

No. 026/24

Date 18th January 2024

Dear Colleagues,

**Royal Mail/CWU Joint Communication Covering The Review Of The 30-Minutes Flexibility Agreement
(RMG/CWU Business Recovery, Transformation and Growth Agreement – Appendix 1)**

Branches and Representatives will be aware of the commitments contained in the Business Transformation, Recovery and Growth Agreement in relation to Appendix 1, section 2, 30-Minutes Flexibility Agreement, meeting customers' needs, outlined here: -

In parallel with the seasonal variation approach the Joint Agreement between Royal Mail and the CWU committed to Jointly Review the approach to the use of 30 Minutes Flexibility, previously agreed in the 2007 Pay & Modernisation Agreement and in line with the 2013 Joint Statement covering Fairness, Dignity & Respect in Delivery. This joint review will be to understand how this approach can address workload changes at a route level on a daily basis and develop a revised agreement which will support the efficient delivery of the USO.

The review will gather information relating to how the existing policy is being applied and what arrangements are in place in units, particularly where this approach has been formalised and adopted. The review will also consider and determine how SI/SO data can be used with applying this flexible arrangement.

In line with this, talks were held with Royal Mail during October and November of last year on how best to move forward with such a joint review. However, whilst progress was made and we had in place a working draft in terms of moving this forward, we were unwilling to conclude a final proposed position until we had reached a joint understanding with Royal Mail surrounding the outstanding point in terms of how Seasonal Variation has impacted and changed individual Annual Leave entitlements in the PSP system, which was outlined to Branches in LTB 229/23 (Letter To Branches); further noting that the agreement on Seasonal Variation is clear in that this should not have any detrimental impact on members booked or planned annual leave for 2023/2024, or carried over leave into the next leave year.

Accordingly, and given that progress has now been achieved on this outstanding point along with some others in terms of Seasonal Variation, as reported in LTB 017/24 issued on 15th January, we have equally now concluded and have agreed to the attached Joint Communication (with the two listed Annexes), which we believe are self-explanatory.

In setting out this Joint Communication it is appropriate to highlight that we have agreed to a limited review process which will be undertaken by our Divisional Reps and Royal Mail RODs. This process will require local COMs and CWU Reps to complete a short electronic survey, with 4 units per ROD area to be selected from a set list of 120 units (based on the feedback given under the Quality Of Service & Resourcing Checklist In Line With The RMG/CWU Joint Statement – June 2023: Section 2.5 Improving Quality Of Service & USO Compliance).

The process is designed to cover all ROD areas ensuring an equal balance of COM/CWU Rep involvement and to further ensure that we have balanced feedback from units that have confirmed that they 'do' or 'do not' currently operate the 30-minute flexibility agreement.

The details in terms of the survey and this Joint Communication along with the approach have already been outlined to Divisional Reps, who in turn will hold further joint launch sessions within the ROD areas for the selected units with the aim of all completed electronic surveys to be returned by Friday 9th February. Following this, the feedback will be jointly reviewed at national level in order to then conclude a joint report by 8th March.

Whilst the National Joint Communication is clear in relation to the process to be taken and the timelines involved, we also remain clear that any review of the current 30-minute flexibility agreement is based on the direct principle that it is to be used and only called upon for genuine and unforeseen operational reasons, that it does not become a regular occurrence and is not used as a means to fill any operational gaps of Royal Mail's own making.

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

Yours sincerely,

Mark Baulch
CWU Assistant Secretary



**Royal Mail & CWU Joint Communication Covering the review of the
30-Minutes Flexibility Agreement
(RMG/CWU Business Recovery, Transformation and Growth Agreement – Appendix 1)**

The terms of the RMG/CWU Business Recovery, Transformation and Growth Agreement, Appendix 1 set out the following:

In parallel with the seasonal variation approach the Joint Agreement between Royal Mail and the CWU committed to Jointly Review the approach to the use of 30 Minutes Flexibility, previously agreed in the 2007 Pay & Modernisation Agreement and in line with the 2013 Joint Statement covering Fairness, Dignity & Respect in Delivery. This joint review will be to understand how this approach can address workload changes at a route level on a daily basis and develop a revised agreement which will support the efficient delivery of the USO.

The review will gather information relating to how the existing policy is being applied and what arrangements are in place in units, particularly where this approach has been formalised and adopted. The review will also consider and determine how SI/SO data can be used with applying this flexible arrangement.

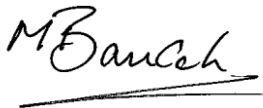
To facilitate the review, Royal Mail and the CWU will jointly gather data, via an electronic survey, from a number of units to better understand how the existing 30 Minute Flexibility Agreement is being used, and how it could potentially be reviewed/adapted. The following approach will be taken: -

1. All ROD areas will be asked to select 4 units to be surveyed. The ROD and CWU Divisional Reps will jointly select the sites.
2. Each selected Unit will submit two surveys, one from the COM (or Lead COM as applicable) and one from the unit Rep (meaning each site selected must have a unit rep).
3. The survey will take the form of an electronic survey and will be issued by the RM project team by 21st January to all RODs and the same communication will be forward to all Divisional Reps on the same day by CWU Headquarters.
4. Each ROD area will be asked to select the 4 sites from a list of 10 presented to them in the attached spreadsheet. (This list of 120 units is based on the feedback given under the Quality Of Service & Resourcing Checklist In Line With The RMG/CWU Joint Statement – June 2023: Section 2.5 Improving Quality Of Service & USO Compliance.)
5. Column D of the attached spreadsheet details whether the unit response under this Quality Of Service & Resourcing Checklist – June 2023; to the question: **Does the unit operate the nationally agreed 30-minute flexing arrangement over a rolling five-day period, and is there a local record kept of this?**
6. The ROD areas are asked to select two units from the “Yes” group (which confirmed that they do use the 30 Minute Flexibility Arrangement) and two from the “No” group (which confirmed that they not use the 30 Minute Flexibility Arrangement)
7. The ROD areas will be asked to forward the survey to the relevant COM and unit Rep, and notify the RM project team which offices have been selected. This will be shared with the CWU at national level as soon as all units selected have been confirmed.

8. Units are asked to complete the survey by Friday 9th February
9. The completed surveys will be shared by Royal Mail with the CWU shortly after the 9th February and both parties will then work jointly to analyse the results and write up the Joint Report by 8th March

To support this process all of the selected units COMs and unit Reps will be invited to attend a joint remote meeting launch session held by the ROD and Divisional Reps to outline the details of the electronic survey and background. Relevant OPLs and ADRs will also be invited to attend. This should be arranged to take place before or at the point the survey is issued to the relevant COM and unit Rep.

Any issues or enquiries regarding this Joint Communication should be raised with the appropriate national signatories from both Royal Mail and the CWU.



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Mark Baulch
Assistant Secretary
CWU



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Ricky McAulay
UK Operations Director
Royal Mail

Thursday 18 January 2024

NEW ROD	LOCATION	Unit Responded that they Use 30 Min Flex?
ROD ANGLIA	Luton DO	NO
ROD ANGLIA	Colchester DO	NO
ROD ANGLIA	Epping DO	NO
ROD ANGLIA	Hatfield AL DO	NO
ROD ANGLIA	Ipswich DO	NO
ROD ANGLIA	Witham DO	YES
ROD ANGLIA	Benfleet DO	YES
ROD ANGLIA	Dereham DO	YES
ROD ANGLIA	Long Stratton SUDO	YES
ROD ANGLIA	Biggleswade DO	YES
ROD LONDON	Walton On Thames DO	NO
ROD LONDON	Woking DO	NO
ROD LONDON	Barnes DO	NO
ROD LONDON	Hanwell DO	NO
ROD LONDON	Maida Hill DO	NO
ROD LONDON	Blackheath DO	YES
ROD LONDON	Catford DO	YES
ROD LONDON	Walworth DO	YES
ROD LONDON	Kennington DO	YES
ROD LONDON	Upper Edmonton DO	YES
ROD MIDLANDS	Carlton DO	NO
ROD MIDLANDS	Worcester DO	NO
ROD MIDLANDS	Kidsgrove DO	NO
ROD MIDLANDS	Wednesbury DO	NO
ROD MIDLANDS	Rugeley DO	NO
ROD MIDLANDS	Evesham DO	YES
ROD MIDLANDS	Henley In Arden DO	YES
ROD MIDLANDS	Hockley B DO	YES
ROD MIDLANDS	Knowle DO	YES
ROD MIDLANDS	Quinton DO	YES
ROD NORTH EAST	Northallerton DO	NO
ROD NORTH EAST	York Central DO	NO
ROD NORTH EAST	Hull SDOs	NO
ROD NORTH EAST	Pontefract DO	NO
ROD NORTH EAST	Chesterfield DO	NO
ROD NORTH EAST	Leyburn DO	YES
ROD NORTH EAST	Malton DO	YES
ROD NORTH EAST	Market Rasen DO	YES
ROD NORTH EAST	Wetherby DO	YES
ROD NORTH EAST	Wombwell DO	YES
ROD NORTH WEST	Kendal DO	NO
ROD NORTH WEST	Wilmslow DO	NO

ROD NORTH WEST	Southport DO	NO
ROD NORTH WEST	Marple DO	NO
ROD NORTH WEST	Salford DO	NO
ROD NORTH WEST	Tarporley DO	YES
ROD NORTH WEST	Huyton DO	YES
ROD NORTH WEST	Liverpool North DO	YES
ROD NORTH WEST	Millom DO	YES
ROD NORTH WEST	Prestwich DO	YES
ROD NORTHERN IRELAND	Ballymoney DO	NO
ROD NORTHERN IRELAND	Armagh DO	NO
ROD NORTHERN IRELAND	Londonderry DO	NO
ROD NORTHERN IRELAND	Omagh DO	NO
ROD NORTHERN IRELAND	Coleraine DO	NO
ROD NORTHERN IRELAND	Larne DO	YES
ROD NORTHERN IRELAND	Cookstown DO	YES
ROD NORTHERN IRELAND	Belfast South and Central DO	YES
ROD NORTHERN IRELAND	Carrickfergus DO	YES
ROD NORTHERN IRELAND	Newtownards DO	YES
ROD SCOTLAND	Lairg DO	NO
ROD SCOTLAND	Lockerbie DO	NO
ROD SCOTLAND	Renfrew DO	NO
ROD SCOTLAND	Dundee East DO	NO
ROD SCOTLAND	Dundee West DO	NO
ROD SCOTLAND	Grantown On Spey DO	YES
ROD SCOTLAND	Johnstone DO	YES
ROD SCOTLAND	Lochmaddy DO	YES
ROD SCOTLAND	Milngavie DO	YES
ROD SCOTLAND	Stornoway DO	YES
ROD SOUTH CENTRAL	Sandown DO	NO
ROD SOUTH CENTRAL	Chichester DO	NO
ROD SOUTH CENTRAL	Slough DO	NO
ROD SOUTH CENTRAL	Tidworth DO	NO
ROD SOUTH CENTRAL	Hayes DO	NO
ROD SOUTH CENTRAL	Reading West DO	YES
ROD SOUTH CENTRAL	Marlborough DO	YES
ROD SOUTH CENTRAL	Reading DO	YES
ROD SOUTH CENTRAL	Pangbourne DO	YES
ROD SOUTH CENTRAL	The Queen Elizabeth DO	YES
ROD SOUTH EAST	Cranbrook DO	NO
ROD SOUTH EAST	Heathfield DO	NO
ROD SOUTH EAST	Battle DO	NO
ROD SOUTH EAST	St Leonards On Sea DO	NO
ROD SOUTH EAST	Crowborough DO	NO
ROD SOUTH EAST	Canterbury DO	YES
ROD SOUTH EAST	Burgess Hill DO	YES
ROD SOUTH EAST	East Grinstead DO	YES
ROD SOUTH EAST	Sandwich DO	YES
ROD SOUTH EAST	Lingfield DO	YES
ROD SOUTH MIDLANDS	Nuneaton DO	NO
ROD SOUTH MIDLANDS	Atherstone DO	NO

ROD SOUTH MIDLANDS	Bedworth DO	NO
ROD SOUTH MIDLANDS	Daventry DO	NO
ROD SOUTH MIDLANDS	Leamington Spa DO	NO
ROD SOUTH MIDLANDS	Towcester SPDO	YES
ROD SOUTH MIDLANDS	Ashby De La Zouch DO	YES
ROD SOUTH MIDLANDS	Brackley DO	YES
ROD SOUTH MIDLANDS	Chatteris DO	YES
ROD SOUTH MIDLANDS	Wigston DO	YES
ROD SOUTH WEST	Truro DO	NO
ROD SOUTH WEST	Teignmouth DO	NO
ROD SOUTH WEST	Kingsbridge DO	NO
ROD SOUTH WEST	Warminster DO	NO
ROD SOUTH WEST	Hayle DO	NO
ROD SOUTH WEST	Tetbury DO	YES
ROD SOUTH WEST	Cheltenham SDOs	YES
ROD SOUTH WEST	Exmouth DO	YES
ROD SOUTH WEST	Tavistock DO	YES
ROD SOUTH WEST	Westbury DO	YES
ROD WALES	Usk DO	NO
ROD WALES	Monmouth DO	NO
ROD WALES	Bridgend CF DO	NO
ROD WALES	Pontypool DO	NO
ROD WALES	Caldicot DO	NO
ROD WALES	Port Talbot DO	YES
ROD WALES	Fishguard DO	YES
ROD WALES	Haverfordwest DO	YES
ROD WALES	Llandeilo DO	YES
ROD WALES	Mid Rhondda Ganol DO	YES

30 Minute Flexibility Arrangement Review ...

The RMG/CWU Business Recovery, Transformation & Growth Agreement, Appendix 1, outlines a joint review in terms of the use of the 30 minutes flexibility previously agreed in 2007 Pay & Modernisation Agreement and in line with the 2013 Joint Statement covering Fairness, Dignity & Respect in Delivery.

The agreement sets out:

This joint review will be to understand how this approach can address workload changes at a route level on a daily basis and develop a revised agreement which will support the efficient delivery of the USO.

The review will gather information relating to how the existing policy is being applied and what arrangements are in place in units, particularly where this approach has been formalised and adopted. The review will also consider and determine how SISO data can be used with applying this flexible arrangement. The review was due conclude by the end of July 2023, however has been delayed but is due to conclude shortly and there will be a joint launch of a revised formalised approach to the 30 minutes' flexibility agreement.

As part of this review, it has been agreed that the following short survey questionnaire will be undertaken by COMs /Local Reps & OPLs/ADRs at a number of jointly selected Delivery Units.

Your feedback and views are very much appreciated.

1. Confirm Unit that you are submitting this response for? *

2. What is your Name? *

3. What is your role? *

- COM
- CWU - Unit Rep
- CWU - Area Rep
- OPG from unit

4. Do you currently apply the 30-minute flexing arrangement in your unit? *

- Yes** - If Yes, please answer the next few questions
- No** - If No, please go to Section 2

5. How do you operate and apply the 30-minute flexibility arrangement? *

6. What is working well with the arrangement and why do you think this is? *

7. What is not working well and what are the reasons for this? *

8. What do you think could be improved with the flexibility arrangement? *

9. Is the flex time recorded and balanced up over the next 5 days (or over a longer period) in your unit? *

Yes

No

10. Do employees fully understand the arrangements locally? If No please go to Question 11 *

Yes

No

11. What aspects do employees don't understand about the 30mins flex in your unit *

12. Are the full details covering the 30 mins flex displayed locally? *

Yes

No

If you do not apply, or have stopped using the 30-minute flexing arrangement.

Please answer the following few questions so we can understand the key reasons for this.

13. If you have never applied the flexing arrangement, what has stopped you doing so? *

14. What factors would help you introduce flexing and apply it? *

15. If you previously applied the flexing but have since stopped, what made you stop? *

16. If applicable, how did you operate and apply flexing when you had it working? *

17. What did work well with the flexing and why do you think it did? *

18. What did not work well with the flexing and why do you think that was? *

19. What could have been improved with the flexing arrangement to help you use it? *

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