

Resourcing Through Growth & Change Agreement Between Parcelforce Worldwide and the Communication Workers Union

The 2010 and 2011 reward agreements between Parcelforce Worldwide and the CWU represented both parties primary commitment to develop pragmatic mutual interest solutions to the challenges of market conditions, maintaining the standard of living and job security of employees and managing responsible growth.

Decent jobs for decent people is a key part of that joint strategy and excellent standards of responsible manpower planning and resourcing as we go forward is recognised as a key expression of our ethical approach to growth. Equally both parties believe that these arrangements allow us to reduce to an absolute minimum the use of agency and courier resourcing whilst recognising that we would still need to use this type of resource during periods of genuine emergency and during times of peak volumes such as autumn pressure to protect the brand and professionalism of Parcelforce Worldwide.

Against that backdrop events such as the mixed-resourcing review of our C&D duties, the current admin review, the need to look at our indoor requirements going forward have required us to define a manpower strategy, ever mindful of the continuing need to monitor national traffic volumes in uncertain economic times.

C&D Mixed Resourcing Strategy.

It is agreed that all current temporary contract staff will be made permanent with immediate effect, provided those individuals with less than 6 months service are achieving the performance standards expected of a permanent C&D employee.

Where there are vacancies against either the Directly Employed or Owner Driver elements of the agreed templated duties parallel recruitment will commence with immediate effect, assuming that commercial parcel volumes support the decision. This will subject to local discussions.

In respect of new directly employed recruitment this will initially be on a temporary contract basis to ensure that traffic levels are maintained. However it is agreed that such individuals will be made permanent at the six month point with no further trial period required.

Indoor Resourcing Strategy.

The Indoor function is the next area that we need to review in order to ensure we have efficient arrangements and robust plans for our growth. Therefore at this stage it is agreed that anyone who has been on a temporary contract for six months or more as of 1st September 2011 will be made permanent. Those employed on a temporary contract of less than six months will be made

permanent at the six month stage. Any new recruitment will be on a temporary basis and those individuals will be made permanent without the need for a further trial period at the six month stage. .

Admin Strategy.

Our Admin review is still being carried out so until its conclusion the following will apply.

All current employees on a temporary contract of six months or more as of 1st September 2011 will be made permanent.. Those employed on a temporary contract of less than six months will be made permanent at the six month stage and any new recruitment will be on a temporary basis and those individuals will be made permanent at the six month stage.

Any opportunities to fill vacant C&D positions will be made available to all depot employees as per standard business as usual processes.

It is agreed that these arrangements are a pragmatic response to the current position and that recruitment to directly employed vacancies will not always be on a temporary basis. When growth potential becomes reality then permanent recruitment with appropriate trial periods will be reviewed.

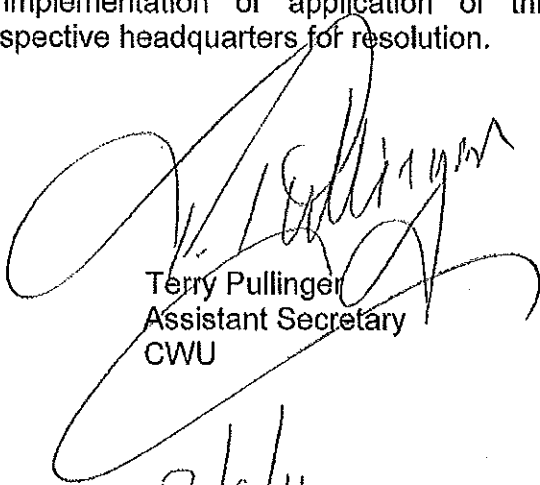
Any questions of interpretation, implementation or application of this agreement shall be referred to the respective headquarters for resolution.



Adele Henderson
Operations Director
Parcelforce Worldwide

Date:

12/8/11



Terry Pullinger
Assistant Secretary
CWU

3/8/11