p>Student mail should be ready for delivery at 9.45 – 9.50am</p> <p>Mail delivered to the student accommodation is left for a maximum of three weeks, after which time Accommodation should return it to Post Room and is endorsed accordingly</p> <p>Once the main delivery is underway, the vague mail can be sorted by referring to postal lists, directories etc.</p> <p>Any mail that cannot be identified should be returned to sender as ‘address unknown’.</p>
Finish	The mail for students has a three week cycle. This can vary during the summer semester but should continue three weeks after the due return date of students
Note	Refer to the Postal Services Manager if mail requires opening

University of Essex Post Room – Student Mail Process Packets

Process Description	Student Mail is delivered to the main Post Room address of the Essex University with the exception of that for the Quays and Meadows which have a separate post code. The Post Room does however deliver internal mail to the Quays and Meadows
Process Steps	<p>Packet mail should be segregated into student mail for emailing and student mail for delivery.</p> <p>DVD's small books, CD's and other items of a small nature should be put out for delivery into the frames. The main delivery officer should make a judgement call as to the security of certain packets for delivery.</p> <p>Packets for collection will include items to be signed for.</p> <p>The items are scanned, registered items using generic barcodes, non- registered items using Post Room small pre-printed numerical bar-codes</p> <p>Recorded Delivery items should be sent back after one week as the sender may need to try another method of communication.</p> <p>All other items should be retained for three weeks.</p> <p>It is crucial to e-mail as a packet or parcel then store the item by family name.</p> <p>The Post Room has a secure lockable storage unit for such valuable items.</p>
Finish	The mail for students has a three week cycle. This can vary during the summer semester but should continue three weeks after the due return date of students. The exception to this is recorded delivery items, which must be returned after one week (not specials).
Note	Refer to the Postal Services Manager if mail requires opening

University of Essex Post Room – Registered/Recorded Mail

Process Description	To deal with all Registered/Recorded Mail which enters the University Post Room and to ensure we can track it from its arrival to its delivery
Process Steps	<p>All Registered/Recorded mail delivered to the Post Room to be signed for by a member of the Post Room staff and amount received logged on the Traffic Measurement sheet on wall.</p> <p>The Post Room Porters electronically scan the relevant item to their duty which has arrived at the Post Room. Post Room Assistants process all other student items.</p> <p>Registered/Recorded mail for departments –The Porter electronically scans the item on their hand scanner relating to their porter run, which will be signed for by the department recipient. If there are no members of staff available in the department the porter should return the item and ask the Post Room to arrange collection or redelivery.</p> <p>Registered/Recorded mail for students –the generic barcode is scanned and the relevant student details entered sending out an automatic e-mail to the student when the save button is activated. The student is emailed advising them they have an item for collection, stating whether the item is a letter/packet/parcel along with their unique bar-code.</p> <p>Recorded Delivery items should be sent back after one week as the sender may need to try another method of communication.</p>
Finish	Recorded delivery items should be returned after one week as the sender may need to try another method of communication (not specials).
Note	Refer to the Postal Services Manager if mail requires opening

University of Essex Post Room – Confidentiality/Sensitive Data

Process Description	Incoming Staff/Department Mail Private and Confidential
Process Steps	<p>If a piece of mail/packet/parcel arrived open, immediately report this to the Manager so a note can be attached and a call to the relevant person made to explain how it was originally received. It must not be re-sealed as the Department may need to claim against Royal Mail/Courier for the condition of its arrival and against any loss. The company will need to see the condition of the original packaging.</p> <p>Mail is regularly received that just says University of Essex so they need to be put in with the vague section and will be opened by the Clerical Staff when all post has been sorted. Post Room staff are reminded that the contents of the envelopes even if they are invoices are deemed confidential. As each Department has its own financial section these letters require a short inspection to see if a staff name or department is noted on the inside of the letter and sent there accordingly.</p> <p>On occasion post arrives with just University Of Essex and not the name of the recipient clearly showing in the window. Again these letters will be slit opened by Clerical Staff and quickly identified as to who is the recipient. This normally requires just looking into the envelope without taking it out.</p> <p>Private and Confidential</p> <p>Mail marked Private and Confidential is never opened and any queries are to be referred to the Postal Services Manager to make the necessary enquiries to the relevant persons as to where it is to be sent. If such a piece of mail is opened by mistake in the Post Room, the Postal Services Manager needs to be informed immediately and will inform the recipient. The Postal Services Manager will seal the entire envelope into another marking it with the recipient's name and including (opened in error), ensuring the contents will remain confidential.</p> <p>Council Members Post</p> <p>Council Members post was originally sent to Registry. This is no longer the case and all post of this nature is to be sent to Strategic Planning and Change Section (SPCS).</p>
Finish	Vague post to be segregated into University of Essex and named persons to be looked up when main sorting has been completed
Note	All queries to be referred to the Postal Services Manager

University of Essex Post Room – International Consolidator

Process Description	The function of the Consolidator is to minimise the work required during the processing of overseas mail whilst maximising the benefits of reduced costs for consolidated international mail
Process Steps	<p>All departments posting International mail to be supplied with a blue pouch specifically for overseas mail.</p> <p>Each department must write their details on a slip and attached it to the envelopes stating department name and relevant charge/monitoring code.</p> <p>International mail pouches to be collected on both collections.</p> <p>On return to mail room, International pouches to be placed in designated box on franked mail sorting fitting.</p> <p>Items are to be weighed and counted and details entered onto the mailability programme, the items should be placed in the relevant yellow sack. Print off two copies of end of day download, placing one in an international mail sack with the mail to be collected and the other in the international mail file in date order. Once all international mail is processed complete consignment note on the printed pad (supplied by Mailability). When signed by collection driver, top copy to be filed in International mail file with download, the next part of consignment note should be placed in one of the International mail sacks to be collected, ensure the bag(s) are then tied with the Mailability tag.</p> <p>International mail company (Mailability) to invoice the University weekly.</p> <p>Postal Services Manager to cross check invoice with post room data.</p> <p>Postal Services Manager is responsible for the cross checking invoices to Estates admin for x functional charging</p>
Finish	Ensure all mails are ready for despatch by 16.00 hours each day
Note	It is important that the all mail is accompanied with a consignment note, please see additional information in this section

Issuing a New Code to a Department

Process Description	<p>Issuing a new code</p> <p>If a department asks you to set up a new postal code you must follow the guideline set out below</p>
Process Steps	<p>Check on agresso to ensure the departmental 11 digit code is on their system</p> <p>If this is a correct code, check the blue numerical chart located on the wall near the franking machine and select an available code</p> <p>Write the new code on the blue numerical/white alphabetical chart located on the wall near the franking machine and the alphabetical chart on the wall behind the International Courier (Mailability) processing area</p> <p>Write all the details of the new code, 11 digit cost code, department etc in the new/removed code file which is located in the cupboard opposite the franking machine</p> <p>Open up the programme on the International Courier computer and once opened select column A.</p> <p>Scroll down until you come to the number that corresponds with the one taken from the blue numerical chart and enter the new department code and department name.</p> <p>E-mail the International Courier (Mailability) of the new code so they can add it to their system ready for the end of the month figures.</p> <p>If the code is not on the agresso system contact the relevant department and ask them to set the code up with Finance.</p>
Finish	<p>The charts will be updated each month by the Postal Services Manager</p>

Deleting a Departmental Code

Process Description	<p>Deleting a Department Code</p> <p>If a department asks you to delete a postal code you must follow the guidelines below:</p>
Process Steps	<p>Write a line through the departmental code on the blue numerical/white alphabetical charts located on the wall near the franking machine and the white alphabetical chart behind the Overseas Courier (Mailability) processing area</p> <p>Write all the details of the deleted code, 11 digit cost code, department etc in the new/removed code file which is located in the cupboard opposite the franking machine</p> <p>On the franking machine select Supervisor Mode (Manage Accounts, Remove Account), this will then free up the short code for use when next required.</p> <p>On the Overseas Courier computer once the programme is open select section A and scroll down to the number which needs deleting.</p> <p>Click on the space next to the number and type Empty</p>
Finish	<p>The charts will be updated each month by the Postal Services Manager</p>

To Complete Overseas Courier (Mailability) Daily Download

Process Description	At the close of each days operation adopt the following process:
Process Steps	<p>Click on Run Breakdown – this will automatically print two copies of the daily total indicating amount of items sent and the totally weight</p> <p>Once the pages have been printed click on the green tick in the top right hand corner of the screen to close the programme</p> <p>Place one printout in the yellow bag and the other in the box folder marked Mailability</p> <p>On the consignment note fill in the details of how many items were processed for Europe and Rest of World and the total and how many bags are being collected</p> <p>Leave the consignment note ready for the collection driver to complete</p> <p>Place your copy of the consignment note in the box marked Mailability</p>
Finish	These documents are used to check the totals against the end of the month breakdown

MAILABILITY CONTACT TELEPHONE NUMBER

CONTACT NAME	TELEPHONE NUMBER
Paul Semery – Managing Director	08450 6000 2700

University of Essex Post Room – Vague Mail Process

Process Description	Vague mail is the term used to describe mail which is addressed in a way that the correct delivery location is not easily recognised. These usually require some investigation to find their correct location. It is important that the processing of vague items does not slow down the main mail delivery process
Process Steps	<p>If a vague item is found, a brief verbal enquiry is made to colleagues to see if anyone recognises the recipient location.</p> <p>If a location is known, sort to that location</p> <p>If a location is not known, place the item in a ‘vague’ pile</p> <p>Once the main delivery is underway, the vague mail can be sorted by referring to postal lists, directories etc.</p> <p>Any mail that cannot be identified should be returned to sender as ‘address unknown’.</p>
Finish	When all mail has either been identified, or returned ‘address unknown’, vague mail processing is complete
Note	Refer to the Postal Services Manager if mail requires opening

University of Essex Post Room – Franking Process

<p>Process Description</p>	<p>Franking Process</p> <p>The Franking process provides a very useful service to customers with medium volume, identical postings.</p> <p>The mailroom has one Neopost IS6000 franking machine, (Mailmark) with an I-Weigh in line scale.</p> <p>The productive use of this machine is critical to the Royal Mail collection.</p>
<p>Process Steps</p>	<p>When porters return from collections they should empty mail pouches sorting the items into the appropriate mail slot on the franking area fitting.</p> <p>These items should be batched by the department into the relevant categories: Domestic – red bag into 1st /2nd and Special Deliveries, Overseas – blue bag with the relevant charge/department-code slip attached.</p> <p>Check the charge/department code against the charge code list on the wall and enter the short code on the franking machine; check the cost of the posting (if using the manual scale – this is automatic on the I-Weigh) then process the mail.</p> <p>Place letters into grey trays (lined up, frank edge towards bottom, large letters lay flat in trays). Small/Medium parcels in grey bags.</p> <p>Each bag should have the appropriate label attached red – first class, green – second class.</p> <p>Each month a postage download is taken from the franking machine relevant departments will be re-charged/invoiced (all others for just monitoring expenditure), this is the responsibility of the Post Room Manager.</p> <p>Credit can be added to the franking machine by following the guidelines in the appropriate file, this is the responsibility of all franking machine operatives.</p>
<p>Finish</p>	<p>All items should be cleared before Royal Mail collections times.</p>

Process Description	<p>Issuing a New Code</p> <p>If a department present a new charge code you must follow the guidelines below:</p>
Process Steps	<p>Check on agresso system to ensure the departmental 11 digit code is viable</p> <p>If this is a correct code, then check (blue numerical chart) located on the wall near the franking machine and select an available code</p> <p>Write the new code on the blue numerical/white alphabetical charts located on the wall near the franking machine and the white alphabetical on the wall near the overseas processing area</p> <p>Write all the details of the new code, 11 digit cost code, departments etc. in the new/removed code file, which is located in the cupboard opposite of the franking machine</p> <p>Select Supervisor mode on the Franking Machine (Manage Accounts, Add Account), and using the new short code allocate this slot to the new department code on the Franking Machine and the International Courier (Mailability) system</p> <p>If agresso indicates that the code is not on the system, contact the relevant department and ask them to set the code up with Finance.</p> <p>E-Mail Mailability (International Courier) to inform them of a new code so they can add it to their system for the monthly download</p>
Finish	<p>The charts will be updated each month by the Postal Services Manager</p>

Deleting a Departmental Code

<p>Process Description</p>	<p>Deleting a code</p> <p>If a Department no longer uses the code and it has been removed from agrapho you must follow the guidelines below</p>
<p>Process Steps</p>	<p>Write a line through the departmental code on both the blue numerical and white alphabetical charts located on the wall near the Franking Machine</p> <p>Write all the details of the deleted code, 11 digit cost code, department etc in the new/removed code file which is located in the cupboard opposite the franking machine.</p> <p>It is important to delete the code on the franking machine so the short code is freed up for use by a new number</p> <p>To delete the code on the Franking Machine go into supervisor mode and again Manage Account then follow the on screen instructions to delete the entry.</p> <p>On the International Courier (Mailability) system just click on column A and select the short code to be deleted and write empty – e-mail (Mailability) Overseas Courier to notify them of the change.</p>
<p>Finish</p>	<p>The charts will be updated each month by the Postal Services Manager</p>

Neopost Contact Details

Contact	Number
Supplies 08.30 – 17.00	0845 8800002
Machine Service 08.30 – 17.00	01708 738344
Service Engineer – Paul Smith	07970 562720

University of Essex Post Room – Franking Machine Failure

Process Description	<p>Franking Machine Failure</p> <p>Should the franking machine break down and the engineer is unable to attend before the mail is processed, the following action should be taken:</p>
Process Steps	<p>Report the Fault to Neopost immediately and get an estimated time for attendance. (Normally 8 hrs after calling engineer- if engineer is in the area will try to attend sooner).</p> <p>Report the facts of the break down and likely outcome as a result of the break down to the Postal Services Manager.</p> <p>1st and 2nd class items can be sent via Overseas Courier (Mailability) to be processed in such an emergency</p> <p>Special delivery/Recorded Delivery/International Signed For items can be processed via the second small franking machine weighing the item, referring to the wall chart and entering in manually the cost of the frank.</p>
Finish	<p>The franking machine is under a service contract and should be repaired within one working day.</p>
Note	<p>Contact the Neopost Engineer to see if available to call that day.</p> <p>Contact Mailability to inform of Domestic mail being sent in addition to overseas mail.</p>

University of Essex Post Room – Royal Mail Delivery/Collection Failure

<p>Process Description</p>	<p>Royal Mail Delivery/Collection Failure</p> <p>Should the Royal Mail fail to Deliver/Collect or are running late please follow the steps below:</p>
<p>Process Steps</p>	<p>If the Royal Mail contact us to inform us that there will not be a delivery on any particular day, please inform the Post Room Manager or their Assistant so they can in turn inform all the Post Room customers via PA to Director of Estates or alternatively Communications and External Relations and either will send an all staff e-mail to relay this information.</p> <p>If the Royal Mail delivery is late, the Post Room should sort the mail in the usual way when it arrives.</p> <p>If Royal Mail contacts us to inform us that there will not be a collection on any particular day, please inform the Post Room Manager or their Assistant so they can arrange for the mail to be taken to the sorting office by porters or the Patrol Staff.</p> <p>If Royal Mail contacts us to inform us that the collection on any particular date will be late, on locking up, place the laminated notice on the Post Room door instructing the driver to contact the Information Centre where a member of the Patrol Staff will open up the Post Room.</p>
<p>Finish</p>	<p>Post Room Staff to inform Patrol Staff they will be contacted regarding a late pick-up</p>

University of Essex Post Room – International Mail Collection Failure

<p>Process Description</p>	<p>International Mail Collection Failure</p> <p>Should our International Mail contractor fail to collect or are running late please follow the steps below:</p>
<p>Process Steps</p>	<p>If the International Mail Contractor informs us that there will not be a collection on any particular day, please inform the Post Room Manager or their Assistant so they can advise the Post Room customers that any mail will be delayed. An e-mail will be sent via the PA of the Director of Estate Management or Communications and External Relations.</p> <p>If International Mail contractor contact us to inform us that the collection on any particular date will be late, on locking up place the laminated notice on the Post Room door instructing the driver to contact the Information Centre where a member of the Patrol Staff will open up the Post Room.</p>
<p>Finish</p>	<p>Post Room Staff to inform Patrol Staff they will be contacted regarding a late pick-up</p>

Process Description	<p>Suspect Packages</p> <p>Refer to Appendix 1 to inform you of key points and tell tale signs to look for regarding Suspect Packages. If after studying these you still believe an item to be suspect you must follow the steps below.</p>
Process steps	<p>Inform your colleagues immediately.</p> <p>Inform the Patrol staff immediately on 2222, stating the problem and that it is an Emergency, ask them to attend immediately.</p> <p>The Patrol staff will then investigate the problem and evacuate the building and inform the police if necessary.</p>
Finish	Postal Services Manager to liaise with Head of Security
Note	Only re-enter the Post Room when you are told it is safe to do so by the Patrol staff

Suspect Package

Point of Origin:

- ✚ Item is unexpected or of unusual origin or from an unfamiliar sender
- ✚ There is no return address or the address cannot be verified
- ✚ Item is poorly or incorrectly addressed
- ✚ Address has been printed unevenly or in an unusual way
- ✚ The writing is in an unfamiliar foreign style
- ✚ There are unusual postmarks or postage paid marks
- ✚ The envelope flap is stuck down completely (a harmless letter usually has an un-gummed gap of 3-5mm at the corners)
- ✚ The item is marked "personal" or "confidential"

Excessive Postage:

- ✚ The Item has more than the appropriate value of stamps for its size and weight

Unusual Stiffness:

- ✚ The item seems unusually heavy or thick for its size
- ✚ The item feels and looks like a book
- ✚ There is an additional inner envelope, and it is tightly taped or tied
- ✚ The item is oddly shaped or lopsided

Holes in the Package:

- ✚ There is a pin sized hole in the package wrapping or the envelope
- ✚ There are protruding wires

Strong Unusual Odours:

- ✚ Grease on the surface
- ✚ There is a small – particularly of almonds or marzipan

Immediate Action

Suspect Explosive:

- ✚ DO NOT OPEN
- ✚ Isolate, but do not cover up, or enclose
- ✚ Alert other colleagues
- ✚ Inform the Patrol Staff

Suspect Powder:

- ✚ Do not agitate and cease all unnecessary movement immediately
- ✚ Place the suspect item in an airtight HAZMAT (hazardous materials) container (Yellow metal box under student counter)
- ✚ Alert other colleagues
- ✚ Close doors and isolate any ventilation systems
- ✚ Inform the Patrol Staff
- ✚ Evacuate the immediate area
- ✚ Do not re-enter the building until informed it is safe to do so

University of Essex Post Room – Post Room Security

Process Description	To ensure any mail dealt with by the Post Room is secure at all times.
Process Steps	<p>Ensure Royal Mail /Courier collections/deliveries take place within the Post Room and signed for if necessary.</p> <p>Ensure mail is not left unattended at anytime.</p> <p>Any departmental mail to be signed for, must be delivered to the relevant department and must be signed for by a staff member of that department, and should not be signed by the porter on their behalf. Porter to download their handheld scanner at close of run. If the item could not be delivered it should be returned to the Post Room, where the department can be contacted to arrange collection or the item can be re-delivered on the next delivery.</p> <p>Where possible the Post Room should be manned by two staff, this is to avoid any confrontational situations. Although during staff shortages this will not always be possible, you must contact the Postal Services Manager or their Assistant if you require help, but additional staffing may not always be available. The Post Room must not be closed without prior consultation with the Postal Services Manager or their Assistant.</p> <p>New staff will be issued with a key fob to the Post Room on their first day.</p>
Finish	At the end of every working day one member of staff must take responsibility to lock and set the alarm the Post Room
Note	<p>A daily check should be undertaken to ensure the CCTV is working</p> <p>The Post Room should be locked whenever it is unmanned, and locked and alarmed at the end of each day</p>

University of Essex Post Room – Student Mail Security

Process Description	To ensure any student mail dealt with by the Post Room is secure at all times.
Process Steps	<p>Ensure Royal Mail/Courier collections/deliveries take place within the Post Room and signed for if necessary.</p> <p>Ensure mail is not left unattended at anytime.</p> <p>Any student mail which requires a signature must remain in the Post Room until the student concerned visits the Post Room with their registration card which is scanned indicating how many/various item(s) to collect. The item should not be given to any other student unless this has been arranged in advance and agreed by the Postal Services Manager or their assistant.</p> <p>All student mail which is being delivered to campus accommodation should be transported securely and not left unattended at any time. Once delivered to the correct location any security issues are the responsibility of the Accommodation Section.</p> <p>Valuable items are kept in the Post Room in a secure location</p>
Finish	At the end of every working day one member of staff must take responsibility to lock and alarm the Post Room
Note	<p>A daily check should be undertaken to ensure the CCTV is working</p> <p>The Post Room should be locked whenever it is unmanned, and locked and alarmed at the end of each day</p> <p>The Postal Services Manager has mentioned to the Accommodation Section their concerns regarding the poor level of security once mail has been delivered to Accommodation</p>

University of Essex Post Room – Health & Safety

Process Description	The Post Room can be a very busy area and it is extremely important all staff work in a safe and responsible manner, the safety of the Post Room is everyone's responsibility.
Process Steps	<p>Check Post Room Risk Assessments on a regular basis, Risk Assessments are presented on the Health and Safety Notice Board</p> <p>Ensure all mail is processed daily to avoid obstructing areas.</p> <p>Ensure any machine failures/problems are reported immediately to ensure they are repaired as soon as possible.</p> <p>A member of the Post Room staff should check daily that the CCTV is operating should any incident take place.</p> <p>Complete all filing daily.</p> <p>Store porters trolley's and post bags tidily</p> <p>Wipe clean all surfaces and equipment weekly</p> <p>Check equipment for faults weekly</p> <p>Do not block access routes or fire exits</p>
Finish	Ensure the Post Room is left clean and tidy at the end of each day.
Note	<p>A notice board will be ignored if it is messy and irrelevant.</p> <p>Carry out daily checks as Appendix 2</p>

University of Essex Post Room – Health & Safety

APPENDIX 2

Daily Checks:

- + Good Housekeeping – Ensure all mail is processed daily to avoid obstructing areas. Student parcels must be stored on shelving and not in traffic areas.
- + Complete any filing/download scanner data on a daily basis.
- + Store equipment correctly – Store porters trolley's and post bags tidily, ensure Royal Mail yorks re stored with the brakes in the on position and grey postage boxes are not left next to desks/frames etc.
- + When receiving parcels from Royal Mail/Courier's ensure deliveries do not obstruct access and fire exits. Load items into parcel bins or store on table or yorks and not in traffic areas.
- + Ensure you adhere to manual handling guidelines when lifting/moving parcels, letter trays, post bags, loaded yorks, trolleys.
- + Ensure that the correct workstations are set up for delivery/sorting of post and set down when task is completed.
- + CCTV – check red and green light is illuminated on camera and report any malfunction to Head of Security.

Weekly:

- + Wipe down all surfaces
- + Clean and check equipment

Annually:

- + Ensure all electrical items are PAT tested
- + Read Post Room Risk Assessments
- + Post Room Manager to ensure PAT testing and Risk Assessments are up to date

PORTER ROUTE 1

No.	DEPARTMENT
1	EVENT ESSEX
2	HUMAN RESOURCES
3	FINANCE
4	PSYCHOANALYTICAL STUDIES
5	LEARNING & DEV/OHSAS
6	LAW/HUMAN RIGHTS SCHOOL
7	HISTORY
8	COMMUNICATIONS
9	CER CENTRAL TEAM
10	EXTERNAL RELATIONS
11	DARO/ADVANCE/PHILATH
12	INTERNATIONAL OFFICE
13	GRADUATE ADMISSIONS
14	UNDERGRAD ASMISSIONS
15	AVMS
16	COMPUTER SERVICE
17	ARTS OFFICE
18	STUDENT UNION
19	SUMMER SCHOOL
20	MULTI MEDIA
21	ACADEMIC STANDARDS/PART
22	SSC – ACCOMMODATION
23	SSC – REGISTRY
24	SSC – STUDENT SUPORT
25	LITERATURE
26	MARKETING & STUDENT RECRUITMENT
27	REGISTRY

*ASK FOR KEY AT 5N.7.10 OHSAS = HEALTH AND SAFETY ADVISORY SERVICE

PORTER ROUTE 2

No.	DEPARTMENT
1	PHILOSOPHY/ART HIS/CISH
2	STUDENT DISCIPLINE/RECORDS
3	ECONOMICS
4	GOVERNMENT
5	INTERNATIONAL ACADEMY
6	LANG AND LING
7	STRATIGIC PLANNING/CHANGE
8	ESSEX ABROAD
9	ECONOMICS
10	HOSPITALITY
11	ESTATE MANAGEMENT
12	SOCIOLOGY
13	MATHS
14	BIO SCIENCE
15	H.H.S
16	FACULTY OF SCI AND HEALTH
17	C.E.S.
18	CAREERS
19	FACULTY OF HUMANITIES
20	UK DATA ARCHIVE
21	I.S.E.R.
22	MULTI FAITH CHAPLAINCY
23	CENTRAL STORES
24	EVENT ESSEX
25	FACULTY OF SOC SCIENCE
26	R.E.O.

PORTER OUTER ROUTE

No.	DEPARTMENT
1	VC, REGISTRAR & SECRETARY
2	HEALTH CENTRE
3	COUNSELLING SERVICE GREENWOOD HOUSE
4	LIBRARY
5	PSYCHOLOGY
6	SPORTS CENTRE
7	SPORTS SCIENCE HPU
8	WIVENHOE HOUSE
9	EDGE HOTEL
10	ACCOMMODATION (SOUTH COURTS) + (Drop off student mail for North and South)
11	DAY NURSERY
12	ESSEX BUSINESS SCHOOL
13	PRINT CENTRE
14	CAMPUS SERVICES
15	LATIN AMERICAN ARTS
16	UNIVRSITY QUAYS
17	MEADOWS
18	FOREST ROAD
19	AVON WAY
20	SMART
21	BUSINESS & LOCAL GOV. DATA RESEARCH
22	WATERSTONES
23	HOSPITALITY (Lorna Phillips)
24	SOUTHEND (Via Courier)
25	E15 (Via Courier)

University of Essex Post Room – Delivery/Collection Times

The following Delivery/Collection times are approximate, please see the contingency section should any Company inform us they are unable to deliver/collect or will be late –

COMPANY	DELIVERY	COLLECTION
Royal Mail	08.30 -08.45	14.00 – 14.15 16.00 – 16.05
Mailability		16.15 – 16.45

If any company are continually collecting/delivering outside these times please inform the Postal Services Manager

University of Essex Post Room - Notice Board Management

Process Description	Notice boards are an extremely good way of communicating relevant up to date information to employees working in a specific area. The mailroom is a prime candidate for utilising this form of communication. It is recommended that the franking machine is represented with a notice board as is the International Mail and that a general notice board is made available for mailroom issues other than processing
Process Steps	<p>Select the type of information required for display. This information must be relevant to the specific notice board and must be up to date.</p> <p>Notices should be square to the edge of the board and fastened with four drawing pins, one in each corner.</p> <p>Appoint someone in the mailroom to manage the notice boards, checking each week for outdated messages.</p> <p>Where appropriate date the notices.</p> <p>The student notice board should contain clear up to date messages concerning Post Room activity.</p> <p>The department notice-board should have details of worldwide postal delays and should be updated regularly.</p>
Finish	Remove and file outdated notices for future reference
Note	A notice board will be ignored if it is messy and irrelevant

University of Essex Post Room – Annual Leave Procedure

Annual Leave

A minimum of three weeks' notice is required where an employee is requesting leave in excess of four working days

A minimum of three working days' notice is required where an employee is requesting leave of four working days or less.

Variations to the above will only be allowed in exceptional circumstances. If unforeseen emergencies arise Management will try to help resolve the problem.

Managers are required to ensure that all areas of the University have adequate cover. Where employees work in teams they will not be permitted to take holidays at the same time. It is essential that leave plans are discussed with fellow team members and agreed to enable dates to be booked as early as possible.

Until such times as the Post Room moves over to ITrent for requesting holidays, all staff should pass there completed annual leave forms to the Postal Services Manager, who will then check and pass the form for Approval. Once approved the annual leave should be added to the annual leave planner so all staff are aware of any annual leave booked.

Compassionate Leave

Absence for compassionate and similar grounds is granted at the discretion of the Director of Estate Management, who has delegated this responsibility to the Postal Services Manager.

University of Essex Post Room – Sickness Reporting Procedure

Sickness, first working day of absence

Dentist/Doctors/Hospital Appointments etc. should whenever possible be booked outside your contracted hours. If you need to book appointments during your contracted hours please inform your Supervisor/Manager in person, we will need to view your appointment card.

Anyone not attending work due to sickness must telephone the office on 01206 873144 (24hr answerphone) before the start of their shift, informing the Section of the reason for absence, and how long it is expected to last. If you do not know when you are returning to work you must telephone on each day of your absence. It is your responsibility to contact your manager regularly to discuss your absence and update your circumstances; this should be done at least once a week. Your pay may be suspended if you do not adhere to these guidelines. If you are unable due to incapacity, to deliver self-certificates and sick certificates please post them to:-

**Cleaning/Portering Division
Estate Management Section
University of Essex
Wivenhoe Park
COLCHESTER
Essex CO4 3SQ**

Returning to Work

On the day you return to work please report to room 6.014 during your shift where you will be required to complete the relevant sick certificates, and asked to attend a return to work interview. Before your interview please the relevant sickness document, please see list below:

Up to 3 working days off sick

Complete a small Notification of Absence sheet upon your return to work, these are available from your Manager, once completed you must attend a return to work interview in room 6.014 with your Manager.

4 to 7 working days off sick

Complete a self-certificate upon your return to work, these are available from your manager, once completed you must attend a return to work interview in room 6.014 with your Manager.

8 working days since first day of sick absence

If your period of sickness exceeds 7 days, including Saturday and/or Sunday, you must obtain a certificate from your doctor and forward it to the Cleaning Section as soon as possible, should your illness continue, you must send additional certificates. Complete a self-certificate upon your return to work, these are available from your manager, once completed you must attend a return to work interview in room 6.014 with your Manager.

Unauthorised absence is not allowed

TRAFFIC MEASUREMENT UNIVERSITY OF ESSEX POST ROOM

MONTH

DAY & DATE	LETTER TRAYS	LARGE FLAT TRAYS	PACKETS	SIGNED FOR	PARCELS
MONDAY					
TUESDAY					
WEDNESDAY					
THURSDAY					
FRIDAY					
MONDAY					
TUESDAY					
WEDNESDAY					
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