

No. 075/2024

21 February 2024

Our Ref: V4/24

To: All Branches

Dear Colleagues,

Royal Mail Group New Starter Driver Training – Interim Safety Standards Variation Rules Non-Compliance – RMG SHE Huddle FY24 009

This LTB is being issued further to LTB 288/23 dated 10 November 2023 and my letter to all ASRs dated 21 October 2023.

Introduction:

SHE Huddle FY24 009 is intended to remind managers of their requirements when it comes to training new entrants following a relaxation of driving requirements.

Background - New Starter Driver Training

As detailed in LTB 288/23, Royal Mail initiated a huge 'crash' recruitment programme with circa 10,000 new employees being engaged in a short space of time.

One of the 'knock-on' effects of this exceptional current large scale staff recruitment programme condensed into such a short period of time was that it presented a 'driver training' predicament, that being the impossibility of getting all the newly recruited drivers through the Royal Mail 'standard new driver training programme' without an 'interim variation' to the process as 'Pertemps', Royal Mail's accredited driver training provider were not able to train this large number of new recruits within the in-take time frame, in line with Royal Mail Group's current policy as the number exceeds the maximum capacity of Pertemps' driving instructors.

Therefore, a relaxation or variation in the RMG new starter driver training requirements had to be put in place, in order to maintain Royal Mail operations whilst at the same time taking steps to mitigate any safety impact of the change.

In short this means that where training lead-times exceed 2 weeks, new starters will be permitted to drive 'Small Vans Only' (e.g. up to Peugeot Expert size), pending training being delivered and for a period of up to a maximum of 6 months.

The 'interim driver safety variation' Royal Mail Group therefore made last November is a temporary change to the current driver training standards for new starters enabling them to drive in advance of taking their Royal Mail/Pertemps driver training course.

Two higher risk groups where the RMG Driver Training Standards requirements will not be relaxed by Royal Mail for driver training are in respect of new entrants that:

- Have held a drivers licence for only 12 months or less
- Are under the age of 25

For those allowed to drive under the new 'interim driver safety variation' arrangements, the following must apply:

- They will only be allowed to drive small vans prior to being trained – for 6 months only – by which time they must go through the 'New Starter Training'.
- They must be booked on a Pertemps new starter driver training course.
- They must have completed the driver e-learning and been briefed on the driving SSOW.
- They must be comfortable to drive under the new arrangements.
- The Unit Manager/PiC must complete the 'Permit to Drive' checklist (copy attached) which details each element of the alternative arrangements, including that a Pertemps course has been booked for a future date and file this in the employee's personal file.
- Electric Vehicle (EV) Training and Post Collision/RTC Training remain unchanged.

Non-Compliance

A significant non-compliance problem has been discovered across the country with only 59% of the new starters having been trained or booked for training and many of the new recruits have now exceeded the maximum six months service without driver training dispensation. Further to this, the situation worsens as many of these new recruits have not even had the driver training booked, let alone attended the training. This non-compliant practice increases the risk of road traffic collisions and increases the risk of prosecution. The Royal Mail SHE Team are endeavouring to take action to improve the situation and have requested CWU support through ASRs and WSRs.

Road Traffic Accident Statistics

Royal Mail, Parcelforce, RMSS etc., vehicles were involved in over 8,500 collisions last year and the trend indicates that that the number of RTCs this year will top 9,000. As the business changes with more parcel duties, larger vans and increasingly electric vehicles, the risk to drivers increases and driver training is more important than ever.

ASR Action – Message From the Royal Mail Group National Road Safety Manager Mark Bromhall

The Royal Mail Group National Road Safety Manager Mark Bromhall has requested the assistance of all CWU Area Safety Reps and Workplace Safety Reps to check compliance with the new starters 'Driver Training Variation Standard' in the Units within their postcode constituency, reporting any non-compliance to the Unit PiC OPL and SHE Team Safety Advisors without delay.

RMG SHE Instruction 8.2 - Drivers Minimum Standards

An additional point to be checked by ASRs/WSRs in respect of new starter drivers is the requirements as set out in RMG SHE Instruction 8.2 'Drivers' Minimum Standards'. This states that;

- New drivers must have no more than 6 points on their drivers licence.
- New drivers must not have a TS99 (totting up) endorsement on their driver's license.

Two drivers in one area were found to have licenses breaching these requirements – so please check them out.

See attached copies of:

- SHE Huddle FY24 009 - Driver Training
- Royal Mail - Guidance for Using New Starter Training File
- Driver Training Relaxation – Permit to Drive Checklist
- Regional New Starter Training Completed and Training Booked Stats

Yours sincerely



Dave Joyce
National Health, Safety & Environment Officer



Safety, Health and Environment (SHE) Huddle (Signature not mandatory)



Huddle Date:	12/02/2024	Ref:	SHE Huddle FY24 009 Driver Training
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Audience:	Processing	Delivery	Collections	Distribution	PFW	Specific Work Area
	All Managers					

Overview: When you drive regularly, it's easy to under-estimate the risks involved. However, driving is the most hazardous activity that most of our colleagues will do at work.

Message

On average 5 people die on UK roads every day and nearly one-third of these involves somebody driving for work. The law obliges employers to consider the health and safety capabilities of people when they give them tasks to do, and to ensure that they are properly trained before being exposed to risks in the workplace - this includes driving. Our policies include a mandatory requirement to train drivers on commencement of their employment. In addition to keeping us legal, training is an investment in our drivers and sets them up for a driving career, helping improve their driving and setting out the standards we expect. It reduces collisions, improves fuel efficiency, and gives the driver and the business confidence that they are competent.

Our vehicles were involved in over 8,500 collisions during FY22 and we're currently on-track to have more than 9,000 this year. As our business changes with more parcel duties, larger vans and increasingly electric vehicles, the risk to drivers increases and training is more important than ever.

Over the last year we have recruited lots of new posties and most of them are driving. We know this pushed up training lead-times and introduced a [permit process](#) allowing new starters to drive whilst waiting for booked training.

However, currently only 59% of our new starters have been trained or booked for training and many now exceed six months service without training even being booked. This non-compliant practice increases risk of collisions, prevents performance management of drivers, and even creates the risk of prosecution. **We must improve on this.**



Action Required

Track Compliance to driver training in your unit, click [here](#) to review a guidance document that will assist you. Instructions for using the report and closing any gaps are included, but if you have any queries please contact your Safety Advisor who will be pleased to assist.



Guidance for Using New Starter Training File

This file shows:

- New starters recruited into Field Ops since February 2023
- Whether they have received mandatory Pertemps ‘Safe Driver Induction Training’
- Whether the unit has booked Pertemps ‘Safe Driver Induction Training’

Drivers who have since left the business have already been excluded.

As a reminder, all new starters who will drive for the business must have the mandatory training. There is currently a permit system allowing new starters to drive pending training where lead-times exceed 2 weeks. The course MUST be booked to do this.

To see current position and details for a unit:

1. Select the ‘REPORT’ tab and filter on ‘Unit’. In this example I have selected Airdrie.
2. We can see they have 13 new hires, of whom 5 are trained and they have 5 training sessions booked, leaving a gap of 3.

Unit	Hires	Trained	Booked	Trained	Trained	Gap	>6 mon	Untrained
ROD WALES	3	3		3	100%	0		
ROD WALES	8	4	3	7	88%	1		
ROD WALES	5	3	3	6	120%	-1		
ROD WALES	23	10	7	17	74%	6		
ROD SOUTH CENTRAL	23	4	14	18	78%	5	1	
ROD SCOTLAND	1	1		1	100%	0		
ROD NORTH WEST	2	2		2	100%	0		
ROD LONDON	11	2	2	4	36%	7	2	
ROD LONDON	5	3		3	60%	2		
ROD SCOTLAND	13	5	5	10	77%	3		
ROD NORTH EAST	7	4		4	57%	3		
ROD MIDLANDS	1	1		1	100%	0		
ROD LONDON	14	12	1	13	93%	1		
ROD MIDLANDS	6	2	4	6	100%	0		
ROD SCOTLAND	12	1	3	4	33%	8		
ROD SCOTLAND	1	1		1	100%	0		
ROD NORTH EAST	4	2		2	50%	2		
ROD MIDLANDS	9	6	3	9	100%	0	1	
ROD SCOTLAND	12	10		10	83%	2		
ROD NORTH EAST	5				0%	5	1	
ROD SOUTH CENTRAL	3		1	1	33%	2	1	
ROD SCOTLAND	8	2		2	25%	6		
ROD LONDON	9	7	1	8	89%	1	1	
ROD NORTH WEST	18	6		6	33%	12		
ROD ANGLIA	5	1	2	3	60%	2		
ROD SOUTH CENTRAL	1	1		1	100%	0		

Unit	ROD	OPL	Hires	Trained	Booked	Trained	Trained	Gap	>6 mon	Untrained
AIRDRIE DELIVERY SUMMARY	ROD SCOTLAND	OPL LANARKSHIRE AND GLASGOW SOUTH	13	5	5	10	77%	3		

3. Select the ‘hires’ tab and filter on ‘Unit’. Again I have selected Airdrie. This file shows all new starters for that unit, whether they have left and whether they have been trained. The name has been removed to protect identity but pay number should allow local units to identify individuals.

PSP Pay No.	Name	Unit Summary from CC	ROD From CC	OPL From CC	Leaver?	Trained?	>6mth untrained?
10776486	AIRDRIE DELIVERY SUMMARY	ROD SCOTLAND	OPL LANARKSHIRE AND GLASGOW SOUTH				
10789922	AIRDRIE DELIVERY SUMMARY	ROD SCOTLAND	OPL LANARKSHIRE AND GLASGOW SOUTH		Yes		
10791856	AIRDRIE DELIVERY SUMMARY	ROD SCOTLAND	OPL LANARKSHIRE AND GLASGOW SOUTH				
10793670	AIRDRIE DELIVERY SUMMARY	ROD SCOTLAND	OPL LANARKSHIRE AND GLASGOW SOUTH				
10794095	AIRDRIE DELIVERY SUMMARY	ROD SCOTLAND	OPL LANARKSHIRE AND GLASGOW SOUTH		Yes		
10794282	AIRDRIE DELIVERY SUMMARY	ROD SCOTLAND	OPL LANARKSHIRE AND GLASGOW SOUTH				
10795006	AIRDRIE DELIVERY SUMMARY	ROD SCOTLAND	OPL LANARKSHIRE AND GLASGOW SOUTH				
10795292	AIRDRIE DELIVERY SUMMARY	ROD SCOTLAND	OPL LANARKSHIRE AND GLASGOW SOUTH				
10768457	AIRDRIE DELIVERY SUMMARY	ROD SCOTLAND	OPL LANARKSHIRE AND GLASGOW SOUTH	Yes		Yes	
10768831	AIRDRIE DELIVERY SUMMARY	ROD SCOTLAND	OPL LANARKSHIRE AND GLASGOW SOUTH	Yes		Yes	
10769371	AIRDRIE DELIVERY SUMMARY	ROD SCOTLAND	OPL LANARKSHIRE AND GLASGOW SOUTH		Yes		
10770957	AIRDRIE DELIVERY SUMMARY	ROD SCOTLAND	OPL LANARKSHIRE AND GLASGOW SOUTH		Yes		
10771014	AIRDRIE DELIVERY SUMMARY	ROD SCOTLAND	OPL LANARKSHIRE AND GLASGOW SOUTH		Yes		
10772602	AIRDRIE DELIVERY SUMMARY	ROD SCOTLAND	OPL LANARKSHIRE AND GLASGOW SOUTH				
10693051	AIRDRIE DELIVERY SUMMARY	ROD SCOTLAND	OPL LANARKSHIRE AND GLASGOW SOUTH				

Limitations

This file is produced to help Operations identify where action is required to close training gaps and for units to identify missed training. However, it is not perfect and there are some points to be aware of:

- It does not identify 'non-drivers' who will show as untrained
- It does not identify 7.5T training provided by internal ADCs
- Booked training is tagged against training location not the person. Therefore the hires tab will not show individuals as having training booked. Also training booked by a PCOM will show against the unit where the training will take place rather than the PCOM.
- Completed training is tagged to the person and so will show against the relevant PCOM once complete

Troubleshooting

- If you believe a driver has been trained but it doesn't show in the data this is typically for one of three reasons:
 1. Training records can take up to 48 hours to update, if the course occurred from Thursday onwards in the prior week it will probably just update in next weeks file
 2. The training course was wrong – drivers who have been booked onto short 'Upgrade' courses or who have only received 'Collision Aftercare' courses will not show as trained in this report and MUST be booked for Safe Driver Induction training
 3. Pay number is incorrect – if you send the training record to Pertemps together with the correct pay number they will update training records and the training will flow through into future reports
- If you have booked a training course but it doesn't show on this file, this is typically because the training has been booked to take place at a different location and the file records it against that location. This is typically an issue for PCOMs booking training.

Any issues or queries please contact your local Safety Advisor.

Regional New Starter Training Completed and Training Booked Stats

