

# Standard Operating Procedure (SOP): Mailroom Safety, Hygiene, and Emergency Procedures

This SOP details **mailroom safety, hygiene, and emergency procedures**, covering key protocols for safe mail handling, maintaining cleanliness and sanitation, proper use of personal protective equipment, fire safety measures, evacuation plans, first aid response, and reporting incidents. The aim is to ensure a secure and healthy environment in the mailroom, protecting employees, visitors, and property from potential hazards and emergencies.

## 1. Purpose

To establish clear procedures for ensuring safety, cleanliness, and effective emergency response within the mailroom.

## 2. Scope

Applicable to all employees, contractors, and visitors involved in mailroom operations.

## 3. Responsibilities

- **Mailroom Staff:** Follow all safety, hygiene, and emergency procedures outlined herein.
- **Supervisors:** Ensure staff compliance and provide necessary training and resources.
- **Health & Safety Officer:** Oversee procedure implementation and regular audits.

## 4. Mail Handling Safety Protocols

1. Inspect mail and packages for suspicious or damaged items. Report any anomalies immediately.
2. Do not open items with excessive postage, misspellings, or protruding wires or powders.
3. Wash hands thoroughly after handling mail.
4. Store mail away from food, beverages, and personal belongings.

## 5. Hygiene and Sanitation

1. Clean mailroom surfaces (work tables, shelves, bins) daily using approved disinfectants.
2. Empty trash and recycling bins at the end of each shift.
3. Maintain hand sanitizer dispensers and ensure soap is available at sinks.

## 6. Personal Protective Equipment (PPE)

1. Wear protective gloves when handling mail, especially suspicious or contaminated items.
2. Use masks and eye protection as required, particularly during high-risk activities.
3. Remove and dispose of single-use PPE appropriately or clean reusable PPE after each use.

## 7. Fire Safety Measures

1. Identify the locations of fire extinguishers and alarms.
2. Keep all emergency exits clear and accessible.
3. Eliminate fire hazards such as blocked vents, overloaded power outlets, and flammable materials.
4. Conduct regular fire drills in accordance with company policy.

## 8. Evacuation Plan

1. Familiarize all staff with designated evacuation routes and assembly points.
2. Display evacuation maps clearly within the mailroom.
3. Follow instructions from emergency personnel promptly.

## 9. First Aid Response

1. Locate first aid kits and ensure they are fully stocked.
2. Report all injuries immediately to the supervisor.
3. Only trained personnel should administer first aid.
4. Record all incidents in the accident logbook.

## 10. Incident Reporting

1. Report all accidents, injuries, suspicious items, and breaches of protocol to the supervisor without delay.
2. Complete incident report forms and submit to the Health & Safety Officer.
3. Cooperate fully with investigations and corrective actions.

## 11. Training

1. All mailroom staff must receive initial and refresher training on safety, hygiene, and emergency procedures.
2. Document attendance and completion of training sessions.

## 12. Review and Update

1. Supervisors shall review this SOP annually or after significant incidents to incorporate improvements.
2. Communicate all updates to staff and ensure understanding.

## 13. Contacts

| Department/Role         | Contact Information                     |
|-------------------------|---|
| Health & Safety Officer | health.safety@example.com / x1234       |
| Mailroom Supervisor     | mailroom.supervisor@example.com / x5678 |
| Emergency Services      | Dial 911 from any company phone         |

**Approval/Revision Date:** \_\_\_\_\_

**Approved By:** \_\_\_\_\_