

No 424 /2018

26th July 2018

CWU/RM - Joint Statement – Collections Hub/Units Checklist Update

Dear Colleagues,

Further to LTB 357/18 which contained the Resourcing and Quality Unit checklists for Collection Hubs and Units, please find attached a Joint Statement agreed between Royal Mail and CWU which provides an update on activity.

The Collection Resourcing and Quality Unit checklists were an important exercise that both parties agreed to undertake, as a part of the 2018 Guiding Principles Agreement, in order to understand how units are 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 the most important and valuable next step is to implement the locally agreed action plans to remedy any shortfall where it has been jointly identified that the standards are not being met.

The purpose of this joint statement is therefore to ask all Collection managers and CWU Representatives to maintain their efforts and attention on completing all of the actions which have been jointly agreed locally as quickly as possible.

This will help both parties to ensure that their Unit is operating in a consistent and standard way, whilst also 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 now entering into a high annual leave period, both parties would like to ensure that all agreed actions are accomplished and put in place before September 18.

Managers and representatives can log back onto the share point site at any point in time to review the actions that have been jointly agreed and additionally a new button will also 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 representative agree that this is the case.

Heads of Collections, Area Managers and Hub managers with their corresponding CWU representatives can access the share point site to review actions and the 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 this information can then be cascaded to the Operations Managers and CWU Area Representatives for their respective Units.

We would like to thank our representatives for their attention in undertaking this exercise and for ensuring that the agreed action plans are also, in order to create the right environment and to also ensure each Unit is adhering to the relevant national agreements and standards.

Any queries in relation to the content of this LTB should be addressed to:

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E-mail: outdoorsecretary@cwu.org quoting reference: 532

or

Mail Centre Area Distribution Collections: Davie Robertson, Assistant Secretary,
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Yours sincerely,



Mark Baulch
Assistant Secretary



Davie Robertson
Assistant Secretary