

Annex D

JOINT STATEMENT REGARDING RESOURCE REALIGNMENT IN MAIL CENTRES

QUALITY CHECKLIST FOR PROCESSING

Royal Mail and the CWU recognise that there will be a joint local review and discussion at the weekly resourcing meetings using an agreed quality checklist, at which units will assess current compliance with all Resourcing Agreements and Quality of Service commitments. Where it is agreed there is non-compliance, an agreed action plan will be worked up locally as a priority.

Both parties will ensure there are resources available and processes in place to support the compliance with the following:

1. Work Area Workplan Completion times are reviewed daily and there is evidence of correct reporting of clearance/failure, Route Cause Analysis conducted (if required) and action points to remedy where there is a slippage against completion times.
2. Operational planning and resource alignment is in line with the national and locally agreed workplan.
3. All Machineable DSA and Economy letters are prepped by 1800 and processed to batch level by 22:00.
4. All agreed engineering and operator pre-flight checks are completed on a daily basis across all machines.
5. 100% checks are performed daily on Automation Hazard Boxes
6. 2c letter selections are flick checked for 1c stamped mail (CFC, IMP, Handstamp)
7. 2c has been tipped to agreed local workplan and prepped to extract any 1c prior to final despatch.
8. 2c Meter and PPI letters are processed through the automation by 22:00 extracting any 1c to achieve final despatch.
9. Collection Hub checks (for 1c in 2c parcels) are carried out on arrival in to your Plant and these items are extracted to achieve 1c final despatch at 2200.
10. Cancel all stamps and extract all underpaid stamp and meter mail, other operators' mail and Access International items for Revenue Protection.