

ISSUE 7
JUNE 2012

Outdoor Department Monthly E-Bulletin

For CWU members working in Royal Mail Deliveries,
Collections, SPDOs and ROMEK Cleaners



Outdoor Secretary's Introduction

This month saw Noel McClean leave Royal Mail and the CWU and move on to pastures new with Bectu. Noel has acted as my substitute since 2003. We both came onto the Postal Executive in 2000 and worked together in Anglia before that when I was a Divisional Rep and Noel was an Area Delivery Rep and part of the Anglia Delivery Reference Group. I have known Noel personally for about 20 years and always found him to be diligent in his approach to Union work. He has served the Union and its members exceptionally well through thick and thin and he will be sorely missed by the Union and me personally. I am confident he will be a success in his new role and would like to place on record my thanks to him for his contribution to the Union and in particular the Outdoor Dept. I am sure that you along with his colleagues on the PEC will wish him well for the future and recognise his significant contribution on your behalf.

Bob Gibson – CWU Assistant Secretary Outdoor

DELIVERY ISSUES UPDATE

Drivers Seats Royal Mail Vehicles

We have received a number of queries regarding the state of some drivers' seats in Royal Mail vehicles and what procedure they use to rectify the problem. The relevant extract from their response is reproduced below.

"Our vehicle inspection routines are clear that defects should be resolved and seats in particular are such that sub standard repairs will not aid either our drivers, the operation or our Service Centres – so we are taking steps to remove such repairs.

Where a seat fails to correctly function it should be repaired – be it either a worn out seat base, missing foam etc – we will resolve these either during the vehicles inspection visit or following the submission of a vehicle defect report.

We held a session on it at the last FSM meeting and subsequently are in the process of issuing SC's with guidance – where seats are faulty we want them repaired, be it on a CDV or a Motive Unit.....

FMS does not undertake cosmetic repairs on such vehicles –

High Capacity Trolleys (HCT)

Following a number of complaints into the Department and also via the Voice we have raised the issue with Royal Mail at national level. As a consequence an investigation/examination is taking place particularly with regard to the MK2 HCT. It has been established that there are problems with the front wheels including the tyres and the securing bolt and front bearings. It is clear that there is a general manufacturing fault with many of these trolleys and a process is being put in place that requires the trolleys to go through a quality control process with Romec prior to being released into the field. We are also discussing procedures to deal with the 1000 already in the field and the level of support required to maintain them in operational use. Any problems with HCTs should be raised with the Dept via your Local /Area Representatives.

Competition Update

TNT Post UK is now piloting a rival end-to-end (E2E) mail service offering collection and delivery on behalf of a number of large-volume clients to a concentrated area of addresses in West London. It raises the prospect of competitors cherry-picking the profitable, high population-density routes around the country whilst also being allowed to deliver fewer than 6 days a week. This could potentially challenge the sustainability of the six day a week Universal Service which Royal Mail must deliver. The loss of the 6 day USO will result in the loss of tens of thousands of Royal Mail jobs, that is why we must defend it.

A rival end-to-end service based on mail posted by a relatively small number of large-volume clients may benefit those few large mail users in the short-term. Without adequate regulation, this will bring a long-term disadvantage to ordinary UK business and consumer customers that send modest amounts of mail. The Union is working with Royal Mail monitoring the TNT Post UK pilot closely to understand its impact on our ability to deliver the Universal Service.

It is important that our members understand the potential impact of this type of competition and that we start to get the message across to the public and small businesses. We have recently heard that they may now be looking to move into SW London. They will look to cherry pick the large built up areas to the detriment of urban and rural areas. This is not intended to be scaremongering on the part of the Union but to make you all aware of the dangers we face. **You all have a role to play.**

Road Traffic Accident Procedure

Talks are continuing at National level on the above procedure. Progress has been made with the intention of concluding an agreement by early July. It should also be noted that the existing RTA procedure continues to hold the field until such time as a new procedure is agreed and has been communicated. Any problems should be dealt with via the IR Framework and the Outdoor Dept notified as soon as possible.



YOUR QUADRANT RESTAURANT: USE IT OR LOSE IT!



WORK SAFELY

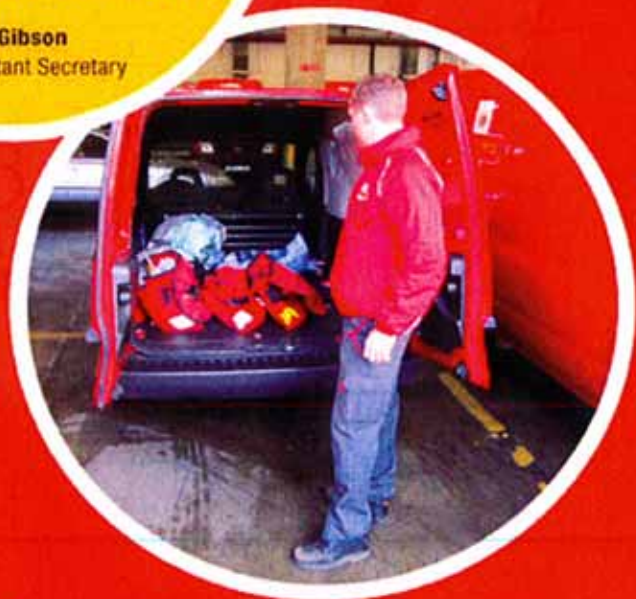
DO YOUR JOB PROPERLY



NEVER BEFORE HAS IT BEEN MORE IMPORTANT TO WORK SAFELY.

REMEMBER:
DON'T CUT CORNERS:
IT'S YOUR JOB, IT'S YOUR FUTURE – PROTECT IT NOW.

Bob Gibson
CWU Assistant Secretary



- * DON'T COME IN EARLY
- * TAKE YOUR MEAL BREAKS
- * DON'T USE YOUR PRIVATE CAR ON DELIVERY

**DON'T CUT CORNERS:
PROTECT YOURSELF,
PROTECT YOUR JOB.**

CWU
The communications union

This month's frequently asked questions?

Q. I have heard that we are getting a £100 increase to our Christmas Bonus is it true?

A. There will be a £100 payment in the next week or so and thereafter there will be a £100 increase in the Christmas Bonus for all eligible employees. This will start from Christmas 2013.

Q. Is there a standard number of what we call attendance calls built into delivery routes?

A. Yes they are as follows

- 17 per 500 Delivery Points for walking and cycle (4 of the 17 deemed unsuccessful)
- 18 per 500 Delivery Points for HCT (4 deemed unsuccessful)
- 20 per 500 Delivery Points for Van / Shared van (5 deemed unsuccessful)

Q. My manager has said that the Union has agreed something called upper decile and that we all have to achieve this?

A. We are currently in talks with Royal Mail regarding the upper decile and have carried out some joint visits to Delivery Offices. At the moment there is nothing agreed and we have said we cannot give a commitment to something that clearly is not understood by the Union or its members and many managers for that matter. Until we can agree what it means and how it is achieved we will not commit to it and there is no requirement on your part or your unit's part either until we have an agreement.

SPDO Update

As previously reported the Department is currently working with the CWU SPDO Group to determine the current state of play between Royal Mail's database and the current CWU membership list on SPDO sites across the country. Once this is finalised the next steps will be to produce a questionnaire which will be circulated to Branches for a response.

Next month we are due to undertake a Training session with the Group members on all issues affecting measurement and performance for SPDO members.

Finally we hope to complete within the next few months a booklet specifically for SPDO Members. Next month's E –Bulletin will expand on this issue.

<http://www.cwu.org/scale-payment-delivery-offices-spdos.html>

COLLECTIONS UPDATE

We continue to have regular meetings with Royal Mail discussing all issues relating to Collections. The next meeting has been arranged for Wednesday 4th July to discuss all issues affecting Collections.

We recently have agreed to Royal Mail extending the ongoing Collection Monitoring to Edinburgh. At present we are currently in dialogue on the exact locations and finer detail before this next phase commences.

Next month's edition will have more detail on the ongoing Collections Revisions and the current roll out for Mandatory Paperwork Collections which is due to go live w/c 6th August 2012.

In the meantime if anyone has issues on Collections please contact the Department.

ROMECCLEANERS' UPDATE

We have now formally responded to Romec's offer of 1.5% with a firm rejection. A pay meeting is now scheduled for the 11th July in Rathbone Place and an update will be provided to Branches following that meeting. It remains our intention to conclude a deal that takes full account of the fact that this year's pay takes effect from January.

We will be communicating directly with all of our cleaning members very soon.

It should also be noted that Peter Keenlyside has taken over PEC responsibility for cleaners' issues following the departure of Noel McClean.