



RM/CWU Joint Statement - Covid-19 Tender Proposal to Deliver T24 Test Kits



Royal Mail Group and the CWU are proud to be playing a key role in the delivery and return of Covid-19 test kits which is an integral part of the Government's response to the COVID-19 pandemic. This is a vital part of the national effort to combat the coronavirus.

In April 2020 the Government selected Royal Mail Group and its unparalleled nationwide network to lead as the Prime Supplier on a number of products. To date Royal Mail and the CWU have worked together to adapt to the changing demands from Government as the pandemic unfolds.

To meet the demand for testing into the autumn, Winter and into the Spring the Department of Health & Social Care (DHSC) issued a tender to support the effort by delivering test kits using the Tracked 24 product seven days a week. Royal Mail submitted a bid in response to this tender. The Royal Mail Board and the CWU demonstrated a commitment to win this bid.

Royal Mail & the CWU are delighted to confirm that RMG has been successful in winning the award of this new contract. This is a recognition of the hard work of many Royal Mail & CWU colleagues working together to deliver an exceptional service.

Royal Mail will be partnering with Paragon who will be responsible for the fulfilment processes for getting test kits ready and RM will be responsible for the collection and delivery of test kits seven days a week. This service has a Quality of Service standard in excess of 98% seven days a week, including during Peak.

Involvement / Structures

In order to ensure compliance to all of the SSOW and Operating Processes required to meet the service requirements and resourcing of the product Local Joint Working Groups (LJWG) based on each Mail Centre catchment area will be established. This will be to ensure that the cross functional working is adopted and all functions are aware of the roles and responsibilities.

The LJWG for the Mail Centre catchment area will be overseen by the relevant Service Delivery Leader and nominated CWU Divisional Representative with the core attendees being:

CWU

Area Delivery Representative
Area Processing Representative
Area Distribution Representative
Area Safety Rep

Royal Mail

Operations Manager
Mail Centre Manager
Area Distribution Manager
Area Safety Manager

The LJWG can also be extended to include the relevant RM Managers and CWU Representatives across those units selected as Test Kit Hubs within the areas covered by the Mail Centre catchment area as required.

Planning and Next Steps

Given the tight timescales and requirement to ensure that the necessary measures and plans are in place across the Mail Centre catchment area, the LJWG will immediately plan and consider the following:

- Paragon will establish six fulfilment centres sited in Dagenham, Bristol, Sunderland, Glasgow, Solihull and Belfast.
- Paragon will provide an Inward MC T24 DI sortation 80 ways.
- RM collections from the Paragon fulfilment centres will arrive at the Inward mail Centre by c02:00.
- Mail Centres will process test kits to meet core delivery Monday to Saturday
- Delivery on a Sunday will be from c340 LAT delivery offices. The number of LAT delivery offices will be expanded to cover Northern Ireland, Aberdeen and Inverness.
- In relation to the Delivery on Sunday, the requirement will be for:
 - Processing to tip and sort into LAT Hub selections and be ready for a 0500am despatch
 - Distribution to despatch and ensure services arrive at the LAT Hubs before 0800am

- LAT hubs to resource initially with 2 with an ability to flex to 4 duties in line with volume growth. Attendances will be for a minimum of 4 hours and can be resourced from 0800-1700 subject to local arrangements to sort T24 into routes and deliver across the LAT patch
- This arrangement will also apply on Bank Holidays (including Peak).
- Recognising the tight timescales in setting up this operation regular reviews will take place to ensure that quality of service is maintained and also that resourcing plans remain robust taking into consideration units that are already performing COVID Home Collection test kits, LAT products and/or operating a CSP operation in place on a Sunday.

This service is expected to commence on the 2nd December with the first Sunday delivery taking place on the 6th December This contract is expected to last for a minimum of 5 months with an opportunity to extend.

Resourcing Menu of Options

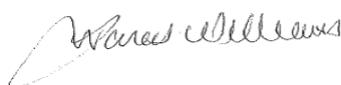
The resourcing arrangements to perform the Delivery of Test Kits on Sundays/Bank Holidays will be on a voluntary basis and in line with the National Christmas/Peak arrangements over this period. To ensure that Royal Mail customers can be confident that all deliveries on a Sunday will be undertaken and also to take account of any employee concerns, the resourcing process may include but is not limited to the following options:

- Use of hybrid duties performing core delivery and LAT parcel deliveries
- Use of hybrid duties performing collections & LAT parcel deliveries
- Opportunity for P/T employees to increase their contractual hours
- Use of new duties and/or new recruits
- Use of contracted Scheduled Attendances in line with current agreements
- Review of existing Scheduled Attendance

Summary / Next Steps

Given the changing nature of the current operational requirements to perform all aspects of the COVID outbound test delivery, Royal Mail and the CWU commit to undertaking weekly reviews of the plan to ensure it remains fit for purpose will be reviewed to ensure we work together to ensure that any changes required are finalised to continue to play our part in the National effort.

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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