

No: 004/24

4th January 2024

For the Immediate Attention of All:

Postal Branches

Dear Colleagues

BRT&G Agreement - Joint Communication - Network Window Update

In June 2023, Royal Mail and the CWU shared the indicative modelling for Delivery Office start and finish times before CWU members participated in the ballot on the RM/CWU Business Recovery, Transformation and Growth Negotiators Agreement, which was subsequently endorsed by the membership.

In sharing the indicative modelling outputs both parties recognise that changes to start and finish times are of concern to many employees in all functions, particularly in Delivery, and commit to seek to minimise change in start and finish times whilst still achieving the necessary improvements in cost and environmental impact due to reducing the reliance on air transport.

In July 2023, the National and Local Joint Working Groups were established and have focused on exploring options to improve upon Delivery start and finish times, as per the commitments set out in Appendix 2 of the BRT&G Agreement. Since then both parties have embarked on a joint programme of work designed to achieve the necessary Pipeline work flow and Mail Centre cycle time improvements required to limit the change to start and finish times up to a maximum of 60 minutes.

Royal Mail and the CWU have made significant progress through the Joint Working Groups established at all levels. Given the complexity associated with designing a National network both parties have agreed to a revised timetable to that published in June 2023.

The revised high-level timelines are as follows:

- Delivery employees informed of change to start and finish times in February 2024.
- Exceptions process opens from February 2024.
- Deployment of the Network Window Change in Delivery Offices with an up to 15-minute change from April 2024, with phased deployment to other Delivery Offices by June 2024.
- Deployment of the Network Window Changes in Processing, Regional & National Distribution to go live June 2024.

The next steps regarding the improvements made to the previous published data is that the revised start/finish times will now be subject to further review and the assumptions tested by the Local & Regional Joint Working Groups. This activity will enable the assumptions to be agreed and finalised, or

where there remain challenges both parties will seek to find further improvements and/or solutions to mitigate the times further, if indeed this is possible.

Following this activity, for those areas that still remain unresolved a process will be put in place at Local, Area and Divisional level in order to seek a mutual resolution, however if that still leaves Delivery Offices and Mail Centre catchment Areas with unresolved units, these will be escalated to the National Joint Working Group for intervention.

Both parties are continuing to work on several operational processes to support the activity as set out above, which will be further supplemented with a process for offering further clarification where necessary on Network Window changes, and alongside the issuing of a joint FAQ (Frequently Asked Questions) document.

In addition, further National talks are continuing in order to finalise the individual's Exceptions Process ready for when publication of start and finish times formally take place.

Finally, discussions have been held with CWU's Communications Department regarding next steps and how we can provide relevant updates in the coming weeks relating to videos, podcasts and live sessions and further developments will be published in due course.

Any enquiries in relation to this LTB should be addressed to Davie Robertson, Assistant Secretary, email: shayman@cwu.org quoting reference number: 054.06.

or

Mark Baulch, the Outdoor Department, email: jrodrigues@cwu.org quoting reference number: 580.

Yours sincerely

Davie Robertson
Assistant Secretary

Mark Baulch
Assistant Secretary



Joint communication - Network Window Update

January 2024

RMG / CWU Business Recovery, Transformation and Growth Agreement Appendix 2

In June 2023, Royal Mail and CWU shared the indicative modelling for Delivery Office start and finish times before CWU members participated in the ballot on the RM/CWU Business Recovery, Transformation and Growth Negotiators Agreement.

In sharing the indicative modelling outputs both parties recognise that changes to start and finish times are of concern to many employees in all functions, particularly in Delivery, and commit to seek to minimise change in start and finish times whilst still achieving the necessary improvements in cost and environmental impact due to reducing the reliance on air transport.

In line with the commitments set out in Appendix 2 of the Agreement, both parties have embarked on a joint programme of work designed to achieve the necessary Pipeline, work flow and Mail Centre cycle time improvements required to limit the change to start and finish times up to a maximum of 60 minutes.

In July 2023 National and Local Joint Working Groups have been established and focussed on exploring options to improve upon Delivery start and finish times.

As set out above, both parties are committed to a joint programme of work designed to achieve the necessary Pipeline, workflow and Mail Centre cycle time improvements required to limit the change to start and finish times up to a maximum of 60 minutes.

Where this programme of work does not make it possible to limit the change to up to 60 minutes, delivery start and finish times will move up to a maximum of 90 minutes later as a result of extended network window, the last letter delivery time at this point will move to up to 16:30.

Royal Mail and CWU have made significant progress through the Joint Working Groups established at all levels. Given the complexity associated with designing a national network both parties have agreed to a revised timetable to that published in June 2023.

Changes to start and finish times are due to commence deployment from April 2024 on a phased basis and further National discussions regarding the operational arrangements and processes will be developed and shared in early January 2024, including the structures and remit of the Regional Steering Boards (RSBs) and Local Mail Centre Catchment Groups (LMCCGs).

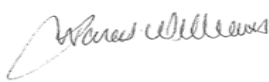
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Both parties have agreed that there will be a central contact point for questions and/or points of clarification to be sent to be dealt with by the National Joint Working Group and the email is: questions@royalmail.com.

Answers to frequently asked questions are also available on the Network Window Transformation Microsite (<https://www.myroyalmail.com/transformation>)



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Royal Mail



Davie Robertson
CWU



Mark Baulch
CWU