

**Joint Statement**  
**Parcelforce Worldwide – Autumn Pressure Plan for Resourcing Customer Experience**  
**2020 - Resourcing Plan**

**What's happening this year?**

Parcelforce Worldwide Customer Experience are planning to resource the peak period differently to previous years.

Rather than solely telephone-based agency recruitment taking place within the PFW Depots, we will also be utilising additional agency resource situated in centralised PFW Contact Centres, to ensure we adhere to Covid-19 spacing restrictions. This will sit alongside an increase in resource in 4 individual Depots (Basingstoke, Bristol, Manchester and Solent), who will be contacted directly regarding the required resource increases. The Contact Centres are detailed below (with site lead):

PFW HQ – Milton Keynes – Ritchie Robertson  
PFW International Hub – Coventry - Wendy Coombes  
PFW Telesales – Peterborough - Colin Hopkins

**Why are we working this way?**

There are several reasons that led to the decision to work differently this year.

First and foremost is the safety of PFW employees. In order to maintain, train and manage an increase in resource, whilst maintaining social distancing, more space in our network and the Contact Centres is required to provide this facility more readily than is available in most of our PFW Depots.

Attrition rates last year were also high in the Depots and a large portion of the additional agency workforce was lost, with some leaving very soon after their training had been completed. This resulted in a shortfall of additional advisor resource at key periods during a very challenging peak period as they could not be replaced.

Attrition rates within CS central team functions were significantly lower however, which points to lower attrition rates in Contact Centre based teams.

Finally, it is recognised that Christmas is an exceptionally busy period operationally and taking managers/supervisors/trainers away from operational requirements during this time can be a challenge. Each Depot recruiting locally means that each of these sites would have had to release these key members of their teams at a critical time. Directing most of this activity towards centralised teams reduces this burden.

**When does this start?**

Parcelforce planning phases have already commenced, and it is anticipated that initial temporary recruitment activity will commence at the start of October before 'go live' on w/c 26<sup>th</sup> October. These staff will remain in place up until 31<sup>st</sup> December.

**What do we need to do differently in Depots?**

There will not be any impact to earning potential of our existing Depot employees as a result of this activity. Plans to increase working hours for existing members of staff through pressure

overtime should continue to be offered. Any individual who wishes to increase their hours can do so in line with the usual peak arrangements.

It is a timely reminder though that with an increase in call and parcel volumes through AP there will be a direct uplift in Resolve messages. On a National level last year, the working day average for Parcelforce increased by almost 20% as we moved from October/November into December, with redelivery messages increasing by 32%. A lot of emphasis has been put into how we utilise Resolve this year and Depots need to plan to ensure that the expecting increase is managed and resourced.

Therefore, Operations Managers should meet unit representatives to discuss the work and manpower plans required in each office. These meetings will identify the extent, if any, to which additional attendance over normal is required to handle increased workload. Both parties commit to work together to ensure that the appropriate number of applicants required in each of the Depots, on all of the days covered by this agreement, is fully met.

Additional hours will be scheduled as required to handle increased workload, be that parcel or call volumes. To ensure robust resourcing arrangements agreement will be reached locally on the range of options which could include temporary increases in contractual hours for part time employees, overtime or scheduled attendance offered where appropriate and subject to normal conditions.

In advance of signed commitments being made, volunteers will initially be sought on a without prejudice basis in order to gauge demand and assist in matching attendances to planned traffic levels on each of the relevant days.

If the resourcing agreement cannot be resolved locally it will be referred, in the first instance, to the Regional Operations Manager and the CWU Regional Organiser to resolve in line with our existing IR processes.

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



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Date: 29<sup>th</sup> October 2020