

Christmas Arrangements 2014

1 Introduction

This document summarises arrangements for Christmas 2014 and New Year 2015 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 covered in line with workload forecasts taking into account the aspirations of 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 no service days and these arrangements remain in place for Christmas 2014/15.

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 and will be covered off separately.

2 Enhanced Operational Arrangements Christmas 2014

The following enhancements will operate in 2014. These are intended to address customer concerns and provide an improved service.

Extended Enquiry Offices Opening Times

There will be extended opening times from Monday 8 December to Wednesday 24 December. Closing times on Christmas Eve will be no later than 17:00. On New Year's Eve offices normally scheduled to close later than 17:00 may close at 17:00 (as New Year's Eve is on a Wednesday)

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

Sunday Opening

All of the offices currently taking part in the Sunday opening trial will continue to open on Sunday's during December. The majority of these will open between 12:00 and 16:00 (some will open between 10:00 and 14:00 as feedback from the trial continues to be evaluated).

In addition to the offices above a further circa 125 Enquiry Offices have also been identified which are not currently part of the trial, for opening on Sunday 14th and 21st December. These offices identified for opening will operate for a minimum of 4 hours between 10am and 4pm, subject to local discussions and operate staffing arrangements in line with normal arrangements and be paid at Scheduled Attendance rate.

Supplementary Parcel Delivery Service

Delivery offices will introduce supplementary parcel deliveries, where locally assessed and deemed necessary. The operational dates will vary by unit dependent upon the local traffic forecast.

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. They will usually take place between 0700 and 1000; additional deliveries may take place between 1500 – 2000 (and no later than 2100) subject to the local discussions

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

Sunday Delivery and Re-delivery

The Sunday delivery trial within the M25 area will continue during December in line with the agreed Joint Statement/TOR for Sunday Services.

The increase in 1st time delivery and the additional number of enquiry offices 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 Director & Divisional Representative for speedy resolution.

Sunday Collections

Can be made on 23 November 2014 and will be made on 30 November, 7 and 14 December 2014, although not an advertised service. Staffing will be on a voluntary basis and the operational arrangements agreed locally.

3 Attendance and Resourcing Arrangements

- 3.1 Thursday 25 and Friday 26 December are the Christmas Day and Boxing Day Bank Holidays. There will be no USO collections or deliveries on these days
- 3.2 Thursday 1 January 2015 is the designated New Year Bank Holiday (plus Friday 2 January in Scotland) There will be no USO collections or deliveries on 1 January (and 2 January in Scotland)
- 3.3 As agreed in 2004, people will not be required to make up hours they would have worked arising from the bank holidays or non USO days In line with normal bank holiday arrangements people who would normally be scheduled to work on the day of the Bank Holidays in the provision of USO collection and delivery services will not be required to attend (with the exception of some Network Professional Drivers) and not be required to make up the hours.
- 3.4 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 people can volunteer to work their normal rest day in return for a day in lieu or scheduled attendance

Where a rest day falls on a Bank Holiday (i.e. 25, 26 December or 1 January, plus 2 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

- 3.5 In order to comply with the USO, night shift operations should normally resume at the scheduled time on 26 December and 1 January (2 January in Scotland). Local Christmas discussions/arrangements should ensure that agreed staffing arrangements are in place to meet these obligations in full, while balancing employee aspirations for time off on the Bank Holidays. To avail this discussions will consider the full range of resourcing options, including the realignment of conditioned hours across these weeks for night shift workers.

Staff who attend within conditioned hours will receive the normal Bank Holiday premium for hours worked on the Bank Holidays. Staff attending out-with conditioned hours (on overtime) will receive normal Bank Holiday pay rates (options A or B as appropriate) for hours worked on the Bank Holiday.

- 3.6 Weekend duty holders (notional full timers and people who make three or less attendances each week) will have separate scheduling arrangements based on the same principles as in previous years.
- 3.7 Providing resourcing is secure at their parent offices people can volunteer for duty or additional earnings opportunities at neighbouring Parcel Sort Centres
- 3.8 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) will be paid on Friday 19 December. The eligibility criteria for the Christmas bonus payment will be the same as last year, based on the four December weeks (commencing 24 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 employees) agreed in the National Joint Statement - New Incentive Arrangements June 2012 will also be paid on Friday 19 December.

5 Scheduled Attendances

Scheduled attendance rates can be paid for pre-scheduled overtime worked during the Christmas period. These do not attract paid meal breaks.

6 Scheduled Attendances on Leave/Bank Holidays

Royal Mail and CWU have further discussed Scheduled Attendance holiday pay and recognise the significant contribution Christmas Pressure SA has traditionally made to the levels of payment. As such to ensure that this contribution is not lost under the new arrangements, SA holiday pay for the Christmas Day, Boxing Day, and New Year's Day (plus 2 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 Local discussions

Discussions with local CWU representatives should ensure Christmas arrangements are concluded in line with national agreements. Details will be negotiated locally to secure reliable staffing, ensuring everyone has a fair and manageable workload, and will consider the following options

- People to work their normal rest day in return for a day in lieu or scheduled attendance/overtime.
- Pre-scheduling hours against forecast workload.
- Scheduled attendance or pressure overtime.
- Use of temporary / agency staff as supplementary resource.
- Attendance arrangements on Wednesdays 24 and 31 December which are not bank holidays or non USO days.

- Innovative attendance arrangements on Saturday 27 December when traffic forecast is low

8 Pay Arrangements

The Christmas Pay Timetable is attached at Annex A

Royal Mail

CWU

October 2014

Annex A

Pay dates during Christmas 2014

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

w/c 1st December (pay date Friday 5th December)

- Regular Pay (Basic & assigned allowances)
- Overtime / SA / Ad hoc allowances performed w/c 24th November

w/c 8th December (pay date Friday 12th December)

- Regular Pay (Basic & assigned allowances)
- Overtime / SA / Ad hoc allowances performed w/c 1st December

w/c 15th December (pay date Friday 19th December)

- Regular Pay (Basic & assigned allowances)
- Overtime / SA / Ad hoc allowances performed w/c 8th December
- Christmas Supplement

Note: PSP will be closed for all changes from 2.00 a.m. Friday 19th December and will re-open at 7.30 a.m.

w/c 22nd December (pay date Wednesday 24th December)

- Regular Pay (Basic & assigned allowances)
- Overtime / SA / Ad hoc allowances performed w/c 15th December

Note: PSP will be closed for all changes from 2.00 a.m. Monday 22nd December until the payroll has been completed. This is anticipated to be approximately 6.00 p.m.

w/c 29th December (pay date Friday 2nd January 2015)

- Regular Pay (Basic & assigned allowances)
- Overtime / SA / Ad hoc allowances performed 22nd December

Note: PSP will be closed for all changes from 2.00 am Monday 29th December and will re-open at 7.30 a.m. and from 2:00 a.m. Tuesday 30th December until the payroll has been completed. This is anticipated to be approximately 6.00 p.m.

w/c 5th January 2015 (pay date Friday 9th January 2015)

- Regular Pay (Basic & assigned allowances)
- Overtime / SA / Ad hoc allowances performed w/c 29th December

Monthly-Paid Contracted Employees

Cut-off will be Sunday 14th December

Pay date will be Wednesday 24th December