



Annex to the Joint Statement for Inflight and Redelivery Phase 1 Enhancements for Royal Mail Tracked 24 & 48 and Special Delivery Guaranteed National Deployment

Introduction

It is confirmed that the Phase 1 enhancement is to launch Safeplace and Preferred Neighbour options from June 2020 for Royal Mail Tracked products only. This will benefit receiving customers who are self-isolating and support maintenance of social distancing principles. Royal Mail will also offer Safeplace and Preferred Neighbour as additional options on Redeliveries for Royal Mail Tracked. This limited number of outdoor enhancements also will help maintain social distancing when the UK moves out of lockdown in a controlled way with specific industries resuming operations.

The National joint statement contained the following commitment;

“Following the initial pilot phase 1 roll-out of units specified above, there will be monitoring of volume, process compliance, along with monitoring and capturing any additional task times due to the increased activity along with any customer contact/complaints etc. also taking account of the current pandemic and its impacts before National joint confirmation and agreement to the National Launch.”

Ongoing Review Process

Taking into account the above aspects along with the scale size of the pilot it is Jointly agreed that the following activities will need to be carried out in order to continue to jointly monitor and resolve any issues as part of the Phase 1 national rollout from June.

- Both parties have agreed to continue to monitor volumes, process compliance, along with monitoring and capturing any additional task times due to the increased activity along with any customer contact/complaints etc. (Whilst also taking account of the current pandemic and its impacts.)
- This ongoing review will be further supported by a wider IE study activity in relation to the possible workload impact of Deliver to Neighbour and safeplace options. A timetable for this IE study activity will be jointly agreed as soon as possible and subject to the current COVID-19 crisis and the impacts of this.
- Additionally, and as part of the national launch regular meetings will be set up between the project team and CWU representatives to review information (including number of items generated Inflight/Redelivery active and location data), monitor progress and resolve any issues arising from the field.
- Selective sample locational data will continue to be collected for a period of time in order to capture DTN distances from DP's.

A handwritten signature in blue ink, appearing to read "Francis Williams".

Francis Williams
Royal Mail

Date: May 2020

A handwritten signature in blue ink, appearing to read "Mark Baulch".

Mark Baulch
CWU

May 2020