



ADDENDUM TO THE NATIONAL AGREEMENT BETWEEN ROYAL MAIL LOGISTICS AND THE CWU ON THE DEPLOYMENT AND USE OF TELEMETRY EQUIPMENT IN THE ROYAL MAIL NETWORK LGV FLEET

Introduction

Royal Mail and the Communication Workers Union are working together in developing key business policies, mutual interest solutions and a new culture, which is at the core of the commitments contained in our National agreements, including the Guiding Principles of Employment Security and Mutual Interest Approach to Future Challenges and Opportunities. These commitments are acknowledged as the key enablers for Royal Mail and the Union to engage and to develop mutual interest solutions that will aid/improve efficiency within the operation while responding to the needs of CWU represented grades.

Both parties recognise that creating the right IR and collective working environment is key to the general success of the business and are committed to achieving the above by resolving all local issues and concerns across the wider operation and without recourse to disagreement wherever possible.

Background

Currently Royal Mail Logistics use Isotrak as a telematics service for their LGV Fleet. Isotrak has supplied Royal Mail with telematics services since 2003 with the last review into the Canbus key measures being in 2014. Since 2014, Royal Mail's fleet size and type has changed significantly, alongside this, the telemetry capabilities have also evolved.

Through engagement surveys and informal discussions with drivers and advanced driver coaches, feedback received indicated the telematics service is no longer aligned to the needs of the driver. To put this feedback into action, Royal Mail and the CWU reviewed the current measures within the telematics and looked at information available through other Logistic providers and Isotrak on current trends and Canbus Key measures, that align more towards the current fleet and support safe and efficient driving.

The telemetry equipment installed and the changes to the Key measures enables the accurate and timely reporting of vehicle movements. In addition, the systems will continue to support:

- Accurate recording of end to end performance, supporting improved decision making
- Real time visibility on the Network enabling pre-notification of arrivals and collections
- Real time visibility on breakdowns supporting improved security and safety for drivers
- Improved in cab communications and driver interface
- Improved vehicle /driver utilisation
- Improvements in driving styles and driver behaviours

Approach

The following changes to the measures will be applied on the Isotrak Telemetry system.

Current Canbus Key Measures	New recommended Canbus Key Measures
Harsh Acceleration	Harsh Braking
Harsh Braking	Idling
Idling	Over-revving
Time in Greenband	Eco-roll
Cruise Control	



Training/Upskilling

Training and upskilling will be provided by Isotrak, prior to any updates to the telemetry system, to front line managers and Advanced Driver Coaches. The sessions will ensure the changes to the Key Canbus measures help improve driving styles, by supporting the driver's safety and efficiency whilst driving.

Advanced Driver Coaches will support the training of drivers. Data will be shared with the permission of the driver in line with GDPR. Advanced Driver Coaches will utilise it to design tailored individual training sessions, in line with the terms of the Training Needs Analysis section of the Advanced Driver Coach Agreement.

Data Usage

Royal Mail Logistics and the CWU appreciate the need to balance these opportunities and fears, so as to ensure that updates to technology can be embraced seamlessly and with confidence. Both parties therefore agree and commit to the following principles:

- The specific purpose for using the information provided by the measures update and capability will be to enhance vehicle tracking and quality of service, improve driver training, fuel consumption and vehicle longevity.
- Both parties agree that all individuals have a right to privacy at work and it is accepted that there is a mutual obligation of confidence and trust applied to every contract of employment and that all parties should act in a way so as not to break that relationship. As such driver performance data produced will remain confidential to the individual and will not be displayed on notice boards or in league tables.
- It is agreed that this change in measures is designed to standardise the process across the fleet and is not being introduced as, or will be used as, a disciplinary tool or for day to day performance management processes. Equally, it will not be used to enhance the ability of managers, on the evidence available, to take disciplinary action.
- Outputs for Canbus will not form part of the daily de-brief sessions with drivers or for day to day performance management.

Review

A PIR will take place 6 months after deployment. Progress of the deployment will be reviewed on an ongoing basis by the Network Working Group via a progress report on deployment activity and sharing of data.

Any questions of interpretation, implementation or application of this addendum shall be referred to the respective headquarters for resolution as a matter of urgency.

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