



RM/CWU – National Joint statement for Customer Service Point opening hours and review process resulting from the Coronavirus pandemic

Royal Mail and CWU are fully committed to providing a positive and relevant experience for all our customers using our services through CSP's. It is acknowledged that as a consequence of Covid 19, the long-term impact of this may result in variations to the service provision that was in place prior to the changes introduced on 6th April. This will be kept under regular review using the process, the data set, and joint feedback outlined below. Both parties are committed to ensuring that any employee issues resulting from the amended opening hours in CSP's are addressed in line with existing agreements and processes

At the start of the Pandemic the business took the decision to reduce the opening hours of CSPs, ensuring that the necessary safety and social distancing measures were in place for both customers and staff whilst also considering the reduction in the footfall due to the lockdown.

Following the decision and advice as above, Royal Mail has been continuously monitoring and reviewing the CSP opening times. On the 31 March 2020, the first-time delivery (FTD) rate had increased to over 97% Nationally (up 5.8% year-on-year) as a result of more people being at home due to the lockdown. Whilst FTD is much higher than normal at c.98%, it has very slightly reduced over the last 3 weeks, but it is still within the c.98% rate. CSP "Booked In" volumes are driven by the first-time delivery rate and are down 62% year on year and customer collections from CSPs are 82% down year-on year, however in recent weeks there has been a slight weekly increase in CSP collections.

In addition to the above, information on CSP opening times we have also had some feedback from managers and the CWU on the customer experience from using our CSP's during these revised arrangements. There have also been recent changes to government advice in line with the opening of retail businesses and more people are returning to work. Therefore, the time is now right to review the temporary changes to opening times introduced resulting from this in CSPs.

Whilst there will continue to be a temporary reduction of CSP hours during the crisis, it is now the right time to commence the implementation of an interim plan which will begin to increase CSP opening hours, starting on Saturday 27th June 2020. This will allow customers extended access to the CSPs, so they can collect their items and use other CSP services over more hours across the full week. Royal Mail and the CWU have jointly reviewed information in relation to CSPs and customer visits. The information confirms there has started to be an increase in customers collecting their items from CSPs. Therefore, extending opening hours will help improve service for customers, whilst maintaining safety arrangements within the CSP itself, continuing to protect customers and colleagues.

The first and immediate step in the gradual process of increasing opening hours will be to open CSPs for extended hours on a Saturday. Information on CSPs suggests that Saturdays are the busiest days for customers collecting their items, more so now that many people have been returning to work following the lockdown. Therefore, the following initial changes will commence on Saturday 27th June 2020.

Below is the CSP additional opening times for the first step in the process:

- Very large CSPs will open for a further 3 hours from 7:00-14:00
- Large and medium will open for a further 3 hours from 7:00-12:00
- Smaller CSPs will open for a further 2 hours from 7:00-11:00

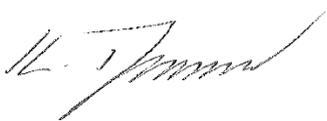
It is also recognised that there needs to be flexibility applied as there may be a requirement to review individual CSP opening times where there are reported safety or customer issues with the current arrangements. Any safety issues with the opening hours or arrangements should be dealt with jointly and reviewed nationally.

The CSP opening times will be jointly monitored on an ongoing basis between Royal Mail and CWU Nationally, with the first review w/c 6th July 2020. Both parties will continue to review the CSP opening times and the impact on service and this will also be carried out in line with the necessary Government and Public Health England advice and guidance. It is agreed that the next review will include the data and necessary information to scope the viability for a further phased increase in opening hours for Thursday & Friday daytime opening hours. Upon completion of this we will then continue to jointly review weekday evening opening hours and scope the viability for further increases to opening times across the week as part of this National review process.

There has been firm guidance on the safety and social distancing measures that have been put in place across the CSPs both internally and externally. These safety measures need to continue for the foreseeable future and enhanced where necessary to reinforce social distancing along with other key aspects, keeping customers and CSP representatives safe. Everyone working in the CSPs will be further briefed on the interim changes to CSP opening hours as these progress.

Separate National discussions will also take place to evaluate the current variations in terms of service provision and opening hours on offer across CSP's in order to examine and evaluate the impact on staff and potential benefits of standardisation. These discussions will also take account of the impact of new delivery products and services being rolled out.

Any issues or enquiries regarding this Joint Statement should be raised with the appropriate national parties from both Royal Mail and the CWU.



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Royal Mail



Mark Baulch
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Date: 26th June 2020