

No. 163/25

5th August 2025

For the Immediate Attention of All:

Postal Branches
Divisional Representatives
PFW Regional Organisers
Parcelforce Unit Representatives
Area Delivery Representatives
Area Distribution Representatives
Area Processing Representatives

Dear Colleagues,

Final Mile Integration- Phase 2

Branches will recall in LTB 076/25 it was agreed for the Transfer of POL Collection work from Parcelforce to Royal Mail in identified locations where this was possible. This activity was part of the concept of utilising the synergies between Royal Mail and Parcelforce in relation to collection activity.

As part of the ongoing activity on Final Mile Integration (FMI) and supported by dedicated collection planning support, RM Plant catchment areas have successfully migrated over to the full collection of all available PFW items from POL. Alongside this activity PFW have also been going through technology changes required to place them onto the RM Platform, known as Project Daisy, this is due to go live on 11th August nationally, this means PFW systems will shut down and they will move onto the RM Platform, due to this change PFW would no longer be able to access their system in relation to ad hoc collections and therefore, RM would need to take on these collections.

From 11th August Royal Mail will commence PFW ad hoc collections this has been built into the Royal Mail Parcel Collect system so it is fully integrated between RM/PFW. Traffic volumes are expected to be low (4.6k per day nationally) and they should be consolidated with PFW POL traffic on the appropriate PFW York Container from the Delivery Offices and Collection Hubs.

In deliveries this means the same process for RM collect will apply and COMs will review all planned Parcel Collects for their offices in the morning at the start of shift via the Redlands Dashboard and follow the agreed process. Due to the size, weight and dimensions of some Parcel Collect we have secured the ability to utilise tailored options which can include alternative delivery vehicles, DPR,

afternoon collection routes and PFW as a last resort. Where further support is required, the COM is to escalate to the relevant CCOM at the earliest opportunity.

We have secured with Parcelforce commitments that all workloads will be balanced to ensure that the time saved by removing collections is fully utilised with delivery traffic. The expectation is that the traffic will migrate from External resource and PFW have agreed that all headcount reduction will come from External resource.

In addition, the full impact across the Delivery & Collection around reviewing the volumes and additional resource needed, along with ensuring that all training and safety related matters have been deployed correctly will be monitored through the Collections Joint Working Group in Royal Mail.

Attached to this LTB for your information are the agreed words covering this activity, along with a copy of the WTLL and FAQ's. These will be used to ensure that the criteria is fully understood and deployed consistently, ensuring that connectivity and quality of service is maintained.

Any enquiries in relation to this LTB should be addressed to Davie Robertson, Assistant Secretary, email: jrodrigues@cwu.org or Tony Bouch Assistant Secretary, email: Pharacz@cwu.org quoting reference LTB 163/25.

Yours sincerely,

Davie Robertson
Assistant Secretary

Tony Bouch
Assistant Secretary

Transfer of Ad hoc Collection Work from Parcel Force to Royal Mail – National Deployment

Introduction

Royal Mail (RM), Parcel Force (PFW) and the Communication Workers Union (CWU) are committed to working together in developing key business policies, mutual interest solutions and a new culture, which is at the core of all the commitments contained in our national agreements.

All parties recognise the pressures of the increasingly competitive and rapidly evolving environment we operate in and are committed to the strategic objective of creating and developing an agenda for traffic, product, and revenue retention to lay the foundations for future growth and providing employment security.

RMG continue to face a financial challenge despite the joint activity undertaken as part of the strategic review. Collections is an area where the “once over the ground” principle can be applied as both PFW and RM cover the same geography and the same locations when collecting customer’s parcels.

RM drivers collecting PFW items from Post Offices was the first phase in the strategic migration to a single parcel network and has deployed successfully to the planned 31 Plant catchment areas, demonstrating the capability of RM Collection, Distribution and Processing functions to handle these items.

This communication sets out the next steps as part of a national deployment initiative.

PFW Collections Process

Drivers in PFW perform delivery and collection stops each day as part of their daily work schedule. Collections are split between: -

- Scheduled – POL and Customer - attend at the time window agreed with the customer (e.g. daily between 3pm and 4pm)
- Ad hoc – Customer books collection for pick up the following day (generally 9am to 5pm window)

The number of items collected varies by customer. Multi item or high cubic volume collections are often covered by PFW Depot bulk drivers. This varies from site to site and is dependent on vehicle capacity at the due collection time.

Collections make up 8-9% of a driver’s total daily stops (deliveries are therefore 90%+). Scheduled collections are generally performed in the ‘pm’ each day and can create ‘off route’ driving diversions from the delivery sequence creating a less efficient route performance.

Drivers in PFW must then return to the Local Depot (LD) on time to connect with posted network trailers due for dispatch to the National Hub and Processing Centres.

RM Parcel Collect Process

RM Delivery routes covering the whole of the UK and through the Parcel Collect system, can collect from any UK address.

As part of an organised project known as First Mile Integration (FMI) and supported by dedicated collection planning support, RM will start receiving PFW traffic via the Parcel Collect product channel from **11th August 2025**.

It is key that COMs download the daily ‘Redlands Report’, which lists all items for collection that day and look for any **large, heavy, or bulk collections**. If present, alternative arrangements can be made if the Delivery walk is not suitable, e.g. HCT routes, start of the delivery route, van capacity etc.

The most efficient and primary method is to collect the items on delivery. By exception, both parties have agreed in that scenario that tailored options can include alternative delivery vehicles, DPR, afternoon collection routes and PFW as a last resort. Where further support is required, the COM is to escalate to the relevant CCOM at the earliest opportunity.

PFW items collected will be returned to the RM Delivery Office or RM Collection Hub or passed to the RM Outward Mail Centre depending on the workplan. These will then be conveyed to the PFW LD to then enter the PFW outward network ready for dispatch. Where sufficient volume allows, direct runs between RM Outward Mail Centres to the PFW National Processing Centres (e.g. Coventry Hub) will be considered as well as direct runs from RM Collection Hubs to PFW LDs.

National Deployment Approach

In RM, this will be led by the Central Collections Programme team under the banner of First Mile Integration (FMI) as a discreet project with this phase involving Ad hoc collections transferring from 11th August 2025.

Volumes are expected to be low (4.6k per day) and they should be consolidated with PFW POL traffic on the appropriate PFW York container from Delivery Offices and Collection Hubs.

The project team will engage the local managers and the appropriate CWU representatives throughout the deployment and complete tasks and WTL sessions as per the activity plan and ensure that the current RM-PFW SLAs are sufficient to meet the increased volumes with the additional Ad hoc traffic.

In PFW, the Central Operational Efficiency team will ensure collections are removed in a timely manner and driver workload is reviewed. Productivity is expected to increase as drivers become more 'delivery only'. Key to this outcome is the necessity to realign workload to ensure that the route capacity created through the removal of Ad hoc collections is fully utilised and is likely to be external resource but will be across all routes. The aim is to ensure productivity rates increase.

In recognition of the commitments in the BRT&G agreement any headcount reduction in C&D will be achieved through reduction in external resource. The PFW Operational Efficiency Team will work with national and local depot teams to deliver the efficiency opportunities. Local Depot teams will deliver communication (e.g. WTLs) during deployment.

Joint involvement will ensure the continued successful deployment of an initiative that requires collaboration, teamwork and long-term ownership of operationally robust solutions that underpin the future success for all, allowing RM and PFW to compete competitively in a constantly changing environment.

Customer Quality of Service will be maintained through this transfer. The PFW Commercial Team will engage with customers throughout this period of change to ensure a consistent message is delivered and connectivity will be reviewed to ensure traffic meets with processing windows.

Safe Systems of Work and Standard Operating Procedures

Health & Safety is of paramount importance to both RM, PFW and the CWU. RM Safe Systems of Work, Standard Operating Procedures and all relevant safety compliance documentation for the operational tasks have been reviewed and agreed between RM and the CWU following feedback from Phase 1.

These systems and procedures are classified as fit for purpose having been jointly evaluated by the appropriate RM and CWU subject matter experts.

However, the CWU and RM will continue to review training and safety procedures through the National Collections Joint Working Group to ensure that any crossover of workload is dealt with in the safest manner.

In addition, RM has confirmed all offices should ensure that the appropriate number of sack trollies are in place (based upon large items being collected) to facilitate the correct SSOW and SOPs to be adhered too.

Progress and escalation

RM, PFW and the CWU will jointly review progress as part of the National Collections Joint Working Group (JWG) with a view to evaluating the next steps relating to scheduled customer collections.

Any issues in relation to the interpretation or application and deployment of the initiative will be raised through the line and then with the National Collections Joint Working Group for review and resolution.

Title: Parcelforce Adhoc Collections moving to Parcel Collect
Date: 4 August 2025
Audience: Royal Mail Delivery colleagues

What is happening?

We have been looking at ways to make the best use of our Delivery and Collection network in both Parcelforce and Royal Mail operations, with the aim of driving efficiencies, cutting carbon emissions, and delivering an enhanced service to parcel customers.

While Royal Mail already deliver and collect Parcelforce items across numerous rural delivery offices, we have recently taken over collecting Parcelforce parcels from over 80% of Post Office Limited (POL) outlets. These are the areas of the business where parcels can connect back into the Parcelforce network via mail centres.

The results showed:

- Quality of Service was maintained for both Parcelforce and Royal Mail customers
- Parcelforce productivity increased as drivers moved to delivery only
- All parcels were collected as planned
- Standard Operating Procedures (SOPs) and processes were successfully deployed

We are now ready to start phase two of this activity where Royal Mail will collect Parcelforce Adhoc Collections.

When will it happen?

Following a local planning exercise to understand the impact of Royal Mail covering this activity in your area, the decision to proceed with Royal Mail to commence collections of all Parcelforce Adhoc collections has been made.

This new process will start from **11 August 2025** when Parcelforce Building the Future changes take place with Parcelforce technology and systems integrating with the Royal Mail IT platform.

How will it affect me?

All Delivery colleagues who perform Parcel Collect will collect Parcelforce Adhoc Collections. Parcelforce drivers will no longer perform Adhoc Collections.

What action do I need to take?

This is the same as our current product called Parcel Collect. From Monday 11 August 2025 Royal Mail Delivery colleagues will start collecting Parcelforce Adhoc parcels which means that the volumes of Parcel Collect in each delivery office will increase.

Daily actions for Delivery colleagues:

- COMs to download the daily Redlands report which lists all Parcel Collect items that day and look for any **large, heavy, or bulk collections**. If present, alternative arrangements can be made if the Delivery walk is not suitable, e.g. HCT routes



- Check Parcel Collect labels before leaving the office and flag any concerns
- Make sure the walk sequence allows for capacity to collect the items e.g. when doing Special Delivery (SD)
- Consider collecting when there is space in the van, i.e. not on the first loop
- COMs to make sure they have both COLLOD (Collections on Delivery) and Parcel Collect covered for lapsed or delayed walks
- Work with colleagues to deploy solutions that work and maintain service standards

On arrival at the collection, if the item is oversize/overweight (see limitations in Resources section); collection is to be politely declined and reported to your line manager. Please refer to the Standing Operating Procedure ([SOP D22.8 Parcel Collect](#))

For any **Global Express parcels**, customers have been advised to attach documentation in a document enclosed sheet to the parcel. Delivery to ensure the documentation is attached to the parcel.

This mail will connect into the network in exactly the same way as Parcel Collect items do now. The only difference will be when parcels arrive at the mail centre the Parcelforce items will be connected back into the Parcelforce network in the same way as the POL parcels currently do.

If you have any queries about this process, please speak to your line manager.



Resources

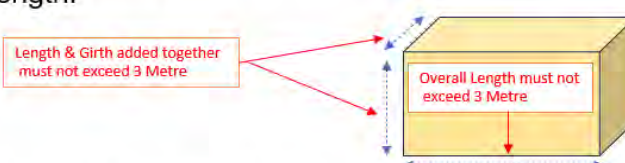
Collector's – 'What if?'

Maximum Weight Limit for collecting PFW parcels

- For sending within the UK a parcel can't exceed 30kg.
- Weight limits vary for international destinations.
- Items should have the weight displayed on the label

Maximum Dimensions for PFW parcels

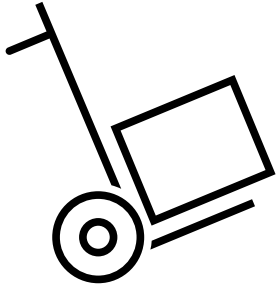
- For standard parcels the size must not exceed 3 metres in length and girth combined and must not exceed 1.5 metres in length.



- Larger parcels up to a maximum of 4 metres in length and girth combined and 2.5 metres in length can be sent via express48large

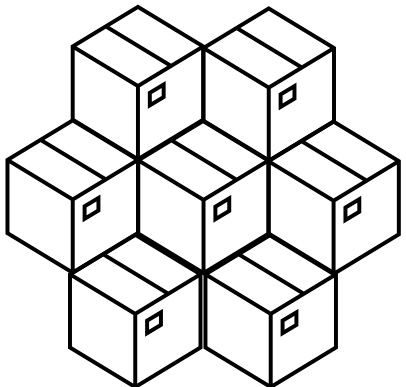


Collector's – 'What if?'



The handling limits for PFW Large items are:

- Length should not exceed **2.5m**
- Combined length and girth should not exceed **4.0m**
- Weight **30kg**



Classified: RMG – Internal

UNABLE TO LOAD A PARCEL?

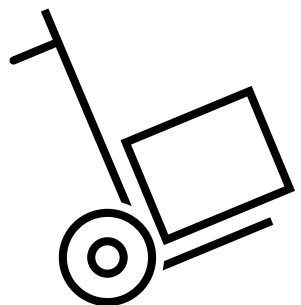
1. Can the **Customer** provide support lifting the item?
2. **Inform your manager** – If you are unable to collect the item first time, your manager may be able to arrange a later collection or request support from Parcel Force.
3. If the item has insufficient packaging, or the size/weight exceeds the handling limits described in this document, the collection should be refused.

BULKED OUT?

- Inform your manager
- Prioritise based on the list below unless advised otherwise by your manager



Manager's 'What if?'



[Sack Trolley
Order Form](#)

DRIVER UNABLE TO LOAD A PARCEL

Solutions:

- Investigate to see if an extra collection can be made to collect the item. This is likely to require a sack trolley or two people to attend
- If this cannot happen, as a last resort, the manager will contact local Parcel Force Depot to arrange a collection.
- If the item is a PFW or Tracked 24, it should follow the regular bulk out process and be recovered as soon as possible
- If the item is PFW 48 this can be collected the following day and “upgraded” to a 24 by the local PFW Depot. This should be noted to the PFW collection driver at the point of handover
- If the item is excessively heavy, Parcel Force can be contacted for further support as a last resort

Note: Regular reviews will take place for duties bulking out and additional collections or direct services from collections hubs will be considered and introduced where required.

BULKED OUT

Solution: Normal bulk out process should be followed, and the items should be prioritised as per the list below:



Royal Mail

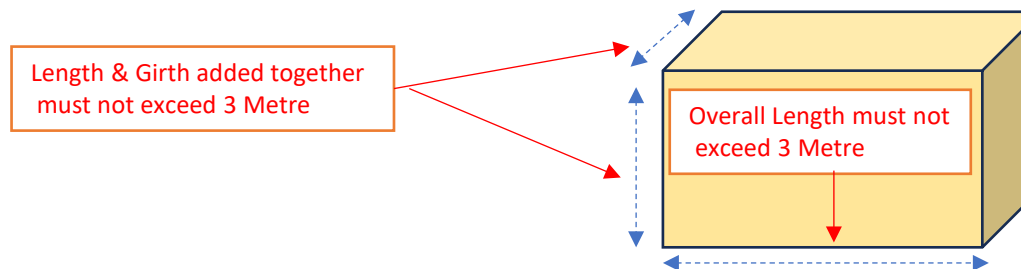
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Royal Mail