



Annex 3 - Deployment/Implementation



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The deployment implementation phase will commence post consultation and Business Case authority at the earliest opportunity to form a local joint working group (JWG). The divisional CWU will be notified formally by RM SDL or equivalent that the deployment phase is underway followed by area and unit level communications and briefings. The briefings will include the reason for the Delivery office closure, the affected locations and the number of employees impacted. Following this the employees at the affected locations will be advised, wherever possible by joint CWU and RM communications and briefings.

Local Joint Working Group (JWG)

Membership of the local joint working group (JWG) will be agreed with RM SDL manager or their equivalent and the divisional CWU rep(s). A project manager will be appointed to chair the local JWG meeting and the membership of the local JWG will be notified of the initial start-up JWG meeting. The core membership at the initial meeting will agree the following:-

1. Frequency of meeting
2. Fixed venue, day and meeting time agreed.
3. JWG membership deputies nominated.
4. JWG review the external and internal communication messages at the end of each meeting.
5. Review authorised business case timescales and constraints.

The project manager will outline the aims of the local JWG which will include the following at the initial start-up local JWG meeting.

1. To analyse the authorised business case (BC) baseline assumptions against current situation to end state solution and as such understand the reason for change and scenarios discounted during consultation
2. Understand what is in scope and out of scope within the authorised business case.
3. Verify the detailed design planning assumptions and as such model the impact to employee, customer & business case.
4. To jointly resolve people issues relating to the merger/relocation as they arise.
5. Agree subject matter expert sub group membership for the following deployment planning activities.
 - a. People Impact (include distance between sites, public transport, etc.)
 - b. Safety Impact
 - c. Property & Facilities (including parking, building environment, CWU Facilities Quadrant, PF&S cleaning services, Welfare) Impact
 - d. Quality & Customer Impact to USO regulatory framework and customer complaints measures.
 - e. Customer Service Point Impact
 - f. Processing Impact
 - g. Distribution Impact
 - h. Collections Impact
 - i. Duty /End State Design (INCLUDING FLOOR PLANS ETC. along with the appropriate cleaning schedules)
 - j. Other Change Projects in units affected

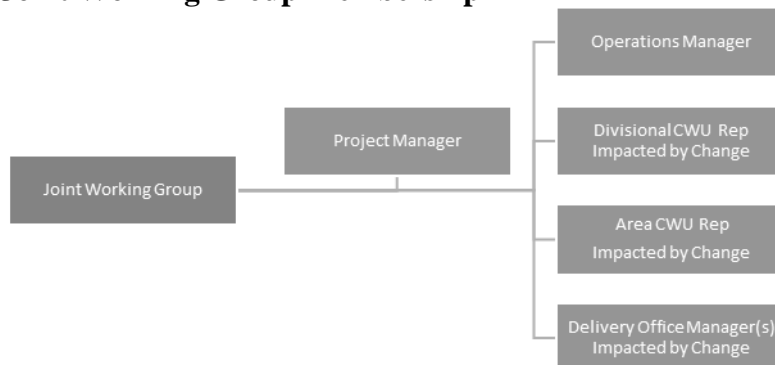
In line with the provisions of the IR framework appropriate facilities and time will be provided to CWU representatives to allow them to carry out their role adequately to all information/documentation outlined in the aims of the local JWG.

Where the local JWG has agreed that a merger/closure requires a full office revision the national agreed tools will be used. The new customer service point solution for item returns must be announced prior to any relocation takes place. The Health & Safety of employees and customers to any alterations to the internal or external unit affected must be fully assessed prior to any relocation takes place. Any people impact relating to potential employee surpluses, excess travel costs, preference exercises and pay protection will be managed in line with the terms set out in the Managing the Surplus Framework agreement (MTSF). Any duty selection criteria or resourcing issues will be resolved in line with the National Way Forward Agreement and MTSF.

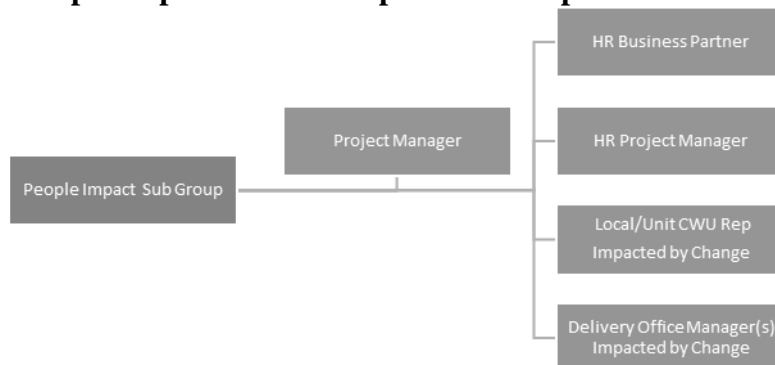
Governance

The purpose of the governance is to follow the national framework agreement. The local JWG will be provided relevant information, at the earliest opportunity, on a consultative basis. The local JWG meeting notes during the deployment phase will be shared with all parties. If actions are required to complete an activity, or if further clarification is required, the action will be included in a table as annex in the notes and the local JWG updated of its completion at the next JWG meeting. Risks & issues during the JWG deployment meetings will be noted in a table as an annex with the relevant mitigation to reduce the impact. The notes from the previous JWG meeting will be reviewed at the start of each meeting that all parties are satisfied with the information shared and that any actions have been addressed before moving to the next stage.

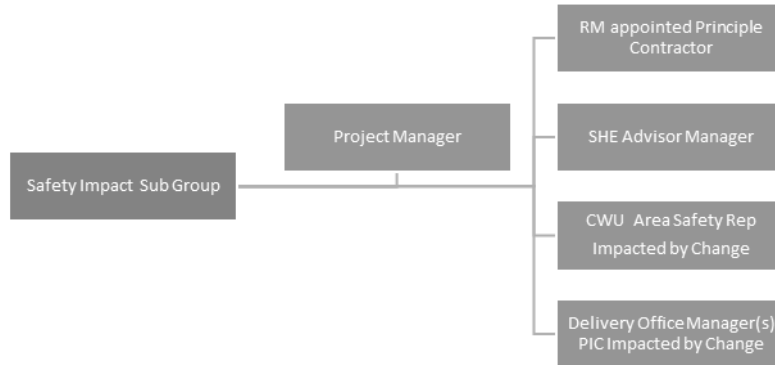
Example - Joint Working Group Membership



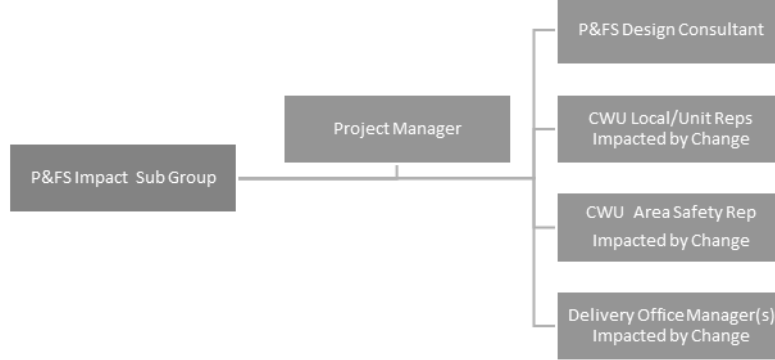
Example 5a People Impact - Sub Group Membership



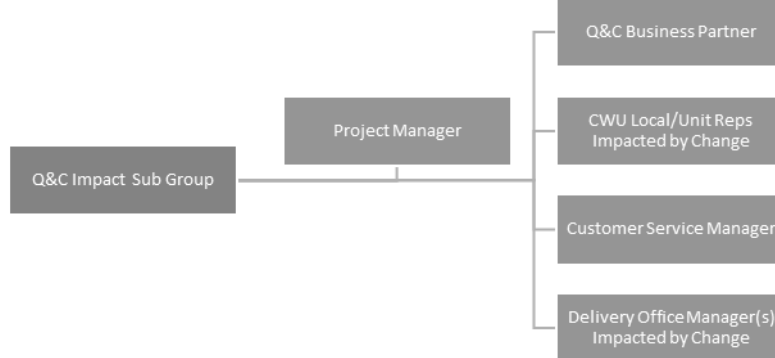
Example 5b Safety Impact - Sub Group Membership



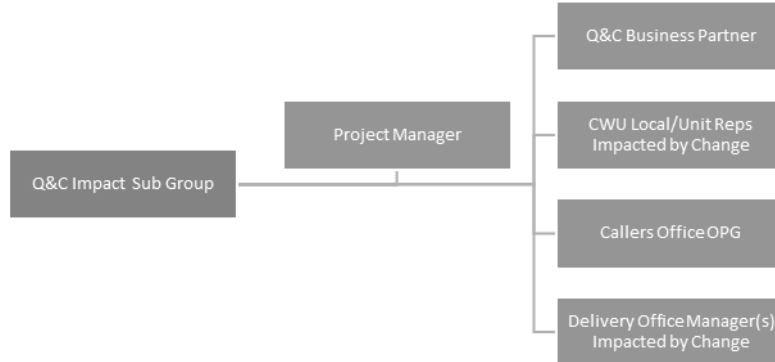
Example 5c Property & Facilities Impact - Sub Group Membership



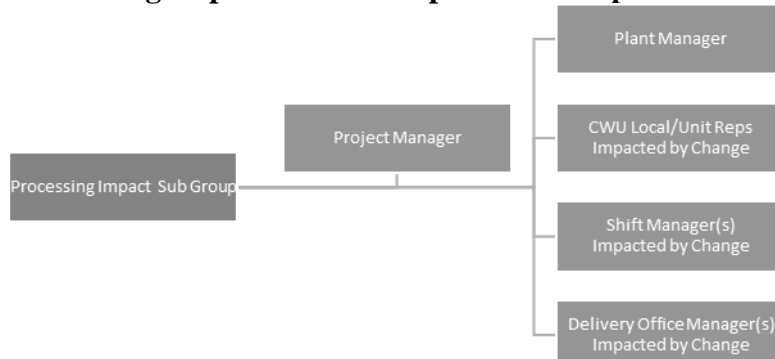
Example 5d Quality & Customer Impact - Sub Group Membership



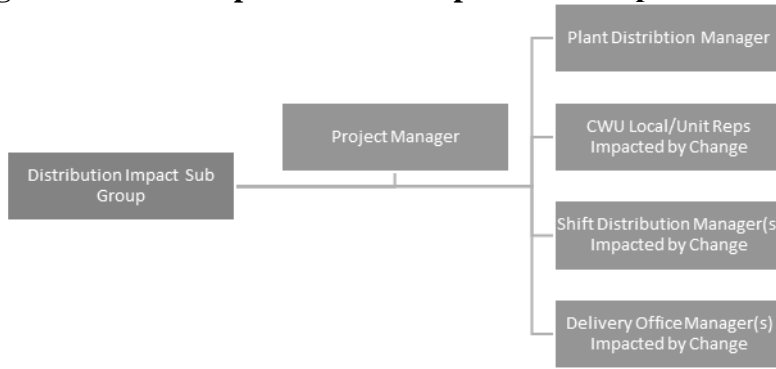
Example 5e Customer Service Point - Sub Group Membership



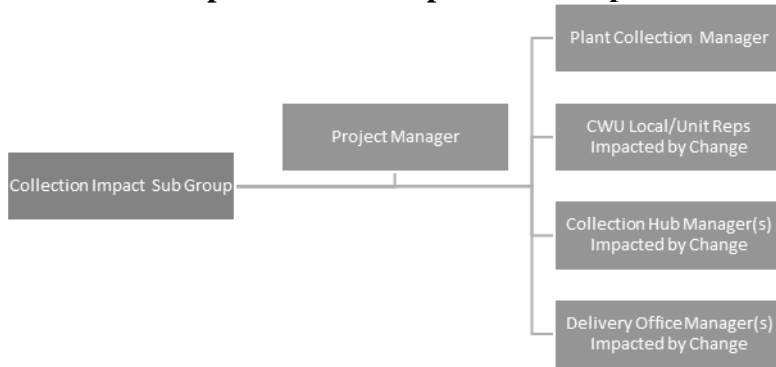
Example 5f Processing Impact - Sub Group Membership



Example 5g Distribution Impact - Sub Group Membership



Example 5h Collection Impact - Sub Group Membership



Example 5i Duty End State Design Impact - Sub Group Membership

