



ADDENDUM TO RM & CWU NATIONAL AGREEMENT COVERING THE USE OF PDA OUTDOOR ACTUALS



Introduction

It is now a year since Royal Mail and CWU jointly launched PDA Outdoor Actuals where we harnessed the ability of the PDAs to provide visibility of outdoor activity across all Delivery and Collections routes. Managers and CWU Reps have been trained in the use of the data and visits to the dashboard have steadily increased since launch. Outdoor Actuals has become a business as usual tool for resolving both customer and operational issues and gaining operational insight. The data also helped support the planning for the first hour reduction in the working week during October 2018. At a commercial level the data also supports the improved estimation of delivery window to customers of tracked products. Within unit's operational leads have been encouraged to use the data fully in line with the spirit and commitments contained within our National Agreements in order to ensure fair and balanced workload, improve the quality of frontline conversations, and to deliver consistent customer service, both parties remain fully supportive of those joint commitments recognising the changing commercial and customer environment.

Commercial Opportunities / Consumer Enhancements

Customers want more information about their parcel deliveries and they want to know where their item is throughout the delivery journey. Royal Mail can use digital technology, i.e. SMS and email, to give customers greater visibility of their parcel deliveries to help them plan their day. Providing customers with delivery windows is increasingly seen as a requirement in the competitive parcels market.

In 2018, Royal Mail introduced a 4 hour Estimated Delivery Window for Royal Mail Tracked 24 and Royal Mail Tracked 48 services.

Royal Mail have now delivered the following enhancements:

- **Earlier customer notifications of the parcel delivery day** – this feature is available for Special Delivery Guaranteed (SDG), Royal Mail Tracked 24 and Royal Mail Tracked 48. It provides customers with an SMS and / or email notification detailing the day they can expect their item to be delivered.
- **Earlier customer notifications of the estimated delivery time** – this feature is available for Royal Mail Tracked 24 and Royal Mail Tracked 48 services. It provides customers with a delivery window ranging from 2 hours to 4 hours when available. Where this is not possible, a by 15:00 message may be provided.
- **Tracking Enquiry System (TES) and Royal Mail Track and Trace** – all the above information will be visible on TES and Royal Mail Track and Trace when available.

Outdoor Actuals Data Enhancements

Royal Mail is currently preparing to deliver a number of reporting enhancements that were signposted in the original National Agreement and also building in new features that users have told both RM & CWU that would be useful. These include:

1. **Trend Data** – Viewable trend information will increase from the current 3 weeks to over 12 months with improved sorting and filtering. This should assist in improve understanding of activity based on seasonality and year on year change supporting improved longer-term planning and resourcing of the peak and summer operation whilst fully utilising the relevant National Agreements and taking into account all local factors and working arrangements.

2. **Visibility of stops** – Periods of non-movement over 1 minute will be viewable on a map initially and later in a tabular format based on buckets of time. This will help to identify the number of attendance calls, difficult service locations; where a meal relief is being taken; when a PDA is left unattended; and/or when vehicle is held up in traffic.
3. **Collection Service Points** - Service points have been added to the mapping feature in the Collections dashboard. These can be compared to actual stop points to identify any sequencing or positioning errors and to understand actual service time.
4. **Collections on Delivery** - An additional 'CoD' field will allow users to identify and review only those duties that have undertaken collections on delivery and if any struggle to meet despatch services for either weekday or Saturday.
5. **Route Matching** – From the summer the system will start capturing the validated 'route number barcode' information from the PDA login. This will allow users to view actual activity performed against planned routes in A-Plus (and Route Manager) and compare departure, return and duration times. It is also expect to be able to identify activity associated with Parcels, LAT and Ad-Hoc routes. Once Route Matching has been delivered the Trend Report will be updated allowing users to filter historic data by route.
6. **Reporting in the Cloud** – RM data and reporting teams have begun a major modernisation of the reporting services (the Future Data Platform) and PDA Outdoor Actuals will be one of the first applications to migrate across to a new platform using Google Cloud services. This should improve the performance and availability of the Outdoor Actuals dashboard.

Both parties understand that there will be further additions to the dashboard as PDA technology and data evolves, suggestions to date have included:

- Explore the ability to receive hazard warnings at the Delivery or Collection point onto PDA.
- Explore the ability to input near miss accidents onto PDA

These will be prioritised alongside other new features that help provide more insight of the outdoor operation and all enhancements to the dashboard will be fully discussed and jointly progressed with the CWU Nationally.

Deployment Timescales

The enhancements will be released through the PDA OA dashboard to all users starting in mid-May with the Trend view. The Print facility, Stops and Collections new features will become available by the end of May. Migration of the dashboard to the new Cloud environment should be complete by July and Route Matching should be available by August. A refresh of the main Outdoor Actuals dashboard will then follow to simplify the reporting views.

Briefings for Service Delivery Leaders, Operations Managers and CWU Divisional & Area Reps will take place in May within each region. Once they are familiar and comfortable with using the trend data, Operations Managers will be asked to take their Delivery Office Managers and Local CWU Reps through it at the earliest opportunity. Area Collections Managers and Hub Managers will be similarly briefed. Performance Coaches will continue to be upskilled as experts on the system so they are able to further support and coach managers in their Areas either directly or through Webinars. Updated user guides and a series of short videos will be available to support user familiarisation and coaching for all managers and CWU Reps.

CWU Representatives Access

Both parties accept this area has been subject to delay due to a number of technical challenges and also issues with the GDPR legislation. Whilst a Nationally agreed solution is worked on which will provide access to the system for CWU ADR's that will allow a locked down kiosk profile to be applied to a specific nominated PC in each unit, CWU Reps will be able to access the information for their respective units and be given the adequate release time both through weekly resource meetings and through the appropriate ad-hoc time to engage with their managers to review the outputs from the data.

Utilising the PDA Data / Weekly Resourcing Meetings

The operational insight that is gained from PDA Outdoor Actuals represents a tremendous opportunity for Royal Mail to grow new revenue through delivering consistent and market leading quality of service to customers.

In relation to Weekly Resourcing Meetings, the outputs and use of PDA data can be used to assist Weekly Resourcing Meetings and provide a platform to ensure that all outdoor activity can be planned more efficiently and balanced to provide a fair, manageable, achievable and sustainable workload for all employees, taking fully into account all local factors and working arrangements including actual duty start/ finish times, scheduling of Meal Reliefs and that SSOW and SOP's are being applied. This can also include understanding whether any instances of lapsing and absorption are fair, proportionate and appropriate.

The use of PDA data was one of the methods that was used to plan and achieve the first hour reduction to the current working week in October 2018, both parties have agreed that the enhancements being introduced will allow the data and system to be utilised to assist with the further reduction of the working week in units from October 2019 and this will be included in further guidance once national discussions have concluded on the second hour reduction.

Review & Next Steps

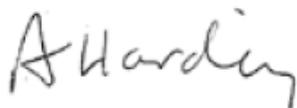
Both parties acknowledge that since the introduction of the 2018 Guiding Principles Agreement, there has been a significant amount of work undertaken to deploy a number of aspects contained within it and linked to the Delivery function.

Furthermore, there has also been significant amount of work undertaken relating to Final Mile Optimisation, and how this data is used and configured alongside the current planning values which are derived at through Industrial Engineer measurements and observations. This work is continuing and the enhancements being deployed as part of the PDA OA project will also link into the further discussions regarding the new National Delivery Agreement as outlined in section 19.3 of the Guiding principles Agreement.

In the meantime, for formal revisions, PDA OA data will only be used to support revisions of current establishment (AWD/SA) where both RM and CWU have confidence in the data that is available from the system.

Any issues with the application and deployment of the agreement and this addendum will be raised with the signatories for resolution.

Signed



Anton Harding
UK Delivery Operations Director
May 2019

Signed



Mark Baulch
CWU Assistant Secretary