

Phase 3 Clarification Following Successful Completion of the Trials in SDC, SWDC and Woking DC

Introduction

Following on from the National Pay & Modernisation Agreement in October 2007, the trial RDC's have been working on the changes needed in their offices to achieve phase 3 of the Pay and Modernisation agreement.

Throughout the trials all parties exchanged feedback and then carried out a full review in the following weeks. All trial RDC's have improved the efficiency of their units and have improved the level of communication between staff, CWU and shift managers. Following their successful reviews three trials were signed off locally and Royal Mail has been instructed to release the 1.5% pay award and to back date it to 7th April 2008.

The trials were also reviewed at a national level and agreement reached to roll out the required phase 3 changes to the remaining RDC's. It was also agreed that all parties will support the RDC's in rolling out the required changes in time for them to also qualify for the back dating of the 1.5% pay award.

The Agreement

SDC, SWDC and Woking DC's have all successfully introduced Phase 3 of the Pay and Modernisation Agreement and will be paid the 1.5% pay award. The remaining RDC's may now all proceed with the roll out of Phase 3 in order to achieve the 1.5% pay award.

The remaining RDC's will need to have the agreed changes successfully implemented and a workshop is to take place on Thursday 24th July 2008, with local CWU unit reps and National Rep's to explain what has been agreed and the process to deploy TOIL / Reverse TOIL so that they can be signed off.

This meeting will be followed by local joint meetings at the RDC's to roll out the full P&M agreement process.

Trial Approaches and Findings

1. New arrangements to cover for one another and develop sensible options to absorb, and increased workload, where time exists within normal hours.

- Align staff hours to workload in a manner that ensures that only the right amount of hours are used to process the daily workload.
- Employees when required may be asked to carry out other work i.e. mails verification, processing, , mechanical equipment, and administration etc, where appropriately trained and properly equipped and safe to do so.

- During busy periods employees may be asked to support other parts of the operation and undertake work outside their normal duties.

What has worked in the trial sites?

- 4 day weeks.
- TOIL / Reverse TOIL.
- Variation of hours up to 30 minutes.
- Doing other work within your unit.
- Realignment of shift start / finish times.

2. To ensure all paid work hours are utilised

- Every person in the RDC's to be available and working from the beginning to the end of their duty, SA or Overtime period (this to be achieved inline with the spirit of the P&M, Efficiency and Interim Scheme agreements).
- All breaks will be in line with the Way Forward Agreement 2000.

3. To create a working environment where employees, CWU reps and managers feel valued and motivated

Each RDC site should make sure the following are in place;

- Weekly scheduled joint WTLL sessions with appropriate numbers and accommodation and staff participation.
- Joint resourcing meetings inline with the approaches to manpower planning as defined in other agreed RDC documents.
- Regular Strategic Involvement meetings.
- Up to date notice boards with all H&S info, performance info, general unit info, improvement plans etc.
- Encourage up to date HYS survey with 100% completion. Action plans discussed and agreed with the CWU and staff, and future improvements actioned.
- Working groups covering H&S and DRAW with staff participation.
- CWU Reps to support and engage in current and future change by agreement, inline with our joint objectives as defined in current agreements.

- Encourage an adult, respectful and considerate approach for others in regard to the working environment, cleanliness, equipment, paperwork and all the above in preparation for the shift handovers.

What has worked in the trial sites?

Trial units have benefited from greater discussion about the operation of the units. Ideas that have particularly worked

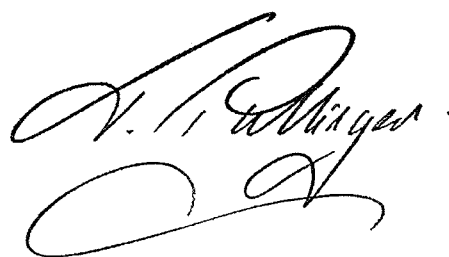
- Involvement in resourcing for future weeks
- Daily feedback on previous performance and requirements for the coming shift
- Daily discussions on staffing changes required
- Preparation of the site for the following shift has reduced shift rivalry and feelings of inconsistent treatment.

In Summary

The managers, CWU and Staff in the trial sites have worked together to find common sense solutions to the challenge of a more efficient units, where people feel valued and motivated.

The remaining RDC's should now engage in local discussions to roll out the changes necessary to achieve phase 3 of the Pay and Modernisation agreement.

This is endorsed by the CWU and Royal Mail Network Processing



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