

LTB No. 032/25

17th February 2025

Dear Colleagues

PFSL & CWU Joint Update – Vehicle Telematics (Trimble) 2024

Branches will wish to know the introduction and roll out of the Masternaut Agreement with PFSL was endorsed in 2010 that only monitored vehicle speeding as opposed to the four principles of Acceleration, Braking, Cornering and Idling as found under the Trimble Technology in RMG.

The PTCS Department has recently concluded a refresh of the Masternaut Agreement with the introduction of Trimble Telematics. The purpose of the technology remains purely to measure the principle of speeding and how this process is managed at local level. The calculation of a vehicle speed is not clear to many, in how it is measured, other than the immediate data captured from the vehicle speedometer but should form part of a discussion between the manager and driver if this principle is breached on a regular basis.

The Vehicle Telematics or Trimble Agreement in PFSL, which governs the use and deployment of this technology, has been reviewed and therefore updated from the 2010 agreement which is in line with the company's Data Protection and Privacy Policy. The draft document originally submitted by PFSL was heavily focused on performance and conduct, which the Department objected to on the grounds that Telemetry is primarily deployed as a means to improve fuel consumption as well as offering driver behaviour and training in real time. The technology also improved the life of vehicle parts as a result of component parts such as steering, brakes and suspension application being applied less harshly and thereby saving on maintenance costs.

Branches will welcome the efforts made to remove the desire for performance measurement and conduct as the system is not designed or intended for use as a staff surveillance system. If, however, there is a need to access or use additional vehicle telematics data to that contained in the weekly timesheet report i.e. Trip Detail Report, this will be done in line with the formal process and controls set out in the agreement. If it is appropriate to access this additional data (i.e. an informal / formal conduct case) the relevant manager should firstly go through a formal review process to determine whether this is appropriate.

The agreement also references any attempts to gain unauthorised access to the system or the information derived from it being regarded as a disciplinary offence, thereby preventing any cause for 'phishing'. If a manager decides on the need to use any of the data provided in the Trip Detail Report as part of conduct investigations, this will be shared with the member concerned and a copy will be included as part of the case file on People Case Manager (PCM).

We believe this is a massive improvement on the Masternaut Agreement as previously there was greater emphasis on conduct and performance which has now been removed and completely watered down in the updated approach.

Please bring this LTB to the attention of our representatives and members, and any queries relating to this agreement should be forwarded to the PTCS Department , email address khay@cwu.org or hmaughan@cwu.org

Bobby Weatherall
Acting Assistant Secretary

PFSL & CWU Update – Vehicle Telematics (Trimble) 2025

Purpose and Background

This document sets out updates to the use of Vehicle Telematics in PFSL in line with the company's Data Protection and Privacy Policy, which was last updated in August 2024.

Specifically, the following Agreements which relate in part to the use of Trimble Technology have not been reviewed since their introduction and no longer reflect business requirements:

- National Agreement on the use of Masternaut Mobile Collection Units (2010)
- Romec Limited and CWU Efficiency and Enterprise Agreement (2011)

Apart from specific agreed reports, individual vehicle telematics data is currently only used to support conduct investigations in Technical Services should an individual consent to this. As part of our transformation programme, this must change in order to drive the right behaviour across the organisation.

Details of the updates can be found in the following appendices below

- Business/Individual Reports
- Conduct
- Data Privacy
- Appendix: Appropriate use of information and data

Future potential benefits

Any future changes / improvements will be the subject of discussion with the CWU.

Business/Individual Reports

Managers throughout the business will receive a weekly timesheet report from Trimble for the people who work for them, which provides information regarding speeding and other additional factors (see below).

Driver	Org Unit	Week	Weekday	Number of trips	First movement of the day	Last movement of the day	Trip duration	Business distance	Private distance	Total distance	Maximum speed
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Operational Managers in Technical Services will also receive a daily engineer report from Microstrategy for the people who work for them, which provides them with the following information.

EngineerDailyDataID	Report Date	Employee Number	First Logon	First Vehicle Movement	Planned First Arrival	First On-Site
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All reports will remain strictly confidential and accessible only by the line manager, Fleet Manager, Information Systems and HR.

If the business wishes to produce further summary reports for managers with additional data categories, the proposed template will be shared with CWU first to allow for a meaningful discussion and we will publicise through relevant channels.

Should an individual wish to have sight of this summary information, this should be requested from their line manager. A key principle is that the employee should be given the opportunity to access the same information as their line manager.

Conduct

The system is not designed or intended for use as a staff surveillance system. There may, however, be times when managers need to access and use additional employee vehicle telematics data to that contained in the weekly timesheet report, i.e., Trip Detail Report, to support conduct investigations. These contain full details of the employee's vehicle movements whilst not in private mode. Whilst employee consent is not required to access this information, it must be done in line with the formal process and controls set out in this document. The data must only be used where it is appropriate to access and use in line with the guidelines provided in this document.

Examples of reasons why managers may access individual Trimble data:

- to support an investigation into a specific conduct issue that has arisen;
- address instances where employees may have reportedly broken the law.

Using Tracker information or data as part of an informal or formal process relating to conduct

If a manager believes it is appropriate to use vehicle telematics data as part of a discussion (e.g., an informal / formal conduct case), they should first go through a formal review process to determine whether this is appropriate. The first stage is for the manager to discuss the type of data sought and reasons why it is sought with their HR Business Partner and agree this via 'Appropriate Use of Information and Data' form (Appendix 1). The manager must have a genuine concern that can be substantiated by access to the data and reasonably consider that the data is necessary in order to verify (or not) that concern. The managerial request must be authorised by a HRBP in writing before the data is accessed. The reason for requesting the data must be one of the examples provided above.

The manager must share a copy of the data with the individual at an appropriate stage in the relevant process, including:

- the fact that they are using the information or data to support the conversation or case;
- An explanation of the purpose for using the data;
- the nature of the information or data they are using;
- the relevance of the information or data (i.e., what it demonstrates); and a copy of the vehicle telematics data report provided to the manager

Inappropriate use of information or data

As a business, we need to ensure that we use all information or data in a fair and transparent way. We have clearly set out privacy principles in our Data Protection and Privacy Policy and everyone in the business has a responsibility to handle data in line with these principles.

Managers should not "single out" specific employees based on personal suspicions or opinions. In addition, they should not go on a fact finding 'expedition' to seek vehicle telematics data to be added to existing cases (e.g., additional concerns to be added into the conduct case).

If an employee feel that a manager has used tracker information or data inappropriately, they can speak with another appropriate manager to raise these concerns or contact informationrights@royalmail.com.

Data privacy

We respect the privacy of our employees in relation to any personal data we collect, store and process about them.

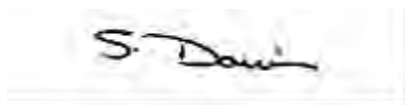
We accept our responsibility to ensure that all such personal data is managed in line with all applicable data protection and privacy laws.

For more information, please see our Data Privacy Policy which your manager can access on your behalf on the Policy and Information site on PSP.

Access to real time vehicle telematics information will be confined to strict access lists which will be restricted to the NSC. Any attempt to gain unauthorised access to the system or the information derived from it may be regarded as a disciplinary offence. If an individual requires copies of any information relating to them held within the system this can be requested from the Fleet Team.

Private Usage

If it is identified that an Engineer is not using their "Private Use" button, in the first instance their line manager will follow up with the individual which will include a reminder to use the privacy button appropriately. No alerts or reports will be generated when in private mode.



Stuart Davies
Managing Director
RM Property & Facilities Solutions Limited

12 February 2025



Bobby Weatherall
Acting Assistant Secretary
CWU

12 February 2025

Appendix - Appropriate use of information and data:

You should use this form to help you determine whether or not it is appropriate to request access to employee vehicle telematics information or data.

If you do decide to use it as part of conduct investigations, you should share a copy of the form with the employee and include a copy as part of the case file on People Case Manager (PCM).

Name of manager:	
Contact details:	
What information or data do you wish to access? This must include specific dates relating to the investigation	<i>Please include details of the information or data you require including specific dates relating to this.</i>
Why do you require access to this information or data?	<i>Please include the reason as to why you require this information or data</i>
What do you want to do with this information or data?	<i>For example using it to support informal / formal investigations</i>
How is the information or data relevant?	<i>Please include the reason why the information or data is relevant (i.e., why do you need to see the information or data?)</i>

I understand my responsibility as a manager within Royal Mail Group to use information and data in a responsible and appropriate way aligned to the data policies which apply.

Signed:

Date:

Access granted by _____ (HRBP)

Signed:

Date: