

Letter to Branches

For instant updates: <http://www.cwu.org> email: info@cwu.org
150 The Broadway, Wimbledon, London, SW19 1RX Tel: 020 8971 7200 Fax: 020 8971 7300
General Secretary: Billy Hayes (www.billyhayes.co.uk)

No. 529

Ref 102

Date: 11th November 2004

**TO ALL BRANCHES WITH PARCELFORCE MEMBERS
PARCELFORCE REGIONAL ORGANISERS**

Dear Colleague

PARCELFORCE WORLDWIDE WORKWEAR AGREEMENT

Please find attached the Parcelforce Workwear Agreement, which forms an Annex to the recent Parcelforce Depot Blueprint & Pay Agreement 2004 and was ratified by the Postal Executive at its November meeting.

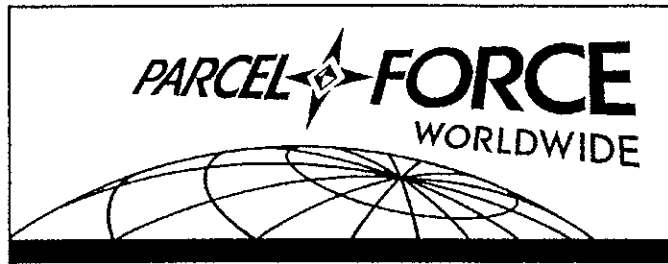
Any enquiries regarding this matter should be addressed to Terry Pullinger, Assistant Secretary, CWU Headquarters, 150 The Broadway, Wimbledon, London SW19 1RX quoting the reference 102.

Yours sincerely



**TERRY PULLINGER
ASSISTANT SECRETARY**

**COMMUNICATION WORKERS UNION
URGENT INFORMATION FOR 1 MEMBERS**



WORKWEAR POLICY AND DRESS STANDARDS

AGREEMENT BETWEEN PARCELFORCE WORLDWIDE
&
COMMUNICATION WORKERS UNION

“DATE” 2004

COMMUNICATION WORKERS UNION
URGENT INFORMATION FOR 1 MEMBERS

1. INTRODUCTION

This agreement between Parcelforce Worldwide and the Communication Workers Union recognises that the wearing of uniform is fundamental to both the image that we portray to our customers and having the appropriate workwear for all colleagues that supports both comfort and equality.

Against this backdrop, Parcelforce Worldwide has a business objective to provide workwear for Customer Service Provider (CSP) and Hub Operative (HO) grades and, for the CWU's part, members have a commitment to wear it. This joint agreement will deliver the standards as outlined, whilst being consistent with the values of respect for each other and maintaining consistent expectations in terms of:

- The Parcelforce Worldwide image
- Anticipating and meeting customer requirements.
- Appropriate to the business working practices that meet Health and Safety requirements.
- Providing the right tools for the job.

Both Parcelforce Worldwide and the CWU are jointly committed to communicating the dress standards whilst also ensuring they are maintained.

Employees for their part, have the responsibility to ensure they wear the full uniform whenever they are on duty and to ensure their personal appearance always meets business standards.

The aims of the dress standard are:

- to provide a co-ordinated range of workwear garments from which, as far as possible, staff have freedom of choice;
- to provide colleagues entitled to workwear with access to a computerised catalogue featuring the range of garments available and identifying those appropriate to their job;
- to provide stock size range of garments and special requirement garments where these are needed;
- to ensure that colleagues receive the garments they order within the shortest possible time;
- to provide an order, return and special requirement facility consistent with the mail order approach.
- To ensure the replacement of items on a 1 for 1 basis, as and when required.

COMMUNICATION WORKERS UNION
URGENT INFORMATION FOR 1 MEMBERS

CONTENTS

1. Introduction
 2. New Uniform Standards and Policy
 3. Personal Standard
 4. Dress Code Compliance
 5. How the System Works
 6. Allocation of Garments
 7. Special Requirements
 8. Special /Emergency Orders
 9. Lost / Stolen Workwear Items
 10. Unserviceable Workwear Garments
 11. Review Process
-
- | | |
|------------|--|
| Schedule 1 | Depot Driver – Entitlement |
| Schedule 2 | Indoor Staff (Customer Facing) – Entitlement |
| Schedule 3 | Indoor Staff (Non-Customer Facing) – Entitlement |
| Appendix 1 | Dress Code Non-Compliance (Flowchart) |

COMMUNICATION WORKERS UNION
URGENT INFORMATION FOR 1 MEMBERS

[with full involvement of the Local CWU Representative], either for set corporate wear or smart business dress (no jeans or trainers).

All should be issued and wear hi-visibility tabards whilst in operational areas.

The ID badge must be worn at all times.

3.PERSONAL STANDARDS

In addition to wearing the official Parcelforce Worldwide workwear, colleagues are expected to give consideration to their overall appearance and personal hygiene.

Management will use their common sense with regard to personal appearance and uniform standards and the recommended standards below will allow some freedom of interpretation so where necessary, any issues can be resolved by a sensible conversation with the employee and assisted by the local CWU representative where requested.

KEY REQUIRMENTS

- To wear uniform on duty – it's provided specifically for the job that you do. Make sure you are wearing it when you report for duty.
- **Do Not** wear your uniform off duty, except when travelling to and from work.
- As a courtesy to our colleagues and customers, all Parcelforce Worldwide staff are expected to show high standards of behaviour and to present a smart and clean appearance. Where work clothing is issued, it must be worn in such a way as to present a creditable image to the public, in accordance with business dress codes.
- Staff should never, by act or appearance, bring Parcelforce Worldwide into disrepute.
- Any marks, badges, ribbons, tattoos or ornament (including items used in body-piercing) which are either offensive, indecent, a Health & Safety risk or otherwise incompatible with the standards of the Guide to Dress Standards, must not be displayed on duty or on Parcelforce Worldwide premises or property.
- Security is paramount, always wear the security/name badge on your outermost garment while on duty, and do not cover or deface it.

4.DRESS CODE COMPLIANCE

Parcelforce Worldwide and the CWU will work closely with colleagues to ensure that the dress standards are achieved. Every effort will be made jointly to achieve the standards using the process in appendix 1 before applying the Conduct Code.

5. HOW THE WORKWEAR SYSTEM WORKS

Each employee will complete an order form with the support of the Workwear DRP to obtain the workwear appropriate to his or her job.

COMMUNICATION WORKERS UNION
URGENT INFORMATION FOR 1 MEMBERS

Drivers (including Owner Drivers), Callers Office/ Reception Duties

The workwear entitlement for customer-facing duties is aimed to strike a balance between a smart Business image and practicality for the roles.

These colleagues can select either long or short sleeved shirts or blouses and will be provided with sufficient to wear a clean one, each working day of the week.

The tie is optional.

The shirt collar should be buttoned down. The shirt should be fully buttoned if a tie is worn. If no tie is being worn, then only the top button may be undone. The shirt must be tucked into the trousers.

Black safety shoes or boots [where they are required to meet Health & Safety Standards and risk assessed areas], ID badges and hi-visibility tabards must be worn at all times Shoes should be kept clean and tabards clean and graffiti free.

From 2004 only official issue shorts can be worn as an alternative to workwear trousers in the summer months (1st May to 30th September).

If shorts are worn the colleague must only wear navy or black socks and their safety footwear (no trainers).

The company baseball cap is optional and must only be worn with the peak facing forwards. No other hats (with the exception of turbans and headsquares) can be worn.

Note: With the increased concerns regarding skin cancer, all employees should be made aware of the possible dangers when they are ordering either shorts or short-sleeved shirts. During the summer months employees should be encouraged to use protective cream on exposed skin and to wear the official baseball cap. [The supply of sun cream will be dealt with under the review process]

Indoor Sorters/Loaders, Indoor Admin (Non-Customer Facing Roles)

These colleagues will be entitled to wear polo shirts and will be provided with sufficient to wear a clean one, each working day of the week.

Black safety shoes or boots [where they are required to meet Health & Safety standards and risk assessed areas], ID badges and hi-visibility tabards must be worn at all times. Footwear should be kept clean and tabards clean and graffiti free.

From 2004 only official issue shorts can be worn as an alternative to workwear trousers in the summer months (1st May to September 30th).

If shorts are worn the colleague must only wear navy or black socks and their safety footwear (no trainers).

Computer Room Staff

All CSP grade staff employed for computer room duties since February 2003 are expected to wear the uniform and should be issued with the appropriate indoor entitlement. Existing clerical grade staff can continue to wear their own clothes as a reserved right.

COMMUNICATION WORKERS UNION
URGENT INFORMATION FOR 1 MEMBERS

Replacement Cycle

While clothing items will still have a recommended 2-year life span (3-years for Storm-proof coats), the replacement of items will now be on a 1 for 1 basis, as and when required, to ensure colleagues always maintain a smart business image.

For Health and Safety reasons the protective footwear will still be replaced on an annual basis.

7. SPECIAL REQUIREMENTS

Special requirement garments will be needed when an individual:

- Is outside the size range of a particular garment
- Needs special garments because of cultural/religious reasons
- Needs a garment to be made from a non standard material for medical reasons (eg skin condition) and produces satisfactory medical evidence to support the request.

All such items should be ordered on a separate order form, which should be noted SR in place of the size code and accompanied by a special requirement form detailing the measurements of the employee.

The supplier will arrange manufacture / supply of special requirement garments as and when ordered. Despatch to the employee should be within 42 days of receipt of the order.

The supplier will advise employees who order a special requirement garment the anticipated delivery date.

Note: The following items will not be available as a special requirement:

- Belt
- Clip-on tie
- Base-ball cap

As the lead-in time for outsized garments can be up to 2 months, employees can be asked to purchase similar, suitable and reasonably priced items on the high street to wear until their orders are fulfilled. They should be refunded via petty cash on production of the receipts.

COMMUNICATION WORKERS UNION
URGENT INFORMATION FOR 1 MEMBERS

The completed form should be checked for accuracy and entitlement to the garments ordered before being forwarded to Swindon by fax or Email

The supplier will despatch the garments with a packing note to the employee at their workplace, care of the Workwear DRP.

The employee is responsible for checking that the correct garments have been received and should return any mis-sent, misfitting etc items to their Workwear DRP to return to the supplier.

If a replacement garment is required a fresh order must be completed.

The supplier will invoice each order and invoice the Business Unit through the cross company payment system on a monthly basis.

6. ALLOCATION OF GARMENTS

Identification of the workwear appropriate to the various types of work will be according to the role the colleague performs as follows:-

Drivers

Indoor depot and hub staff in non-customer facing roles

Indoor depot and hub staff in customer facing roles

Depot Shift Managers

Depot Managers and Hub Managers

According to the type of work performed each colleague (irrespective of whether they are on a long-term or short-term contract) will be provided with:

- the appropriate standard entitlement within 5 days of joining Parcelforce Worldwide, and thereafter,
- the appropriate replacement of items, as detailed below.

Summaries of the entitlement for each job type are details in Schedules 1-3.

It is mandatory for all colleagues to order their full range of workwear items and protective footwear, so they always conform to the Business Uniform Standards and Health and Safety requirements and risk assessed areas when on duty.

COMMUNICATION WORKERS UNION
URGENT INFORMATION FOR 1 MEMBERS

Parcelforce Worldwide - New Uniform Allocation

Drivers

<u>Workwear Item</u>	<u>Quantity</u>
Drivers Jacket	0 (withdrawn)
Drivers fleece jacket	2
Trousers (or Skirt)	2
Belt	1
Shirt (LS/SS) Any combination	5 (6 if a regular Saturday worker)
Tie (now optional)	1
Pullover	1
Cap (optional)	1
High visibility tabard (orange and PFW logo only)	1
Storm Proof Coat	1
Safety shoes or boots Safety – now mandatory	1
Shorts (only for summer months and not to be ordered before 1/4/04)	2

Notes

- Polo shirts are not acceptable for drivers; therefore all must be replaced before 1/2/04 deadline.
- If a driver currently has a drivers jacket then this should **not** be subject to an immediate replacement but instead wait until it is replaced on it's normal replacement cycle
- Ties are now optional for driving staff, but if one isn't worn then the shirt must be buttoned up to the top but one button and the collar must be buttoned down.
- The previous reduced uniform allocation for new starters has been abolished. All colleagues are entitled to the same uniform allocation.

COMMUNICATION WORKERS UNION
URGENT INFORMATION FOR 1 MEMBERS

Changes in Workwear Entitlement (including transfer, promotion and on leaving Parcelforce Worldwide

When an colleagues transfers to the same job in another unit he/she should retain their workwear garments and the replacement arrangements will remain unchanged.

If however, a colleague takes over a new duty which has a different workwear entitlement, he/she should order the different / additional garments required to conform to the dress standards of that role. Any workwear items not required for the new role should be withdrawn. The unused items can be retained for reissue. The worn but still serviceable items should be cleaned and held at the depot / unit as an emergency pool stock.

All colleagues who are promoted to a higher grade transfer to clerical work or who leave Parcelforce Worldwide employment must hand in all their workwear.

Management have the responsibility to ensure that workwear is collected from leavers who fail to return it themselves, in order to prevent it's use in any illegal activity either against Royal Mail Group, other companies or the general public. Therefore any unserviceable returned items should have all branding removed before them prior to disposal.

9. Lost / Stolen Workwear Items

Lost or stolen items will be replaced, but an enquiry into the circumstances will be conducted.

10. Unserviceable Workwear Garments

With the change to 1 for 1 replacement garments which become worn or otherwise unserviceable before the anticipated life span expires can be replaced without question

11. Review Process

Parcelforce Worldwide will continue to involve the CWU at National level in the application of this agreement and the development of the uniform range. This agreement will be jointly reviewed six months from the date of implementation.

.....
Parcelforce worldwide

.....
CWU

**COMMUNICATION WORKERS UNION
URGENT INFORMATION FOR 1 MEMBERS**

Parcelforce Worldwide – New Uniform Allocation

Indoor staff (non-customer facing)

<u>Workwear Item</u>	<u>Quantity</u>
Trousers (or Skirt)	2
Belt	1
Shirt (LS/SS) for indoor Polo Shirt for sorters	5 (6 if a regular Saturday worker)
Pullover (any style)	2
High visibility tabard (orange and PFW logo only)	1
Storm Proof Coat (if required for duty)	1
Safety shoes or boots Safety – now mandatory	1

Notes

- If a sorter currently has short or long sleeve formal style shirts then this should **not** be subject to an immediate replacement but instead wait until they are replaced on their normal replacement cycle to polo shirts
- If a sorter currently has dungarees then this should **not** be subject to an immediate replacement but instead wait until they are replaced on their normal replacement cycle to trousers
- The previous reduced uniform allocation for new starters has been abolished. All colleagues are entitled to the same uniform allocation.

COMMUNICATION WORKERS UNION
URGENT INFORMATION FOR 1 MEMBERS

Parcelforce Worldwide - New Uniform Allocation**Indoor staff (customer facing)**

Workwear Item	Quantity
Trousers (or Skirt)	2
Belt	1
Long or Short sleeve Shirt	5 (6 if a regular Saturday worker)
Pullover (any style)	2
High visibility tabard (orange and PFW logo only)	1
Storm Proof Coat (if required for duty)	1
Safety shoes or boots Safety – now mandatory	1

Notes

- Polo shirts are not acceptable for indoor customer facing staff (this will be subject to discussion at the formal review). Until changes are agreed, current local depot standards should apply, remembering that a smart and professional appearance is essential.
- The previous reduced uniform allocation for new starters has been abolished. All colleagues are entitled to the same uniform allocation.

COMMUNICATION WORKERS UNION
URGENT INFORMATION FOR 1 MEMBERS

No

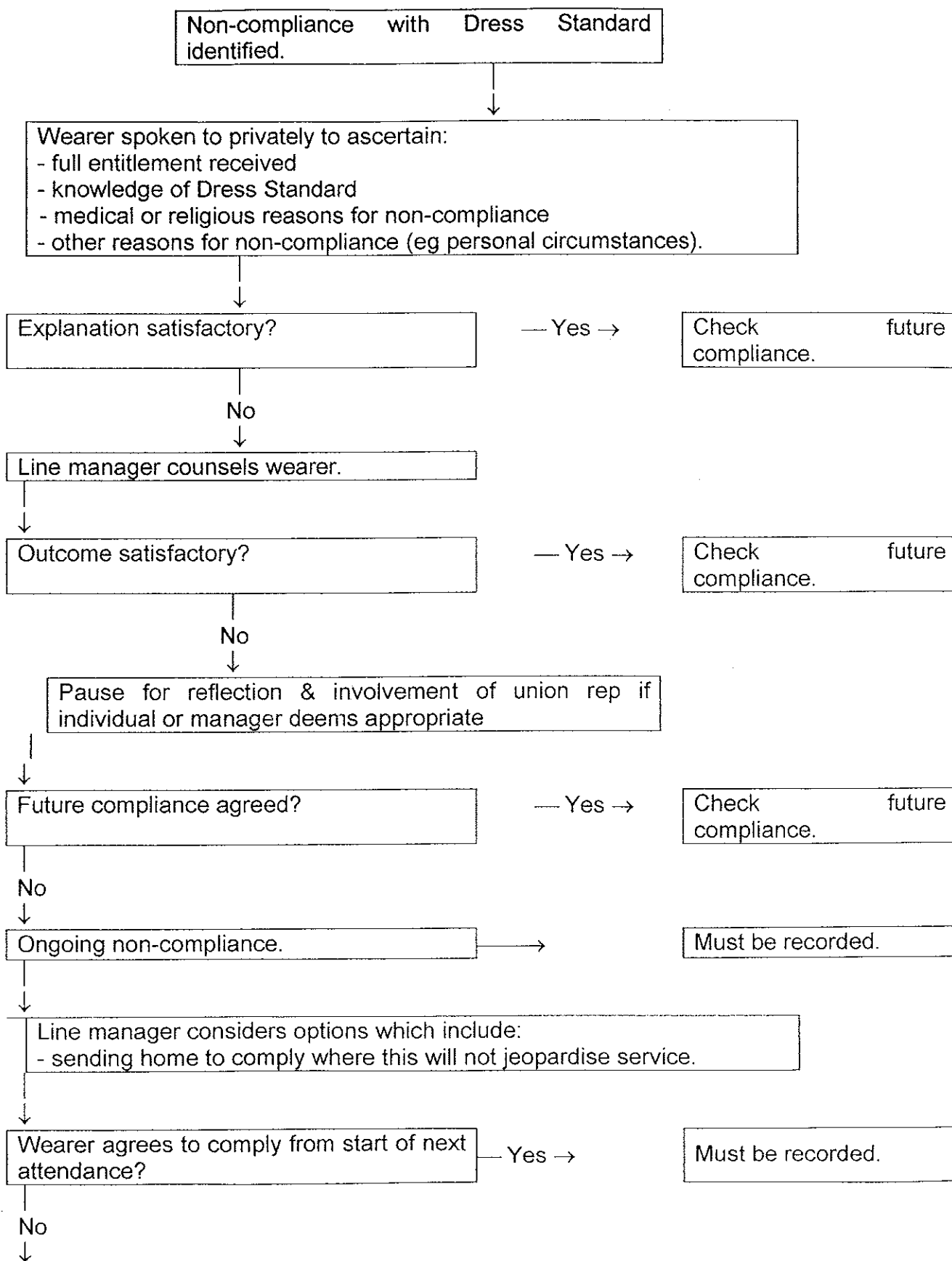


Apply Conduct Code.

NB. Where non-compliance reoccurs, the procedure will be commenced at the appropriate level in the above process.

COMMUNICATION WORKERS UNION
URGENT INFORMATION FOR 1 MEMBERS

Dress Code Non-Compliance (Flow Chart)



COMMUNICATION WORKERS UNION
URGENT INFORMATION FOR 1 MEMBERS