

RMG Coronavirus Response

Use of Face Masks

Face coverings are mandatory across the UK in all shops (including Post Offices) and when using public transport.

Customer Service Points (CSPs) are classified as shops for the purposes of this guidance and therefore all customers using these facilities, as well as staff working in CSPs, will need to wear a face mask/covering.

Colleagues who work in CSPs or collect/deliver within shops/Post Offices can obtain a facemask/covering from their manager and posters to display this requirement for customers are available on the [SHE Coronavirus Document Library – Posters](#).

The law provides discretion to people who have a health condition, a disability and other groups. These will not always be visible, so staff should continue to serve all who enter CSPs, including those not wearing face coverings. This also applies to employees who may be exempt from wearing a face covering/mask.

To be effective, face masks must be worn correctly, changed frequently, removed properly, disposed of safely and used in combination with good universal hygiene behaviour.

Even if you are wearing a mask it is important to maintain the two meters social distancing rule wherever possible and maintain good hand hygiene.

Provision of Masks in Royal Mail

Where we have identified specific roles or tasks where observing the 2m physical distancing is at times difficult, masks are being provided where stocks are available. **However, in these cases the 2m physical distancing must be observed whenever possible and hand hygiene rules, including not touching the mouth, nose and eyes or before eating must continue to be observed.** Masks will also be available for any other colleagues who wish to wear one.

Specific roles or tasks:

- Working in a customer service point.
- Delivering or collecting from a shop/Post Office
- Using public transport.
- Air Hubs: Loading and Unloading of Universal Load Containers (ULDs).
- Tasks where a two-person lift is unavoidable.
- Engineering tasks that require close working.
- Where identified by a local risk assessment.

Masks are available for other employees who wish to use them from their managers. Employees choosing to wear masks should be aware they are not recommended by PHE for general use in the workplace against the coronavirus and instead the primary preventative guidance remains as hand hygiene and social distancing guidelines.

Employees that wear masks should always adhere to hand washing and social distancing guidance. There is a risk that wearing a mask leads to a relaxed attitude to hand washing and social distancing and it is very important to adhere to the preventative guidance.

Wearing a Mask

How to wear a mask:

- Before putting on a mask, clean hands with alcohol-based hand rub or soap and water.
- Cover mouth and nose with mask and make sure there are no gaps between your face and the mask.
- Avoid touching the mask while using it; if you do, clean your hands with alcohol-based hand rub or soap and water.
- Replace the mask with a new one as soon as it is damp and do not re-use single-use masks.

How to remove and dispose of a mask:

- To remove the mask, remove it from behind (do not touch the front of mask).
- **Discard immediately in a waste bin, do not place the mask on surfaces or frames.**
- Clean hands with soap and water or alcohol-based hand rub.
- Drivers should take a polythene bag with them and dispose of any waste that they generate into it immediately after use and put in the bin in the office when they return.

The masks in are not classified as PPE.

You can ensure you always have good stock of face masks and other protective equipment available by keeping your Additional Supplies Register (ASR) app up to date.

The law provides discretion to people who have a health condition, a disability and other groups. These will not always be visible.

If employees use a face covering outside of the workplace, they should be stored appropriately to reduce the risk of cross-contamination. This advice should not be confused with the requirement to wear a face *mask* where this has been identified as a requirement for a specific task through risk assessment.

Latest government guidance on wearing or making a face covering:

- A cloth face covering should cover your mouth and nose while allowing you to breathe comfortably. It can be as simple as a scarf or bandana that ties behind the head.
- Wash your hands or use hand sanitiser before putting on the face covering and after taking it off. Avoid touching your eyes, nose, or mouth at all times and store used face coverings in a plastic bag until you have an opportunity to wash them.
- Do not touch the front of the face covering, or the part of the face covering that has been in contact with your mouth and nose. Once removed, make sure you clean any surfaces the face covering has touched.
- You should wash a face covering regularly. It can go in with other laundry, using your normal detergent.
- When wearing a face covering, take care to tuck away any loose ends.

You may find the following guides on how to make a face mask useful:

[Easy guide \(using a bandana or handkerchief\)](#)

[Medium guide \(using a t-shirt\)](#)

[Hard guide \(using cloth and sewing materials\)](#)