

No: 178/26

19th June 2026

For the Immediate Attention of All:

**Postal Branches with Parcelforce Members
Parcelforce Regional Organisers
Parcelforce Representatives**

Dear Colleagues

Joint Statement - Agreed National Guidelines for the Deployment of PDA Outdoor Actuals in Parcelforce

Attached for the information of Branches, Parcelforce Representatives and members is a Joint Statement with Parcelforce covering the Agreed Guidelines for the deployment of PDA Outdoor Actuals in Parcelforce.

Parcelforce have been migrating onto Royal Mail IT systems as part of the Building the Future Program which commenced in 2025. As a result of this activity Parcelforce have lost access to previously bespoke PFW systems, which now includes the Parcelforce Route Analytics (PRA) information system.

PRA had been agreed in Parcelforce in March 2021 as one of the Technology Flightpath initiatives emanating from the Pathway to Change National agreement. Effectively this technology gave similar visibility and was built on the same platform as PDA Outdoor Actuals which is currently used within Royal Mail Delivery.

Given the removal of PRA, discussions have been ongoing with Parcelforce, on the potential use of the PDA Outdoor Actuals system, which through the continued integration of technology Parcelforce now have access to. Like PRA the PDA data provides geospatial information to enable a visual debrief to take place once a route has been completed. This data aids the business in ensuring the quality of route structures, whilst also supporting compliance. It is also envisaged in the long term this data will also support generic analysis for the Industrial Engineers for route improvement activity.

The Joint Statement includes the normal safeguards surrounding access and use of data. These include:

"In this spirit both parties agree that the whole approach to this activity should be a positive experience for the individual and an opportunity to identify development areas. Full support will be provided through positive coaching and encouragement to improve.

The technology is intended primarily as a coaching and feedback tool and will not be used to track or monitor individual performance in real time. It is recognised that the technology may increase levels of

individual visibility, and it is agreed that it is not being deployed as a disciplinary tool or to enhance the ability of managers to take disciplinary action.

The deployment of this new technology upgrade will be in line with the established principles defined in the 2011 “The Use of Intermec CN3 Scanners” agreement and the RM PDA Outdoor Actuals agreements.”

Alongside these safeguards the department has ensured joint training will take place on the new process, these sessions will be agreed and shared locally.

Any enquiries in relation to this LTB should be addressed to Davie Robertson, Assistant Secretary, email: jrodrigues@cwu.org or jmansell@cwu.org quoting reference LTB 178/26.

Davie Robertson
Assistant Secretary

Joint Statement between
Parcelforce Worldwide and the Communication Workers Union:
Agreed National Guidelines for the Deployment of PDA Outdoor Actuals in
Parcelforce

When the Loqus routing technology replaced Route Excellence, Parcelforce lost access to the Parcelforce Route Analytics (PRA) information system, which has limited the effectiveness of the debriefing process. PRA technology was built on the same platform as PDA Outdoor Actuals, which is utilised in the RM delivery function.

Following activity to make PDA Outdoor Actuals fully functional for the PFW delivery operation, the business now has full access to the PDA Outdoor Actuals system. As a reminder this technology provides geospatial information to enable a visual debrief to take place once a route has been completed. This allows the business to use the data produced to significantly improve the quality of route structures and supports compliance with our delivery processes using tried and tested technology.

PDA Outdoor Actuals forms part of a peer-to-peer, qualitative debrief to check for address recognition and sequencing anomalies as part of the route structures, as well as to confirm the status and location of all parcels that were dispatched on that route. This supports joint aspirations for Parcelforce drivers to deliver the most professional customer experience possible.

The Outdoor Actuals app has already been downloaded to the PDAs ready to be activated, and will be available to debriefers and managers following completion of the mandatory e-learning training module.

PFW drivers do not need to do anything different, as PDA Outdoor Actuals will just sit running as an application on the PDAs in the background.

Both parties agree that all individuals have a right to privacy at work and it is accepted that there is a mutual obligation of confidence and trust applied to every contract of employment and that all parties should act in a way so as not to break that relationship.

In this spirit both parties agree that the whole approach to this activity should be a positive experience for the individual and an opportunity to identify development areas. Full support will be provided through positive coaching and encouragement to improve.

The technology is intended primarily as a coaching and feedback tool and will not be used to track or monitor individual performance in real time. It is recognised that the technology may increase levels of individual visibility, and it is agreed that it is not being deployed as a disciplinary tool or to enhance the ability of managers to take disciplinary action.

The deployment of this new technology upgrade will be in line with the established principles defined in the 2011 "The Use of Intermec CN3 Scanners" agreement and the RM PDA Outdoor Actuals agreements.

The data will be captured automatically across all routes and made systemically available, via the debrief console, for the daily route debrief to take place. This data will remain confidential with direct access limited to the de-briefer, the driver and the local management team.

Individual data will not be published or displayed anywhere outside the console. The data captured via Outdoor Actuals and the visualisation in the debrief module will provide quality

driver input into anomalies in route construction leading to much improved future route quality.

Long term, generic analysis will also support the Industrial Engineer's in route improvement activity, however, Outdoor Actuals data will not be used to automatically update planning values (PVs).

Deployment of PDA Outdoor Actuals will continue to be monitored by the National Joint Working Group. The Working Group have agreed a joint a launch session for managers and CWU Reps with access to follow up individual training to ensure there is a full mutual understanding of the capabilities and the use of the system. The aim is to deploy the training concurrently with the roll out of the technology.

Any questions of interpretation, implementation or application of this agreement shall be referred to the signatories of the agreement at the respective headquarters for resolution.



Rob Fowler
Managing and Operations Director
Parcelforce Worldwide



Davie Robertson
Assistant Secretary
CWU

17th June 2026