



RM/CWU Joint Statement for Additional Volumes Covid-19 Delivery of T24 Test Kits & Sunday Delivery of Parcels



Royal Mail Group and the CWU are proud to continue in 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.

To date Royal Mail and the CWU have worked together to adapt to the changing demands from Government as the pandemic unfolds and the Delivery of T24 Test Kits which enabled orders received from the NHS into Paragon sites and the collection/delivery through the core network on Monday-Saturday and across circa 340 units on a Sunday is continuing.

Further to the Joint Communication issued on 22nd January, Royal Mail & the CWU are delighted to confirm that RMG has been successful in winning the further contracts which will increase the overall number of test kits delivered across the week. This is a recognition of the hard work of many Royal Mail & CWU colleagues working together to deliver an exceptional service.

As a result of the successful operation, Royal Mail has been informed that volumes are likely to significantly increase in the coming weeks. As such there will be a requirement to revise the current operational plans to increase the number of services from Mail Centres direct to the Paragon processing sites, ensure the processing of the items at Mail Centres has been reviewed and in turn the number of Primary and Satellite Hubs in which Delivery of T24 will take place from has been reviewed. Primary and Satellite Hubs (remote resourcing units) will be introduced on a pragmatic and without prejudice basis and a subject of discussion as part of the Future Pipeline discussions.

Sunday Delivery of Parcels – “Capturing market opportunities”

In addition to the above, and in line with the Pathway to Change Agreement Royal Mail and the CWU jointly wish to capture potential new contracts, products and volume growth, including Sunday Direct Injection to support the additional COVID test kits and consolidate Sunday as an operational day. In line with the commitments within the agreement it is agreed the introduction of these additional Sunday deliveries and attendances will be on a voluntary basis. All future resourcing models will be subject to further National discussion and agreement as part of the Future Joint National Pipeline review process and also evaluated in line with commercial forecasts and projections.

Given the tight timescales and requirement to ensure that the necessary measures and plans are in place across the Mail Centre catchment area, the existing LJWG structures will immediately meet to plan and consider all of the operational requirements for the respective areas and to ensure the resourcing plans are in place in line with the below process.

In addition, both parties understand that in line with 'The Pathway to Change Agreement' revision activity is currently taking place through National Network Review, National PAD Revisions, National Realignment Activity in Mail Centres and RDCs and Table Top and Structural Revisions in Delivery, all of which will need to consider any associated impacts as a result of this development.

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 COVID Test Kits and new products and services, 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 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 and review the following:

- Paragon will continue to operate from 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 which due to increased volumes the vehicle size will be reviewed.
- Mail Centres will process COVID test kits Monday to Sunday and consideration will need to be given to additional processing resource due to increased volumes.
- Monday to Saturday COVID test kits will be delivered on the core delivery network.
- Delivery on a Sunday will be from c499 delivery offices, which is planned for 326 Primary Units and 173 Satellite Units (remote resourcing units), which can be confirmed through the LJWG.
- In relation to the Delivery on Sunday, the requirement will be for the pipeline to process and distribute both COVID Test Kits and Sunday Direct Injection Products:
 - Processing to resource for tip and sort into new Primary Hub selections and be ready for despatch from 10:00hrs.
 - Distribution to resource and despatch to ensure services arrive at the Primary Hubs from 10:00hrs. Satellite Hubs will plan to collect items for delivery from the Primary Hubs and the plans will be finalised through the LJWG.
- Primary & Satellite Hubs to review the projected volumes and plan resources accordingly. Attendances will be for a minimum of 4 hours and can be resourced from 11:00hrs, which will be subject to local arrangements to sort T24 & Sunday Direct Products into routes and deliver across the patch.
- Service specification for Sunday parcel deliveries will mirror the LAT product with a planned 19.00 final parcel profile. It is recognised that in some areas, operational arrangements may require an extension to a 20:00 last parcel delivery time which can be introduced by local agreement. Where the extension of the delivery window has been jointly agreed this is on an exceptional basis and does not set any precedent in relation to future activity.
- 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 to deliver the USO and taking into consideration units that are already performing COVID test kits, LAT products and/or operating a CSP operation in place on a Sunday.

This service for the additional circa 499 Delivery Offices is expected to commence on Sunday 7th March with the first Tracked High Volume customer(s) being introduced from Sunday 14th March followed by Sunday Direct Injection Products commencing from Sunday 11th April and additional volume via the RDC Network during April 2021.

Resourcing Menu of Options

The resourcing arrangements to perform the Delivery of Test Kits & New Products & Services on Sundays/Bank Holidays will be on a voluntary basis and in line with Nationally agreed pay rates. 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
- Creation of Innovative Duties as part of current revision planning
- Use of new duties and/or new recruits
- Use of contracted Scheduled Attendances in line with current agreements
- Review of existing Scheduled Attendance

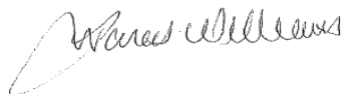
- Use of agency staff where there are insufficient volunteers and the options listed above have been exhausted

In addition to the above full consideration needs to be given in these circa 499 Units who are currently taking part in either Table Top or Structural Revision activity to the additional workload and within the revision and duty planning process in line with the full options above. In order to assist with the planning of these additional workload National Joint guidelines will be developed and agreed. Given the short timescales for the launch of the Sunday delivery of parcels and the further ramp up of the various Covid test kit initiatives it may be necessary for the resourcing arrangements initially put in place to be temporary until the revision activity as outlined above is deployed within these units.

Summary / Next Steps

Both parties recognise the changing nature of the current operational requirements to perform all aspects of the COVID outbound test delivery and realise commercial opportunities through the delivery of Parcels on Sunday including Sunday Direct Injection. Royal Mail and the CWU commit to undertaking regular reviews of the plan to ensure it remains fit for purpose, and ensure we work together to ensure that any changes required are finalised to continue to support the principles of all National Agreements.

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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Annex A – Operational Design Slides

Annex B – Proposed Unit Design