



Joint Statement for Inflight and Redelivery Phase 1 Enhancements for Royal Mail Tracked 24 & 48 and Special Delivery Guaranteed

Introduction

The highly competitive parcels market continues to grow with customers demanding more from Royal Mail in terms of extra features on the parcels that are carried. Royal Mail is introducing new product features available on Royal Mail Tracked 24 & 48 and Special Delivery Guaranteed to support receiving customers who want more control over delivery of their items.

As part of the initial Inflight & Redelivery Project, receiving customers were able to request a change to the date or location of their expected parcel delivery before the first delivery attempt. As part of a future offering redelivery services will also be enhanced to allow receiving customers to request a redelivery before the first delivery attempt.

The original plan was to launch in a full suite of Inflight and Redelivery enhancements in May 2020 i.e:

- Deliver Different Day
- Post Office Local Collect
- CSP Local Collect
- Deliver to Preferred Neighbour *
- Deliver to Safeplace*

*denotes not available of Special Delivery Guaranteed.

However due to the impact of the Coronavirus pandemic on operational resources and the need to maintain social distancing in late March 2020 the operational training programme for Workplace Coaches and frontline delivery colleagues to deliver the full suite of Inflight and Redelivery enhancements was put on hold.

The project subsequently designed an interim plan (Phase 1), utilising some of the outdoor elements of the inflight functionality as a rapid response as part of a number of measures in addition to those already introduced in order to keep frontline delivery colleagues and customers safe during these testing times whilst also minimising social contact.

The Phase 1 plan seeks to only launch Safeplace and Preferred Neighbour options in May 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.

For Phase 1 there are no Indoor or CSP operational changes required. There is a minor change in outdoor deliveries, as the PDAs will provide a prompt if the item has a Safeplace or Preferred Neighbour requests – the PDA will provide instructions for the Safeplace or preferred Neighbour.

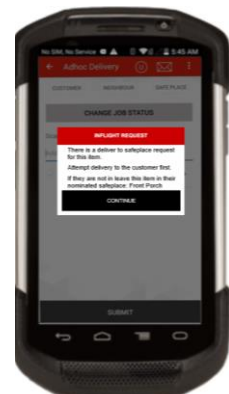
a) The PDA will provide details of the Inflight request when the RM Tracked item is scanned on the doorstep.

Example: Preferred Neighbour. PDA will provide details of a deliver to Preferred Neighbour request. The OPG will follow the Deliver to neighbour guidelines including sole discretion of delivery.



b) The PDA will provide details of the Inflight request when the RM Tracked item is scanned on the doorstep.

Example: Safeplace. PDA will provide details of the deliver to Safeplace request. The Safeplace operational arrangements will follow those which are currently in place.



Deployment and Communications & Materials

Given the minor operational change (and the process design that is led by the PDA), the deployment approach that will be used is very light touch and there will be no change to current indoor or CSP arrangements. On the day that the functionality is turned on in the unit the attached pocket guide will be issued to all delivery staff along with a unit brief being communicated to all staff in advance of this.

Pilot - High Wycombe South data

To date the phase 1 functionality has been piloted in High Wycombe South DO (30th March). The above deployment approach was successfully used. The pilot has to date shown that the functionality is working and that customer demand for these services is present, with both SafePlace and deliver to neighbour requests being successfully made.

W/C	Total				Preferred Neighbour			Safeplace		
	Inflight Requests Seen in DO - Total	Inflight Request Pass	Inflight Compliance Failure	% Inflight Compliance Success	Deliver to Preferred Neighbour Delivery	Deliver to Preferred Neighbour Delivery Failure	% Preferred Neighbour Delivery Success	Deliver to Safeplace Delivery	Deliver to Safeplace Delivery Failure	% Deliver to Safeplace Success
30/03/2020	53	52	1	98.11	3	0	100.00	50	1	98.00
06/04/2020	37	36	1	97.30	2	0	100.00	35	1	97.14
13/04/2020	40	40	0	100.00	5	0	100.00	35	0	100.00
20/04/2020	27	27	0	100.00	2	0	100.00	25	0	100.00
TOTAL	157	155	2	98.73	12	0	100.00	145	2	98.62

Pilot Expansion and National Launch

Given that in the current environment this Phase 1 functionality deployment supports social distancing principles for both our employees and the customer, Royal Mail would now like to expand the deployment in a controlled way.

Deployment plan

- Pilot –14th May: Expand pilot to two additional units – Aylesbury Vale DO and High Wycombe North DO.
- Pilot –18th May: Expand pilot to 8 additional units - Rickmansworth DO, Hatfield DO, Letchworth DO, Royston DO, Radlett DO, Hertford DO, Hoddesdon DO, and Potters Bar DO.
- National Launch June 1st: Launch Inflight/Redeliveries Safeplace and preferred Neighbour to all Royal Mail Tracked items, subject to the process below.

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. Weekly calls will be set up between project team and CWU representatives to review information, monitor progress and resolve any issues arising from the field.


Phase 2

The timeline for Phase 2 which includes the full Inflight functionalities is currently paused and the future rollout, scale and timeline of this activity will be subject to further joint National discussion and agreement between Royal Mail and the CWU.

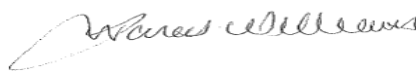
Review and Deployment

The pilot will be formally reviewed by the signatories of this agreement in order to resolve any issues that are raised. Local managers and CWU representatives will also be fully involved within this process and any issues related to the phase 1 launch activity will be taken into account before the further phase 2 roll out is considered.

Any questions of interpretation, implementation, or application of this Joint Statement shall be referred to the respective Headquarters for resolution.



Mark Baulch
CWU Assistant Secretary



Francis Williams
RM Head of Commercial,
Property & Central Functions Programmes

Date: 11th May 2020