

## Agreed Guidelines Between WBC Management and the CWU for the Progression of Phase 3 in the Door to Door Walk Bundling Centres

### Introduction

In the spirit of the National Pay & Modernisation Agreement and especially the determination to work together to find common sense solutions, both parties have agreed this document in recognition of the unique circumstances and agreed process operating in Walk Bundling Centres.

Against that backdrop the words detailed below refer to the main National Agreement and the three bullet points contained within the 'Phase 3' section, and how they translate from theory into operational reality for trial within the WBC operation.

### Agreed Approach

Phase 3 – Transforming the way we work (from the agreement)

Both parties are committed to introducing new ways of working throughout the business by April 2008. In order to achieve this there will be a trial in four offices per AGM area covering the following;

- New arrangements to cover for one another and develop sensible options to absorb absences, and increased workload, where time exists within normal hours.
- To ensure all paid hours are utilised.
- To create a working where employees, CWU reps and managers feel valued and motivated.

This flexibility could also facilitate arrangements for employees to make their own arrangements to cover and swap duties (subject to approval from their manager) – within contracted hours, providing quality of service is not adversely affected and there are no additional costs to the business.

Local ideas will be generated, agreed and deployed through trials by early January 2008. The trials will be nationally evaluated to identify the widest range of options for national roll out.

Local offices will be entitled to the 1.5% pay increase from the 7<sup>th</sup> April 2008 subject to deployment to these new arrangements. Any offices where deployment is deferred will receive the additional 1.5% from the date of deployment.

## In the Door to Door WBC's

The three points covered in the P&MC agreement translate into the following in the WBC's.

### New arrangements to cover for one another and develop sensible options to absorb, and increased workload, where time exists within normal hours.

- Align staff hours to workload in a manner that ensures that only the right amount of hours are used to process the daily workload.
- Employees when required may be asked to carry out other work i.e. processing, compliancing, forklifting and administration etc, where appropriately trained and properly equipped and safe to do so.
- During busy periods employees may be asked to support other parts of the operation and undertake work outside their normal duties.

The above is considered to be inline with the following enablers;

\*Efficient summer staffing.

\*Innovative duty structures.

\*Doing other work within your office.

### To ensure all paid work hours are utilised

- Every person in the WBC to be available and working from the beginning to the end of their duty, SA or Overtime period (this to be achieved inline with the spirit of the P&MC, Efficiency and Interim Scheme agreements).
- All breaks will be in line with the Way Forward Agreement 2000.

### To create a working environment where employees, CWU reps and managers feel valued and motivated

Each WBC trial site should make sure the following are in place;

- Weekly scheduled joint WTLL sessions with appropriate numbers and accommodation and staff participation.
- Joint resourcing meetings inline with the approaches to manpower planning as defined in other agreed WBC documents.

- Regular Strategic Involvement meetings.
- Up to date notice boards with all H&S info, performance info, general unit info, improvement plans etc.
- Encourage up to date HYS survey with 100% completion. Action plans discussed and agreed with the CWU and staff, and future improvements actioned.
- Working groups covering H&S and DRAW with staff participation.
- CWU Reps to support and engage in current and future change by agreement, inline with our joint objectives as defined in current agreements.
- Encourage an adult, respectful and considerate approach for others in regard to the working environment, cleanliness, equipment, paperwork and all the above in preparation for the shift handovers.

The trial sites will be assessed in regard to compliance and WBC relevance after two weeks and final approaches agreed. At the point of agreement authority will be given for the 1.5% pay increase for employees in the two trial WBC sites, and in the other WBC sites as agreed and deployed.

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