

National Agreed Framework for Dealing with Delivery Office Mergers/Closures

Introduction

This document sets out the consultation framework between Royal Mail and the CWU in respect of proposed Delivery Office mergers/closures. At this time there is no national strategic plan to reduce the number of delivery units excepting those associated with walk sequencing and other regionally developed property schemes

Consultation Process

Consultation between Royal Mail and the CWU about Delivery Office mergers/closures will start at the earliest possible opportunity and allow for three months consultation prior to a decision being made – excepting any instances beyond the control of Royal Mail. CWU Divisional Representatives will be notified of the proposal, followed by area and unit level communications and briefings. Any proposal to close a delivery unit will set out the reason for closure, the affected locations and the potential number of employees. Following this, employees at the affected offices will be advised, wherever possible, by joint communications and briefings. Any proposed delivery office mergers/closures which are as a consequence of mail centre reviews will form part of the MC Rationalisation discussions but will include the full terms of this agreement.

Information

The following information regarding the delivery unit(s) under review will be shared with the appropriate CWU Divisional and Area Representatives at the earliest opportunity this becomes available and will include:

1. Reason for closure
2. Number of potential employees affected and proposed manpower plan
3. Financial costs and benefits
4. Potential environmental impact
5. Current quality of service results
6. Freehold or leasehold status
7. Compulsory purchase order status / developer interest
8. Property details of new site once identified following site search, including car parking, welfare facilities
9. Capacity of receiving sites to absorb, including details of floor plans and fittings
10. Distance between sites and likely travel time plus details of all available public transport.
11. Potential changes to RoMec and Quadrant services
12. Any information gathered from public consultation

Where there is sensitive information that needs to remain in commercial confidence this will be explained at the time that it is shared and both parties undertake to abide by this protocol including where necessary signing a non-disclosure agreement

Local Joint Working

Any changes to the delivery estate will be undertaken with the aim of maintaining or improving quality of service to the customer in line with our service specification.

When a proposal to merge or close a delivery office is tabled a local joint working party will be established to support the process of consultation and engagement. The core membership of the JWP will comprise the local unit manager, local CWU rep, DSM, Area CWU rep, CWU ASR and the lead planning manager. A CWU Div Rep will be invited to attend. The frequency of these meetings will be determined locally by the JWP and they may invite others to participate as required. In line with the provisions set out in the IR Framework appropriate facilities and time will be provided to CWU reps to allow them to

carry out their role and respond adequately to all the information/documentation outlined in 1-12 above.

Sufficient time will be built into the process to allow the CWU to consider the proposals, and to submit any alternative options. These views will be taken into account and a formal response made before any final decision is made by Royal Mail to proceed with any merger/closure. The JWP will be responsible for determining the necessity/requirements for office revisions as a consequence of any merger or closure. They will also be responsible for ensuring that the people and operational issues have been resolved in line with national agreements prior to any merger/closure taking place, except where circumstances outside the control of Royal Mail dictate otherwise.

Employee Impact

Where Royal Mail makes a decision to proceed with a delivery office merger/closure then the discussions, consultations and negotiations on the employee impact will be carried out in line with current national agreements and the IR framework.

Where the JWP has determined that a merger/closure requires a full office revision then this will follow the normal six phase revision process. Attention will be given to any family friendly arrangements currently in place in line with the normal process. Safety and the maintenance or, where possible, enhancement of the working environment will be key. All health and safety requirements, appropriate welfare facilities, required fittings and designated equipment will be in place before any relocation takes place. Any pouching off arrangements and facilities for non delivered/returned items must be specified and in place before the move takes place. Any issues relating to potential employee surpluses, excess travel costs, preference exercises and pay protection will be managed in line with the terms set out in the MTSF agreement. If there is no suitable public transport available consideration will be given to providing transport between sites. Any duty selection criteria or resourcing issues will be dealt with in line with the national Way Forward Agreement and MTSF.

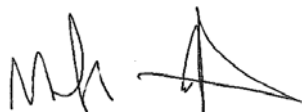
It is accepted that in all mergers/closures people issues will be a key priority with equal status to other priorities. The joint aim of the JWP will be to develop an agreed approach to dealing with people issues which meet this objective.

Review

Following any merger/closure, a joint review of all aspects will take place no later than 12 weeks following the move, paying particular attention to ensuring any travelling, employee resourcing, quality and operational issues are resolved. The review participants will be the members of the JWP.

Application and Interpretation

Any issues regarding the application and/or interpretation of this Agreement will be forwarded to the signatories of this Agreement for urgent resolution.



Signed.....
Mark Follows
Royal Mail



Signed
Bob Gibson
CWU

Date 16th October 2012