

No. 201/25

Thursday 18th September 2025

SISO Overtime Management National Deployment – Joint Statement

Dear Colleagues,

Branches and Members will recall that Scan In/Scan Out (SISO) was introduced in 2022 as a digital solution to replace manual sign-in processes. Likewise, within the BRT&G Agreement (Appendix 5), Royal Mail and CWU agreed to trial using SISO data to streamline payroll, with no auto deduction of contractual pay, allowances, Scheduled Attendance and all overtime paid as verbally agreed.

Since August 2024, trial activity has continued to be piloted in Sheffield South, Sheffield South East, Pudsey and Sheepscar and then subsequently extended pilots across all Delivery Offices in the Leeds and Sheffield OPL areas.

During the trial activity various improvements/technology upgrades to the system had been made throughout the pilots. The business had stated their plan had intensified and they confirmed they had developed a training plan in place from September and likewise a National Deployment plan for its roll out/introduction by the end of October for Delivery only.

Therefore, discussions took place with the business that there was still a real issue within the vast majority of the pilots regarding the planned removal of the P552 and subsequent replacement via a digital format to ensure that all verbally agreed overtime between a COM/Manager and the OPG is paid as per that agreement.

The CWU made it clear that any further National Deployment would need to be subject to a National Joint Statement and would need to ensure that its application is fully in line with the commitments within the BRT&G Agreement and further the correspondence that was exchanged between both parties in August 2024.

As a result of discussions over the last two weeks both parties have finalised the attached National Joint Statement which confirms the following key principles are agreed and will be adhered to as part of National Deployment.

- The system aligns with BRT&G principles in that ‘all verbally agreed overtime will be paid as agreed between the manager and OPG’. Likewise, it is agreed that there will be no auto deduction of any contractual pay and allowances.
- Employees will access a new “Delivery Variable Hours” tile via the People/Robin App which will show all approved overtime and scheduled attendance for pay within 24 hours, as per the verbal agreement, ensuring employees can challenge any errors and get paid correctly.
- Given that we have been able to demonstrate the business has not fully met the digital replacement, the P552 will remain in place for all Delivery Offices and will now be reviewed in January 2026.

- Reconfirmed the importance of Weekly Resourcing Meetings and that local reps will have the ability to help future planning of the SISO attendance planning and/or ensuring any issues are resolved and/or escalated to the National JWG if needed, which includes any individual employee concerns over the payment of O/T and S/A not being in line with the verbal agreement, which will form part of the January 2026 review.
- Confirmation the review will consider any implications that may flow from Section 6 of the Rebuilding Royal Mail Agreement and equalisation of new entrants' Terms and Conditions.
- A jointly agreed FAQ document which answers the key questions that have been raised throughout the pilot activity and will be updated during National Deployment. Likewise also attached is the WTLL brief the business will issue.
- Clarification that any extension of SISO overtime functionality to other functions will be subject to separate discussions.
- All OPGs that undertake work within Bookroom/Admin roles will be subjected to a full training programme, which will be cascaded to all CWU Representatives.

Throughout pilot activity one of the key successes with the SISO overtime management system has been the introduction of our members having greater visibility to view all approved O/T and S/A, which then ensures members are paid correctly and on time.

In addition, the safeguards in place around the verbal agreement being adhered to at all times, the continuation of the P552 remaining in offices and the ability for any breaches of verbal agreements not being honoured to be escalated to the National JWG or the signatories, alongside the wider January 2026 review, will provide the ability for members to ensure they can raise matters to their Local/Area Reps where there are issues or breaches to what has been agreed.

Any enquiries to the content of this LTB should be directed to the Outdoor Department email address: pharacz@cwu.org and lpietrzykowska@cwu.org.

Yours sincerely,

Tony Bouch
Assistant Secretary



Joint Statement – Scan In / Scan Out (SISO) – Overtime Management in Delivery

Introduction

Scan In/Scan Out (SISO) was introduced in 2022 as a digital solution to replace manual sign-in processes. Within the BRT&G Agreement (Appendix 5), Royal Mail and CWU agreed to trial using SISO data to streamline payroll, with no auto deduction of contractual pay, allowances, Scheduled Attendance and all overtime paid as verbally agreed.

In June 2024, a pilot began in four Delivery Offices (Sheffield South, Sheffield South East, Pudsey & Sheepscar) to streamline the pay process for Overtime (OT) and Scheduled Attendance (SA) as part of Royal Mail's digital transformation journey, by removing the need for manual P552 forms. Key principles included:

- All overtime paid per existing agreements.
- All verbally agreed overtime paid as per agreement between the manager and the OPG.
- Accurate, timely pay for authorised hours and minimise risk of errors/delays to payment.
- Improved visibility of hours used to clear workload for Weekly Resource Meetings.
- P552s were retained during trial, with a possible digital replacement in development.

The pilot expanded to Leeds and Sheffield OPL areas to test system improvements and technology upgrades against a wider population and ensure the system was fit for purpose prior to National Deployment across all Delivery Offices.

National Deployment in Delivery

Both parties have agreed to deploy SISO Attendance Schedule overtime functionality nationally across all Delivery Offices, replacing manual PSP input. The system aligns with BRT&G principles in that 'all verbally agreed overtime will be paid as agreed between the manager and OPG'. Likewise, it is further agreed that there will be no auto deduction of contractual pay and allowances.

Employees will access a new "Delivery Variable Hours" tile via the People App/Robin which will show all approved overtime and scheduled attendance for pay, as per the verbal agreement.

This will give employees visibility that their additional hours have been approved prior to payroll cut off. Therefore, the new digital system will ensure any issues can be addressed in a timely manner before payroll cut off, which will reduce belated payments.

Both parties have acknowledged that the feedback from pilot sites on the removal of the P552s is mixed, and further evaluation is needed. The P552 will remain in place and will jointly be reviewed in January 2026.

Timescales

- By 19 Sept: RM users trained
- w/c 22 Sept: OT scheduling begins
- w/c 29 Sept: Dual system use starts
- 29 Oct: Pay Link Go-Live (new system pays OT)
- 31 Oct: Variable Hours Tile (People App) Go-Live – employees able to view all approved O/T & S/A

Weekly Resource Meetings

Both parties agree that Weekly Resourcing Meetings (WRMs) must be held regularly in all Delivery units. Where no CWU Unit Rep is in place, the ADR will confirm a nominated CWU Rep with the OPL.

Meeting outputs should be jointly shared, ensuring every unit member has clear, timely visibility of the weekly resourcing plan, which should be reflected in the SISO Attendance Schedule.

Any issues arising post-deployment should be resolved in the WRMs to improve future planning. Where there are repeated cases of unpaid verbally agreed overtime, these should be escalated to the National Joint Working Group for resolution. In addition, employees should try to resolve this by discussing it with their line manager. If this does not resolve the issue, then they should use the Raising Concerns process. This process will be reviewed in January 2026.

Review

Both parties are committed to jointly reviewing the above principles on a monthly basis.

A final decision on the removal/replacement of the P552 will be made following the January 2026 review when there is sufficient feedback to make an informed decision. We will also consider any implications that may flow from Section 6 of the Rebuilding Royal Mail agreement and equalisation of new entrants Terms and Conditions.

Any extension of SISO overtime functionality to other functions, will be subject to separate discussions.

Any questions of interpretation, implementation, or application of this statement will be referred to the national signatories for resolution.



.....
Tony Bouch
Assistant Secretary
CWU

September 2025



.....
Shaun England
Operations Programme Director
Royal Mail

Title: Streamlining the Pay Process for Overtime and Scheduled Attendance

Date: September 2025

Audience: Delivery Employees

Summary

- As part of the **Business Recovery Transformation and Growth Agreement (BRTGA)**, Royal Mail and CWU agreed a trial to streamline the pay process for Overtime (OT) and Scheduled Attendance (SA).
- The trial was successful, and we have since deployed this across 2 OPL Areas in the Yorkshire Region.
- We are now going to deploy this system across all Delivery Units.
- The new digital system allows Managers to plan, review, and pay overtime and scheduled attendance in one place. Streamlining this process will help ensure you get paid correctly for any Overtime or Scheduled Attendance (OT/SA) you work.
- A new tile on the People App called "Delivery Variable Hours" will be launched. This will show you, your Overtime and SA as soon as the Manager approves it. This will enable you to raise and resolve any queries with your Manager prior to Payroll being run.

Why is this important?

- We want to ensure you get paid accurately and on time for the additional time you work. Removing multiple manual processes achieves this.
- Streamlining the pay process for OT and SA will also provide an improved view of the hours used to clear workload and will help inform discussions at Weekly Resource Meetings.

What action do we need to take?

During the initial phase -

- Please continue to Scan In and Out every day.
- Continue to complete the P552 Manual Process. Managers will continue to process the payments from the P552 for the duration of the initial phase.
- The continued use of the P552 to record overtime will be jointly reviewed in January 2026.
- If your OT/SA hours are directly before or after your contracted hours, then please perform a Start and a Finish Scan for the combined attendance.
- If there is a gap between your contracted hours and your OT/SA, then please perform a Start and a Finish Scan for each attendance.
- As per the **BRTGA**, all verbally agreed Overtime will be paid as agreed between you and your manager.

Discussion

Q. How do I access the People App so I can see what Overtime/Scheduled Attendance has been approved for payment by my Manager?

A. If you don't already have a People App account, please visit your usual App store and search for "WorkVivo" to download the Robin app to your device to get registered.

Q. I don't have a Smartphone. How can I access the People App?

A. You can also access the Robin App desktop version via a PC if you do not have a smart phone or tablet by visiting www.myroyalmail.com/robin. Once logged into Robin, go to the People App option and select the Delivery Variable Hours tile.

Q: Will this change affect my contracted hours pay?

A: No

Q: I have a question that isn't on the Frequently Asked Questions. Who can I ask?

A: Please speak to your Manager who will contact the deployment manager to gain a response.

Streamlining the Pay Process in Delivery

Frequently Asked Questions (FAQ's)



Intended Audience: Employees working in Delivery Units

Autumn 2025

Overview

This document seeks to provide answers to FAQs relating to the use of SISO technology to Streamline the Pay Process for Overtime and Scheduled Attendance.

SISO – Overtime Management in Deliveries

Q. What is Streamlining of Pay Process?

A. The process streamlines the variable pay process by simplifying through digitisation, the back-office activity involved in Variable pay administration. As part of the Business Recovery, Transformation and Growth Agreement, the system has been tested through a joint trial at several local offices, with support from our CWU and Unite CMA colleagues.

Q. What is changing?

A. We are introducing a new process, which Managers will use to schedule, review, and pay additional hours. This will reduce the amount of time, and number of systems we need to access and complete, to ensure you get paid correctly for any Overtime or Scheduled Attendance (OT/SA) you work.

The system sends the approved time to Payroll as soon as your manager approves it.

Q. How will the change benefit me?

A. You will see improvements in the timeliness and accuracy of your pay.

We will be launching a new Delivery Variable Hours Tile in the People App which will show you the Overtime as soon as it has been approved by your Manager, so you will be able to raise any queries and resolve these prior to payroll being run.

Q. What do I need to do differently?

A. Please continue to scan as you start and finish your working day and for a short period continue to complete the P552 if you have agreed to work OT/SA. We will remove the need for you to complete the P552 process shortly after deployment.

Q. How do I access the People App?

A. If you don't already have a People App account, please visit your usual App store and search for "WorkVivo" to download the Robin app to your device to get registered.

A. You can also access the Robin App desktop version via a PC if you do not have a smart phone or tablet by visiting www.myroyalmail.com/robin. Once logged into Robin, go to the People App option and select the Delivery Variable Hours tile.

Q. What else will the Variable Hours tile on the People App show?

A. You will be able to see the previous 13 weeks data, again giving you greater visibility in case you have a pay query. The data will flow into the People App as soon as the Manager approves it.

Q. I don't have access to the People App, so how will I know what I will be paid on Overtime/Scheduled Attendance?

A. Please speak to your Manager who will be able to provide this information.

Q. How often will time be approved and what does this mean to how I am paid?

A. Your overtime will usually be approved within 24hrs, ensuring that the time worked flows through to the People App and Payroll, ensuring you will be paid on time, whether you are weekly or monthly paid.

Q. Will this process affect my Contractual pay?

A. No. The system only processes Overtime and SA hours.

Q. Does the system automate the payment decision?

A. No, your manager will approve your Overtime / SA for payment as they do now. The only change is that this is done on a Digital Timesheet rather than a paper based one.

Q. If I verbally agree Overtime on the day, my manager writes the Overtime on the P552. How will this work in the future?

A. The Manager will be able to add the agreed time to the system and you will be able to see the Overtime in the People App as soon as it is approved for payment. It is important to note that all verbally agreed Overtime will be paid as agreed between you and your manager.

Q. What if I think I will need to work past my agreed finish time?

A. The existing processes remain. If you believe that you will incur additional time, then please discuss, and agree this with your manager prior to commencement.

Q. What do I do if I have an issue about the verbal agreement I had, and the time approved or paid by my manager?

A. Initially, you should try to resolve this by discussing it with your manager. If this does not resolve the issue, then please use the Raising Concerns process.

Q. I work from 07:00-14:30 and regularly perform Overtime between 14:30-15:30. Do I have to do a Start & Finish scan for my duty and another set of scans for my Overtime?

A. No, please perform a Start scan at 07:00 and a Finish Scan at 15:30.

Q. I work from 07:00-14:30 and return to do Overtime from 16:00-18:00. When should I scan?

A. If there is an unpaid break between your attendances then please perform a Start and Finish Scan for each attendance. This will ensure we only capture the collective hours worked.

Q. What happens if I forget to Scan In and Scan Out for my Overtime/Scheduled Attendance?

A. In cases when you forget, your manager will have a conversation with you to understand why and resolve any issues. Your manager will still be able to pay the overtime / SA.

Q. If I work in another Unit, do I need to Scan?

A. Yes. You should follow the same process to ensure you are paid for the time worked.

Q. If I come into the Unit early but do not scan until I start work, what happens if there is a fire alarm?

A. The Person In Control and Fire Wardens are responsible for checking the building and reporting this status to the Fire Service.

Q. My office operates an aggregate system to ensure the fair allocation of overtime. How will the bookroom and Manager know the levels of overtime per person if you remove P552s?

A. The P552 will remain in all units and as part of the January 2026 review any revised process will allow the units to continue to use the aggregate system.

Q. I take an element of my paid meal relief at the end of my working day. How does the system deal with this?

A. Your Manager can tell the system that this is the case, and it will reflect this to ensure you get paid correctly for any agreed overtime.

Q. I work overtime on top of my daily contract hours that entitles me to an additional 10 minutes of paid meal relief. I currently add this onto my finish time on the P552. How will the system know that I should get paid extra?

A. As the system is unable to tell whether you took or didn't take the additional paid break you would need to speak to your manager and agree that the additional time is paid.

Q. I do not get paid for meal reliefs. How does the system account for additional time worked?

A. You and your Manager would need to discuss whether you took any meal relief. This will enable them to enter the correct overtime into the system. (Note: The minimum legal entitlement must be taken and planned for, with meal reliefs normally being taken as scheduled. In the case of a split meal relief where part is at the end of an attendance, the above Q&A applies.)

Q. What do I do if I have any concerns with this Streamlining of Pay Process?

A. In the first instance they should be raised with your COM, and you can also seek assistance from your CWU Rep.

Q. How can I ask another question or feedback on this change?

A. You can speak to your manager, or a member of the Project Team.
