



## Royal Mail & CWU National Joint Statement Consumer Collections Training Plan



### **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. As the country moves towards easing lockdown, Covid-19 has changed consumer behaviour during this period with consumers potentially in the future more likely to stay at home and adhere to guidelines issued by the government. The impact of these changes going forward could be that consumers are likely to move increasingly more towards online shopping, which may result in fewer visits to the Post Office or a Customer Service Points to either post or return parcels.

Similarly, there is a demand from online retailers to have a returns collection offering for their customers. There is also a demand from consumers and marketplace sellers for home collection of outbound parcels – these are prepaid parcels where postage is purchased on-line. This growth in the market is being targeted by our competitors. For Royal Mail to compete in the parcels market there is a need to provide a doorstep collection service for customers.

Customers will be able to book a collection on the Tracked Returns Portal; via retailer's websites; on the Click & Drop shipping system; or on Royal Mail's app. These items will be collected by the frontline colleagues who are in the vicinity or attending sites for deliveries. Further national discussions in regards to the operational details of this service are taking place and these aspects will be set out in a further National Joint Statement.

### **Training Plan**

However, due to the current situation it is important Royal Mail commences frontline training in early July to allow for the extended duration taking into account social distancing to ensure that frontline colleagues are kept safe. The CWU has had input into the training materials and local CWU reps will also be fully involved with the rollout, the plan is as follows:

- Work Place Coach (WPC) training sessions planned to commence on 6<sup>th</sup> July and finish by the 7<sup>th</sup> August 2020.
- WPCs to cascade training to frontline colleagues from 13<sup>th</sup> July and conclude by 9<sup>th</sup> October 2020.

Training materials consist of – WPC training pack, pocket guides, RMTV "on demand" videos, "how to" deployment guides, frontline operational brief (WTLL) including What to do if posters.

### **Summary**

Royal Mail and the CWU both understand the importance of being able to offer doorstep collections service to customers as it provides convenience and represents a further opportunity to generate further parcel growth in a competitive environment.

Further National Discussions to jointly review learning from the deployment of previous projects such as Age & ID Verification and Inflight Phase 1 to inform the pilot and national deployment of Consumer Collections. This will inform a further National Joint Statement which will set out the approach to pilots, national rollout including the agreed timescales, operational aspects and working arrangements.

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



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