

Framework Agreement between Parcelforce Worldwide and CWU on 2004/05 Business Plan to continue the journey to recovery and profitability

Background

This framework agreement is designed to provide the basis for Parcelforce Worldwide and the CWU to jointly scope and agree further initiatives to continue our journey towards recovery and profitability whilst protecting the current product range, maintaining current quality of service, improving our overall service to customers, and safeguarding the standard of living and job security of employees within Parcelforce Worldwide.

Both parties recognise the excellent progress that has been made on the Business Recovery Programme and the confidence it has given for a successful future. Equally both parties accept there is work still to be done to enable full recovery. The processes detailed in this agreement will identify agreed areas for further progress whilst respecting the spirit and intent of all previous agreements.

How we will make change happen

The following specific commitments are affirmed.

- Within the structure of an agreed C&D resourcing mix of directly employed workers and owner drivers the commitment is to maximise the deployment of the directly employed workforce and minimise the use of agency and casual resource.
- To continue to develop a positive industrial relations interface between Parcelforce Worldwide and the CWU at all levels and recognise the importance of establishing well understood and observed procedures and guidelines at all levels, including strategic involvement in order to ensure a positive and constructive relationship. Against this backdrop and continuity of progress it is agreed that Regional Managers and CWU Regional Organisers will all meet together bimonthly to discuss generic progress. Outputs from such meetings will be forwarded to National Managers and the CWU National Officers. These meetings will be facilitated by a representative from each Headquarters.
- To confirm that no CWU represented grades will be forced to leave the Parcels business on redundancy or transfer as a result of this agreement, or be forced into reducing their hours against their will. Individuals will need to be flexible about the duties they are prepared to undertake in order to make this work equally, managers and union representatives will also need to be flexible and creative in order to resolve such situations.

- To continue to provide enhanced employment security and properly rewarded employment for existing and future directly employed employees.
- To continue to develop a flexible and responsive organisation to retain and grow current business and secure profitable new business.
- Parcelforce Worldwide and the CWU remain committed to a reliable staffing base. It is agreed that part time staff are valued employees and CWU members and provide an efficient and effective resourcing mix. It is also agreed that the large majority of jobs will remain full time and there is no intention to dilute full time job opportunities or dilute existing commitments to maintain and enhance earnings opportunities simply to accommodate the establishment of part time duties. To this end, in the development of local revisions, emphasis will be placed on establishing duties which embrace the spirit and intent of this agreement. The possible opportunities provided by the introduction of the unigrade for building full time duties will be explored in this regard.
- In applying all the resourcing principles contained within the recovery agreements, both parties will give serious consideration to the retention of employment opportunities in areas of low employment.
- Both parties agree that Parcelforce Worldwide provides a key service to commercial, industrial and domestic/social customers in the delivery of its express and next day products, as part of Royal Mail Group's portfolio, and that such services will continue in future.

In developing proposals, the need is recognised for all operational arrangements to be robust, and where they impact on other business units, for those business units to be represented in that analysis.

The continued progress towards business recovery and profitability requires the sensible scrutiny of the existing agreed structure to identify any examples of non-conformance to existing agreements.

It is agreed that the introduction of further changes must be closely monitored in a manner which will enable deficiencies to be quickly identified and remedied.

Any questions of interpretation, implementation or application of this agreement shall be referred to the respective HQs as a matter of urgency and will be dealt with inside the provisions of the Procedural Agreement.

The changes we are going to make

This agreement will be progressed through five strands, as follows:

- Strand 1: Manpower Planning and Revisions
- Strand 2: Service Specification
- Strand 3: Trunking
- Strand 4: Marketing & Global Reach
- Strand 5: People, Benefits & Resource Mix

The terms of reference regarding strand activity and further development is attached to this agreement.

SIGNED BY TERRY PULLINGER & DALE HADDON ON 07/04/2004

T Pullinger
Assistant Secretary
Communication Workers Union

D Haddon
Director
Parcelforce Worldwide