



Terms of Reference for the Testing Trial of a new P739 Card / Design

Introduction

The National Guiding Principles Agreement and the Agenda for Growth agreement and Integrated Delivery Programme commits both Royal Mail and the CWU to working together to positively transform business operations. Throughout the period of the BT 2010 agreement both parties worked to develop and establish improved, constructive working relationships and effective interfaces, with the aim of agreeing shared objectives to take the business forward - and at the same time protecting jobs and terms and conditions at all levels within Royal Mail.

Both parties have reaffirmed a commitment to ensure that operations are efficient, fair and manageable and meet the needs of the internal/external markets and employees, whilst providing a platform for new products and services consistent with our joint growth agenda.

Background

Royal Mail currently has four different cards to inform the customer of undelivered items (P739, P6721 Deliver to Neighbour (DTN), Snowflake and LAT – and their Bilingual counterparts). These cards have remained unchanged for 6 years. An internal review has been undertaken including a benchmarking exercise with the similar cards issued by competitors to ensure the cards reflect the new services provided by Royal Mail and to also identify opportunities for consolidation onto a single card.

The review has concluded that the LAT cards will remain as current, as the standard operating procedure is to redeliver the next working day from the LAT depot. The P6721 and P67621w DTN card pads costs 42% more than the current P739 and very few offices are ordering these, instead they are using the P739 cards. Therefore, the proposal is to remove the DTN card when stocks are depleted.

The current Covid P739 card does not have CSP opening hours included, and it is proposed the revised P739 will not include CSP opening hours. Customers will be directed to the RM APP/Website to identify the opening hours. For those customers who do not have internet access, the Customer Service phone number is detailed on the card. If this change proves successful it will negate the need for the Snowflake P739 card. Customer feedback will be gathered to inform this change to the card.

Testing Scope

From the 25th January 2021, for a period of four weeks, five units of different sizes, rural/urban/town, and SPS/non SPS offices have been selected to test the new card.

Office Name	Postcode	Size	SPS Office Yes/No
Pulborough	RH202AY	micro	N
Horsham	RH121EA	medium	N
Crawley	RH101AA	very large	Y
Burgess Hill & Hassock	RH159TS	very small	N
Haywards Heath	RH161AA	medium	Y

An Industrial Engineer method study will be conducted during this period in order to compare the current P739 and Delivery to Neighbour completion process, and the revised P739 and to evaluate if the new design adds any additional time at the doorstep.



Involvement

Royal Mail & the CWU Nationally commit to jointly working together to bring about the successful introduction of customer improvements. The role of Local managers, CWU area and local representatives (including H&S reps) and employees will be vital, and they will be fully involved at each test site to enable consistency and ongoing success.

Delivery and CSP colleagues

Before the introduction of initiatives, CWU Divisional Area and Local Level Representatives will be fully briefed on the initiative and on their roles within the process.

All staff at the above offices will be briefed on the reasons for the changes to the new card design and have the opportunity to provide feedback.

Review

These Nationally agreed Terms of Reference will be formally reviewed at the end of test period by RM and the CWU Nationally, taking full account of all experiences and the feedback gathered jointly from CWU/RM. In addition, Royal Mail will seek the views of relevant consumer agencies/bodies to ensure that any vulnerable/elderly concerns have been considered and factored into the proposed changes.

If the test is a success, the new stationery will be available beginning of April. Offices will use up existing stock of cards, and new cards will be issued as part of standard ordering process

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

Signed

Francis Williams – Royal Mail

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Mark Baulch – CWU

Date: November 2020