



## Royal Mail & CWU National Joint Statement Consumer Collections Pilot and National Deployment



### **Introduction**

The highly competitive parcels market continues to grow with customers demanding more from Royal Mail in terms of extra features on the parcels that are carried. As the country moves towards easing lockdown, Covid-19 has changed consumer behaviour during this period with consumers potentially in the future more likely to stay at home. The impact of these changes going forward could be that consumers are likely to move increasingly more towards online shopping, which may result in fewer visits to the Post Office or a Customer Service Points to either post or return parcels.

Similarly, there is a demand from online retailers and marketplace sellers to have a doorstep collection service for returns and outbound parcels. This growth in the market is being targeted by our competitors. For Royal Mail to compete in the parcels market there is a need to provide a doorstep collection service for customers.

Customers will be able to book a collection on the Tracked Returns Portal; via retailer's websites; on the Click & Drop shipping system; or on Royal Mail's app. These items will be collected by the frontline colleagues who are in the vicinity or attending sites for deliveries.

The Joint Statement issued in June 2020 set out the training plan:

- Work Place Coach (WPC) training sessions to commence on 6th July and finish by the 7th August 2020.
- WPCs to cascade training to frontline colleagues from 13th July and conclude by 9th October 2020.

### **Pilot and National Deployment Plan**

Royal Mail and the CWU have agreed the deployment approach and timescales as outlined below.

Royal Mail and the CWU via the Local Joint Working Group jointly conduct a pilot in West of England Area over a 4-week period i.e.

- Pilot in the Bristol Operations Manager area – 21<sup>st</sup> September to 2<sup>nd</sup> October;
- Expand pilot to the remaining units in the West of England Service Delivery Leader area – 5<sup>th</sup> October to 16<sup>th</sup> October.

### **Health & Safety and Safe Systems of Work**

It is reaffirmed that Health & Safety and SSOW are of paramount importance to both Royal Mail and the CWU, accordingly there will be full involvement in order to ensure that the necessary SSOW are in place and that all issues arising in this respect will be proper to the relevant RM safety experts and the CWU National Health & Safety Department.

### **Review/ Summary**

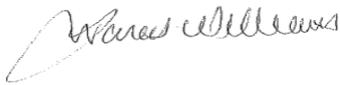
Royal Mail and the CWU will jointly review progress against set criteria during the pilot phase. The pilot will be subject to joint review in order to resolve any issues highlighted arising from it and in order to jointly confirm the roll out timescales for National deployment which is targeted to commence on the 19<sup>th</sup> October.

Royal Mail and the CWU both understand the importance of being able to offer doorstep collections service to our customers as it provides them convenience and leads to positive shopping experience.

Following the deployment of Consumer Collections targeted in October 2020 both parties will, after 3 months from launch, review what the effect and impact is on the operation in terms of additional workload and time associated with the new process and that this will be taken into consideration within the agreed planning and resourcing tools, particularly as volumes grow and more business is generated. This will be underpinned by a study involving Industrial Engineers in order to determine and establish the correct time identified for the tasks involved.

All data/information generated from the deployment will be shared with the CWU at national level to assist with further discussions regarding future revision activity and Resourcing to Workload, along with the accuracy of traffic forecasting.

In addition, as outlined above and from the commencement of the pilot and the National rollout, any issues or difficulties experienced by frontline OPG's carrying out this service product will be raised to the signatures of this Joint Statement National for resolution.



Francis Williams  
RM Head of Commercial, Property &  
Central Functions



Mark Baulch  
CWU Assistant Secretary

Date:- 24<sup>th</sup> July 2020