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Outdoor Department Monthly E-Bulletin

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



Outdoor Secretary's Introduction

Discussions have been taking place with Royal Mail regarding Pace of Change and Fair & Manageable Workload along with a number of other delivery related issues. It is apparent that the discussions regarding the future of the industry and what deliveries will look like going forward will be complex and difficult, but we are determined to get things right for our members. However we have made it clear to Royal Mail that we will not be in a position to move into a 'new' delivery environment until we have deployed BT2010 successfully and dealt with the problems that have arisen as a consequence of poorly planned revisions and unachievable performance targets. Performance and Flexibility will be major issues that we will have to deal with. It is important that all of our members are lined up behind the Union in what will be crucial talks for everyone.

Bob Gibson – CWU Assistant Secretary Outdoor

DELIVERY ISSUES UPDATE

NATIONAL JOINT STATEMENT FAIRNESS, DIGNITY & RESPECT IN DELIVERY

Branches, Representatives and Members will be aware of the problems being encountered in Delivery Offices regarding bullying and harassment and the recent survey carried out amongst delivery members. As a result of detailed talks with Royal Mail we have secured a Joint Statement which provides some clarity around behaviours in the delivery environment particularly from managers, and how our members can expect to be treated.

The Joint Statement makes it clear to all that overtime is voluntary which has been one of the main problems our members have encountered where Managers have been making false statements that completion of delivery is a requirement of all delivery OPGs regardless of how long it will take. To compound this particular problem there have also been reports sent to the Department describing instances where our members have been threatened with the conduct code or removal from their duty if they did not complete their delivery.

The Joint Statement is intended to assist in eradicating this type of misrepresentation of the facts and provide clear confirmation to our members that they do not have to work beyond their scheduled finish time if they do not wish to do so. It also reiterates and reinforces the process of safeguarding the mail contained in Appendix B in instances where our members do not believe they will be able to complete their delivery. The Joint Statement also makes it clear that there will be no threat of conduct where our members cannot deliver all the mail by their scheduled finish time.

Furthermore any one of our members who responded to the survey will be provided with an opportunity, if they so wish, to have their complaint investigated and overseen by an independent party in line with Appendix A of the Joint Statement.

This opportunity should be brought to the attention of all members in all workplaces so that they are aware of this, which can be done by contacting the Outdoor Department, this can also be done via email to

Outdoorsecretary@cwu.org

All of the above information has been circulated via LTB 170/13 and it is important that publication of the Joint Statement and associated Appendixes are cascaded as wide as possible.

Further talks are continuing with Royal Mail on what can be considered as 'Fair and Manageable Workload' as there are numerous references to it in National Agreements but no statements as to what this is in reality. It is hoped that these discussions can be dealt with quickly and that this will also go towards alleviating the pressures on Delivery Members.

Post Implementation Review (PIR) Update

Further to previous updates, the Department has been in discussion with Royal Mail to improve the 6th phase of the agreed revision process the PIR.

The rationale for this was that somewhere in the region of 700 revisions have been deployed and to date only around 110 PIR's have taken place.

The new process which is in final stages of being agreed and shared with Representatives and Branches puts more emphasis on dealing with issues from day one of when revisions are deployed, also the role of the Manager and Rep is to make sure they work together and complete a simple daily monitor sheet listing off all issues which they are aware of.

Also it has been agreed that there will be a more robust process at weeks 4 & 8 which will be facilitated by the DSM & Area Rep who will make sure that relevant actions are adhered to. Likewise the formal sign off of the revision at 12 weeks will now have to be signed off by the CWU Divisional Representative.

It is hoped that these measures will be circulated to Branches in the coming days, however it will be important that Branches and Representatives make sure that they play their role in making sure the PIR process takes place and is fully adhered to once it has been circulated.

SPDOs

Clarification on Lump Sum Payments and implementation of Shorter Working Week for those delivery units, including any SPDOs that are not scheduled to receive walk sequenced mail

Where an SPDO is tagged to a delivery unit (has a parent delivery unit) that is scheduled to receive sequenced mail then the lump sum payments and the shorter working week will be made in line with the parent unit. Where an SPDO is not tagged to a delivery unit and is served directly from the Mail Centre then its lump sum payments and the shorter working week will be made in line with their nearest (as the crow flies) Royal Mail delivery unit that is served by the same Mail Centre as the SPDO.

The above has been circulated to remind Representatives of the rights of our SPDO members with regards to lump sums and SWW.

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 recently had an accident in a Royal Mail vehicle; do I have to declare this to my private insurance company?

A. YES. It has always been the case that employees would have to do this and when the CWU recently negotiated the recent RTA Agreement it was clear this was the case and is contained within letter 1 which was agreed as part of that procedure which would be given to employees to notify them that they were obliged to inform their own insurer.

Q. We have been told that our Delivery Office is about to become involved in World Class Mail, has the Union really got to the bottom of what World Class Mail is all about?

A. The Union has always been sceptical about World Class Mail and what it was set up to achieve. In reality it is about finding ways to take hours out of the operation through different ways of working! However the agreement reached means that all matters are attributed to the IR Framework and that the CWU will be involved throughout, meaning nothing can be implemented without agreement.

Q. Lots of deliveries in my unit have started to become unachievable due to an increase in mail volumes, as a result my Manager has said that it's ok not to use the trolley meant for my delivery - is that right?

A. NO. The whole ethos around new delivery methods was to make sure that weight was taken off the shoulder during delivery tasks. The BT 2010 Agreement is clear in that:

All Delivery Methods equipment will support the objectives of working safely, reducing fatigue and removing where possible weight off the shoulder.

Once assigned the use of equipment specified for the route will be mandatory.

Therefore if your Manager continues to state you don't have to use the trolley please contact your local Rep or Branch.

A FEW FACTS WHEN WORKING IN DELIVERIES

- OVERTIME IS NOT COMPULSORY IN ROYAL MAIL
- IF YOU FLEX 30 MINUTES YOU ARE ENTITLED TO BE GIVEN THE 30 MINUTES BACK IN THE SAME WEEK
- WHEN TRAFFIC LEVELS ARE ABOVE YOUR MODEL WEEK YOU CANNOT ABSORB
- DELIVERY TO A NEIGHBOUR IS AT THE SOLE DISCRETION OF THE DELIVERY OPG – NOBODY ELSE

Collections Update

Collection Best Practice revisions continue to be deployed in line with the agreed revision process, however, the Department has been made aware of instances where following deployment of agreed revisions, payments of the relevant Lump Sums have not been forthcoming within the agreed timescales.

Therefore it is important that Branches and Representatives contact the Department should payments not be made in line with the below extract from the BT 2010 Agreement:

*'paid on successful deployment of the **relevant** revision in the unit and objectives achieved in line with the local agreement and no later than the end of the 4 week bedding in period'*

ROMEC CLEANERS' UPDATE

There are a number of issues that are outstanding between Romec and the CWU which we feel need to be resolved and would benefit from discussions at national level. These have been logged with Romec and a meeting is now scheduled to take place on 15th April.

- A strategic update on thinking regarding the future of cleaning, especially with the split of Royal Mail and POL and the possible privatisation of Royal Mail.
- Concerns regarding the Romec pay unit and what measures will be put in place to resolve all issues.
- Parcelforce cleaners' hours.
- Pay anomalies.
- Position of those TUPE'd into Romec with regard to pay awards.

Members will be kept informed of the outcome of these discussions.

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