

Frequently asked questions

Q1: Why do we need to reduce the number of Production Demand Support roles?

A: The Traffic Transformation solution has introduced new ways of recording and reporting traffic information which has created workload activity savings in the Production Control teams by replacing a number of traffic related task with automatic data collection and collation rather than the previous manual activities.

Q2: Are you consulting with the CWU?

A: Yes, formal consultation is being carried out with the CWU in line with usual business processes, MtSF and statutory requirements.

Q3: What is involved in consultation, what does it entail?

A: Consultation involves Royal Mail providing CWU with information about the proposals and discussing these with them with a view to reaching agreement.

Q4: Who is affected by the role reductions?

A: We are consulting with the CWU on a proposal to reduce the number of roles in the Production Control Demand support roles by 28. There are currently 5 Plants with a Production Demand Support role vacancy and in these situations the vacant role will be removed first.

Q5: Why have all Mail Centres not been identified as needing to reduce the number of Production Demand Support roles?

A: The workload reductions under Traffic Transformation has been identified as 1 FTE against the agreed AVA baseline for the Production Demand Support roles at each Mail Centre. If Mail Centres where the agreed AVA baseline for the Production Demand Support role was only 1 FTE, this will remain.

Process

Q6: What are the next steps and relevant timescales?

A: We are starting a preference exercise from Friday 17th July 2020 for all affected people in the Production Demand Support roles to be able to submit a preference to leave the business through voluntary redundancy. The preference exercise will run until midday on Friday 7th August 2020. We expect the process will be completed by the end of August, and all affected colleagues will then be clear about their position.

Q7: What does a preference exercise mean?

A: The preference exercise for voluntary redundancy will only apply to affected people who work in the Production Demand support roles where we are looking to reduce roles. Colleagues in these areas will be able to submit a preference to leave the business through voluntary redundancy.

Q8: If I am due to get a preference form will I be able to get a voluntary redundancy quote?

A: Yes, colleagues will be sent a voluntary redundancy quote to their home addresses when the preference exercise starts before deciding whether to submit a preference for voluntary redundancy.

Q9: If I apply for voluntary redundancy, is this guaranteed?

A: No, expressing a preference to leave the business does not guarantee an offer of voluntary redundancy. If there are more applications than the proposed number of redundancies, your

request to leave with voluntary redundancy terms may not be accepted. Also, if there are suitable vacancies these will be filled before voluntary redundancy is offered.

Q10: What are the voluntary redundancy terms?

A: Voluntary redundancy will be in accordance with managing the surplus framework (MtSF) terms. Within the MtSF agreement, there is a section which includes the voluntary redundancy terms that have been agreed with CWU.

Q11: What does MtSF mean?

A: MtSF is the agreement between Royal Mail and CWU which covers the policy and approach for dealing with surplus situations, redundancy terms together with the criteria for voluntary redundancy selection.

Q12: What happens if there are not enough employees who opt for voluntary redundancy in the Production Demand support roles where roles are being reduced?

A: Our aim will be to seek suitable redeployment opportunities by looking at bumping for all colleagues who become surplus and do not wish to leave on voluntary redundancy. Any CWU colleague who does not have a role and does not wish to leave the company on voluntary redundancy will continue to be managed within their current business area. Appropriate support will be provided to colleagues to find a role at the earliest opportunity. We will continue to ensure that all surplus colleagues have ongoing support to find a suitable available role.

Q13: What happens if two or more employees opt for voluntary redundancy in the Production Demand Support roles where roles are being reduced?

A: Selection decisions will be made in accordance with existing agreements, particularly Managing the Surplus Framework (MtSF).

Q14: If I submit my preferences and then decide I want to amend them, will I be able to do this?

A: If you have submitted your preferences and then decide you wish to amend them you can do this up to midday on Friday 7th August 2020 by sending an email to traffic.transformation@royalmail.com

Q15: If I want to leave on voluntary redundancy and know I am the most senior person, do I still need to complete the preference exercise?

A: All people in the affected population who receive an email asking them to complete the preference exercise need to complete it.

Q16: I am an OPG currently performing the Production Demand Support role, can I preference for voluntary redundancy?

A: If you are an OPG performing the Production Demand Support, you will not be able to state a preference for voluntary redundancy as we will seek to redeploy you back to a suitable vacancy in the operation.

Q17: I am an OPG currently performing the Production Demand Support role, will I be redeployed back into the operation?

A: If you are an OPG performing the Production Demand Support role, we will seek to redeploy you back to a suitable vacancy in the operation.

Q18: What happens if I don't complete the preference exercise?

A: If you do not complete the preference exercise we will assume that you wish to remain working within the Production Demand support role and undertake the selection process based on agreed selection criteria.

Q19: Will Pay in Lieu of Notice (PILON) or Pay in Lieu of Annual Leave (PILAL) be paid?

A: We do not anticipate Pay in Lieu of Notice or Pay in Lieu of Annual Leave being paid to anyone leaving the business on voluntary redundancy.

Further information

Q20: Who do I contact if I have any questions?

A: In the first instance you should speak to your line manager or CWU area admin representative and/or the local CWU Branch. Alternatively, you can email traffic.transformation@royalmail.com.

Q21: I will be on holiday in the coming weeks. Will I be able to get a voluntary redundancy quote and/or select a preference for voluntary redundancy?

A: Yes, all affected people will receive a voluntary redundancy quote and be able to select a preference for voluntary redundancy. If you are due to be on holiday for the whole of the three week period the preference exercise is open please email traffic.transformation@royalmail.com.

Q22: When will we receive more information?

A: You will receive an email containing further information on the preference exercise on Friday 17th July 2020 and containing a link to the online preference form. We do of course, appreciate that this is an unsettling time, however, we want to assure you that we are committed to keeping colleagues up to date as the process progresses.

Q23: What will happen to my Free Shares if I leave the business through voluntary redundancy?

A: As your reason for leaving the business will be voluntary redundancy, you will not lose your Free Shares. On leaving the Company your Free Shares will be taken from the Share Incentive Plan. You will not pay any income tax or national insurance on the value of the Free Shares as they are transferred to you. Once they are transferred, you can choose whether to sell or retain these shares. For further information, contact the Employee Share Offers helpline on 0800 012 12 13.

Production Demand Support role

Q24: What activities will be part of the new role?

A: The role will be made up of the tasks already circulated in the Traffic Transformation communications.

Q25: As my workload has reduced as a result of Traffic Transformation, what activities will I be performing between now and when the outcomes are known?

A: PDMs will work with their teams to align the workload in the tasks already circulated in the Traffic Transformation communications.