

ISSUE 34
MARCH 2015

Outdoor Department Monthly E-Bulletin

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



Outdoor Secretary's Introduction

Delivery Offices will now be moving into election mode as the election material starts to arrive. Our members play an important role in determining the next government, a role that any competitor would not be able to fulfil. Any future government should recognise that fact and appreciate that Royal Mail in the form of our members is the bedrock that the whole democratic process is built upon. Let's hope we see a change in government and that they are prepared to tackle the problem of unfair competition in order to protect decent jobs and terms and conditions.

Bob Gibson
CWU Assistant Secretary Outdoor

Delivery Issues / General Update

Delivery to Neighbour – Bespoke P739 'With Your Neighbour' Card Terms of Reference

Members will of course be aware of the National Agreement covering "First Time Delivery – Delivery To Neighbour" and the ongoing work of the Safety, Customer Service & Quality Strand within the Integrated Delivery Programme. Due to a number of agreed initiatives around Delivery to Neighbour we have seen the first time delivery rate rise to approximately 91% on a National basis.

Additionally as part of the ongoing work further methods have been explored to increase 1st Time Delivery in a way which can assist front line OPGs, and where possible make it easier for them to undertake the task. As a result we have agreed to trial the use of a Bespoke P739 With your Neighbour Card in 6 Delivery Offices (Harlow DO, Brentwood DO, Enfield DO, St Albans DO, Northolt DO, Braintree DO), who have been selected as a result of the current performance figures, a mixture of good and bad for 1st time delivery. The trial is due to commence w/c 23rd March 2015.

The aim of the trial will be to:

- To understand whether the bespoke P739 card makes it easier for OPGs to complete on Delivery.
- To understand and record the number of Delivery to Neighbour attempts / transactions which take place and the associated time being taken to perform the tasks, this will be captured locally and through the use of Industrial Engineers.
- Whether the bespoke P739 card saves time for OPGs to complete on delivery.
- Whether there is an increase in Deliver to Neighbour as result of the bespoke P739.
- Whether there is any adverse effect on customer, quality and performance measures.

All training for front line OPGs on the use of the bespoke P739 card will be undertaken by Workplace Coaches and through WTLL briefs in advance of the trial.

The process will be kept under review in the IDP Strand to monitor the success rate of first time delivery / D2N and also to enable any findings to be fed into the ongoing discussions around next steps.

Area Delivery Representative Briefings

In an attempt to both increase and maintain the dialogue between the Postal Outdoor Department here at CWU HQ and our Area Delivery Representatives, we have been active in setting up a number of specific briefings in June/July this year. These briefings are vital in a two way communication process that allows the Officer and the Postal Executive Committee members working to the department to update our Area Reps on the latest events. In addition, we want to hear first hand the concerns of your senior local officials as reported to them by your representatives in your offices. We want to know what is working, what isn't and how together we can resolve things for the future.

The briefings are arranged as follows:

30th June – Edinburgh

1st July – York

2nd July – Birmingham

3rd July – London

Revised Revision Process – 6 Phase Sign Off Document

Following points raised regarding H&S involvement in the revised revision process at the recent National Delivery Revision Briefings, and in consultation with the CWU Walk Design Group we have now agreed changes with Royal Mail to the Delivery Revision 6 Phase Sign Off document that confirms H&S involvement.

CWU H&S Representatives should be involved throughout the revision process and will now be required to sign off Phases 1, 3, 4 and 6. However this does not mean that day to day H&S issues which should be dealt with on a day to day basis become entangled in the revision process. This is not to say that revisions should be deployed in unsafe environments but we should retain a distinction between what are normal day to day issues that H&S Representatives have a responsibility to deal with and those that are specifically aligned to the delivery revision.

It is important that CWU Representatives responsible for IR issues and those responsible for H&S issues retain a collaborative approach to the deployment of ongoing delivery revision activity to ensure we are deploying revisions that are sound, reliable, workable and safe for our members.

General and Local Council Elections 7th May 2015

This update is to provide confirmation to members of the arrangements that have been put in place to deal with the above mentioned elections. Members will note that payments are applicable for Poll Cards and the Candidate "Election Communication".

The Easter weekend will be a critical period with no deliveries on the Good Friday and Poll Cards arriving for delivery which could hit on the Saturday.

We had requested photo evidence of the material due to arrive in delivery offices, but, with a potential of between 7 – 10 candidates per constituency and 650 constituencies it would not be possible for such an amount of photo evidence to be supplied, as they could all be different.

There will be some D2D in the system but this will be at the posters' discretion. We have established that Royal Mail does not and will not encourage parties or candidates to use the medium in preference to Candidate Mail as there are severe consequences for Royal Mail should there be any disputes about the postings of D2D and when and where they were delivered, or more to the point not delivered or delayed, and a party believes this influenced the outcome of that particular election. Having discussed this with Royal Mail we don't believe it to be in their best interests to encourage D2D in preference to Candidate Mail.

CWU Reps and Members will also need to be aware that the Poll Cards are due to be delivered in line with their product specification, although we have made the point that there should be a sensible and pragmatic approach to this that allows for some flexibility where necessary.

Further details and associated slides can be found in Letter to Branches 188/15.

Optimised Mail Preparation

Trials have now begun in Walsall and meetings with the company have also commenced with regard to modelling some of the potential outputs of the proposed new way of working.

Romec Cleaners' Special

Future of Romec

We publish below a Joint Statement on the work of the independently chaired Royal Mail/CWU/Unite review to date and the next steps. As the statement indicates, having reached the six week period originally agreed for the review, all parties have agreed to a second phase of discussions, with no predetermined date for conclusion. This will enable a further and more detailed joint analysis of the options. The objective remains to reach an agreed conclusion.

The talks to date have been frank and open and there seems to be a genuine willingness to explore the CWU proposal of Royal Mail self delivery of Facilities Management engineering and cleaning services through a wholly Royal Mail owned subsidiary company. Whilst our members in Romec are anxious for the uncertainty about the future of the company to be resolved, clearly we must take the opportunity of further detailed discussions to secure the best outcome for our Romec members.

The support for you, our Romec Cleaner members has been outstanding from many Branches and indeed from members alike. We will continue to represent your very best interests in the coming discussions.

Joint Statement: Royal Mail/CWU/Unite Future Provision of FM services to Royal Mail

We announced on 5 February that a working group was being established between Royal Mail, CWU and Unite to look at two alternatives for the future provision of facilities management services to Royal Mail: Cofely acquiring Royal Mail's share in Romec, and Royal Mail acquiring Cofely's share. The working group has held several meetings under the auspices of Peter Thompson, an experienced mediator, and this has clarified many of the issues. To aid their understanding, the working group has held exploratory meetings with the senior leadership of Cofely and – with regard to a self delivered model – members of the executive team at BT Facilities Services. It has also taken input from Romec management and senior union officials.

We said at the outset that we expected the working group to conclude its findings within 6 weeks. Much has been accomplished in this period, and at our last meeting on 12 March, we agreed that more time was needed to reach a conclusion. We agreed therefore that the talks should progress to a second phase. There is no predetermined date for this new phase of talks to conclude, although it is important to provide clarity as soon as possible.

This phase will allow full consideration of the selected options before Royal Mail makes a final decision. This will include:

- Each option's ability to deliver Royal Mail Group's FM requirements
- A detailed evaluation of pros and cons of each option
- Further discussion with Cofely to cover structure, costs and deliverability of such an option
- Further discussion of the self-delivered option to cover structure, costs and deliverability

The timescale of this review period will be discussed as part of these further talks.

We know the importance of giving clarity to Romec employees about the future of the company, but rather than rush a decision we believe it is important to take the time to look at all the issues involved in the manner proposed. In the meantime, we jointly agree that the day to day focus within Romec should be on continuing to operate as normal.

A further statement will be issued in due course.

Martin Gafsen
Peter Walls
Royal Mail

Ray Ellis
Bob Gibson
CWU

Brian Scott
Unite

24 March 2015



The communications union

'Do your job properly'



Don't bury your head in the sand

It's YOUR future

'Do you realise that by coming in early, not taking your meal relief or using the wrong delivery equipment you are allowing the management to increase your workload through lapsing or absorption?

Think about what you're doing and the impact it's having on us all.'

SUPPORT YOUR UNION TO SUPPORT YOU

This month's frequently asked questions?

Q. If we are trying to compete effectively with companies like Amazon and Hermes etc – shouldn't we be extending the Sunday Deliveries and Enquiry Office Opening beyond the end of March?

A. We have agreed to extend the trial until the end of June. This is to allow time for discussions to continue on possible extensions to the trial. Branches will be kept up to date on the discussions.

Q. If we asked our Rep to invite you, would you or one of your department visit our Delivery Office to speak to the members?

A. Absolutely. Contact the dept to arrange a date.

Q. Why does the Cleaners' Uniform have the Cofley name on if nothing is decided yet about the future?

A. This is because Cofley are already part of the Joint Venture.

Q. How can I avoid prepping D2D in my own time, I simply can't get 7 items ready in time to get out and finish my delivery on time?

A. This should be raised with your local rep who can take this up with the DOM. If the DOM refuses to engage in discussions to resolve the problem then put this issue into the IR Framework.