

ROYAL MAIL & CWU NATIONAL JOINT STATEMENT FAIRNESS, DIGNITY & RESPECT IN DELIVERY

Royal Mail and CWU jointly reaffirm their commitment to upholding standards of fairness, dignity and respect at work and to work together to create a climate that reinforces this. Existing policies and agreements cover how this principle is applied in practice. Bullying and harassment and intimidation have no place in our workplaces and will not be tolerated. If anyone believes they are being subjected to this they are encouraged to raise the matter in the way outlined in the Bullying & Harassment Procedure without delay.

CWU have provided Royal Mail with a summary analysis of a Bullying & Harassment survey conducted among their members in delivery. Further analysis of this is continuing.

We jointly recognise the need to provide confidence that our agreed policies and procedures are being applied consistently and evidence that they are being acted upon. A series of measures to help do this has been agreed as follows:

1. All employees are encouraged, if they believe they are the recipient of treatment which constitutes bullying, harassment or intimidation to register their concern through the processes that have been agreed between the CWU and Royal Mail for dealing with them.
2. Both parties agree that any individual who responded to the CWU Bullying & Harassment survey will be provided with an opportunity, if they wish, to have their specific issue/complaint investigated. The investigation process will involve an independent party working in conjunction with nominated national CWU and Royal Mail Representatives. (see appendix A)
3. Royal Mail and CWU are jointly developing and running a pilot workshop in the West geography for Delivery Office Managers and CWU workplace Representatives. The purpose of the workshop is to ensure managers and employees are aware of how to deal with issues arising from managing performance in an appropriate way and what is expected of them in terms of behaviour towards each other. The success of this will be reviewed by the national parties for possible adoption nationwide.

To support and enable the above the following principles established in existing agreements are re-affirmed:

- Variation of hours – Where necessary, for example when traffic volumes are unexpectedly high or resourcing issues arise, individuals may be asked and may themselves request to vary their duty times by up to 30 minutes on a swings and roundabouts basis. Again, individual circumstances will be taken into account and total weekly contractual hours will not change.

- Employees are not required to work beyond their scheduled finish time if they do not wish to do so. However consideration should be given to the bullet point above where that situation arises.
- Where individuals agree to work beyond their scheduled finish time they will receive the appropriate level of remuneration
- 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 on delivery in line with national agreed guidelines for *safeguarding mail, and where possible resolved. * (see appendix B)
- Under normal circumstances, if correct procedures have been followed no conduct action will be taken against individuals if it is not possible to deliver all the mail by their scheduled finish time. Where failure to complete is a regular occurrence on a delivery, a joint examination will be undertaken to understand why this is and how the issue will be jointly addressed.

Further Joint Statements will be issued covering these issues as joint work in this area continues, with the appropriate joint documents and guidelines being reissued as necessary.



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Michael Newby
Director Employee & Industrial Relations
Royal Mail



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Bob Gibson
Assistant Secretary
CWU

15th March 2013