



**Royal Mail & CWU
Indoor Work Method Guidance
Version 2, September 2013**

Background

Traditionally Delivery Office revisions have focused more on outdoor method changes and improving indoor performance. There has been less focus on indoor method improvement opportunities which can raise the unit's performance by simply working smarter. In addition to method improvements units should also identify and deploy improvement opportunities that will:

- Improve safety within the office by applying and maintaining the appropriate standards, creating a better, cleaner and safer place to work.
- Improve the working environment by creating space and re-designing the office layout, including appropriate uplifts and/or décor improvements.
- Provide easily identifiable storage areas, including a designated place for daily mail arrivals and D2D.

Purpose

This joint statement is designed to provide guidance to Delivery Offices on how to jointly identify and introduce indoor method improvement opportunities that can be safely accommodated in their office. Any jointly identified opportunities should assist in improving the flow of mail, enable consistent achievement of the workplan and get people out on delivery at the correct time, to support a successful outdoor operation.

Process

It is important that local managers, CWU Unit and H&S Reps fully engage in positive dialogue in line with the IR Framework, the agreed H&S documentation and the nationally agreed Gantt chart (See annex 1) to jointly identify and deploy the relevant indoor method improvement opportunities safely and successfully.

Initial discussions need to focus on operational requirements, resource needs and floorplan design.

The IWT will provide details of workload by stream and help identify the resources and consequently the equipment needed to achieve the office workplan. Working on the basis of one person per frame and also allowing for some margin of contingency will enable the office to determine the optimum number of IPS frames required.

To assist in this process the frame calculator tool has been developed to provide guidance for local managers and CWU representatives to help determine the final number of IPS frames needed to support the office workplan. Each office will have its own characteristics which the local parties will have to take into consideration when agreeing on the final number of IPS frames. Only unit specific unweighted Items per Hour data taken from the agreed model week and performance is robust and accurate enough to be used in the Frame Calculator.

To support ongoing weekly forecasting post revision the manual letters and flats traffic should be input in the Frame Calculator. This traffic should be taken from the highest workload week in the last 12 months excluding the Christmas pressure period.

The purpose of the Frame Calculator is to help inform the unit on the number of IPS frames to meet the workplan, and is not intended to influence the outcome of agreed duty structures.

Having identified the required equipment including backless frames, mini yorks and storage areas that can be safely accommodated in line with the nationally agreed space standards, changes to the office floorplan can be finalised and sent to NDC to create the revised floor plan.

Where changes to the floor plan are introduced the IWT base information will be adjusted accordingly,

The office can then proceed to jointly determine how best to resource the indoor operation and in particular the movement of mail from IPS to prep in order to sustain an efficient delivery preparation operation. Consideration can be given to a number of options including dedicated porters, porters who rotate on a daily / weekly basis with another indoor task(s) or by specifically identifying individual(s)/duties on IPS to undertake the movement of mail to prep. Whilst options have been provided this should not preclude any units from jointly identifying further resourcing options to help improve the indoor operation.

These resourcing arrangements will take account of the following general points:

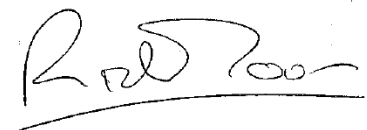
- The office should ensure that they have sufficient people who are experienced in all the indoor tasks in order to be able to cover for annual leave, sick leave and other absences.

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- To support efficient mail preparation flats, packets and letters should be sorted separately at IPS and fed to prep accordingly.
- Duty selection and fair overtime allocation will remain unaffected by these indoor method improvements, with existing local arrangements continuing to apply.
- When deploying the above changes full consideration should be given to any potential impact on task variety and job satisfaction before finalising arrangements.
- The above changes will be discussed in advance in order to be ready for deployment as part of phase 1 of the delivery revision process.

All of the above should be carried out in line with the nationally agreed delivery revision process contained in the Business Transformation Agreement, with any operational issues that cannot be resolved locally being progressed through the IR Framework in the normal way.

Any enquiries in relation to this joint statement should be referred to the signatories.



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