

No: 506/2019

21<sup>st</sup> August 2019

**For the Immediate Attention of All:**

Postal Branches  
Divisional Representatives  
Area Distribution Representatives  
LGV Representatives

Dear Colleagues

**JOINT STATEMENT BETWEEN ROYAL MAIL LOGISTICS (NETWORK) AND THE  
COMMUNICATION WORKERS UNION ON THE DEPLOYMENT OF POSTAL DIGITAL  
ASSISTANTS (PDA'S)**

Branches and representatives are advised that trial activity took place in 2015 in relation to the use of PDA's by LGV drivers in a controlled trial in the National Distribution Centre (NDC), as a result of concerns that the business had in relation to revenue protection issues they had identified with major posting customers who are serviced by the Logistics LGV Fleet.

The trial finished in 2016 at which point it was believed that benefits had been achieved in relation to better controlling the access of mail and revenue protection, at that point next steps were to be considered.

There were however, no further developments until a recent request by the business to introduce the use of PDA's into both the Logistics (Network) and Area Distribution functions. Royal Mail's rationale for the proposal is that the introduction of the PDA's will seek to build on the successes of the deployment of PDA's in other functions and is also anticipated to provide benefits in relation to Revenue Protection, quality of service, customer service and assist the business in remaining competitive.

Discussions have therefore taken place in relation to agreements in both functions to enable the PDA to be deployed and attached for information is the Joint Statement which has now been concluded and endorsed by the Postal Executive in relation to Network.

Colleagues will note that we have achieved the usual safeguards around the use of the equipment in regard to conduct and performance management and H&S and have ensured appropriate release to enable full local CWU involvement in the deployment activity.

In addition, it has been agreed that drivers will be fully trained prior to full deployment taking place.

Training and deployment activity will be supported and monitored by the Network Working Group.

Any enquiries in relation to this LTB should be addressed to Davie Robertson, Assistant Secretary, email: [dw Wyatt@cwu.org](mailto:dw Wyatt@cwu.org) or [shayman@cwu.org](mailto:shayman@cwu.org) quoting reference number: 231.06.

Yours sincerely

**Davie Robertson**  
Assistant Secretary

