



RM & CWU Joint Statement – Collection Hub Checklist Update

Royal Mail and CWU would like to say a big thank you to all the Hub and Sector Managers and CWU representatives that have recently taken the time to complete the Collection Resourcing and Quality Unit checklists.

This was an importance exercise that both parties agreed to undertake, as a part of the 2018 Guiding Principles Agreement in order to understand how the Unit is performing against some of the core resourcing and quality operating standards in line with the National Agreements and Joint Statements which relate to these aspects.

Following completion of the exercise, both parties have agreed that where having jointly identified those areas where we are, and are not, meeting these standards the important, and most valuable, next step, is to implement the action plans which will have been agreed locally to remedy any shortfall.

The purpose of this joint statement is to ask all Collection managers and CWU Representatives to maintain the effort and attention on closing down all of the actions which have been jointly agreed locally as quickly as possible. This will help both parties to ensure that the Unit is operating in a consistent and standard way and adhering to the joint commitments that have been agreed between Royal Mail and CWU in National Agreements and Joint Statements.

Recognising current workload and that we are currently entering into a high annual leave period, both parties would like to ensure that all agreed actions are closed down and put in place before September.

Both parties can log back onto the share point site at any point in time to review the actions you have agreed and a new button will be published on the share point site to allow you to indicate when the actions have been closed. Actions should only be shown as closed when both the manager and the local CWU rep agree that this is the case.

Heads of Collections, Area Managers and Hub managers with their corresponding CWU reps can access the share point site to review both actions and current status of whether actions have been closed at any point in time.

A central monitor of progress will also be shared with the Heads of Collections and their teams so that they in turn can brief their CWU Divisional Representatives through their normal engagement sessions and these can then be cascaded to the Operations Managers and CWU Area Representatives for their respective Units.



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Assistant Secretary



Davie Robertson
Assistant Secretary



Anthony Thorne
National Head of Collections

Wednesday 25th July 2018