



National Terms of Reference – New Uniform Range Trials (The New Performance Wardrobe)

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.

As part of this approach Royal Mail and CWU are jointly committed to ensuring that uniform remains fit for purpose, and that Royal Mail will continue to monitor and review the performance of garments and footwear, and work with the CWU in the development and improvement of uniform items.

Background

Whilst new developments in the uniform range have taken place over the past few years the actual core design and style has remained in place for some 10 years and more. As such, the CWU and Royal Mail have agreed to undertake trials on a completely new range of garments. This development of a new uniform range was also a key part of the 2019 Uniform tendering process.

The new uniform range being trialled builds on some of the latest commercial design and fabric developments and importantly takes into direct account frontline employee feedback received over the past few years from workplace Uniform Roadshow visits.

Scope of Trial

The new uniform range (The Performance Wardrobe) will be trialled across 11 different job roles within Royal Mail Group and involve some 340 frontline colleagues who have all agreed to be involved and who have been selected to ensure both a gender and age profile representative balances.

The trial will cover the following job roles:

- RDCs (indoor/platform/LGV drivers)
- Mail Centres (indoor/platform/LGV drivers)
- Delivery Offices (walking/collections)
- Airport (airside/indoor)
- Fleet Workshops (technicians/mobile technicians & admin)
- Engineering (MC engineers)
- Relay (indoor/outdoor)
- PFS Cleaners
- PFWW (indoor/outdoor)
(60% male/40% Female)

Attached as **Appendix 1** is a list of the full uniform range in trial (The Performance Wardrobe).

Attached as **Appendix 2** is a list of the trial locations (please note that some locations may change at the time of deployment).

In addition and as part of the trial, each volunteer will receive a pair of the Panther 'RM Cushion Flex' trainer (non safety) or the 'RM Crossflex' trainer (safety) dependant on their role which are also being trialled.

The trial will officially take place from the 1st of March 2021 (individuals involved in the trial will start to receive their new uniform pack from the 18th of February up to the 1st of March) and will run for a period of 12 weeks, with the trial subject to touch point reviews on progress and developments.

Involvement and Feedback

Royal Mail & the CWU nationally commit to jointly working together to bring about the successful introduction of uniform improvements. The role of local managers, CWU representatives (including

H&S reps) and employees will be vital to the success and evaluation of any trials and subsequent deployment activity. They will be fully involved in the trial to enable feedback on the trial activity.

All individuals involved in the trial will be asked for feedback on an agreed feedback form that will be issued alongside the new range. Additionally, individual employees involved in the trial will also be invited to give ongoing feedback during the trial period, including the ability to email in feedback and join virtual drop in sessions (the planned Roadshow visits at each of the listed sites during the trial has been cancelled due to COVID-19). All feedback given will be collated, information gathered, evaluated and summarised into the final trial report, which will be shared with the CWU nationally.

Trial Aims, Objectives and Success Criteria

The trial evaluation process for both garment and footwear items will fully consider the following criteria:

- Fit for purpose and practicality for the different roles performed within Royal Mail
- Comfort
- Durability

Review

These nationally agreed terms of reference will be formally reviewed in May/June 2021 by RM and CWU taking full account of all experiences and the feedback gathered jointly from CWU/RM in the trial units.

Both Royal Mail and the CWU confirm that any changes following the review of this trial or any wider roll out will not be introduced without further joint discussion and national agreement.

Any questions regarding the interpretation, implementation or application of this agreement shall be referred to the respective signatories for resolution.



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