

No. 237/25

31st October 2025

For the Immediate Attention of All:

Postal Branches
Divisional Representatives
Parcelforce Regional Organisers
Area Delivery Representatives
Area Distribution Representatives
Area Health & Safety Representatives

Dear Colleagues,

Telemetry Deployment Principles

During 2023 Royal Mail initially engaged with the CWU on discussions around replacement of the various Telemetry systems in use across the business (Trimble, Microlise and Isotrak) as all were approaching end of life. The proposal was to trial a new telemetry system, which included forward-facing cameras. Although Terms of Reference (TOR) discussions began, given the prevailing attitude in Royal Mail at that time in the aftermath of the dispute the business refused to agree a TOR and proceeded with the trial independently.

The Telemetry trial took place in Swindon across a variety of vehicles, the trial included the installation of forward and rear-facing cameras, along with audible in-cab prompts to warn drivers of hazards. During the trial the data showed 70% of drivers improved their driving and RTC's decreased from 20 to 2 year on year.

Based on this activity the business went out to tender to the market for a Telemetry System with Forward Facing Cameras, CameraMatics has now been chosen as the supplier of the new technology, and activity to roll out the new system will commence in November 2025. The business estimate it will take them up to 2 years to completely fit this technology to all Royal Mail Group vehicles, including Parcelforce. Every office will be notified of when the Telemetry will be fitted and training will be given to all drivers.

An initial meeting took place with the business on this activity and attached for your information is an agreed letter from the business covering the fitting and deployment of the new CameraMatics technology. As has become the norm in recent times the contents of the letter from Nick Dunn, National Distribution and Fleet Director has been the subject of discussions and agreement and effectively documents the agreed way forward that will support joint activity on the new telemetry equipment.

The new CameraMatics telemetry solution will replace all current telemetry systems, however as the process of fitting the new technology will take 2 years to complete, it has been confirmed with the business all current agreements relating to Telemetry and Forward-Facing Cameras will continue to apply to both remaining existing telemetry equipment, where still in use and importantly the principles and safeguards will fully apply to the new system. Discussions will commence within 6 months of the deployment completion to reach a revised overarching agreement covering the new technology which will apply to all business units

The business has also confirmed that the introduction of the new system is without prejudice to the ongoing national discussions in relation to the appropriate use of data in setting KPI's within My Performance in Delivery or any other function/business unit in the future.

The new telemetry system will support drivers with real-time alerts and insights that help reduce daily driving risks. In the event of an incident, it provides valuable evidence with the provision of forward and rear facing cameras. The system has a range of smart features to enhance safety and driver awareness, including:

Real-time driver support with Audible voice prompts for:

- Forward collision alerts
- Pedestrian collision warnings
- Tailgating alerts

Camera support:

- Forward and rear-facing cameras
- Rear visibility via a high-definition monitor or integration with the vehicle's existing screen
- A Driver Event button to record immediate risks identified by the driver

Royal Mail have committed to full engagement with the CWU on the deployment and development of the use of the revised Telemetry equipment and to this end a Telemetry Joint Working group will be formed to ensure we are fully involved in all aspects of this deployment. This JWG will meet regularly to discuss all aspects of the planned migration including the calibration of in vehicle prompts, parameters for pushing data to managers and to share user feedback, etc

Where new vehicles are entering the operation, they will come fitted with the new technology, the business have confirmed this technology will not be switched on until 17th November and drivers will be trained on its use before it can be utilised.

Attached for the information of Branches and Representatives are the letter from Nick Dunn, outlining the agreed way forward and the WTLL Royal Mail intend to roll out. We will re-circulate the relevant existing agreements (Trimble, Microlise, Isotrak and Forward Facing Camera) separately along with the initial site by site deployment plan once this is confirmed.

Any enquiries in relation to this LTB should be addressed to:

Parcelforce/Distribution: Davie Robertson, Assistant Secretary, email: jrodrigues@cwu.org; quoting reference LTB 237/25.

Deliveries/Collections: Tony Bouch, Assistant Secretary, email: pharacz@cwu.org; quoting reference LTB 237/25

Fleet: Bobby Weatherall, A/Assistant Secretary, email hMaughan@cwu.org quoting reference LTB 237/25

Yours sincerely,

Davie Robertson
Assistant Secretary

Tony Bouch
Assistant Secretary

Bobby Weatherall
A/Assistant Secretary



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Subject – Telemetry Deployment Principles

9th September 2025

Dear Davie, Tony & Bobby,

Thanks for taking the time to discuss our plans to deploy a new telemetry system in Royal Mail Group's Fleet. Following our meeting on 28th August, I wanted to confirm the principles we have agreed for the deployment.

New Telemetry Deployment

The new telemetry system modernises and enhances current telemetry in addition to bringing front and rear facing cameras to all our fleet. This is to ensure the safety of our drivers, allow us to defend insurance claims and to ensure we have robust information to coach drivers. Initial deployment will commence in September 2025 and is scheduled to take two years. This includes retro fitting to 30,000 vehicles in the existing fleet. New vehicles will have the new telemetry system pre-installed.

Royal Mail Fleet and CWU appreciate the need to balance both the opportunity and concerns that improved telemetry brings. Both parties agree to the following deployment principles.

CWU Involvement

The CWU will have full involvement at all levels to understand the full benefits of telemetry. To ensure the CWU is fully involved in all aspects of the deployment both parties have agreed a Telemetry Joint Working Group (TJWG) will be established consisting of CWU PE members, the Fleet Project Team, a representative from the Road Safety Team, and IR. This group will meet weekly with the objective of discussing the calibration of in vehicle prompts, parameters for pushing data to managers and to share user feedback.

The Fleet SLT will meet periodically with CWU National Officers to mutually share information and feedback on the deployment, and to respond to any matters escalated from the Telemetry Joint Working Group.



Data

The new telemetry system provides enhanced data capture. Royal Mail Fleet and CWU confirm that current agreements and terms of reference relating to data use will be adhered to throughout deployment. Nothing in these principles is intended to influence the CWU being consulted in relation to any enhanced data not currently available in My Performance and any resulting KPIs.

Consolidation of Telemetry Agreements

Royal Mail Fleet and CWU confirm that in the six months before the deployment end date, a consultation will begin to agree principles for the use of telemetry that consolidate and supersede all previous telemetry agreements. Until those discussions conclude in a new overarching agreement, all current agreements relating to Telemetry and Forward-Facing Cameras will continue to apply to the new technology unless, through further consultation to seek agreement with the CWU, an addendum is required in relation to the functionally and use of the new telemetry.

Review

The above principles will be subject to joint review regularly (at a minimum quarterly) through the two-year deployment period.

Thanks again for your support in determining these principles.

A handwritten signature in black ink, appearing to read "Nick Dunn", written over a horizontal line.

Nick Dunn

National Distribution and Fleet Director

Title: Introduction of new telematics to our fleet
Date: October 2025
Audience: All operational driving colleagues

Introduction

Being able to support our drivers with the latest technology and the data it provides is critical to ensuring we are as safe and efficient as we possibly can be.

I am therefore pleased to let you know that, in consultation with both our trade unions, we're upgrading our fleet's telematics to a new market leading system from CameraMatics. Our current platforms, Trimble, Microlise and Isotrak, have served us well for over a decade, but with technology evolving rapidly, it's time to move forward and invest in a new platform.

Where have we trialled the new telematics?

In December 2024, we launched a trial of new telematics functionality across small vans and trucks in Swindon. The trial included the installation of forward and rear-facing cameras, along with audible in-cab prompts to warn drivers of hazards. During the trial:

- 70% of drivers improved their driving
- Year on year road traffic collisions (RTCs) in the same period decreased from 20 to 2 RTCs

With around 10,000 RTCs last year across Royal Mail and Parcelforce, this demonstrates the importance of introducing this new technology.

What are the features of the new telematics?

The new telematics system will support drivers with real-time alerts and insights that help reduce daily driving risks. In the event of an incident, it provides valuable evidence with the provision of forward and rear facing cameras, protecting both our drivers and our business. The system has a range of smart features to enhance safety and driver awareness, including:

- **Real-time driver support:**
 - Audible voice prompts for:
 - Forward collision alerts
 - Pedestrian collision warnings
 - Tailgating alerts



- **Camera support**

- Forward and rear-facing cameras
- Rear visibility via a high-definition monitor or integration with the vehicle's existing screen
- A **Driver Event** button to record immediate risks identified by the driver

These camera features allow us to quickly and accurately investigate RTCs, helping to detect and deter fraudulent claims, discourage vehicle theft and reduce vandalism.

What are the benefits?

- Keeping our people safe
- Reduction in RTCs
- Quicker RTC reporting to our Accident Management team to help deal with claims more efficiently
- Provides vehicle usage data that enables our fleet to be as efficient as possible
- Optimising use of electric vehicle batteries as we move towards decarbonising our fleet
- Notifies a range of vehicle faults automatically to managers and vehicle workshops

The roll out plan and driver training

Starting with our electric van fleet, a structured rollout plan is in place. All our fleet (under 9 years old) including Parcelforce and Relay will have the system installed over the next two years.

Each office will be advised when installations will take place, and training will be provided to all drivers to ensure smooth adoption.

Driver safety and support are at the heart of this upgrade.

Together, we're building a safer, smarter driving experience for our colleagues.

