

Interim Changes to Delivery & Saturday Parcel Delivery Services

- This change to the Saturday delivery of letters will be for a 6-week period only, ending on 13th June 2020, providing some temporary relief to the operation and our employees, whilst focusing available resource on responding to the significant growth in parcels witnessed since the beginning of the lockdown period.
- Mail Centres, Network and Local Distribution – All letters and large letters will be held in the Inward MC on the respective Friday night. To minimise prep in delivery on Monday however, Mail Centres will walksort Large Letters and move to one batch of sequenced mail for Monday delivery. Therefore, the Friday night CSS activity will not be needed and additional work where available will be undertaken.
- We do not expect any significant changes to local distribution, and scheduled services will continue to run. The products transported on services may differ in line with the temporary workplan changes.
- It is not anticipated that this temporary change will require changes to duty or attendance times in upstream areas, although this will be subject to review at local level.
- **This realignment of resource in delivery or revised ways of working must not compromise social distancing measures already introduced in all functions.**
- **There will be no imposed duty changes connected with this temporary relaxation of the USO. Any changes to these duty structures will be voluntary and must be agreed locally, utilising the IR Framework.**
- No duty changes or realignment of resource will take place in relation to Saturday 2nd and Saturday 9th. However a focus on parcel clearance on these dates will seek to ensure that we enter W/C 11th of May with minimal parcel arrears in the network.
- From W/C 11th May agreed realignment of resource to enhance the Monday-Friday operation will help improve the USO coverage position and full clearance of all letters and parcels.
- As a consequence of this change, it is anticipated that we will need significantly less than the current 58500 USO routes covered on the Saturday, and we expect 25-28k routes nationally, meaning that attendance requirements will be c.50% of a normal Saturday. We have c.78,000 colleagues scheduled to attend on a “normal” Saturday although the number will vary in units.
- Delivery Units are best placed to work up a plan. A joint review on resourcing for the temporary arrangements will take place between the DOM and local CWU Representative in order to review rotations and jointly allocate the opportunity for additional Saturdays off.
- The Delivery Unit will revert back to their agreed current attendance arrangements after the 13th June 2020.
- There is a recognition that some duty structures are more complex than others. In some Units it may be appropriate to leave the underlying duty structure or rotation in place and simply offer employees with a Monday-Friday day off the option to swap this for an extra Saturday. At the end of the 6 weeks period they would then return to the fixed rotation days off.
- We recognise that many employees would appreciate a full weekend rest. The aim is to do this in a fair way and maximise the opportunity for everyone where practical to do so on a fair share basis.
- Where an employee is unable to drive there are additional tasks that will need to be completed on a Saturday. Advance IPS and Prep of parcels, preparation of D2D items for the following Monday. HCT options should also be explored where currently in use for the delivery of parcels. Additional replenishment may be required.

- Whilst the availability of resource is expected to improve USO coverage Monday to Friday, where a route is not covered on a Friday the units should endeavour to align resourcing to provide a full USO clearance on the Saturday (All products and formats).
- The coronavirus pandemic has had a significant impact on advertising mail and our letter volumes. The weekly resourcing meetings should reflect this trend and be used to explore the indoor work-plan for Mondays to ensure sufficient preparation time is in place.
- Given the temporary nature of this change no notice will be served on existing SA contracts: It may be appropriate to realign or stand down SA on Saturday on an interim basis, where jointly agreed locally. This will be subject to discussion at the review and resourcing meetings. Individual personal circumstances should be fully taken into account.
- On Monday 4th May Unit Managers and Local CWU Reps will meet to review and agree resourcing arrangements for the 4 week period commencing Monday 11th May. The aim is to conclude this exercise by close of business Tuesday 5th of May 2020. Managers and local reps should touch base daily to discuss changes and /or questions.
- In the event no agreement had been reached the Operations Manager and Area Delivery CWU Rep will review outstanding issues on Wednesday 6th May 2020.
- The respective SDL and Divisional representative will oversee activities and be available as a point of support and fast track the escalation process to resolve any issues if necessary.
- If no agreement can be reached existing duty structures and attendance times will remain in place and unchanged, however the focus of the Saturday delivery operation will remain on parcels only. Annual Leave Reserves in this case will be re-aligned to Monday – Friday attendances to enhance USO coverage.
- Given the short notice of this communication and the previous advice that has been issued managers should adopt a supportive, flexible and understanding approach in dealing with these operational changes.



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