

## Conduct Policy - Approach for Union Representatives

Guide for managers

This guide outlines the approach to managing the Conduct Policy involving union representatives

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### Getting help

**Contact your manager if you have any queries about this guide.**

Managers can obtain advice by:

Calling the HR Services Advice Centre on 0845 6060603 / 5456 7100

Managers working for Parcelforce Worldwide should call 0845 6042787 / 5456 4747

For web access go to:  
<https://www.psp.royalmailgroup.com>



# Conduct Policy - Approach for Union Representatives

## Guide for managers

### Overview

This guide outlines the approach to managing the Conduct Policy involving union representatives.

### Step one - Informal

Following alleged misconduct by a union representative the manager will discuss the issue with the employee to establish if the matter can be concluded between the two parties to everyone's satisfaction. Where this can be achieved, the matter is closed and the process ends at this point.

**Action recommended:** Seek advice from a senior HR manager or the HR Services Advice and Support if any doubts over process.

### Step two – Fact finding

If the matter cannot be resolved at step one and further action is being considered, then a fact finding meeting should take place to determine whether a conduct notification should be made. The manager will advise the CWU divisional representative when formal fact finding is to be progressed. This will be by telephone initially and followed up by email.

**Action required:** The manager hearing the fact finding is to make the relevant CWU divisional representative aware via telephone and email that a fact finding meeting is to take place. They should also make the senior HR manager aware.

### Step 3 – Meeting with the CWU divisional rep

Within one week of completion of formal fact finding under the Conduct Policy, a meeting will be held between the manager undertaking the fact finding meeting, their manager and a CWU divisional representative. The purpose of this meeting is to share the facts that have been established, take into account the union representative's role, the nature of the alleged misconduct and determine whether the matter can be resolved through any of the following actions:

1. Counselling
2. Mediation, including restoring relationships
3. Industrial/behavioural/relationship training
4. Action under the CWU's own disciplinary procedure

The above are not mutually exclusive and, where it is determined that informal resolution is appropriate; this may involve one or more of these actions being taken in combination.

**Action required:** After any fact finding meeting, a meeting with the fact finding manager and their manager should be held with the CWU divisional representative.

### Step four – Action required

As a result of the meeting, the manager will first reflect on the fairness principles that underpin the business HR policies and then determine one of the following outcomes:

- No further action to be taken following fact finding; the matter is closed and the process ends at this point. The individual concerned will be advised

accordingly in writing

- The matter is to be progressed in line with one or more of the approaches listed in step three. Follow up action will be taken to ensure completion and the individual will be advised accordingly in writing
- The matter will be progressed and concluded through the Conduct Policy with a formal penalty in accordance with the normal Conduct Policy timescales and procedures. The individual will be advised accordingly in writing

In addition, the appropriate Director and the CWU Deputy General Secretary (Postal) should also be formally advised in writing of the conduct notification(s) and any subsequent decisions.

**Action required:** Copy the conduct notification letter and any subsequent decision letter to the relevant Director and separately to the CWU Deputy General Secretary (Postal) CWU Headquarters, 150 The Broadway, London SW19 1RX.

### Step five - Outcome

Where conduct action is taken resulting in a penalty being awarded, the accredited union representative will have the right of appeal as detailed below:

- Appeals against dismissal, suspended dismissals and serious warnings both with accompanying conduct transfers only, will be heard by an Independent National Appeals Panel in accordance with this Procedure
- Appeals against suspended dismissals with no attached conduct transfer will be heard by an independent appeals manager
- Appeals against all other penalties will be heard by an appeals manager in line with normal Conduct Policy procedures

**Action required:** In all cases of dismissal, suspended dismissal and penalties involving compulsory conduct transfer, case papers should be sent via special delivery to HRSC Archives (Appeals) Pond Street Sheffield S98 6HR.

In cases of dismissal the dismissing manager is responsible for ensuring that pay is permanently ceased using an ECR and PSP is updated.

### Where to go for further information

The Getting Help box on the front page tells you where to find further information.

Guidance is also available on the *Policy and Information Site* on PSP and HR pages on the intranet (for non-PSP users).