



Royal Mail & CWU National Joint Statement On the National Deployment of Traffic Transformation

Introduction

Royal Mail and the Communication Workers Union are working together in developing key business policies, mutual interest solutions and a new culture, which is at the core of all the commitments contained in the BT 2010 Agreement, Agenda for Growth, Stability and Long-Term Success Agreement and (Four Pillars) Guiding Principle Agreement.

Both parties recognise that creating the right industrial relations and joint working environment is key to the general success of the operation and are committed to achieving the above by jointly resolving all local and wider operational issues, without recourse to disagreement whenever possible.

Background

Through an agreed Terms of Reference, it was acknowledged that the current method for measuring the volume of mail that is handled is complicated, expensive and may produce inaccurate information in some circumstances. The aim of the Traffic Transformation project was therefore to develop a system that improves the recording and reporting of traffic data.

Both parties are now satisfied Traffic Transformation (TT) has proven to give a more overall accurate means to record and report traffic. As a result of this PDAs have been introduced into all Processing Plants to support the recording of traffic and support the new ways of working associated with the Traffic Transformation solution.

Deployment and Early Life Support Review

It has now been agreed that as of 29th June 2020 the new TT solution will be switched on with the current process (MIST and DIRT) no longer being used for traffic recording.

This will be followed by a 3-month period of Early Life Support (ELS) where the project will be supporting front-line teams with any technical or operational issues. During this period both parties will continue to work closely together to ensure that any issues that are raised can be dealt with and resolved at the earliest opportunity.

As Traffic Transformation has been in place and operating in parallel to MIST stations since 2017/18 in Processing Plants the switch off of MIST and DIRT will be light touch and there will be no change to the current operational arrangements and local working arrangements for OPGs, other than the removal of MIST stations.

It is recognised however that the move over to Traffic Transformation and the removal of MIST and DIRT will have a direct impact on LA grade work related to traffic recording and reporting in a number of Processing Plants. As such further National level consultation has started and communications will commence with the impacted employee's. It is agreed that the full terms of MtSF National Agreement will be applied in any surplus staffing situation.

The move over to Traffic Transformation will result in a National rebasing of traffic. To address the impact of switching to TT, and to provide like for like reporting in FY20/21, we have re-calculated FY18/19 and 19/20 to show what the traffic and workload totals would be if TT had been live. This is to ensure that all YoY performance metrics are fair and will reflect genuine changes in performance and are not influenced by the switch to TT.

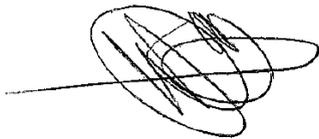
In the case of sites where the switchover to TT has a high impact on current reported traffic (i.e. a 5% or more change in current reported volumes). These sites will be highlighted and this information will be shared with the CWU, initially at National level to allow further discussions to agree how specific issues identified can be jointly progressed.

Work will continue to finalise the revised agreement to support the traffic challenge process as a result of Traffic Transformation, which will be covered in the National Delivery Traffic Measurement Process and Review Guidelines – An agreed approach for Delivery Managers and CWU Representatives – version update 2020. (This is a higher-level process that will support the BAU activity)

The current Delivery Managers Dashboard has been updated to include an app/report that will now be the source of traffic data to replace that previously provided by DIRT. The app/report has the functionality to export the data into excel which can then be available to support the discussions on resourcing to workload at weekly resourcing meetings, which will continue to operate within existing processes and fully in line with the existing national agreements. Further National discussions will take place in order to jointly develop guidelines for any “on the day” resourcing outputs generated from the app.

National cross-functional joint quarterly meetings will be held between National CWU and Central Traffic Team.

Any questions of interpretation, implementation or application of this agreement shall be referred to the signatories of the agreement at the respective headquarters for resolution.



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Date: 26th June 2020