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Friday 23rd March 2018

TERMS OF REFERENCE BETWEEN ROYAL MAIL AND THE CWU COVERING THE TRIAL OF FINGER SCANNERS FOR INDOOR TASKS AND HIGHER VOLUME DELIVERY OFFICES

Dear Colleagues,

Branches and members will be aware that parcels competition continues to increase with competitors expanding their networks and delivering enhanced customer services. The Outdoor Department has been in discussions with Royal Mail in order to jointly work together to develop and introduce new commercial and operational initiatives as part of the joint growth agenda.

In line with the above, the current environment requires Royal Mail's operation to be responsive and efficient in order to fend off increasing competition and protect the USO, while also increasing the potential for growth and embracing new products and services.

Branches will recall that when PDAs were deployed, finger scanner accessories were also deployed for Mail Centres and Regional Distribution Centres, recognising the benefit that could be achieved from not holding the PDA to undertake a large volume of scans whilst sorting. Tracked volumes have grown at double digit percentage levels each year since the launch and this in turn has increased the number of parcels being handled and scanned in delivery offices. This is especially pronounced in units which handle Tracked Returns for retailers.

Accordingly, we have agreed with Royal Mail to jointly trial the use of finger scanner accessories (paired to the existing PDAs) in a number of large receiving Delivery Offices. This is to confirm whether there is a beneficial case for their use on a more widespread basis, and to also inform when a tipping point might occur in terms of the volume of parcels and whether or not this is appropriate for all parcel sizes, or more specific to particular volumetric formats. The trial will aid the decision as to whether and where to deploy these devices more widely in delivery units in the future.

The expectation is that the equipment will be deployed for around 2-3 months in total, and will start to be deployed in the agreed list of units within the attached TOR in the next few weeks. Post deployment, the equipment may be removed from the pilot locations and relocated elsewhere in the business where it may contribute to greater benefit, or remain in the pilot hubs. This will be subject to review.

The department believes that the TOR contains all the necessary safeguards, whilst clearly defining that there is full involvement of the CWU and staff within the trial, and the necessary training and support along with appropriate SSOW. In addition, any operational changes required to facilitate the trial arrangements will be subject to the IR Framework.

The trial will be overseen by the national parties and will be formally reviewed by the signatories of the TOR, with local Managers and CWU feeding into this process.

Any queries to the content of the above please contact the Outdoor Department, reference 540, email address: outdoorsecretary@cwu.org.

Yours sincerely,

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CWU (Acting) Assistant Secretary