

No. 341/24

23<sup>rd</sup> October 2024

## National Dispute Resolution Procedure (DRP) - RM / CWU National Resolution

Dear Colleagues,

You will be aware via correspondence shared by the Outdoor Department that on 13<sup>th</sup> September 2024 the CWU formally registered a National Disagreement (DRP) in relation to the businesses position on specific aspects and principles (referred to as 'tramlines') of the national Delivery Revision process, namely the following:

- Indoor Performance default setting of 100 BSI or above;
- Yard-to-Yard time (overall outdoor time);
- Duties based on 40-hour contracts;
- Using the 14<sup>th</sup> lowest week traffic profile as the rigid model week reference point.

Meetings have taken place with the business on numerous occasions to try to resolve the impasse in relation to the points above and following positive developments between both sides we have jointly agreed a resolution to the National DRP, which has been endorsed by the Postal Executive.

### Indoor Performance

- Both parties have created guidance to review and a validation exercise of current Indoor performance within delivery units, which may occur at a delivery unit in advance of any agreed revision activity and at other non-revision units identified nationally by either party as necessary;
- The validation will confirm if a unit performance can be set at 100 BSI. Where necessary, this may include the need for local adjustments to key data in the IWT;
- Where a unit is currently performing below 100 BSI, but the above point is not applicable, the revision tramlines will make it explicit that the OPL and Area Rep can agree a flightpath with timescales from their current performance to 100 BSI;
- A sample of delivery units will be identified, including units which have undergone revision planning both in terms of the initial 45 and in Q3 to test the validation process.

### Yard-to-Yard Time

As part of revision planning, Yard-to-Yard times will be confirmed locally, taking into account both 'first to last letter span' and other linked outdoor activities such as travel time, remote parking, pouch off at the unit etc. In addition, these will be reviewed locally to take into account local factors including, but not restricted to:

- Accounting for different duties designs, such as HCT, Shared Van, Rural, Firms and Hybrid Duties;
- Accounting for local factors relating to call rates, indoor plans and safety risk assessment in route design;
- Accounting for the Full Time to Part Time mix.

The above should also fully account for the duty structures and attendance patterns, allowing for innovation and to meet the aspirations and needs of employees, customers and the company.

Where, despite every effort (supported by data), there remain issues in terms of confirming a local Delivery unit Yard-to-Yard time then the IR Framework will apply in line with paragraph 2.5.

#### Duties based on 40-Hour Contracts

Both parties have agreed that this subject matter will have different impacts across Delivery units due to the nature of recruitment and total number of new entrants impacted by the change in terms and conditions. We will issue appropriate guidance in advance of Q4 revisions being deployed.

#### Model Week

Both parties have agreed this subject requires significant consideration given the changing nature of the operation and employee requirements. As such we will create a small joint working group to ensure that all aspects linked to model week are considered, which will include how the deployment of Dedicated Parcel Routes alongside delivery revisions can successfully be planned and deployed together.

#### Summary

It is hoped that the fact we have been able to finally reach a joint resolution to the National DRP is going to be a positive development for the CWU Representatives and one I believe will be welcomed in respect of ensuring local factors in Delivery Offices can be aligned within the revision process, as detailed above. In addition, the confirmation of the contents of the National DRP can be considered to support the Post Deployment Review for offices with reported snagging issues

Whilst we know that this is not going to solve all of the issues we have currently, I have made it clear to the business that the CWU want delivery revisions to be deployed successfully and we will continue to review the revision process and the tramlines also as part of ongoing activity within the National JWG.

I know full well that there is further work to do in relation to restoring confidence across all levels of the CWU and with our members within Delivery, who do an amazing job day in, day out and will continue to ensure we engage the business on all aspects linked to Delivery to ensure everyone feels valued and that pride is restored in the job they do.

Any enquiries to the content of this LTB should be directed to the Outdoor Department reference 555, email address: [Pharacz@cwu.org](mailto:Pharacz@cwu.org).

Yours sincerely,

**Tony Bouch**  
Assistant Secretary

## RM/CWU Resolution to National Dispute Resolution Process (DRP)

Further to the National DRP registered on 13<sup>th</sup> September 2024, the parties have discussed the specific aspects and principles of the Delivery Revision process which form the disagreement:

1. Indoor Performance default setting of 100 BSI or above
2. Yard-to-Yard time (overall outdoor time)
3. Duties based on 40-hour contracts
4. Using the 14<sup>th</sup> lowest week traffic profile as the rigid model week reference point

The parties have agreed that the below is the resolution to the above points.

### Indoor Performance

1. Both parties have created guidance (in draft) to review and validate current Indoor performance within delivery units. The guidance concerns a validation exercise which may occur at a delivery unit in advance of any agreed revision activity, and at other non-revision units identified nationally by either party as necessary.
2. The validation will confirm if a unit performance can be set at 100 BSI. Where necessary, this may include the need for local adjustments to key data in the IWT (Indoor Workload Tool) or the confirmation of additional unmeasured hours which need to be established and carried forward into any new indoor plan, where this workload and hours may not be reflected in the IWT.
3. Where a unit is currently performing below 100 BSI, but the above point 2 is not applicable, the revision tramlines will make it explicit that the OPL and Area Rep can agree a flightpath with timescales (i.e. 30% of gap to 100 BSI in months 1-3, 30% of gap in months 4-6, 30% of gap in months 7-9 and final 10% of gap within 12 months of the revision deployment and subject to regular review and the consistent achievement of the flightpath performance levels) from their current performance to 100 BSI. Where the validation process highlights an inflated level above 100 BSI the process may be used to amend this alongside the same lines as point 2.
4. A sample of delivery units will be identified including units which have undergone revision planning both in terms of the initial 45 and in Q3. The validation process will be applied to these units. The findings of which may lead to amendments to the indoor validation guidance.

As part of the validation exercise both parties have agreed to discuss how those offices above 100 BSI would be impacted alongside future design changes linked to the Optimised Delivery Model and any subsequent changes to when mails are delivered and associated changes to call rates and the indoor operation.

### Yard-to-Yard Time

As part of revision planning, Yard to Yard times will be confirmed locally taking into account both 'first to last letter span' and other linked outdoor activities such as travel time, remote parking, pouch off at the unit, etc.

Royal Mail has outlined average Yard to Yard time as means of guidance, these will be reviewed locally to take into account local factors including but not restricted to:

- Accounting for different duties designs, such as HCT, Shared Van, Rural, Firms and Hybrid duties
- Accounting for local factors relating to call rates, indoor plans and safety risk assessment in route design
- Accounting for the Full Time to Part Time mix

This is in line with BT2010.

This should also fully account for the duty structures and attendance patterns, allowing for innovation and to meet the aspirations and needs of both employees, customers and the company. Both parties accept that attendance patterns, duty structures and FT/PT mix must efficiently, and cost effectively

align hours to workload, meet the delivery specification and USO, and provide a real incentive for change; also recognising the feasibility of longer outdoor spans as indoor work reduces.

Delivery units will confirm their established Yard-to-Yard arrangements, again allowing for different times against different duty designs, duty structures and attendance patterns.

The COM and CWU Rep to review locally agreed Yard-to-Yard time/s at the earliest opportunity of revision planning (with the understanding that a reduced Yard to Yard time can have an impact on the FT/PT mix).

Where despite every effort (supported by data), there remain issues in terms of confirming a local Delivery unit Yard-to-Yard time then the IR Framework will apply in line with paragraph 2.5. of the RMG/CWU Business Recovery, Transformation and Growth Agreement, which confirms that: -

***Future revision activity will involve the restoration of joint working in all functions in line with the current national agreements including the IR Framework. Revisions will be based on efficient, fair, and achievable workload. RMG and CWU recognise that this is an essential step in fostering improved relationships in the workplace and delivering the aims and objectives of this agreement.***

#### Duties based on 40-Hour Contracts

Both parties have agreed that this subject matter will have different impacts across Delivery units due to the nature of recruitment and total number of new entrants impacted by the change in terms and conditions. As such we have agreed that for all future revisions, we will issue appropriate guidance ensuring that best practice has been factored in and this activity will be completed by the NJWG in advance of Q4 revisions being deployed.

#### Using the 14<sup>th</sup> lowest week traffic profile as the rigid model week reference point

Both parties have agreed this subject requires significant consideration given the changing nature of the operation and employee requirements. As such we will create a small joint working group to ensure that all aspects linked to model week are considered, which will include how the deployment of Dedicated Parcel Routes alongside delivery revisions can successfully be planned and deployed together.

In addition, both parties have agreed to reissue and communicate the challenge process should either party during revision activity believe that the traffic being used is incorrect.

#### Summary

RM & CWU want delivery revisions to be deployed successfully and will continue to review the revision process and the tramlines also as part of ongoing activity within the National JWG, including the application of the above National resolution.

In addition, the contents of the National resolution above will be communicated to respective parties to ensure matters linked to achieving local agreement procedures can use the above to facilitate local solutions to the current disagreements which are in place. Those Local DRPs which relate specifically to the matters resolved in this national resolution will be deemed closed and revision activity will recommence based on the above approach. Likewise, the contents of the above can be considered to support the Post Deployment Review for offices with reported snagging issues.

Any points of clarification linked to the above and/or the application to the National Resolution will be raised to the signatories for appropriate support.

Kate Flintoft  
Operations Programme Director  
On Behalf of Royal Mail

Tony Bouch  
Outdoor Postal Department  
On Behalf of Communication Workers Union