



## **Royal Mail & CWU National Joint Statement Avoiding Delay (Commit to Deliver) and Reporting Standards**



### **Introduction**

Discussions have recently taken place Nationally between Royal Mail & CWU regarding issues concerning Delivery Office clearances and the subsequent reporting process.

As a result both parties have agreed that it is important to refresh all Delivery Offices of the jointly agreed Commit to Deliver guidelines and ensure that they understand the National agreement which outline roles, responsibilities and expectations.

### **(Commit to Deliver – Guidelines)**

#### **Royal Mail Delivery - Avoiding delay - Annex one**

##### **Local work plan**

Delay to mail is a serious matter and could potentially be unlawful. All employees have a responsibility to ensure all items are processed in accordance with the local workplan. All employees will be made aware of the local workplan and the specific requirements of the particular job roles they will perform. Any time mail is delayed, for whatever reason, Royal Mail employees should attempt to correct the problem efficiently and effectively as soon as possible.

##### **General rules**

- Employees must be made aware that mail must never be taken home at the end of a delivery. Correct endorsement procedures and correct use of the pouching off wallet, where appropriate, will avoid this
- Under normal circumstances, if procedures have been followed no conduct action will be taken against individuals if it is not possible to deliver all mail within their scheduled time
- The main aim will be to avoid the circumstances that may pose operational difficulties to an employee and to find ways of overcoming any potential problem at an early stage. It is also important that all employees are made fully aware of the implications of delaying mail and the possible consequences
- Measures must be put in place to advise employees on the course of action to be taken when difficulties arise when managers are unavailable

##### **Prior to commencement of delivery**

On completion of their preparation, where an employee believes that they may experience difficulty in completing their delivery within the authorised time allotted, they should approach their manager as soon as possible before setting out on delivery. It will be for the manager to discuss any problem and advise the employee what particular action should be taken, including the consideration of collection on delivery around associated post boxes to enable USO compliance.

When an employee has requested assistance on delivery, but the manager believes that assistance is not required, the decision, along with the advice given to the employee, should be recorded and associated with the daily traffic volume record. The employee can have access to this record and may ask to see it prior to commencement of their delivery.

The employee should be encouraged to see their union representative if agreement cannot be reached. Instances where there is a difference of opinion between the employee and the manager about what is possible during the shift will be looked at individually within the unit on the basis of factual evidence. Such differences will be addressed prior to the employee leaving the office for delivery.

The employee and manager should agree a specified time to phone if full completion of delivery workload within the allocated time proves not to be possible. If it becomes obvious that the delivery may be a problem, the employee can contact the manager before the arranged time.

## After commencement of delivery

Where an employee is prevented from completing their delivery for any reason, it is essential that this is reported immediately, either by returning to the office or by phone. A written record will be kept. All employees should be informed of the local authorised arrangements in writing.

## Workplan/USO Failures Reporting Standards

Both parties accept that there may be occasions despite the best endeavors of all parties when there are mail failures in Delivery Offices. When this occurs it is equally important that these instances are reported; accurately and timely.

As such Royal Mail has produced a Brief for Managers which has been previously cascaded through Success Factors and provides an overview of accountabilities in relation to USO Reporting and Workplan Failure Reporting e.g. how to accurately report if there are late vehicle arrivals and how to report failed mail (USO failures) and **this is attached at Annex A for information purposes.**

## National Delivery Traffic Measurement Processes and Review Guidelines

As a result of issues concerning Delivery Office clearances and the subsequent reporting process, if these relate traffic recording, both parties have agreed that it is essential managers and representatives continue to work together to make sure that Traffic Measurement and the recording of Traffic is accurate.

To enable this, Royal Mail and CWU have agreed to reproduce the flowchart which details the process for Delivery Managers and CWU Representatives to follow should they believe that there is an error between received traffic and reported traffic and provides the necessary steps for this to be reviewed, investigated and the appropriate measures put in place to correct any discrepancies and update Business Warehouse traffic figures where required. **This is attached at Annex B.**

## Next Steps

Accurate reporting is a key business standard enabling the monitoring of Royal Mail's obligation to fulfil the Universal Service Obligation. It also provides an opportunity to identify the root cause of any particular issues and address them accordingly this will ensure USO compliance.

It is important that we continue to ensure that all delivery routes are fair and manageable for all postmen and women and that any potential requests for assistance from OPG's are handled correctly and professionally at all times.

Please ensure that you read and understand the above guidelines; cascade them to your teams and ensure that your Delivery Units are compliant.

Should you require any further information please refer to the signatories of this Joint Statement.



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Delivery Excellence Director  
Royal Mail



Mark Baulch .....  
Acting Outdoor Assistant Secretary  
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## **Annex A - Brief for Managers: Accurate Reporting in Deliveries**

### **Background**

Royal Mail Group's Code of Business Standards states that the strength of our company rests on the integrity of every one of us individually. Two specific standards under the heading 'Security, Privacy and Trust' stand out and require absolute ownership and compliance.

- We must handle all items of mail, cash and valuables entrusted to us with honesty and integrity.
- We must accurately report all business performance measures, and must ensure there is no interference or undue influence on the recording of quality measurements.

Accurate reporting is a key business standard enabling us to monitor Royal Mail's obligation to fulfil our promise as the Universal Service Provider. It also enables us to identify the root cause of any particular problem that may lead a failure in our delivery process.

This brief provides an overview to Delivery Directors, DSM's, DOM's and A/DOM's of their accountabilities in relation to:

- USO Reporting
- Workplan Failure Reporting

### **Required Standards and Key Points**

1. Royal Mail is required to deliver to every UK address each working day (Monday to Saturday) this includes letters and parcels.
2. All mail due service on any given day must be delivered. There are no exceptions, ceilings or tolerance limits to mail volumes.

- If a managerial decision is taken to fail mail at any stage of the delivery operation, then mail should not be streamed e.g. extracting 1c to connect with delivery, as USO relates to all mail at the DO and should be reported accordingly.
- Other than where a managerial decision has been made for operational reasons, mail that is deliberately withheld, streamed or manipulated so that delivery is not carried out that day, could be construed as bringing the integrity and honesty of Royal Mail or an individual into question, and the conduct code may be applied.
- Mail from other operators i.e. DSA Mail must be afforded the same service standards as mail handled through our own network. We must not prioritise Royal Mail traffic above a DSA customer.
- The DOM (or deputy if the DOM is not present on the day in question) is accountable for the figures reported daily; even where DODR input is delegated, and every item of mail that has failed must be accounted for.

### **USO Requirements**

1. All mail which is prepped for delivery must then be delivered for USO to be met
2. Any delivery route, which is less than 100% complete must be accurately reported as a USO failure via Delivery Office Daily Reporting (DODR) This includes:

- Failure to deliver any mail defined as prepped, or failure to fully complete a delivery route (e.g. due to cutting-off, sick absence, road closure, dog at large). This should be reported as a USO failure unless the affected address is already classified as a USO exception
- Any incomplete loop(s) on an individual route constitutes one part walk failure against that route, part loop failures must not be rolled up and reported as a single full walk failure
- If parcels are taken out on delivery but returned without having had delivery attempted, then these must be reported as part route failure(s)
- Items returned that could not be delivered due to Controlled Entry must be correctly handled in accordance with the Controlled Entry Systems Operational Specification
- Follow the agreed USO Exceptions process to address issues relating to our inability to access delivery points

### **Workplan Requirements**

1. Any mail that is due delivery today but has not been sorted into the delivery prep frame should be reported as a workplan failure this includes
  - Any internal missorts/Redirections that do not connect with due delivery today must be reported as a workplan failure via the EODR DODR question 2
  - Mail arriving late into the DO (e.g. due to an MC/MPU failure or RTA) should be reported in DODR at question 2
  - NOTE - Mail arriving late is not mail on hand, it is mail remaining that was due delivery today and should be reported at DODR Question 2
2. Mail on hand refers to mail in a Delivery Unit that was not due delivery today i.e. deferred mail (with a specific future date for delivery) or advanced mail (e.g. arriving mid-morning onwards specifically dated for delivery the following day) and should be reported in line with DODR Qn. 5
3. The only mail that does not need to be reported via DODR is official customer retentions (PO Box, Mail Collect etc.) but these retentions must have the associated official paperwork that accompany each of these products.

**Daily Reporting Requirements via DODR USO:**

- Complete the Route Report at the end of the day (by 15:00) to confirm any USO failures.
- Any amendments to that report should be made before 07:00 hrs the following day Workplan:
- Complete the EODR (End of Day Report) by 15:00 to confirm any workplan failures and complete the other workplan questions for the unit



## Annex B - National Delivery Traffic Measurement Processes and Review Flowchart

