

No. 630/2018

7th November 2018

For the Immediate Attention of All:

Postal Branches
Divisional Representatives

Dear Colleagues

CHRISTMAS & NEW YEAR ARRANGEMENTS 2018/19

Further to LTB 661/18 further discussions took place with the business on a cross departmental basis on the 5th November 2018 in relation to Christmas & New Year Arrangements 2018/19, at which an agreement was concluded that was subsequently endorsed by the Postal Executive.

A copy of the final agreement is shown below for your information.

Branches and representatives will note that the document broadly mirrors previous agreements, although some changes have been incorporated this year to deal with issues such as arrangements for delivery of LAT Traffic and Inward Tracked sortation at MPU's. The format has also been amended to remove some of the duplication in previous agreements.

In addition and in light of the contractual changes emanating from the Guiding Principles agreement, arrangements have confirmed that variations of contract for the Christmas Pressure period for Part Time or 35 hour Full Time staff can be to 38 hours where the workload supports the increase.

The document also for the first time includes wording, which extends the definition on the "no claw back" principle beyond USO service provision, in recognition of the growing levels of non USO workload.

Colleagues should however also note that an issue still exists in relation to Christmas Planning Document, XPD 8.4 Working Time Limits circulated by the business, which outlines what is an un-agreed reduction in the amount of hours that may be worked from 80 to 70 over the peak period. For clarity, issues relating to the Working Time Directive remains a National Point of Principle and is subject to further discussion. Therefore In the absence of any current resolution to the Working Time Limits the status quo should be applied, with issues being progressed via the IR Framework where necessary.

Please note that in recent years arrangements for Network Drivers have been concluded in a specific agreement and this has remained the case for the 2018/19 arrangements. Branches should note that a separate Letter to Branches will be issued by the relevant department in due course to communicate the arrangements for Network Drivers.

Colleagues will be aware that discussions have been protracted and, as has been the case in recent years, much of the debate has been around the resourcing and remuneration aspects and in particular the application of SA for prescheduled overtime and rest day cover. However, given the difficulties experienced during the negotiations we believe that the most robust wording possible has been achieved in this agreement, which should allow local discussions to progress in line with the IR Framework.

Any enquiries in relation to this LTB should be addressed to:

Processing/Logistics, Davie Robertson, Assistant Secretary, email: dwyatt@cwu.org or shayman@cwu.org quoting reference 706A.09.

Or

Delivery: Mark Baulch, Assistant Secretary, email: outdoorsecretary@cwu.org quoting reference 170.

Yours sincerely

Davie Robertson
Assistant Secretary

Mark Baulch
Assistant Secretary

Christmas Arrangements 2018

1 Introduction

This document summarises arrangements for Christmas 2018 and New Year 2019 based on the principles agreed for recent years. Robust staffing arrangements will be required during the Christmas period to ensure operational needs and USO obligations are met in line with workload forecast and taking into account the aspirations of our employees. It covers OPGs, OSGs, MGV drivers, Mail Screeners, MDECs, Processing Engineers scheduled to shift working, LAs whose conditioned hours attract assigned allowances, and Network professional drivers as detailed below.

The 2004 Christmas Agreement abolished claw back of hours arising from Public, Bank Holidays and non USO days, and these arrangements remain in place for Christmas 2018/19. As such, in 2018/19, employees will not be required to make up hours they would have worked, arising from the Bank Holidays.

For Network Professional Drivers, Bank Holiday attendance arrangements will be made in line with the terms in the National Agreement on "The Introduction of the Professional Driver". Details for arrangements this year are covered in the Joint Statement between Royal Mail Logistics and the CWU on Festive Bank Holiday Resourcing for Network Professional Drivers, Christmas 2018/19.

Local discussions should ensure Christmas Arrangements are concluded in line with the terms below and relevant National Agreements to secure excellent customer service through reliable staffing, ensuring everyone has a fair and manageable workload. Options may include:

- Pre-scheduling hours against forecast workload
- Scheduled Attendance or pressure overtime in line with Section 5 below
- The opportunity for part timers/less than full time staff to increase their contracted hours
- Use of temporary/agency staff as supplementary resource

All discussions should be progressed and local arrangements agreed in line with the terms of the IR Framework.

2 Enhanced Operational Arrangements Christmas 2018

The following enhancements will operate in 2018/19. These are intended to address customer concerns, provide improved service and improve efficiency.

Extended Customer Service Point (CSP) Opening Times

There will be extended opening times from Monday, 26th November to Saturday, 22nd December. CSP opening will be as normal on Monday 24th December with the exception of those that are normally open after 17:00 and closing times will be no later than 17:00. This will be highlighted on the Snowflake P739 cards.

A National specification has been issued categorising each Delivery Office and the required opening times. Some Office times will vary depending on experience of previous Christmas' and taking into account fully, local needs and knowledge.

Sunday Opening

All Offices currently open on Sunday will continue to open during December at the same times as they open year round.

It is also the aim to open as many other CSP's as possible on Sunday, 23rd December only and this is in line with last years' additional opening which demonstrated high customer footfall on the day. As a minimum, to replicate the same number of additional units that opened on Sunday 24th December 2017. These additional CSP's will operate for a minimum of four hours with a core time of 11:00 to 15:00 hours (however a period of booking in will be required for Saturday P739's) subject to local discussions.

Tracked Direct Dispatch

To alleviate capacity issues at some inward Mail Centres for the processing of tracked items a number of MPU's will perform the inward sortation for their respective postcodes during the Christmas pressure period, resourcing options will include those listed in 3.10.

Supplementary Tracked Parcel Delivery Services (LAT Hubs)

From week 32 until week 36 (29th October - 30th November) c300 Delivery Offices will introduce Supplementary Parcel Deliveries (LAT) as part of the LAT Ramp Up Agreement. This will maximize connectivity of premium products, arriving in Delivery Offices too late to connect with core delivery. From week 37 until week 39 (3rd December – 22nd December) the number of participating Delivery Offices will increase to c1200 when it is anticipated that volumes will increase.

It is imperative that the upstream pipeline/network is in place to connect and distribute this traffic. To ensure that these arrangements are agreed in a timely manner, each Mail Centre which receives non-core LAT traffic will also create Local Joint Working Groups (LJWG) to ensure that the cross functional working is adopted and all functions are aware of the roles and responsibilities. The LJWG will be overseen by the relevant Delivery Leader and nominated CWU Divisional Representative with the core attendees being:

CWU

Area Delivery Representative
Area Processing Representative
Area Distribution Representative

Royal Mail

Operations Manager
Mail Centre Manager
Area Distribution Manager

Each unit will need to plan and align resource dependent upon the traffic forecasts, to ensure LAT/premium products are delivered on the same day as received in the Delivery Offices, this may include utilisation of reserves. The delivery of these items should normally be completed by 19:00 hours however taking into account that this is our peak delivery period, it has been agreed that delivery can be extended to 20:00 hours in weeks 37 – 39 (3rd December – 22nd December) subject to local agreement.

These Supplementary Parcel Delivery duties will form part of the normal local discussions covering Christmas Arrangements, and will take full account of local circumstances in ensuring sufficient resource to cover the workload, and in line with Section 15.3 of the Guiding Principles agreement.

Both parties would encourage local discussions to ensure The Supplementary Standard Parcel Delivery may be planned and takes place between 07:00 and 10:00 in order to maximise the opportunities to deliver as many items as possible. However these will not

replace the LAT delivery task in the points above for the resource to deliver the LAT products that arrive on the day and do not connect with Core Deliveries.

In all circumstances, employee safety and the security of mail must be assured. Areas/Addresses identified as high risk: for example, where deliveries are suspended due to attacks, robberies or problem dogs etc, will be excluded from receiving this additional service.

Sunday Delivery and Re-delivery

The increase in first time delivery and the additional number of CSP's open combined with more rigorous planning, mean it is anticipated that there should be no need for Sunday deliveries or re-deliveries. However, if any office finds it necessary due to a high number of undelivered items, arrangements will be made via local discussions. Where discussions locally fail to resolve the matter, it will be referred to the appropriate Delivery leader and Divisional Representative for speedy resolution.

Sunday Collections

It is expected the requirement in previous years to collect from heavy boxes on Sundays will be required this year. Local knowledge of heavy boxes or the Mail Centre capacity plan on the following Monday's indicates Sunday collections are required then staffing will be on a voluntary basis and the arrangements agreed locally.

Collection on Delivery

Local discussion should ensure adequate arrangements are in place to deal with Collections on Delivery, where there may be larger than normal postings, to ensure that all mails (Collection and Delivery) meet their due service standards.

3 Attendance and Resourcing Arrangements

- 3.1 Monday, 24th December and Monday, 31st December are not Bank Holidays and early and late shift resourcing should be agreed in line with adjusted workplan principles. Night Shifts will not be required to attend on these days. In exceptional circumstances where any attendance on Night Shift is required this will be on a voluntary basis.
- 3.2 Tuesday, 25th December and Wednesday, 26th December are Christmas Day and Boxing Day Bank Holidays. There will be no USO collections or deliveries on these days.
- 3.3 Tuesday, 1st January 2019 is the designated New Year Bank Holiday (plus Wednesday, 2nd January in Scotland) There will be no USO collections or deliveries on these Bank Holidays.
- 3.4 In line with normal Bank Holiday arrangements, people who would normally be scheduled to work on the day of the Bank Holidays for the provision of USO and collection and delivery services and non USO Parcel operations will not be required to attend, and not be required to make up the hours.
- 3.5 Rest days will apply in line with normal year-round arrangements. Attendances may be varied by local agreement to take account of workload forecasts and service requirements. Where workload requires, (and subject to currently agreed working time limits) people can volunteer in advance to work their normal rest day in return for a day in lieu or the resourcing/remuneration options contained in Section 1. Where a rest

day falls on a Bank Holiday (i.e. 25th, 26th December or 1st January and 2nd January in Scotland) and it is not operationally sensible to transfer the rest day to another day in the same week, people will receive an additional day holiday (including those working 'a week off in six' or other variations on this theme) in the form of a day in lieu or alternatively the excess hours can be taken as normal overtime.

- 3.6 Local Christmas discussions/arrangements should ensure agreed staffing arrangements are in place to meet service obligations in full on Bank Holidays while maximising opportunities to meet employee aspirations for time off. To support this, discussions will utilise the full range of resourcing options, including the realignment of conditioned hours across these weeks.
- 3.7 To comply with the USO, Inland night shift operations should resume as required on Wednesday, 26th December and Tuesday, 1st January (Wednesday, 2nd January in Scotland) to meet service obligations. Staff required to attend within conditioned hours on Wednesday, 26th December or on Tuesday, 1st January (Wednesday, 2nd January in Scotland) will receive the Bank Holiday premium for each hour worked on the Bank Holidays. Where agreed night shift resourcing arrangements result in attendance beyond conditioned hours, staff will receive normal Bank Holiday rates (option A or B as appropriate) for the additional hours worked on the Bank Holiday (before Midnight) and normal overtime rates for hours worked out-with the Bank Holiday (after midnight).
- 3.8 People who volunteer and attend for overtime on Bank Holidays will receive normal Bank Holiday rates (option A or B as appropriate) for the hours worked on the Bank Holiday.
- 3.9 Weekend duty holders (notional full timers and people who make three or less attendances each week) will have separate scheduling arrangements, in line with the relevant national agreements, to be agreed/discussed locally.
- 3.10 Providing resourcing is secure at their parent offices, people can volunteer for duty or additional earnings opportunities at neighbouring Parcel Sort Centres, and at specific MPU sites that will be processing inward tracked arrivals. (Mail Centre workload). Normal processing arrangements for inward tracked arrivals will resume after the Christmas period.
- 3.11 Local flexibility agreements and the National Pay and Modernisation agreement Phase 3 Annexes A and B will apply and be utilised during the Christmas period. Both parties will explore opportunities to give people time off where possible consistent with customer and operational requirements.

4 Christmas Pay Supplement

The Christmas pay supplement of £100 for full time OPG and OSGs, pro-rated for part timers and 35-hour full timers (subject to the arrangements in Section 7) will be paid on Friday, 21st December. The eligibility criteria for the Christmas supplement payment will be the same as last year, based on the four December weeks (commencing Monday, 26th November). In the unlikely event of any Industrial Action the abatement criteria will be drawn from the PBS agreement.

The separate payment of £100 (pro rata for PT and 35hr full time employees) agreed in the National Joint Statement - New Incentive Arrangements June 2012 will also be paid on Friday, 21st December. As in previous years, any necessary top up payments for Part Time or 35 hr

Full time employees will be made in January 2019 in accordance with the actual hours worked at standard rate, beyond contractual during 2018.

5 Scheduled Attendances

Scheduled Attendance rates can be paid for pre-scheduled overtime worked during the Christmas period. These do not attract Paid Meal Relief unless worked on a Sunday.

Additional 'on the day' pressure or absence overtime will be paid at ordinary standard overtime pay rates.

All year round SA's will remain in place during the Christmas period unless agreed locally. Where agreement is reached on revised SA arrangements, 4 weeks' notice must be given before any agreed change is deployed. Normal SA arrangements will resume following the Christmas period.

6 Scheduled Attendance Holiday Pay

Christmas SA may increase the number of SA hours worked above normal weekly averages. To ensure the additional contribution is not lost SA holiday pay for the Christmas Day, Boxing Day, and New Year's Day (plus Wednesday, 2nd January in Scotland) Bank Holidays will be calculated by taking the average daily amount of SA worked by each individual in the 4 weeks prior to the Bank Holiday.

7 Temporary Variation to Contractual Status

To ensure parity of treatment, where workload supports the increase, part time or 35 hour full time staff performing 38 hour duties may extend their contractual hours to 38 for the Christmas period through a temporary variation of contract in line with the current process.

8 Pay Arrangements

The Christmas Pay Timetable is attached at Annex A

Royal Mail

CWU

Date: 7th November 2018

Annex A

Pay dates and payroll processes remain the same for weekly paid employees, with current week basic pay, assigned allowances and previous week's additional hours and ad hoc adjustments paid each Friday. Due to the impact of Bank/Public holidays on payroll operations, the following arrangements apply:

Weekly-Paid Contracted Employees

Week Commencing Monday, 26th November (pay date Friday, 30th November)

- Regular Pay (Basic & assigned allowances)
- Overtime/SA/Ad hoc allowances performed week commencing Monday, 19th November

Week Commencing Monday, 3rd December (pay date Friday, 7th December)

- Regular Pay (Basic & assigned allowances)
- Overtime/SA/Ad hoc allowances performed week commencing Monday, 26th November

Week Commencing Monday, 10th December (pay date Friday, 14th December)

- Regular Pay (Basic & assigned allowances)
- Overtime/SA/Ad hoc allowances performed week commencing Monday, 3rd December

Week Commencing Monday, 17th December (pay date Friday, 21st December)

- Regular Pay (Basic & assigned allowances)
- Overtime/SA/Ad hoc allowances performed w/c 10th December
- Christmas Supplement 21st December

Note: In addition to BAU process PSP will be closed for all changes from 02:00 hours Thursday, 20th December and Friday, 21st December and will re-open at 07:00 hours on both mornings.

Payroll will then be locked from 14:00 hours on Friday, 21st December to process the payroll for week commencing 24th December until completed, which is anticipated to be about 18:00 hours.

Week Commencing Monday, 24th December (pay date Friday, 28th December 2018)

- Regular Pay (Basic & assigned allowances)
- Overtime/SA/Ad hoc allowances performed and keyed week commencing 17th December up to 14:00 hours on Friday, 21st December
- All part time-to-full time or part time-to-part time reversions ending 25th December must be submitted by 10:00 hours Thursday, 20th December to avoid incurring an overpayment

Note: PSP will be closed for all changes from 02:00 hours Friday, 28th December and will re-open at 07:30 hours.

Week Commencing Monday, 31st December 2018 (pay date Friday, 4th January 2019)

- Regular Pay (Basic & assigned allowances)
- Overtime/SA/Ad hoc allowances performed week commencing Monday, 24th December and any for week commencing Monday, 17th December keyed after 14:00 hours on 21st December

Monthly-Paid Contracted Employees

Cut-off will be Sunday, 9th December

Pay date will be Friday, 21st December

No overtime advance payment is available to weekly or monthly paid employees.

Temporary Contractual Hours Increases

A separate document applies for all part time to full time and part time variations to contracted hours XPD8.3. All reversions must be submitted within 7 days of submitting the request to temporarily increase hours.

Key Contacts

Pay Services – Telephone 0345 60 60 60 3