



POSTAL SECTOR

ANNUAL REPORT

2010/11

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INTRODUCTION

Dear Colleague

We know that CWU members and our Representatives will be apprehensive about what the future holds.

Even taken on their own, the issues of modernisation, regulation, pensions, the digital age and now the possibility of privatisation and separation of Post Office Limited would each present a huge challenge. But the convergence of circumstances that has left us facing all these major challenges at once is unprecedented in UK industry today.

Despite this, I am convinced the Union can and will meet these challenges.

When dealing with employers, the CWU continues to demonstrate that we do not face away from change – but, the employer also knows we will take whatever steps are necessary to secure the best possible agreements for our members.

The evidence of this is seen by the terms and conditions of CWU grades in Royal Mail Letters, Post Office Limited, Parcelforce, Romec, Quadrant and all the other business subsidiaries in which we represent members. Rather than the race to the bottom, which engulfs much of British industry today, the CWU continues to buck this trend and set the benchmark for competitors to follow. The latest example of this is our determination to win a fair settlement for our members in Post Office Limited.

The circumstances prevailing across UK industry and the economy mean that our members will be worrying more than ever about their job security. In the postal sector new machinery, technology, the digital age, regulation and volume decline continues to impact on and reduce overall job numbers. We must be honest with our members – the shape and size of the worldwide postal industry is changing - unless we embrace and influence business transformation in the right way, then jobs will come under even greater threat. The agreements we have negotiated can ensure that change is delivered without recourse to compulsory redundancy and that existing employees who wish to retain their full or part time jobs can do so. Given that the businesses our members are working in now operate in an extremely harsh environment, our job security commitments and redeployment terms are second to none.

The Union's priority must be to minimise job losses and our Keep the Post Public Campaign is also crucial to this objective. Similarly, we know the digital revolution can offer growth opportunities to offset job losses in our traditional areas. Increasingly this will mean engaging with the business in a more strategic way to create new jobs through the development of more innovative products and services.

A harsher environment has also brought into sharp focus the debate on reform of the Union. It is entirely possible for us to secure the future of our organisation – but this will mean restructuring our Headquarters and all of us changing the way we work, think, act and organise. Alternatively, the status quo will take us down the road to merger on terms dictated by others. There are times when leading change, however difficult, is the most positive direction to take for everybody. For the CWU this is that time.

This Annual Report outlines the areas of work the Union has undertaken over the last year. However, it does not begin to tell the story of the amount of work the Postal Executive carry out on behalf of our members. Neither does it reflect the effort and determination that all CWU Representatives demonstrate on a daily basis when representing our members.

We look forward to our deliberations at this year's Conference.

Dave Ward
Deputy General Secretary (P)

Comrades

I would like to thank all Branches, representatives and members for their continued support of the Keep the Post Public Campaign. We have rallied, lobbied and petitioned the Tory led Coalition to put an end to this privatisation madness that will provide worse services, and continue to attack Postal Workers' terms and conditions now and in the future.

Business Transformation is difficult enough without privatisation, and the Tory and Liberal Democrats' proposals are causing potential industrial unrest across the country as members and representatives deal with agreed implementation and changes to how we work.

There are four areas that the CWU will have to fight for, agreements that assure our members' terms and conditions are protected. These are regulation; the access price for delivering the final mile should be priced correctly and not give the competition guaranteed profits for being under priced. Pensions should be guaranteed for the future and the traditional RPI increase should remain. The separation of Post Office Ltd from Royal Mail and Employee Share Ownership should not be used to erode services, collective bargaining and members' terms and conditions.

The fight against privatisation continues and, if industrial action is needed to derail this attack on our services and working conditions, then CWU will not be found wanting.

The Coalition Government intends to go further than Thatcher's Government of the 80s. All public services and the welfare state are under attack from the Con-Dem Government of millionaires who want to roll back any gains made by working people wanting decent services, pensions and jobs for all. The TUC march on the 26 March will bring workers, families and supporters together to fight against the Tory led Government's attacks on workers. Members should attend and fight for an alternative, that doesn't confine people and valued services to the scrap heap. I look forward to seeing the CWU mobilise for this march, and continuing the fight against cuts in their local areas. Postal privatisation is part of these cuts. The bankers caused the crisis and we should not pay for their crisis. Globally, governments are intent on making the working class pay for their greed, and across the world we see the rich continue to get richer and the poor paying the price with less services and jobs. It is inspiring to see workers overthrowing governments that don't represent ordinary workers. The students have shown the way to fight here, and there are plenty of lessons to be learnt, but, unity and solidarity remain at the heart of any victories to be won.

The CWU, like any other Union, has to look at how we are structured to ensure representation of our members in the future. Reform is always difficult and protectionism comes to the fore when debating and agreeing any change to how we have traditionally worked. The CWU leadership cannot hide and dither about change when, in reality, the membership is falling and a structure based on 300,000 members cannot be sustained when the membership will be 200,000 or less. Democracy and representing members has to be at the heart of change, and not ensuring the leadership is protected and unaccountable to Branches and members. I want a democratic independent Union willing to lead and organise against government and employers' attacks now and in the future.

The year ahead will be difficult but, with Unity, Solidarity and Democracy, we will rise to the challenge, ensuring CWU members are represented in the workplace now and in the future.

Jane Loftus
Chair, Postal Executive

SECTION 1

ROYAL MAIL PENSIONS – SCHEME VALUATION - 2009

The results of the Royal Mail Pension Scheme Valuation 2009 were published in 2010. Prior to the publication of the report, the Union had continued to press all interested parties, including the Government, on the need to deal with the Royal Mail pension fund deficit.

To assist us in our argument, the Union published a pensions document, "Time to Deliver – CWU Solution". This document set out a very clear strategy as to what solutions were available. The Union highlighted the use of the 40 year repayment schedule to fund the deficit alongside the issuing of a Crown Guarantee.

The valuation results reported a deficit of £10.3 bn and there followed a great deal of activity on establishing an agreed repayment schedule to fund this deficit. As the Union predicted, the new Coalition Government wasted no time in linking deficit/Royal Mail pension problem with the recommendations contained in the "Hooper Report" as justification for their policy of privatising Royal Mail.

At the time of writing the report, agreement between the Trustees and Royal Mail on a repayment schedule of 38 years has been secured. This repayment arrangement has been shared with the pension's regulator, who has expressed a number of concerns with the agreed arrangement and, in particular, the 38 year time span.

The pensions continue to be a major issue in the privatisation campaign and the Union is continuing to argue for a pensions solution, where the shareholder and the employer have to take responsibility.

ROYAL MAIL PENSION PLAN INDEXATION

In July 2010, the Coalition Government announced a number of fundamental changes that will affect pension increases

from 2011. The cornerstone of their proposals is based on the use of Customer Price Index (CPI) rather than Retail Price Index (RPI) for pension increases.

The announcement made by the Government will cover both government controlled schemes and private sector arrangements. The announcement and proposed changes would not, however, apply where the Trust Deed and Scheme Rules specifically referred to the use of RPI for up-rating pensions.

The Union has met with, and written to, Royal Mail/Trustees on this issue. We have highlighted to the employer that, over a period of time, the value of our members' pensions in deferment and retirement will be substantially reduced if they are up-rated under CPI. We also informed Royal Mail that the switch to CPI will be seen as a significant change from the past practice of pension increases in line with RPI. Additionally, the change will produce anomalous situation across the schemes because the separate sections will be up-rated by different inflation measures.

At the time of writing the report, we are waiting a formal response from the company to the proposed changes to RPI/CPI detailed in the Government's announcement.

ROYAL MAIL EXECUTIVE PAY

The Union wrote to the Secretary of State for Business Innovation and Skills (BIS), Vince Cable, calling for an immediate enquiry into the pay and reward package of the senior executive team in Royal Mail.

This followed the publication in the company's Annual Report of the earnings/package these individuals were receiving. We highlighted in our correspondence that CWU members had just had a pay freeze imposed upon them, whereas the senior executive team were being rewarded by excessive levels of pay and bonuses.

Adam Crozier, former Chief Executive, took home a total of £2.4m in 2009/10. This was made up of the following:

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- £633k in salary
- £225k in other benefits and cash payments
- £1.5m pay out from the three-year Long-Term Incentive Plan (LTIP)

Ian Duncan, Group Finance Director, took home a total of £1.4m, made up of:

- £325k in salary
- £85k annual bonus (a further £99k of annual bonus went into his LTIP)
- £98k in other benefits and cash payments
- £888k from the three-year LTIP

Ian Duncan's salary is also due to rise by £25k in July this year, an increase of 7.7%.

Mark Higson, Managing Director of Letters, took home a total of £1.7m, made up of:

- £428k in salary
- £107k annual bonus (a further £114k of annual bonus went into his LTIP)
- £186K in other benefits and cash payments
- £1.012m from the three-year LTIP

On top of this, they are members of the Royal Mail Senior Executive Pension Plan, a final salary pension scheme which is now closed to new members.

MAILSOURCE UK – 2010 PAY (BBC MAILROOM MEMBERS)

The Union has again successfully concluded an agreement with Mailsource on improvements to basic pay and allowances of between 1.5% and 2% for our members employed in the BBC Mailrooms, in spite of a pay freeze being applied to other Mailroom contracts and all Managers, including Senior Directors of the company. The deal once more received the overwhelming support of our members and was structured to narrow the differential in pay between our members who received TUPE protection, and those who had joined the company post transfer from Royal Mail to Mailsource.

ROYAL MAIL BUSINESS TRANSFORMATION AGREEMENT 2010 AND BEYOND

Ballot

The ballot of members covered by the terms of the BT Agreement took place in conjunction with a Royal Mail Group wide ballot on the revised EVR terms/changes to the MTSF Agreement. The Postal Executive recommended CWU members to vote yes in both ballots. Due to the delay in some ballot papers being delivered, the ballot timetable was extended.

Branches were informed of the ballot result.

Royal Mail Business Transformation 2010 and Beyond Consultative Ballot

Number Voting Yes (65.82% of valid vote)	42,023
Number Voting No (34.18% of valid vote)	21,820

Royal Mail Managing the Surplus Framework (MTSF) Consultative Ballot

Number Voting Yes (89.73% of valid vote)	1,957
Number Voting No (10.27% of valid vote)	224

BT PAY RELATED ISSUES

The Business Transformation Agreement introduced a comprehensive series of pay changes. To ensure there was a joined up approach to the introduction of these pay changes, a process was introduced covering the issuing of the Royal Mail Pay Directives. This involved CWU input prior to them being issued.

New basic pay supplements, as detailed in the BT Agreement, were introduced as from 11 June 2010. The supplements are treated as non pensionable basic pay and subject to basic pay rules.

At the inaugural National Deployment Group meeting (NDG), the Union took the

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opportunity of raising a number of pay anomalies which Branches had reported to the Union.

As a result, further discussions took place on these issues, and it was reported to Branches that agreement was reached on the following issues: members employed in unique locations (Buckingham Palace, Westminster, DWP/Revenue Protection, GAMU and LAMU), LAs would receive lump sum and shorter working week benefits in line with the terms of the BT Agreement. Further guidance was issued on PBS/ICS Legacy Bonus Payments and transfer lump sum payments/shorter working week. The payment of TPM allowance was also agreed, as far as staff tagged to deliveries was concerned.

At the time of writing the report, talks are continuing with the business on the outstanding issues linked to functional tagging – payment of the new basic pay delivery supplement, hybrid duties and MGW drivers working in delivery units.

BT DAWN SHIFT – GRANDFATHER RIGHTS

Following the introduction of the new basic pay supplements, Branches reported to CWU Headquarters problems in the ongoing payment of dawn shift and grandfather rights. The Union took the opportunity of raising this issue with Royal Mail and, following a number of meetings, it was agreed to reinstate the difference between the previous dawn shift, grandfather rights of £23.55 and the early shift one payment of £12.37. This provided for parity of treatment with the ongoing payment of £11.18.

Additionally, it was agreed that pensionability of the previous payment £23.55 will be fully protected on a personal rights basis.

All of the above was backdated to the date of the new basic pay supplements being introduced. Branches were notified of these changes via LTB.

BT UNION – UNPAID LEAVE ARRANGEMENTS

Within the terms of the BT Agreement, a

review of the Union leave (unpaid) procedure was agreed. Following extensive talks with the business, a revised arrangement for unpaid Union leave was agreed. Prior to the revised system being introduced a trial of the new arrangements was carried out. This resulted in a number of amendments to the process being introduced. The new system and process for Union leave is due to be introduced in January 2011. The revised arrangements are due to be reviewed at six months.

BT DEPLOYMENT ENGAGEMENT FRAMEWORK

With the endorsement of the Business Transformation Agreement, talks took place with Royal Mail on a Deployment Engagement Framework. The terms of this Framework were circulated to Branches. The Framework process consisted of a meeting structure at various levels, along with a detailed Terms of Reference for each of the groups detailed within the Framework. The Engagement Framework is supported by a standardised reporting process, which is designed to enable all parties access to factual information on all local revision activity carried out under the terms of the agreement. This information also forms part of the reporting process to the National Deployment Group.

BUSINESS TRANSFORMATION 2010 – ROYAL MAIL MODERNISATION PLAN/MAIL CENTRE RATIONALISATION

The Mail Centre Rationalisation Programme commenced following the endorsement of the Business Transformation Agreement. A briefing of Divisional/Area Representatives was held during June/July 2010, where the Union's approach/strategy to the Rationalisation Programme was explained. Three members of the Postal Executive have been allocated to support Field Representatives engaged in the agreed process, as well as providing the conduit to input regular updates to the Postal Executive and meetings of the National Process Group.

Reviews have taken place with the full involvement of the CWU and at the time of collating this report, a review of the Midlands is due to commence. It has been an extremely difficult time and I wish to

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express the gratitude on behalf of the Indoor Department from myself, as Acting Assistant Secretary, Chris Bennett, Alison Corbett and Dawn Lynch, specifically to those PEC members, Divisional and Area Representatives who have supported the Department through this period and dealt with those issues in a professional and timely manner.

BT2010 MEASUREMENT AND PERFORMANCE STANDARDS

Following the acceptance of the BT2010 Agreement, there remained a number of issues with regard to the planning tools and standards utilised for delivery revisions and planning in general. As a result of a number of meetings, and through the offices of the National Deployment Group (NDG), a position was reached whereby we agreed to undertake more in depth work on the following issues in this category:

Call Rate Calculator (agreed)
Indoor Workload Tool
Georoute
D2D Study
BSI
Upper Decile
Traffic Recording

Work has continued on all the above issues throughout the course of the year, with regular updates being circulated by means of LTB and internal communications.

ANNUAL LEAVE PURCHASE SCHEME

An initial preference letter was despatched to all Romec Cleaners, whether they be members of the CWU or not. Included in the preference form was a tear off slip for people to join the CWU. At the date of publishing, we have had interest shown in Leave Purchase from more than 250 people, with 60 people indicating that they would like to join the CWU.

INDUSTRIAL RELATIONS FRAMEWORK REVIEW

Under the section headed 'Transforming Relations Practical Next Steps Programme of Activity' the Union is committed to reviewing simplifying the current Industrial Relations Framework Agreement. A number of

meetings were held in 2010 with Royal Mail where the agenda for future meetings was discussed. Both the Union and Royal Mail have submitted various discussion documents which have focused on some of the key areas under review. The area of training future representatives has figured in our discussions, as has the future interface between the Union and Royal Mail management at various levels across the Royal Mail business.

Royal Mail are due to present to the Union an outline draft of the Industrial Relations Framework Agreement and, at the time of writing the report, we are in the process of finalising a timetable of future meetings between both parties.

SCHEDULED ATTENDANCE – HOLIDAY PAYMENTS

Branches were provided with a copy of the Royal Mail Pay Directive 11/09 which detailed the pay arrangements for Scheduled Attendance Holiday Payments – Payment 1 being paid in May 2010, Payment 2 in August 2010.

ROYAL MAIL – FINANCIAL RESULTS

The 2009/2010 financial results reported that the Royal Mail Group made an overall profit of £404 million, an increase of £83 million on the previous years results.

A breakdown of the groups profits are as follows:

- RML - £121 million
- POL - £ 72 million
- Parcelforce - £ 17 million
- GLS - £112 million
- Group Centre - £ 82 million

At the time of the company's results being announced the CWU issued various press releases which highlighted the significant contribution that CWU members have made through increased efficiency and its flow through to the company's profits announced in the Annual Report.

WORLD CLASS MAIL

In line with the Business Transformation Agreement the Union finalised, the terms of

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the Consultation Framework Process, which ensures the Union is fully involved in the development of WCM at all levels of the business. In supporting this process, Branches were notified of the Divisional Representatives who will be carrying out the role and function of the WCM Leads for their respective Divisions/Regions.

Additionally, the Union has set up an internal WCM Committee; the aim of which is to ensure the Union is joined up across each of the functions within CWU HQ. Co-ordination of the committee is carried out by PEC member, Steve Jones, and includes the national officers.

In supporting these aims the following actions have, and are due, to take place:

- WCM - National Event
- WCM - Visit to the Fiat Car Plant
- WCM - Deployment Plan/Time table

At the time of writing the report, the Union and Royal Mail are exchanging documents covering the terms of an agreement which ensures WCM initiatives are compliant with national agreements; notably these are:

- National Generic Trial Framework
- National Generic Deployment Framework
- World Class Mail Consultative Framework
- Change Process
- Industrial Relations Framework.

Branches will receive copies of this process once it's agreed with Royal Mail and endorsed by the Union's Postal Executive.

WEEKEND PAY RATES

This remains an issue between Romec and the CWU, despite a number of meetings. Further discussion will take place during the forthcoming pay discussions.

ROMECCLEANERS BONUS AND PRODUCTIVITY SCHEME

The 2010 Pay Agreement provided for a review of the existing Bonus and Productivity Scheme, following the emergence of a totally

new, unagreed set of productivity hours for units all around the UK. To date we still await the beginning of that review, owing to the fact that revised contract negotiations with Royal Mail, as the customer, are still in train.

Both parties have signalled that we have issues that we want to bring to the review, and it is intended to progress the issue as soon as possible.

ROMECCLEANERS PAY AND CONDITIONS

In September 2010, following a protracted set of complex negotiations, a Pay Agreement was finally endorsed by the Romec membership.

There were matters arising from that agreement that required ongoing discussion and negotiation, the three main ones being:

- Annual Leave Purchase Scheme
- Weekend Working Pay Rates
- Bonus Scheme

ROMECCLEANERS PAY 2010

The 2010 pay agreement entitled all employees to a 2.25% increase in basic rates from the 1 April 2010, with full flow through to allowances and overtime; an additional 0.5% increase to rates from 1 October 2010, with a full flow through to allowances and overtime. An additional £800 lump sum paid to engineers in lieu of an outstanding bonus payment. Finally, the business committed to providing additional £680k set of consolidated payments to engineering consistency on 1 April 2011.

The result of the ballot of engineering and cleaning grades was as follows:

Votes in favour:	1,247
Votes against:	96
Spoilt:	5
Total ballot papers received:	1,348
Total ballot papers dispatched:	2,278

As part of the 2010 pay agreement, Romec agreed to bring forward the pay review date to 1 January 2011. The Union submitted a written claim in early December for an

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increase above inflation as measured by RPI for all CWU represented grades. Romec's response stated that the company was not prepared to make an offer until concrete commitments were given by the Union on measures to improve engineering efficiency. Meetings have taken place, including three days of intensive talks in January, with ACAS assistance. Whilst progress has been made on a number of outstanding issues, Romec are still not prepared to make a pay offer. At the time of going to press a further meeting has been scheduled. If Romec are still not willing to make a reasonable pay offer then the Union intend to consider balloting members for industrial action.

ENGINEERING PARCELFORCE PAY 2010

An agreement was reached with Parcelforce Worldwide for the engineering grades pay claim 2010. Percentage pay increase and the lump sum were in line with that agreed by our operational grades. In an individual ballot, our engineering members rejected the claim and we are currently holding discussions with the business with a view to re-word the existing offer.

PARCELFORCE PAY

Following protracted and difficult negotiations, due to influencing factors, such as the economic climate and the disagreement with Royal Mail, the assistance of ACAS was sought to conclude an agreement with Parcelforce in regard to a pay award for 2009/10. The Past and Continuing Reward Agreement was communicated to Branches on 28th September 2010 and accepted overwhelmingly in the subsequent individual members' ballot.

In addition to the benefits achieved in the Interim Agreement 2009, the following was attained:

- 3% rise in all elements of pay, including the £11 non-pensionable addition to basic pay, S/A, overtime, all allowances and pay ranges, etc, backdated to the 1 April 2010.

- The introduction of a new productivity scheme, aligned to direct unit costs and to be run concurrently with the existing schemes, will be introduced. £7 per week will be paid from the acceptance of this agreement and until the arrangements for the new scheme have been agreed and finalised, and appropriate measures/procedures are in place. The £7 will represent the maximum payment achievable per week when the scheme is finalised, and will be determined and agreed by set criteria, target to be completed by mid-January.
- £325 lump sum paid to all employees, pro-rata to less than fulltime staff upon acceptance of the agreement. An element of this payment is in recognition of employees' excellent performance over the first half of 2010/11.

In addition to the above, it was also agreed to continue to progress to new levels of company performance, working relationships and rewarding employment by jointly developing a Progressive Agenda.

The next pay review will be in April 2011.

QUADRANT PAY

An agreement was reached regarding Quadrant pay and endorsed by the membership in August 2010. The agreement provided for an 18 month pay deal and recognised the difficult challenges facing Quadrant and its employees with regard to Royal Mail transformation.

The highlights of the agreement were as follows:

1. An increase of 2% on all elements of pay, including overtime, all allowances and pay ranges, etc, backdated to 1 April 2010.
2. A further increase of 1.9% on all elements of pay, including overtime, all allowances and pay ranges from 1 October 2010.

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3. The payment of allowances on sick leave will be increased from four weeks to eight weeks.
4. An increase in paternity leave will be increased from two weeks full pay to four weeks full pay.
5. The introduction of a new productivity scheme, which is fair and enables all employees to share in the success.
6. A new agreement for dealing with the impact of severe weather (acts of God) and acts of terrorism on our members and their ability to attend work.

At the time of compiling this Annual Report, the department can report that discussions with regard to a number of issues are ongoing with the business.

The next pay review will be in October 2011.

IOM PAY

Negotiations have been protracted and extremely difficult due to the economic climate and the public sector pay freeze in force on the Isle of Man and, as a result, we have found ourselves in a dispute situation.

In line with protocol on the Isle of Man, the assistance of the Isle of Man's Industrial Relations Officer was sought for conciliation purposes. Conciliation failed to resolve the dispute and an offer of binding arbitration was made by the Union to business which was rejected. Subsequently, a ballot request was received from the Branch which was ratified by the Postal Executive at its meeting in February 2011.

At the time of compiling this report, an individual members' ballot is taking place with regard to possible strike action.

ROYAL MAIL SPECIALIST SERVICES (INCORPORATING SAMEDAY)

Branches will recall that it was communicated via LTB 286/10 that Royal Mail Specialist Services (incorporating same day) became a stand alone business unit during the Royal Mail Transformation

Agreement discussions, with the commitment that the same value of the Royal Mail final reward would be honored.

In line with the RMSS Business Transformation 2010 and Beyond Agreement a RMSS Steering Group was established led by Davie Robertson, NEC, on behalf of the department and the necessary revisions were completed with the relevant lump sum payment being achieved.

The department is currently in discussion with the business with regard to progressing the commitments of the aforementioned agreement for 2011.

POL CROWN OFFICES PAY

At the time of writing, the employer was served with an industrial action ballot, due to POL's intransience in offering our members a pay rise. Disgracefully, POL maintains that our colleagues in Crown Offices deserve a pay freeze for 2010, stating they are under worked and overpaid by a third in comparison to Sub-Post Office Assistants and Counter Clerks working in franchised Post Offices.

In addition to the situation on pay, Crown Office members face the expiry of the Crown Office Network Guarantee on 31 March 2011. An agreement on the size of the network was reached as part of the pay dispute in 2007, which protects 373 Crown Offices and provides job security for our members. Every effort to secure an extension to this guarantee was made, but, regrettably, POL has ignored this. It is, therefore, likely that POL will again turn to franchising or closures.

We believe that if POL achieves a pay freeze for our members in Crown Offices in 2010, it will do so again in 2011. It has been tasked by the Government to eradicate the Crown losses (£55m) by March 2015. We believe POL is attempting to reduce our members' earnings to make them attractive to a potential franchisee, by reducing the wage bill for TUPE.

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CAPITA PAY

At the time of writing, negotiations have not been completed to secure a pay offer for our members in Capita. We have received a formal pay offer; however, this has been rejected and we continue to meet with Capita management to achieve a fair and reasonable pay offer for our members.

Services. Whilst we have received a formal pay offer, this has been rejected and we continue negotiations with management in order to secure a decent pay rise for our members in these business units.

POL SUPPLY CHAIN PAY

Following protracted negotiations and a potential dispute in June 2010, with POL Supply Chain, where the initial offer of 2.7% on pay bill was rejected, we managed to succeed in negotiating a greater overall pay rise for everyone. This formed part of a Pay and Change Agreement, and provided members with an overall pay rise of 2.9%. Additionally, all grades were harmonised onto a 35 hour working week and received lump sums of £1,000. Members supported the agreement with an 85% yes vote. Details of the agreement can be found at LTB 970/10.

POL ADMIN PAY

For the first nine months of the year, POL resisted giving a pay rise for POL Admin, insisting that they warranted a pay freeze. However, following prolonged negotiation by the Union, we eventually agreed a minimum 2.25% pay rise for all Admin grades, plus a bonus scheme worth up to £850 p.a. Our members supported the agreement with a 97% yes vote in February 2011. Key features of the agreement can be found at LTB 92/11.

CUSTOMER SERVICES PAY

An agreement was reached in September, for a Pay and Change Agreement broadly comparable to the "Royal Mail Business Transformation 2010 and Beyond" Agreement. LTB 821/10 reported the key features of the three year agreement. 92% voted in favour of the agreement.

HR SERVICES AND FINANCE SERVICES PAY

At the time of writing, negotiations have not been completed to secure a pay rise for our members in HR Services and Finance

POSTAL GROUP GENERAL ISSUES

SECTION 2

THE POSTAL SERVICES BILL AND REGULATION

The Postal Executive has discussed and agreed numerous documents covering all the issues associated with the Postal Services Bill and our Keep the Post Public Campaign. The Union has engaged Ministers, Politicians and Senior Royal Mail Executives in order to pursue all the objectives in our campaign.

In meetings with the company we have jointly refocused our efforts to tackle the major impact that regulation has had on the future of the industry and the sustainability of the universal service.

The Postal Executive has discussed and agreed numerous submissions to Government evidence sessions and Postcomm consultations on both the Bill and the future of regulation.

Recently, in assessing the campaign to date, the Postal Executive has recognised that whatever the outcome of the parliamentary process, the Union has a fundamental role to secure our industrial priorities and remain an effective and influential organisation in the workplace. At the time of writing this report the Union has been invited to further discussions with Government and the Postal Executive has agreed a wide ranging agenda for those discussions.

POSTAL DEPARTMENT REVIEW

Throughout the year, work has continued on the Postal Department Review. Branches were provided with a copy of a very comprehensive PEC document 134/10. This document set out the policy that had been endorsed by the PEC and covered the following:-

- The Case for Reform
- Postal Department Proposals
- Shaping Reform in the Wider Union

As part of the review a detailed report was provided to the Postal Executive on membership trends over a number of years. Decisions were also taken not to advertise and fill the role of the Assistant Secretary Indoor and that further work would be

carried out in absorbing the current Indoor Secretary workload across the Postal Department. Additional work strands were agreed, which are now examining the structure and role of the PEC, the introduction of a Biennial Conference, the removal of the current B Committee structure and the introduction of two Strategic Policy Groups dealing with:-

1. Recruitment and workplace organisation.
2. Regulation and new products/service

At the time of writing the report, this work is continuing and the changes will be aligned to the wider issues being carried out and linked to the review of NEC and CWU Headquarters.

MTSF TRAINING

Motion 173 carried at Annual Conference 2009 instructed the Postal Executive Council to set up local training schools for the MTSF. The implementation of this motion was deferred to allow negotiations to be concluded on the Business Transformation Agreement. The Business Transformation Agreement was ratified by our members and, with the assistance of the Education Department, courses were arranged around the country. At the time of going to press, courses were still being delivered by the Education Department.

TEMPORARY CONTRACTS

LTB 684/10, dated 6 August 2010, LTB 700/10, dated 13 August 2010, LTB 818/10, dated 23 September 2010, and LTB 865/10, dated 7 October 2010, updated Branches regarding ongoing negotiations with the business regarding the termination of fixed term temporary contracts. Following a number of lengthy meetings with the business, LTB 1019/10, dated 19 November 2010, reported that Royal Mail had agreed that individuals who at 24 June 2010 had been in employment for more than two years, and whose fixed term contract had expired, would be offered a permanent contract. At the time of going to print, a range of issues remain to be resolved in respect of the use of fixed term contracts,

and discussions with the business are continuing.

ATTENDANCE PROCEDURE

LTB 1075/10, dated 6 December 2010, reported that one objective of the Business Transformation Agreement was for both Royal Mail and CWU to review HR procedures. Discussions have commenced on the Attendance Procedure and a joint statement was agreed and communicated to Branches and Royal Mail managers giving information on how discussions have progressed. Discussions and negotiations are ongoing and we intend to update Branches at every available opportunity.

DEFAULT RETIREMENT AGE

Branches will be aware that the abolition of the default retirement age will take place on 1 October 2011, with the transitional period running until the 30 September 2011 subject to parliamentary approval. The transitional arrangements will allow the business to continue with their duty to consider process where they will be able to notify employees of their decision to retire individuals up to 30 March 2011. The normal appeals procedure will remain. Discussions with the business are ongoing regarding any responses required to changes in the default retirement age. Branches will be updated on progress.

ROMECS HR PROCEDURES

A number of meetings have taken place with Romecs on updating the company's HR procedures. These include: disciplinary, bullying and harassment and individual grievance procedure. At the time of going to print, all of the documents have been the subject of considerable discussion and the negotiating team are reasonably happy with the progress made. Discussions still have to commence on sick absence and improving performance procedures, and it will be our intention to keep our Romecs members informed of developments.

HEALTH AND SAFETY

The Health, Safety and Environment Department has continued to support and work closely with the Postal Department over the years and has dealt with a wide range of

Health, Safety and Environment issues across all the businesses in Royal Mail Group (Royal Mail Letters, Parcelforce Worldwide and Post Office Ltd) and their sub-division business units. The Postal HSE Sub Committee has met regularly and ensures co-operation and co-ordination between the respective departments.

The Health, Safety and Environment Department has established interfaces via a number of national joint health and safety committees, steering groups and joint working parties with Royal Mail Group. (Royal Mail Letters, Parcelforce, Vehicle Services, Post Office Ltd (Crown Offices) Post Office Ltd (Supply Chain/CIT), Network/Distribution and Occupational Health) amongst others in order to progress issues of health, safety and environment concerns on behalf of the membership. The department has continued to widen the franchise of involvement on these bodies and involved a number of CWU Safety Representatives on the main joint bodies and sub committees or joint working groups on various safety initiatives, joint policy development and equipment trials working with the operational Officers. The Health, Safety and Environment Department has over the year been working on developing new Health and Safety strategies with the businesses and held a number of national events with RML and Network and intends to expand this approach.

NETWORK

In line with the RM Transformation Agreement, a LGV Steering Group was established led by Davie Robertson, NEC, on behalf of the department and the Network 10 revisions were completed with the relevant lump sum payment being achieved.

Discussions are now taking place with the business with regard to the progression of Network 11.

RDCs

In line with the RM Transformation Agreement, a RDC Steering Group was established led by Mick Kavanagh, NEC, on behalf of the department and the necessary revisions for 2010 were completed with the relevant lump sum payment being achieved.

POSTAL GROUP GENERAL ISSUES

Discussions are now taking place with the business with regard to the future of the RDC network.

WALK BUNDLING CENTRES

In line with the RM Transformation Agreement, a WBC Steering Group was established led by Katrina Quirke, NEC, on behalf of the department and the necessary revisions for 2010 were completed with the relevant lump sum payment being achieved.

QUADRANT AGE LEGISLATION

Following the introduction of the Age Discrimination Legislation in 2007, it was necessary for Quadrant, along with other businesses, to review its EVR calculations in order to comply with the new legislation.

Quadrant's proposal at that time was to apply a factor to the weekly earnings and the number of weeks redundancy payable in order to calculate a payment that was no less and no more than the average payment under the previous EVR calculation, and imposed this. Following representation by the department, a consensus was reached and endorsed by the PEC.

Branches were informed of the new procedure in October 2010.

CATERING REVIEWS

Due to the effect of the Modernisation Programme, currently underway in Royal Mail, and the cost cutting measures being applied by the business, the provision of catering is an ongoing issue with Royal Mail.

At the time of compiling this report the advice issued to Branches in LTB 690/10 remains in place and the issue is the subject of continuing discussion with both Royal Mail and Quadrant.

SECTION 3

PROGRESSIVE AGENDA ISSUES

In line with the 2009/10 Past and Continuing Reward Agreement, the following issues are currently being discussed with the business under the 'Progressive Agenda' section of the agreement:

TABLE OF SUCCESS

Groups have continued to meet under the Table of Success concept, which has proven to be of immense benefit to both the Union and the business in progressing issues. However, in order to achieve the optimum benefit from the process, discussions have been taking place with the business on how best to evolve the concept further.

MIXED RESOURCING (MANPOWER MIX)

As part of the Progressive Agenda discussions, the business has been continuing with regard to Mixed Resourcing. After lengthy deliberations and analysis of data it was agreed, in January 2011, to make approximately 200 pre-Autumn pressure, C&D temporary contracts permanent with immediate effect (assuming satisfactory conduct and attendance records), which was communicated via a joint statement and LTB 88/11.

At the time of compiling this report, further discussions are ongoing with the business in line with the joint statement in regard to the recruitment of Owner Drivers.

SECURITY

Discussions with the business are currently ongoing with regard to Security.

NEW TECHNOLOGY

As part of the Progressive Agenda, discussions with the business regarding the use of new technology have taken place, and an enabling agreement has been secured which was ratified by the Postal Executive at its February 2011 meeting.

The new technology enables the business greater responsiveness and the ability for the seamless introduction of new products and services and improves IT efficiency and cost proportionately per parcel. It also allows for the business to expand the reach and capability of our systems to enable development of new products and services and improves the reliability of our systems.

The agreement also covers off issues relating to the use of equipment in regard to discipline issues.

Branches were informed via LTB 139/11.

At the time of compiling this report the rollout of the new technology has commenced and is being monitored in line with the terms of the agreement.

NETWORK CAPACITY

Following on from last year's unsuccessful trial to increase network capacity, the business have once again informed the Union that they wish to look again at this issue.

At the time of compiling this report, discussions have been reinstated with the business to assess ways of progressing this issue.

PARCELFORCE SEVERE WEATHER POLICY

Due to the unprecedented severe weather that was experienced during 2010, and the operational problems it caused, a joint statement was agreed with the business with regard to attendance during severe weather and communicated to Branches in December 2010.

The joint statement, produced to recognise the outstanding dedication and efforts of all Parcleforce employees, provided a clarification for the approach to be used on occasions when it is impossible either individually or collectively to carry out operational responsibilities.

The joint statement has no doubt been of immense assistance during a very difficult period and will hold us in good stead should there be future disruption due to severe weather.

DEPOT TRAINERS

It was reported to Branches in the Interim Agreement 2009 that it had been agreed in principle to introduce a new Depot Trainer role, which would attract a Special Responsibility Allowance. Discussions with the business have been ongoing since that time with regard to the design of the role and the implementation process.

At the time of compiling this report an agreement has been secured with the business which was ratified by the Postal Executive at its February 2011 meeting and communicated to Branches via LTB 134/11 and the recruitment process for this role is to commence with immediate effect.

SECTION 4

POL CROWN OFFICES

Post Bank

Our campaign to establish a publicly owned Post Bank utilising the Post Office Network continues.

Following the general election, we have been busy attempting to garner support from MPs and politicians. The Liberal Democrats had pledged a commitment to a Post Bank in their Manifesto and the new Coalition Government made a pledge in their Coalition document, 'A programme for Change' stating the following:

"We will ensure that Post Offices are allowed to offer a wide range of services in order to sustain the network, and we will look at the case for developing new sources of revenue, such as the creation of a Post Office Bank".

Therefore we were keen to get them to stick to their pledge in our campaigning activities. We held a speed briefing in Parliament on 18 July. This event was extremely successful, with cross party interest from 18 MPs. This allowed us the opportunity to ensure all many new MPs were fully briefed on our proposals.

The Post Bank Coalition met with Ed Davey, in July, where we pursued their pledge in the Coalition document, and lobbied hard for the Government to set up a publicly owned Post Bank. We were told at the meeting that there would some exciting and innovative ideas coming to reinvigorate the Post Office.

It's disappointing then, that the Coalition Government introduced their policy on the Post Office Network, '**Securing the Post Office Network in the Digital Age**', in November, which vetoed any plans to set up a publicly owned Post Bank. They stated the following: *'Despite the arguments made for creating a state-backed Post Bank we have concluded that now would not be the right time to do so. Setting up and capitalising a new bank would be time consuming and expensive.'*

The Post Bank Coalition is currently in the process of writing a third policy document which will pull together the current and the previous Government's proposals for the Post Office, making an analysis and concluding with our proposals. We intend to publish this mid-Spring. Campaigning activity will follow.

Future of the Crown Office Network

The future of the Crown Office Network is under threat as the guarantee for 373 Crown Offices expires on 31 March. We have attempted to gain an extension to this date, until at least March 2012, before we enter into "transformation talks".

POL SUPPLY CHAIN

Pay and Change Agreement

Following the endorsement of the Pay and Change Agreement and subsequent yes vote, the shorter working week was implemented during the first few months of 2011, with local discussion taking place.

Preference Exercise

A preference exercise conducted under the terms of MTSF took place for Crew members affected by the change programme and for all Swindon members. The details of this preference exercise can be found in LTB 1048/10.

Strategic Involvement Meetings

Strategic Involvement meetings took place during 2010/11 and further meetings are scheduled for the remainder of 2011.

Security

Quarterly meetings with security have continued and discussions included all security aspects for POL and how we fare against the competition.

SECTION 5

PACKET SIMPLIFIED SORTING ARCHITECTURE

Following the deployment/circulation of the agreed Simplified Packet Sortation Deployment Guidelines on 23 August 2010 to Branches and representatives, the Indoor Department, with the support of Joe Malone and Carl Maden, have continued to monitor the application of these guidelines and provide support/guidance where necessary.

REGIONAL ADMINISTRATION SUPPORT STRUCTURE

Following the conclusion of protracted discussions with the business on the process to be used to introduce a revised Administration Support Structure, as a result of the decisions of the business to review Regional Structure in Royal Mail, the Union, supported by Local Administration Representatives, engaged in formal discussions to introduce the revised LA template. Despite a number of unforeseen problems being identified, overall the outcome of the project was a success and, in addition, the Union was also able to secure the return of LA work that was being performed by managerial grades, as per the policy agreed at Conference 2010 in Motion 85. It will also be remiss not to place on record the appreciation of the Indoor Department to Glyn McAllister, Area Administration Representative, Midlands (East), and the other Area Administration Representatives involved in this initiative for the support and assistance they gave during the course of the project.

AUTOMATION

In line with the terms of the Business Transformation 2010 Agreement, a set of guidelines were concluded with the business to cover the introduction/operation of automation in Mail Centres, e.g. Compact Sequence Sorters (CSS), Intelligent Letter Sorting Machines (iLSMs) and existing legacy equipment (IMPs and LSMs). The guidelines were circulated to Branches/Representatives on the 10 May 2010 in LTB 405/10 and

have proved beneficial to both the business and the Union going forward. Regular meetings continue to take place with management to review the deployment programme and application of the guidelines. The Indoor Department will continue to monitor the application of the agreement and provide support and guidance to representatives where necessary.

MANUAL DATA ENTRY CENTRES (MDECs)

At the time of drafting this report, Royal Mail are currently still not in a position to provide the Union with any information regarding their plans on the MDEC Rationalisation Programme. It is envisaged, however, that meetings will be taking place shortly on this issue, which will involve the Area Representatives responsible for the MDEC Sites, as well as members of the Postal Executive responsible for MDEC Members. In view of the pending departmental changes that will/may be taking place in the Postal Department, Andy Furey, Assistant Secretary, will also be invited to attend.

UNIFORMS

Periodical discussions continue on a regular basis on the subject of uniforms, with individual issues being raised with Royal Mail by Lesley McLean, PEC Member. A new uniform range is being introduced where delivery methods revisions are being introduced. This decision has been challenged and as we go to press with the report, we await a meeting on the issue.

Trials of new 'All Weather Coats' commenced in 2010 at the following locations:

National Distribution Centre (Network)
Bristol Mail Centre and Delivery Offices
Elgin DO
Chesterfield DO
Okehampton DO
Barnstaple DO
Tavistock DO
Bath DO

To date, we await feedback from the trials.

ROYAL MAIL (INDOOR/OUTDOOR)

ROMECS RECOGNITION

The Department now have five Regional Romecs Representatives operating in the following Regions/Areas:-

Anglia/Midlands – Lee Wilson
South West/Wales – Mike Rideout
North West/North East – Nikki Hemingway
Scotland/Northern Ireland – Eleanor Hipson
London/South East = George Ryan

The Regional Representatives continue to be supported by the National Representative, Des Carney, and via the department through Noel McClean, PEC.

Following a number of meetings, regular release for the Regional Representatives was attained and each Region/Area has three permanent days per week with a degree of flexibility and further ad-hoc release where required/agreed.

METER SEG BAGS

This piece of equipment has now been agreed and a deployment plan put into action.

ROYAL MAIL TRANSFER POLICY

Discussions began on this issue early in 2010. To date, although CWU opinion was sought on a future transfer process, little has changed with the emphasis being placed on revisions and reductions rather than the ability of CWU members to move from one end of the country to the other. Individual cases continue to be raised with the company by Mark Baulch, PEC Member, on behalf of the department.

Royal Mail are currently considering updating the transfer process and making it more accessible by putting it online, sending applicants email notification alerts if suitable vacancies become available, whilst also allowing individuals who have a transfer application logged to see where they are on any list. The Union has no overall objection to this process but wish to trial it in an agreed area to test whether it would work and if there are any other difficulties. These discussions are still taking place at this time.

ROYAL MAIL TRACKED PRODUCTS

Introduced in 2009, the product continues to flourish in an extremely competitive market. Regular update meetings are held with Royal Mail on the progress of the items with new initiatives and contracts being discussed in addition. Joe Malone, Mark Baulch and Mick Kavanagh attend the meetings on behalf of the PEC

ENQUIRY OFFICES

Substantial progress has been achieved in carrying out the Annual Conference policy on extending the opening hours of enquiry offices. Some 560 offices are now operating extended hours to 8pm on Wednesdays and 2pm Saturdays, offering not just an improved service to the public but also extra earnings opportunities to members. Initial indications are that customers have welcomed the improved service and are more likely to shop online as a result. The aim now is to carry out a review of the success of the project and to use the findings to argue for the initiative to be extended to further offices and on further days.

STANDARD OPERATING PROCEDURES

SOPs continue to be dealt with across the Postal Department with Joe Malone dealing with Royal Mail on behalf of the Indoor and Outdoor Departments.

DELIVERY OFFICE CLOSURES

Royal Mail, under the guise of the Mail Centre Rationalisation Agreement, have been placing proposals before our representatives which include the closure of Delivery Offices or their movement into the vacated Mail Centre Sites. This was never disclosed by Royal Mail as part of their plans during the five or six months that the CWU spent negotiating the BT2010 Agreement.

We have made it abundantly clear that the Mail Centre Agreement is precisely that, and does not cover the closure, merger, or rationalisation of Delivery Offices, and we believe that the approach they have taken since the agreement was reached is a rather disingenuous one. The CWU, therefore,

ROYAL MAIL (INDOOR/OUTDOOR)

made it clear that we require a separate agreement dealing with Delivery Offices.

The initial response from Royal Mail was to reject that approach totally and stand behind their position that the Mail Centre Agreement should simply read across to Delivery Units. We took the issue to the National Deployment Group where it was agreed that a separate agreement would be reached between the two parties.

Against that backdrop, the CWU submitted a formal outline proposal for an agreement. A response was received just before Christmas 2010. A formal meeting was requested in January 2011 to finalise discussions. An LTB was issued to Branches prior to Royal Mail's formal response on what they should do if they continue to receive proposals for closures of Delivery Offices.

MINOR REPAIRS

The concept of Minor Repairs was agreed during the negotiations and included in the Business Transformation 2010 and Beyond Agreement. A Joint Working Group, including Bill Steel and Bobby Weatherall, PEC members, have been working closely together on this issue for some months now at a point whereby everything is in place to allow the rollout to commence once negotiations have concluded with regard to reward.

Discussions continue with a view to reaching final agreement on the issue in the very near future.

ROAD TRAFFIC ACCIDENT PROCEDURE (RTA)

Following the adoption of the BT2010 Agreement, discussions commenced with regard to how a number of issues could be taken forward in the Telemetry/Driver Coaches/RTA sphere.

A whole new way of approaching these subjects was discussed and exploratory discussions have resulted in a number of joint working initiatives being progressed in the following areas:

ZAP – Zero Accident Programme - including one-to-one driver interventions. Three offices were piloted on the concept in 2010 with no adverse comments being received in the department. Bobby Weatherall is leading on behalf of the PEC.

RTA Procedure – a completely new agreement is being discussed with the intention of re-launching with a new name. Davie Robertson is leading on behalf of the PEC.

Paragon – early discussions are due to commence with Royal Mail with the view to utilising this tool for Dynamic Route Planning instead of reliance on telemetry data.

Driver Coaches – Issue has been raised with Royal Mail. Discussions still to commence on this subject.

PRIVATE CARS ON DELIVERY (PCOD)

The removal of the use of Private Cars on Delivery was finally agreed during the negotiations for the BT2010 Agreement. Once a Delivery Methods Revision has been introduced into a Delivery Office then Private Cars on Delivery will cease.

Taking into account some of the sentiment expressed during Annual Conference in 2010, we engaged Royal Mail and agreed a Joint Communications Package that will be rolled out in Delivery Units prior to the introduction of a Delivery Methods Revision.

A PowerPoint presentation and WTLL Session have now been agreed with Royal Mail that will highlight the position with regard to the cessation of Cars on Delivery upon the introduction of the revision.

CONSUMER IN CONTROL

Led by Mark Baulch, PEC Member, on behalf of the department, this initiative commenced with a trial of evening deliveries within the M25 catchment area for designated customer packet traffic, with three specific trial offices, Watford, Croydon and Mount Pleasant, participating.

Following a slow take-up, traffic gradually began to outstrip volunteers to participate in the trial and other sources of resource have had to be explored, mainly managers, due to the low volunteer levels. The product and concept is proving to be popular with companies now offering delivery at no charge and on specific days. At the latest update meeting, a number of new companies are now believed to be interested in participating in the initiative.

COLLECTIONS VISIBILITY – ACCESS BARCODE COLLECTIONS AGREEMENT (ABC)

A new version of the ABC Agreement was agreed and rolled out to Branches together with the agreed approach for Collections Visibility and the use of PDAs for barcode scanning on collections. This agreement replaces the unagreed Failure to Scan process rolled out by Royal Mail in 2009 and, although there were initial problems with training packages and safety issues, rollout now continues across the country with no adverse feedback into the department.

COLLECTIONS REVISIONS

The Postal Executive agreed a brand new process for Collections Revisions, taking into account the specification on collection frequency. Soon after the document was agreed, a problem was encountered, in that Royal Mail attempted to renegotiate the agreement as they were not keen on the sign off stages within the agreement. Subsequently, the agreed document that was cleared by the Postal Executive was circulated to Branches in October 2010 and activity commenced in the field. No adverse reports received to date.

A Training Package for Senior CWU Officials was agreed and rollout commenced in January 2011 at Coton House in Rugby. Four nominated CWU Officials per division were invited to attend the course. At the date of publishing, all Postal Divisions were represented on the extremely detailed training course with the aim of becoming specialists in that particular field.

NEW TECHNOLOGY/WALK SEQUENCING

Following the acceptance of BT2010, a number of developments occurred with regard to Walk Sequencing Machines, the operator roles and a new CSS Leadership role. Guidelines have been agreed, ratified and circulated to Branches in respect of all these issues. There is still an outstanding issue with regard to the role of a Technical Operator. Discussions must first of all take place with the relevant department in order to identify which engineering tasks are appropriate to be performed by the new role, if any.

DELIVERY EQUIPMENT/METHODS

Car Derived Vans Guidelines were agreed and circulated in mid 2010 with a revised SSOW being developed. The re-establishment of the Delivery Optimisation Group was agreed, and meets monthly to discuss all issues relevant to Delivery Equipment and Methods. Noel McClean leads for this on behalf of the department. Brand new SSOW for HCT and LWT agreed and circulated through the good offices of the Walk Design Group. Regular updates and bulletins circulated by the department.

SECTION 6

ROMECS ENGINEERING ISSUES

Discussions took place over a period of months with Romecs covering a number of engineering issues, but little progress was made. It was clear for some time that Romecs was acting in breach of the national agreements use of handhelds and the GPS/Tracker units. Romecs denied any deliberate breach of these agreements but, during the course of the year, clear evidence emerged that Romecs was making reports available to managers outside the agreed process and that managers were being encouraged to contact Masternaut direct for information – a disciplinary offence under the terms of the agreement. On 22 November, BSM engineers received a “scheduling update”, which indicated that management intended to use information from these systems to allow FSMs to audit the performance of individual engineers and indicated that action could be taken under the conduct code and improving performance procedures, or that pay could be abated where the Romecs manager felt that the engineer was not working sufficiently hard. The Union requested withdrawal of this memo and its replacement by a joint statement confirming terms of the national agreements. Romecs has declined to do so.

Romecs continued to rollout a work scheduling system without Union involvement. The Union is seeking an agreement on the operation of the work scheduler, which would enable engineers to know where their first job of the day was at the end of their shift the day before, provide definition of geographical areas and enable ongoing Union involvement to improve the parameters under which the system is operating. During the course of talks, Romecs agreed to a trial of allocation of the first job as requested by the Union but subsequently withdrew from this commitment.

The Union has a long standing policy of achieving an integrated standby/callout agreement covering engineers in BSM and Fire & Security. Some progress was made on this issue and, in the course of talks, Romecs tabled an offer which would have improved rates for being on standby and the terms for

attending individual callouts. However, Romecs subsequently withdrew this proposal and indicated its intention of moving to compulsory attendance on callout for BSM engineers.

During the course of three days of talks, engineering issues under the auspices of ACAS in January 2011, Romecs tabled proposals for projects division (BSI), which would involve radical changes in attendance patterns, the removal of receipt based expenses, cessation of existing travel to work arrangements and replacements by a system of radius payments, limitations to annual leave between May and November and compulsory annual leave after Christmas. The Union rejected these proposals.

The 2010 Pay Agreement committed Romecs to introducing a new engineering bonus scheme for 2011. It became clear during the course of talks that Romecs had no real intention of doing so.

At the time of writing, there were a number of disciplinary cases in progress in various parts of the country arising from Romecs having broken the national agreements on use of data from handhelds and mobile collection units. Following Romecs’s ongoing breach of national agreements, the Union was preparing an industrial action ballot of Romecs engineers.

ENGINEERING TRANSFORMATION: TRIGGER POINTS

In October 2010, disagreement arose in Southampton and Bristol Mail Centres over the trigger point for payment of a £600 lump sum and 2% addition to basic pay in lieu of shorter working week. Management refused to make this payment because, although deployment of shift sort architecture and automation transformation changes, including implementation of an agreed revised shift rota pattern had taken place, management argued that the anticipated reduction in the performance element in the new workload tool – from 35% to 25% – was also a prerequisite of payment of these monies, even though the Business

POST OFFICE TECHNICAL SERVICES

Transformation Agreement made no mention of this in text relating to lump sum payments. At the time of writing, the disagreement had been referred to the National Deployment Group.

ENGINEERING TEAM COACH (ETC) PAY RATE

The Engineering Team Coach pay rate was arrived at by reference to existing engineering rates, in particular that of the Maintenance Shift Team Leader. It was anticipated that the 1 April pay award would be applied to the rate agreed as part of the Business Transformation Agreement. Both CWU and Royal Mail briefed engineers accordingly but, subsequently, ETCs were told that these rates would not be increased by the 2% pay award made to other engineers in April 2010. This matter is being pursued through the National Deployment Group.

TECHNICAL OPERATOR

During the course of the year discussions took place with Royal Mail, aimed at identifying tasks which could be legitimately undertaken on a trial basis by a proposed "Technical Operator" within the MDUs. At the time of writing, discussions were continuing.

TRAINING AND PROFESSIONAL DEVELOPMENT

Consistent with the Business Transformation Agreement during the course of the year, Royal Mail and CWU agreed the details of a review of training and development needs against current job descriptions and core competency criteria. As a result individually tailored development programs were put in place for all engineers to enable them to achieve a standard which would enable registration with the engineering council.

ENGINEERING APPRENTICESHIP SCHEME

Royal Mail committed to implementing a new modern engineering apprenticeship scheme in 2010. Unfortunately this timescale slipped considerably, as a result of concerns within Royal Mail about the costs of developing a new engineering apprenticeship scheme. The Union is seeking action from Royal Mail to

ensure that the scheme can be set up on 2011.

ENGINEERING BONUS

A new engineering bonus scheme was developed in consultation with the CWU during the course of the year and briefed to Mail Centre engineers in a series of workshops.

FLEET & MAINTENANCE SERVICES (F&MS) – WORKSHOP RATIONALISATION

Under the terms of the F&MS Transformation section of the Business Transformation 2010 Agreement, discussions took place on Garage Network Rationalisation, which resulted in a significant number of unit closures. Reviews took place at regional level and disagreements were resolved nationally. Surpluses were dealt with by application of MTSF.

F&MS SHIFT PATTERNS AND REMUNERATION STRUCTURE

Discussions are taking place on revised shift patterns to ensure that F&MS Service Centres continue to best support the needs of the operation. These discussions also encompass changes to the remuneration package to facilitate any revised attendance requirements. At the time of writing, discussions are continuing.

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Mark Baulch

Phil Browne

Peter Donaghy (Vice Chair)

Huw Davies

Steve Jones

Mick Kavanagh

Pete Keenlyside

Lesley McLean

Carl Maden

Joe Malone

Noel McClean

Davie Robertson

Bill Steel

Ian Ward

Katrina Quirke

Bobby Weatherall

MOTION TRACKER

MOTION	CURRENT STATUS
MOTION 2	Policy achieved
MOTION 3	Policy achieved
MOTION 5	Dealt with as part of the Pay and Modernisation Agreement 2010
MOTION 13	Discussions with the business are ongoing
MOTION 19	Policy communicated to Royal Mail
MOTION 21	Policy communicated to Royal Mail and being pursued at national level
MOTION 22	Policy communicated to Royal Mail and being pursued at national level
COMPOSITE MOTION 25	
MOTION 28	Progress continues. Joint Interest Survey conducted, talks taking place aimed at introducing scheme hopefully for Summer 2011.
MOTION 29	Policy communicated to Royal Mail
MOTION 30	Policy communicated to Royal Mail
MOTION 31	Policy communicated to Royal Mail and being pursued at national level
MOTION 32	To be discussed with the business as part of future pay negotiations
MOTION 35	Policy communicated to Royal Mail and being pursued at national level
MOTION 38	Policy communicated to Royal Mail and being pursued at national level
COMPOSITE MOTION 41	Discussions commenced on 18 th October in line with BT Agreement. First meeting of HR Procedures Group 2 nd March.
MOTION 44	Write to Gillian Alford and Martyn Davidson. Pick up in national talks. Discussions commenced on 18 th October in line with BT Agreement. First meeting of HR Procedures Group 2 nd March.
MOTION 45	Write to Gillian Alford and Martyn Davidson. Pick up in national talks. Discussions commenced on 18 th October in line with BT Agreement. First meeting of HR Procedures Group 2 nd March.
MOTION 46	Pick up in national talks. Discussions commenced on 18 th October in line with BT Agreement. First meeting of HR Procedures Group 2 nd March.
MOTION 47	Postal Department review being carried out – various work strands addressing the policy contained in the motion – LTB sent to Branches.
MOTION 48	Policy introduced.
COMPOSITE MOTION 50	Policy communicated to Royal Mail and being pursued at national level – assistance provided to Branches when requested.
MOTION 53	Policy achieved.
MOTION 54	A detailed Severe Weather Policy was discussed and agreed with Heads of Safety for RML and Logistics and PFW. When included SSOWs. Policy subject to ongoing review. Reported in LTBs.
MOTION 58	Wrote to Gillian Alford 8 th June 2010. Reminder sent by email 3 rd November 2010.
MOTION 59	Wrote to Gillian Alford 8 th June 2010. Reminder sent by email 3 rd November 2010. No updates.
EMERGENCY MOTION 6	Write to Nigel Cooke seeking meeting
MOTION 61	Policy review raised with RM National Containerisation Manager. Progress made. Policy being pursued. Reported in LTBs.
MOTION 62	Pursued as policy.
MOTION 65	The issued raised with Branch moving motion, and raised with RM. Remedial action taken.
MOTION 66	First meeting of group will take place once draft Attendance document has been received. Meeting arranged for March 2 nd .
MOTION 67	Revised agreement being finalised.
MOTION 69	Pick up in national talks.
MOTION 70	Letter sent to Gillian Alford, John Fisher and Steve Buesden on 8 th June 2010. Reminder sent by email 3 rd November 2010 – no update.

MOTION TRACKER

MOTION	CURRENT STATUS
MOTION 72	Pick up in national talks.
MOTION 73	Pick up in national talks.
EMERGENCY MOTION 2	Policy achieved regarding Union room – national IR talks continuing and dealing with remaining policy.
MOTION 75	Policy being pursued.
EMERGENCY MOTION 3	No progress made on this so far.
MOTION 76	Policy being pursued in national IR talks.
MOTION 78	Policy being pursued in national IR talks.
MOTION 80	Pick up in national talks.
MOTION 81	Pick up in national talks.
MOTION 82	Pick up in national talks.
MOTION 83	Letter sent to David Vaughan 8 th June 2010. Reminder sent by email 3 rd November 2010. Response received from M Griffin.
MOTION 85	LTB 496/10 issued on 3 rd June, policy subject to continuing action.
MOTION 87	Policy being pursued with Royal Mail – draft agreement being finalised.
MOTION 88	Being dealt with as part of the Pay and Future of the Crown Office Network dispute
MOTION 90	Currently under discussion with the business.
MOTION 91	Currently under discussion with the business.
MOTION 93	Currently under discussion with the business.
MOTION 95	Currently under review.
MOTION 97	Training currently taking place.
MOTION 98	Review undertaken and discussions are ongoing with the business with regard to Mixed Resourcing.
MOTION 99	Currently forming part of Mixed Resourcing discussion in Progressive Agenda talks.
MOTION 100	Currently under discussion with the business.
MOTION 102	Currently under discussion with the business and trials taking place.
MOTION 104	Currently under discussion with the business.
MOTION 106	Policy achieved.
MOTION 111	Negotiations ongoing
MOTION 112	Discussions have taken place. A review meeting is being agreed for the near future.
MOTION 113	A review of Customer Harassment Policy has jointly taken place.
MOTION 114	Negotiations ongoing. Data exercise completed. Further meetings planned.
MOTION 115	Negotiations ongoing. Data exercise completed. Further meetings planned.
MOTION 116	Ongoing discussions taking place
MOTION 118	Agreement reached on Collections Revisions in July 2010. Training of Senior Field Officials now taking place on process and Georoute.
MOTION 119	Agreement reached on all Collection issues in July 2010. Training now taking place for Senior Field Officials.
MOTION 120	Agreement reached on all Collections issues in July 2010. All safety aspects taken into account.
MOTION 121	Not concluded.

LTB. No.	Date	Subject
008	6 Jan	Severe Weather Conditions Pay & Modernisation Agreement
009	6 Jan	POL: National Agreement: Crown Cost Challenge – Reduction In Management Roles & CWU Grades Cover
010	6 Jan	POL: National Agreement: Integration of Retail Sales Hours into Crown Office All Purpose Working
012	7 Jan	Tariff Increase – Quadrant Catering – 1st January 2010
023	8 Jan	POL: Post Bank Campaign
024	8 Jan	POL: Agreed Terms of Reference - Our Best Way, Lean Project
032	12 Jan	Walk Sequencing – Resourcing/Staffing
052	18 Jan	National Negotiations
073	22 Jan	National Negotiations – Future of Royal Mail
091	2 Feb	Quadrant Security Checks
092	2 Feb	Parcelforce: Valentines Day & Mothers Day Agreements
093	2 Feb	POL: Industrial Relations Framework: National Agreement
105	5 Feb	Safeguarding Customers' Mail (Mail Integrity)
106	5 Feb	Update On Royal Mail Negotiations
108	5 Feb	POL: Sales Incentive Scheme – Quarters 3 & 4
116	11 Feb	Update on Royal Mail Negotiations
123	12 Feb	POL: Supply Chain – Contract Wins
158	23 Feb	Changes To The Existing GP Medical Certificate – "Fit Note"
161	23 Feb	POL: Industrial Relations Framework: National Agreement
163	23 Feb	POL: Government Consultation: Post Office Banking
181	2 March	Update On Royal Mail/CWU Negotiations
182	2 March	Romec Pay
186	3 March	National Briefing – 10 th & 11 th March 2010 –BIC, Bournemouth
201	09 March	Business Transformation 2010 & Beyond – 10 th & 11 th March 2010
211	11 March	Weekend Processing Operation
235	19 March	National Agreement – Local Briefings / Ballot Timetable
237	22 March	National Agreement – Regional Briefings/Ballot Timetable - Update
258	25 March	Tariff Increase – Quadrant Catering – Tuesday 4 th May 2010
259	26 March	Changes to Existing GP Medical Certificate 'Fit Note'
274	30 March	Business Transformation 2010 & Beyond Agreement - Ballot Timetable
279	31 March	Enquiry Offices
286	31 March	Business Transformation 2010 & Beyond RMSS (Relay)
287	31 March	Changes To Existing GP Medical Certificate 'Fit Note'
288	1 April	POL: Campaign For The Establishment of a Post Bank
290	1 April	POL: Sales Incentive Scheme – Revised Arrangements 2010-11
301	7 April	Business Transformation 2010 & Beyond – Important Information
304	8 April	Business Transformation 2010 & Beyond – Important Information
307	9 April	Enquiry Offices
308	9 April	Delivery of Election Material
317	14 April	Parcelforce Worldwide Managerial Change

POSTAL LTB'S 2010

LTB. No.	Date	Subject
320	14 April	POL: Campaign For The Establishment Of A Post Bank
324	15 April	Car Derived Vans (Cdv's) – Shared Van Delivery Routes
335	19 April	Disruption to Travel Arrangements – Volcanic Eruption Iceland
339	20 April	Business Transformation Agreement – Ballot Timetable Extended Until 27th April
346	23 April	Enquiry Offices – Extended Hours
359	26 April	POL – Pay Negotiations: 1 st April 2010
360	27 April	Ballot Results
361	27 April	Ballot Results – CWU Web Site
364	28 April	Scheduled Attendance – Holiday Payments
373	29 April	POL – Pay Negotiations: 1 st April 2010
375	29 April	Business Transformation 2010 & Beyond Agreement – Deployment Issues
376	30 April	HR Services: Customer Perception Incentive Scheme (Cpis) – 2009/10
377	30 April	POL – Industrial Relations Framework Agreement: Introduction From New Ars
403	10 May	Postal Department Review
405	10 May	Mail Centres – National Sortation Automation Deployment Guidelines
421	17 May	Mail Segregation Bag (MSB)
432	20 May	Customer Services - £450 Incentive Scheme Bonus Payment Second Half 2009/10
434	20 May	Royal Mail Privatisation/Financial Results
439	20 May	Business Transformation 2010 & Beyond Agreement – Pay Related Issues
441	20 May	POL: Pay Negotiations: 1 st April 2010
447	21 May	POL: Pay Negotiations – Supply Chain
472	28 May	POL: Campaign For The Establishment Of A Post Bank
476	28 May	POL: Sales Incentive Scheme – Performance 2009/10
477	28 May	POL: Colleagueshares Payment
479	28 May	POL: Pay Negotiations – Supply Chain
485	1 June	Delivery Documentation
489	2 June	POL: Pay Negotiations – Supply Chain Formal Pay Offer & Associated Rejection
495	3 June	Parcelforce Pay Negotiations
496	3 June	Postal Conference – General Issues – Motion 85
497	3 June	Enquiry Offices – Wave 2
499	4 June	Customer Services: Preference Exercise & Representatives Briefing
500	3 June	National Admin Regional Review
502	4 June	Delivery Offices/MPUS – National Sortation Automation Deployment Guidelines
503	4 June	Introduction of New Basic Pay Supplements
504	4 June	Royal Mail Executive Pay
513	9 June	Network 2010 Revisions
516	10 June	Quadrant Pay Negotiations
520	10 June	Business Transformation 2010 & Beyond – National Processing Group (NPG)
521	10 June	New Basic Pay Supplements – Area Distribution Drivers

LTB. No.	Date	Subject
524	11 June	Customer Services: Pay Negotiations & Modernisation Programme
525	11 June	HR Services/Finance Services: Pay 2010
529	14 June	Business Transformation 2010 & Beyond – National Processing Group (NPG)
537	15 June	National Generic Trial & Deployment Frameworks – Business Transformation Agreement 2010 & Beyond
542	17 June	POL Supply Chain Pay – National Briefing
544	17 June	New Basic Pay Supplements / Pay Enquiries
559	22 June	POL Supply Chain Pay – Briefs For Members Meetings
569	25 June	Business Transformation 2010 & Beyond – Pay Related Issues
570	25 June	World Class Mail
576	28 June	MTSF Training – Courses For Postal Representatives
589	2 July	Parcelforce Pay Negotiations
594	6 July	Quadrant Pay Claim 2010
602	8 July	Quadrant Pay Claim 2010 Agreement Ballot Arrangements
605	8 July	Pensions
606	8 July	Postcomm Consultation – <i>"Laying The Foundation For A Sustainable Postal Service"</i>
623	15 July	Romec Cleaning Issues – Update
626	16 July	Romec Cleaners' Pay 2010
627	16 July	Business Transformation 2010 & Beyond – Pay Related Issues
631	19 July	Network 2010 Revisions
638	22 July	World Class Mail
641	23 July	Business Transformation 2010 & Beyond – Deployment Engagement Framework
642	23 July	Minister Warns Postal Union's Against Strike
646	26 July	POL: Sales Incentive Scheme – Quarter 1 2010/11
648	27 July	Business Transformation 2010 & Beyond Agreement
651	28 July	POL: Campaign To Establish A Post Bank
653	29 July	Pensions – Fund Valuation
660	30 July	HR Services / Financial Services Pay Negotiations
678	5 Aug	POL: Campaign To Establish A Post Bank
684	6 Aug	Re: Temporary Contracts
686	9 Aug	Quadrant Catering Reviews
687	9 Aug	Quadrant Pay 2010 Ballot Result
690	10 Aug	Quadrant Catering Reviews
699	13 Aug	Business Transformation 2010 & Beyond – Lump Sum Trigger Points
700	13 Aug	Re: Temporary Contracts
701	13 Aug	Business Transformation 2010 & Beyond – Pay Related Issues (Dawn Shift Gr&father Rights')
703	17 Aug	Simplified Packet Sortation Deployment Guidelines
706	18 Aug	Business Transformation 2010 & Beyond – Pay Related Issues
711	19 Aug	Customer Services: Pay Negotiations & Modernisation Programme
715	20 Aug	National Agreement BT 2010 & Beyond – Work Measurement/Standards & Revision Tools

POSTAL LTB'S 2010

LTB. No.	Date	Subject
716	19 Aug	HR Services/Finance Services: Pay 2010
722	20 Aug	Quadrant Pay Agreement 2010 – Pay Timescales
727	24 Aug	POL: Supply Chain – Pay Negotiations 2010
738	27 Aug	Delivery Revisions – Model Week
746	01 Sept	Parcelforce Worldwide & CWU Joint Statement Regarding The Reward Package Negotiations
761	07 Sept	Quadrant Pay Agreement 2010 – Paternity Leave
785	13 Sept	Customer Services Pay & Modernisation Agreement 2010
794	14 Sept	Consumer In Control (Evening Deliveries)
802	16 Sept	Romec Pay Offer 2010
803	17 Sept	Collections Visibility – Access Barcodes Collections Agreement + PDA
811	23 Sept	Parcelforce Worldwide & CWU Joint Statement Regarding The Reward Package Negotiations
818	23 Sept	Temporary Contracts
821	21 Sept	Customer Services: Pay & Modernisation Agreement
843	29 Sept	Tariff Increase – Quadrant Catering – W/C - 4 th October 2010
847	30 Sept	Business Transformation – Area Distribution Lump Sums
849	1 Oct	Equality Act 2010
863	7 Oct	Parcelforce Pay 2010 Agreement – Ballot Arrangements
865	7 Oct	Temporary Contracts
883	11 Oct	Collections Revisions – 6 Phase Process & Guidelines
884	11 Oct	Delivery Offices/MPUS – National Sortation Automation Deployment Guidelines Version 2 (Leadership Role)
891	13 Oct	Customer Services: Pay & Modernisation Agreement
892	14 Oct	Business Transformation – Pay & Shorter Working Week Related Issues
895	14 Oct	Customer Services (CS): Pay & Modernisation Agreement
904	15 Oct	POL: Sales Incentive Scheme 2010/11 – Quarter 2 Joint Statement
905	15 Oct	POL: Benenden Healthcare – Joint Statement
914	20 Oct	Burslem Employment Tribunal Hearings LTB 914/10
915	20 Oct	Agreement Between CWU & Parcelforce Worldwide On 2010 Autumn Pressure & Christmas Remuneration Proposals For All CWU Grade Depot Employees
924	22 Oct	Enquiry Offices
925	22 Oct	Quadrant Response To Age Legislation & Royal Mail Transformation
926	22 Oct	Anti Privatisation Campaign – Briefing Note On Postal Services Bill
927	22 Oct	Anti Privatisation Campaign – CWU Communications
941	26 Oct	Mail Centres – Introduction Of Shorter Working Week
970	4 Nov	POL: Supply Chain – Pay & Change Agreement 2010/11
976	5 Nov	Delivery Office Closures Rationalisation
977	5 Nov	Parcelforce Pay 2010 Ballot Result
985	8 Nov	Royal Mail Central Function Review: Admin Grades
988	9 Nov	Indoor Workload Tool (IWT) & Pegasus Georoute
997	11 Nov	Revised Staffing Arrangements For Top 2000 (FSM)
1000	12 Nov	POL: Supply Chain – Pay & Change Agreement 2010/11

LTB. No.	Date	Subject
1001	12 Nov	POL: Financial Specialist – Additional Incentive Scheme, Joint Statement
1004	12 Nov	POL: Harassment By Customer Policy – Joint Statement
1011	16 Nov	MND - The Route 66 Marathon – Oklahoma
1019	19 Nov	Fixed Event Contracts
1021	19 Nov	Christmas Arrangements For CSS Machines – Mail Centres
1025	22 Nov	Union Leave Application Process In RM Letters
1028	23 Nov	New MTSF Agreement
1035	25 Nov	Customer Services – 2010/11 Half Year Incentive Scheme Bonus Payment
1043	26 Nov	Burslem
1048	26 Nov	POL Supply Chain: Pay & Change Agreement – Ballot Results
1052	29 Nov	High Capacity Trolleys (HCT), Light Weight Trolleys (LWT) & Electric High Capacity Trolleys (EHCT) – New Updated Design Versions, Safety Concurrence, Training Package & Maintenance & Repair Arrangements
1080	3 Dec	Tray Dollies - Mailsort 70 & Access 70 Products
1075	6 Dec	Attendance Procedure & Negotiations
1079	3 Dec	MPU – CSS Machine Operation Christmas 2010
1087	6 Dec	Collections Visibility Training & Safety Issues
1090	7 Dec	Delivery Call Rates Call Rate Calculator Validation Exercise
1100	8 Dec	Christmas Arrangements 2010 Including New Year 2011
1103	8 Dec	Postal Department Review – Assistant Secretary Indoor Role
1114	13 Dec	Pegasus Geo Route
1115	13 Dec	Postal Department Review – Union Reform
1117	14 Dec	Royal Mail Pension Plan: Indexation
1131	17 Dec	Postal Department Review Union/Reform