



Introduction

Royal Mail Group and the CWU are proud to be playing a key role in the delivery and return of Covid-19 test kits for NHS and Social Care frontline staff. This is a vital part of the national effort to combat the coronavirus.

The Government has chosen Royal Mail and its unparalleled nationwide network to lead as the Prime Supplier on a number of products, however in relation to A 'Home Collection Service' will be provided by Royal Mail to collect test samples from home address and return to the testing laboratories, via Mail Centres or Collection Hub utilising the High Volume Tracked 24 Return.

The provision of a testing facility will enable NHS workers & Key Workers who are self-isolating at home as a precautionary measure, to return to work and relieve pressure on their frontline colleagues where a negative test for the virus is received.

Royal Mail & CWU have been in discussions to migrate the collection element to an in-house solution within existing Royal Mail operations. Both parties have been in discussions to develop and agree appropriate operational arrangements and SSOW to enable the migration of workload as a priority.

As such both parties have agreed to conduct an urgent pilot within the TR Mail Centre area to examine how the overarching design/workplan, distribution/network connectivity and all operational processes can be resolved to ensure compliance to all of the SSOW and Operating Process required to meet the service requirements of the product.

Involvement / Structures

In order to ensure compliance to all of the SSOW and Operating Processes required to meet the service requirements and resourcing of the product a Local Joint Working Groups (LJWG) for Truro Mail Centre will be established. This will be to ensure that the cross functional working is adopted and all functions are aware of the roles and responsibilities. The LJWG will be overseen by the relevant Service Delivery Leader and nominated CWU Divisional Representative with the core attendees being:

CWU

Area Delivery Representative
Area Processing Representative
Area Distribution Representative
Area Safety Rep

Royal Mail

Operations Manager
Mail Centre Manager
Area Distribution Manager
Area Safety Manager

The LJWG can also be extended to include the relevant RM Managers and CWU Representatives across those units selected as Hubs within the areas covered by the Mail Centre catchment area as required.

Planning / Next Steps / Pilot Activity

Given the tight timescales and requirement to ensure that the necessary measures and plans are in place across the TR Mail Centre catchment area, Royal Mail have identified 5 Hubs in which the Home Collection testing will be undertaken in. Therefore the LJWG will immediately plan and consider the following:

- It is confirmed the Units for Pilot activity are – Truro, Falmouth, Newquay, Penzance and Redruth
- The confirmed start date for pilot activity is 6th May 2020
- Duty Numbers Per Unit will be volume dependent

- Assets are available i.e. PDA, Van, PPE (hand sanitiser, gloves, waste bag, sealable poly bag), including masks where requested
- Duration of Duty – c4.5 hours (Annex A for draft duty plan/structure)
- Unused hours – to be spent on supporting DO premium product delivery / USO
- Can each Hub Print manifest 7 days a week and ensure Postcode Data to be entered into RON app RON fit for purpose in each Hub
- Ensure routes can be resourced reliably and consistently across the week and the 7 Day operation.
- Ensure routes are back to hub time are achievable at 12pm
- Connection to MC achieves main despatch Mon – Fri and Sat / Sun to connect with final services
- Compliance to SSOW and Standard Operating Procedures including scanning – 100%
- Consideration to how the Sunday operation is completed and consider whether Mail Centres is an option to base collections from for start and finish
- Ensure Hubs have the plans in place to open and provide all PPE and manifest across the 7 day operation
- Mail Centre operation and safe systems of handling the items operation is in place
- All required exception details correctly captured

All resourcing options will be in line with previous arrangements relating to LAT products see Annex B.

Summary / Next Steps

Both parties have agreed that when volumes and the subsequent workload in depots is less than what is planned, there should be a pragmatic and commonsense approach to utilising any available additional time through delivering other premium products in the Delivery Hub/Office catchment area.

For all of the above processes all packaging complies with World Health Organisation guidelines.

Royal Mail have worked with the Chief Medical Officer to ensure that the operational processes put in place are effective and safe for all colleagues and are supported by the necessary Health & Safety documentation and Safe Systems of Work (SSOW).

Royal Mail and the CWU will work together to ensure that we play our part in the national effort to support our NHS and Key Workers

Further National Discussions to jointly review any learning outputs from the pilot will take place in advance of further and wider expansion and a further document will be concluded based on the learning.

Any issues in relation to the interpretation or application and deployment of the Joint Statement will be raised with the signatories for resolution.

Annex A – Draft Duty Template/Structure Guide

Timing	Task	Comments
07:00hrs	Printing off the daily manifests and attempted collection slips Assessing driver capacity i.e. how many drivers will be needed to cover the collections	Access to a computer and printer required Ensure sufficient supply of paper Assessment of routes using local knowledge
08:00hrs	Collection route(s) commence, planned to achieve first collection point	
12:00hrs	Collection route(s) complete and items returned to the office	
After 12:00hrs	All collected items receive CSP acceptance scan and consolidated into a bag (not tied) with a label	
After 12:00hrs	Any items not collected are input into SharePoint and given a reason code	
After 12:00hrs	Collected items are dispatched to onward plant	

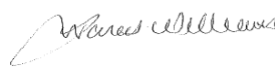
Annex B – Resourcing Options

Units will ensure that confidence and assurances can be provided to our customers that all Home Collection Test Kits will be collected on the day received through the options listed below as per the LAT resourcing, but not limited to those below:

- Use of hybrid duties performing core delivery and LAT parcel deliveries
- Use of hybrid duties performing collections & LAT parcel deliveries
- Opportunity for P/T employees to increase their contractual hours
- Use of new duties and /or new recruits to deliver LAT parcels
- Realign existing non CDV van duties to accommodate later parcels
- Use of contracted Scheduled Attendances in line with current agreement
- Review of existing collection Scheduled Attendance and examine introduction of new duties to also include the delivery of LAT parcel traffic.
- Should resource shortfall be experienced, and where there has been a duty created to perform the LAT traffic, reserve duties could be rotated to perform afternoon LAT parcel deliveries
- If resource shortfalls for the LAT parcels still exist, agency resource will be used as an interim solution until a permanent resourcing solution is agreed as a last resort.



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