

## Frequently asked questions

These are additional questions that have been asked since the original FAQ document was shared on Friday 17<sup>th</sup> July 2020.

**1. My unit currently has 2 or more people performing the Production Demand tasks, how many VR's will be taking place at my Mail Centre?**

A: The original agreed AVA baseline for the Production Demand Support roles identified the number of people required based on workload in your Mail Centre. The Traffic Transformation project has only removed the workload of one person (where the agreed baseline was greater than 1 person) so we still anticipate there will only be 1 VR at those Mail centres. There will be enough workload for those remaining.

**2. What is the agreed AVA baseline for the Production Demand Support roles at each Mail Centre?**

A: The AVA baseline for each Mail Centre was based on the size categorisation of each Mail Centre and included both the Production Demand Support roles and Mail Centre Admin roles with:

- Small sites being 1 Production Demand Support and 1 Mail Centre Admin
- Medium sites being 2 Production Demand Supports and 1 Mail Centre Admin
- Large sites being 2 Production Demand Supports and 2 Mail Centre Admin

All sites had the autonomy to determine how the work would be distributed amongst the agreed roles.

**3. When will the new role start and is there a description of the content of the role?**

A: Now Traffic Transformation is live, we have a period of Early Life Support which we expect to last around 3 months whilst we work through the activities to embed new processes and procedures. We expect the new template to start at the end of the period of Early Life support. The content of the role will be made up of the tasks already circulated in the Traffic Transformation communications and PDM's will work with their teams to align the workload in the tasks already circulated.

**4. How does seniority work in respect of VR?**

A: Seniority based on Voluntary Redundancy is based on date of entry to the business in line with the Managing the Surplus Framework (MtSF) agreement.

**5. Has it been agreed nationally with the CWU that there will be a limit of one VR per Mail Centre?**

A: We are working 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 Mail Centres with a Production Demand Support role vacancy and in these situations the vacant role will be removed first. There are 9 Mail Centres where there will be no reduction.

**6. Are transfers allowed between Mail Centres as part of the preference exercise?**

A: This will be reviewed on an individual basis as the reductions are only at certain locations. Redeployment opportunities will be looked at to see if it is viable and we will know more once we get the data from the preference exercise as it is key we do the initial assessment first. Any redeployment options will be considered in line with the Managing the Surplus Framework (MtSF) agreement.

**7. Does this review have any effect on the PDM role, will they only be managing one person from now?**

A: The PDM role is not in the scope of this review and along with their line management have a number of other tasks to perform so there will be no change to their role.

**8. 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.

**9. I am not part of the affected population as my Mail Centre is a flowthrough site, will I still get a preference exercise if there is a bumping opportunity?**

A: You will not be part of the current preference exercise. However, if we have to conduct a further preference exercise after this initial phase we have a full record of the people in that population. We will know more once we get the data from the preference exercise as it is key we do the initial assessment first. Any redeployment options will be considered in line with the Managing the Surplus Framework (MtSF) agreement.