

No. 572/20

30th November 2020

Dear Colleagues,

Royal Mail/CWU National Delivery Traffic Measurement Processes and Review Guidelines (An Agreed Approach for Delivery Managers and CWU Representatives – Version Update 2020)

Branches will recall that LTB 336/20, dated the 26th of June 2020, set out a Royal Mail & CWU National Joint Statement on the National Deployment of Traffic Transformation, which set out the following joint commitment:

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).

Since then talks have been ongoing with Royal Mail in order to finalise a revised traffic challenge process in line with this joint commitment, and these talks have now concluded with the attached Royal Mail/CWU National Delivery Traffic Measurement Processes And Review Guidelines (An Agreed Approach For Delivery Managers and CWU Representatives – Version Update 2020) and accompanying documentation. This updated version is designed to replace the former National Delivery Traffic Measurement Process & Review Guidelines which were issued to Branches on the 18th of November 2014 in LtB 743/14.

In setting out these revised Delivery Traffic Measurement Processes and Review Guidelines it should be noted that the bulk of the documentation and accompanying materials simply update and refresh the former guidelines/documents agreed in 2014 and referred to above, but with the following key differences:

- The revised traffic challenge process is now in two parts, the first is an initial ‘Delivery Verification (Business As Usual) Process’ which in most cases should assist local Delivery Office Managers and CWU Representatives in addressing traffic reported concerns. However, in the event this does not resolve matters, a further ‘Delivery Verification Overarching Process’ has been established and provides further higher level steps for traffic to be reviewed and investigated. It will also be necessary to guarantee that the appropriate measures are put in place to correct any discrepancies and update reported traffic figures.
- The revised traffic measurement and review guidelines for the first time, references the direct option to establish ‘interim’ local level observation/gate keeping arrangements as part of the traffic challenges process, although, it is fully noted that many Delivery Offices already have in place such ‘gate keeping’ including similar processes that have been undertaken for a number of years now.
- As part of the updated version, four CWU Representatives will receive appropriate Delivery Traffic Measurement training and once established, these Representatives can be called upon and assist Branches in traffic related matters and enquiries as CWU Subject Matter Experts.

These updated Delivery Traffic Measurement Processes and Review Guidelines have for many reasons taken far longer than expected to reach a conclusion. Nonetheless, it is now believed that these updated processes and guidelines, which will also be subject to review at national level will build upon the work carried out and the position achieved in 2014 and this will continue to directly assist and support Branches and Representatives in re-engaging in the challenge of inaccurate reported traffic within Delivery Offices.

Any queries to the content of the above please contact the Outdoor Department reference 230.03, email address: outdoorsecretary@cwu.org.

Yours sincerely,

Mark Baulch
CWU Assistant Secretary

CWU 150 The Broadway, Wimbledon, London, SW19 1RX
email: info@cwu.org Tel: 020 8971 7200 Fax: 020 8971 7300

General Secretary: Dave Ward

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