

## **NATIONAL AGREEMENT BETWEEN ROYAL MAIL LOGISTICS AND THE CWU ON THE USE OF TELEMETRY EQUIPMENT IN ROYAL MAIL NETWORK VEHICLES**

Royal Mail has recently completed a tender process for a new Telemetry Product for the Network LGV Fleet. The outcome of the process was that the current Telemetry supplier Isotrak retained the contract albeit on the basis of greatly increased and updated operational specifications and capabilities.

Within the new specifications are:

- Improved Driver Interfaces
- Improved Vehicle and Trailer Tracking Capabilities
- Route Guidance System (Sat Nav)
- Canbus Capabilities

In February the business commenced a commissioning process with the new equipment being fitted to all LGV Motive Units and an initial fitting of tracking equipment to all Double Deck Trailers. Fitment to Single Deck trailers will follow post deployment.

Against this backdrop the department has been in discussions with the business for a number of months on an agreement covering the deployment and use of the new equipment. Following a successful conclusion to these discussions we are pleased to present for the information of branches the attached national agreement.

The agreement recognises the increased visibility the new equipment brings and we believe that we have secured extremely robust protections in regard to the usage of the data, both in regard to any potential discipline and day to day performance management.

### **Route Guidance**

With the increased reliance on Double Deck Trailers within the fleet, the new specification includes a route guidance system (Sat Nav).

The inclusion of the Route Guidance capability in the agreement is entirely dependent on the conclusion of SSOW with the Health and Safety department prior to deployment. Should that not happen prior to this point the Sat Nav capability can be disabled.

### **Canbus Capability**

Suppliers of telematic systems have for some time promoted Canbus technology as a means of saving fuel, reducing carbon footprint, and reducing vehicle wear and tear. Claimed fuel savings of over 10% are common within the industry.

The agreement factors in potential significant savings to the business in relation to fuel savings and defines that the levels of any savings be recorded for inclusion in the current national efficiency arrangements.

The department agreed a trial of the Canbus equipment at Plymouth VOC in January 2013. The trial ran for six months monitored by the Network Working Group (NWG) and was generally viewed as a success. The agreement clearly defines that the individual data produced by the Canbus equipment will remain confidential to the individual and the Advanced Driver Coach who will have access to it to design tailored training for each individual.

All such training will be conducted in line with the terms of the Training Needs Analysis section of the Advanced Drivers Coach agreement.

### **Vehicle Scheduling/Duty Construction**

The previous equipment (DMS) was intended to be used to adjust route running times. Discussions with the business over a number of years failed to produce a final agreement, mainly due to the fact that the original managerial premise DMS + Standard Deviation, was in the view of the Union flawed.

We have ensured in this agreement that those interim arrangements will remain in place unless otherwise replaced by a nationally agreed position.

### **Pre Deployment Trial**

Prior to full deployment full system trials are taking place at Chorley VOC. The trial will be monitored by the NWG and will report back to the National Logistics Steering Group prior to full national deployment.

### **Training**

All drivers using the equipment will receive full training on the functionality of the equipment.

This new equipment represents a significant investment in the Network LGV fleet and undoubtedly presents some real opportunities. We believe that the National Agreement addresses the areas of concern and provides ample protections for our members in regard to misuse of the information and ensures that the data is used in a supportive rather than punitive manner.

Please find below a full copy of the national agreement...

## **NATIONAL AGREEMENT BETWEEN ROYAL MAIL LOGISTICS AND THE CWU ON THE DEPLOYMENT AND USE OF TELEMETRY EQUIPMENT IN THE ROYAL MAIL NETWORK LGV FLEET**

### **Introduction**

Royal Mail and the Communication Workers Union are working together in developing key business policies, mutual interest solutions and a new culture which is at the core of all the commitments contained in the BT2010 Agreement and the recently endorsed Agenda for Growth, Stability and Long Term Success Agreement.

As such, Royal Mail have committed to provide the CWU with genuine engagement at the development stage of key business policies supported by transparency and good information share in order that the CWU can influence and shape key National policies before decisions are made.

In line with above commitments, Royal Mail Logistics, with input from the CWU, has now completed a tender process for telematic services for use in the LGV Fleet. Following workshops implemented within Network Operations to tailor the requirements of a future system, the improved specification includes Canbus and truck specific Route Guidance (Sat Nav) capabilities. Isotrak, who have supplied Royal Mail with telematic services since 2003, successfully retendered and have now been awarded the contract.

The new telemetry equipment represents a significant technological improvement over the previously installed equipment and builds on the DMS, GPS based tracking systems enabling the accurate and timely reporting of vehicle movements. In addition the systems will support:

- Accurate recording of end to end performance, supporting improved decision making
- Real time visibility on the Network enabling pre-notification of arrivals and collections
- Real time visibility on breakdowns supporting improved security and safety for drivers
- Improved in cab communications and driver interface
- Improved vehicle /driver utilisation
- Improvements in driving styles and driver behaviours

An equipment installation and commissioning program commenced in February 2014. On installation phone capability will be enabled immediately. All other system capabilities will remain disabled until full deployment of the equipment, currently scheduled for June 2014.

This agreement is designed to ensure that the new equipment is deployed based on a mutual interest basis, builds on and should be read in conjunction with the DMS Appendix to the Professional Drivers Agreement.

### **Pre-deployment Trial**

Ahead of full deployment Royal Mail Logistics and the CWU will trial the full system capabilities at an agreed number of sites. The purpose of the trial will be to evaluate

training/familiarisation packages and agreed measurement parameters ahead of full national deployment.

The trial activity will be overseen by the Network Working Group (NWG) who will provide a report to the National Logistics Steering Group (NLSG) for final sign off prior to full deployment.

### **CWU Involvement**

It is agreed that the full involvement of the CWU at all levels is essential if the full benefits are to be realised. CWU will be involved in all aspects of the initiative including implementation, monitoring, and assessment. This includes the content and application of the necessary training and to ensure full transparency an agreed number of CWU nominated representatives will be trained to Super-user level.

### **Route Guidance System (Sat Nav)**

We are seeing an increased variety in the trailer types we are using in our Network with some of our double Deck Trailers having an operational running height of 16ft 2ins. This presents no problem to agreed standard planned routes, however there can be potential vehicle restriction problems should there be a requirement to deviate from that route. Such contingencies are required when the roads on a scheduled route are closed as a consequence of road closure or police/VOSA instruction.

The introduction of the 'Route Guidance System' for driver use would, given the circumstances defined above, allow the driver to navigate an alternative route and avoid any low bridges and weight/width restrictions. The aim is to ensure safe effective contingency decision making when a driver is forced to deviate from the agreed route.

Health and Safety is of paramount importance to both Royal Mail Logistics and the CWU, therefore prior to any deployment it is agreed that a Safe System of Working will be fully developed and agreed between RM Network and the CWU National Health and Safety Department.

### **Canbus Capability**

Suppliers of telematic systems have for some time promoted Canbus technology as a means of saving fuel, reducing carbon footprint, and reducing vehicle wear and tear. Claimed fuel savings of over 10% are common within the industry.

An agreed trial of the Canbus system at Plymouth VOC in the second half of 2013 produced results which suggest that significant benefits are achievable through the national deployment of the Canbus capability.

It is recognised by both parties that the advances in the capability of technology in respect of data tracking of this nature has transformed the transparency of our actions

in everyday working life. This provides exciting opportunities for innovations in identifying training needs and operational efficiencies, but it also raises genuine concerns for employees in respect of intrusiveness and individual privacy.

Royal Mail Logistics and the CWU appreciate the need to balance these opportunities and fears, so as to ensure that new technology can be embraced seamlessly and with confidence. Against that backdrop both parties agree the following principles:

- The specific purpose for using the information provided by the new kit capability will be to enhance vehicle tracking and quality of service, improve driver training, fuel consumption and vehicle longevity.
- Both parties agree that all individuals have a right to privacy at work and it is accepted that there is a mutual obligation of confidence and trust applied to every contract of employment and that all parties should act in a way so as not to break that relationship. As such driver performance data produced will remain confidential to the individual and will not be displayed on notice boards or in league tables.
- It is agreed that this new technology is not being deployed for, or will be used as, a disciplinary tool. As such it will not enhance the ability of managers, or the evidence available, to take disciplinary action.
- Outputs for Canbus will not form part of the daily de-brief sessions with drivers or for day to day performance management.
- Advanced Driver Coaches will support the training of drivers. Data will be shared with Advance Driver Coaches who will utilise it to design tailored individual training sessions, in line with the terms of the Training Needs Analysis section of the Advance Driver Coach agreement.

In the spirit that both parties agree that the whole approach to this activity should be a positive experience for the individual, support and the opportunity to identify development areas will be provided through positive help, coaching and encouragement via local managers and driver coaches. In line with the ethos successfully deployed during the trial activity both parties confirm that the essence of the approach in regard to driver improvements will remain one of correction and not punishment.

Clearly as the data is analysed it will enhance the level of understanding in the business and it may provide an insight into improvements in how we operate. To this end the

NWG will be required to jointly report to the NLSG on a regular basis the experiences, opportunities and lessons that this enhanced transparency brings.

### **Canbus Key Measures**

Royal Mail Logistics and the CWU believe that through the deployment and application of Canbus capabilities the following measures are achievable.

- Improvement in VOC average mpg
- Reduced instances of harsh acceleration/braking
- Safe use of Cruise Control
- Reduction in vehicle idling time
- Improvement in % of “greenband” driving
- Reduction in RTA’s through improved driver behaviour
- Reduction in vehicle damage
- Use of Exhaust Brake

The range of areas to be measured and the parameters for the in cab indicators will be confirmed by the NWG prior to deployment and will be jointly periodically reviewed to ensure continued effectiveness.

Royal Mail Logistics and the CWU anticipate that the deployment of Canbus capabilities will produce significant efficiency savings for the business

Both parties recognise that the subject of efficiency and incentive arrangements are the subject of a wider group discussion and that neither party should second guess the outcome of those discussions. However, the conclusion of those discussions may not necessarily compliment the potential deployment dates of other operational priorities.

Against that backdrop it is agreed that the pragmatic solution is to enable a without prejudice situation, which allows for the progression and deployment of operational requirements and records the operational savings/efficiencies achieved so that accurate information will be available if required in the wider efficiency discussions.

It is also recognised that the recording and sharing of this information will enable the commencement of the process of developing a greater understanding between managers, representatives and employees of operational costs and the contribution that can be made.

### **Vehicle Scheduling/ Duty Construction**

The use of data for the purposes of adjustments to run times or vehicle utilisation are covered by the DMS annex to the PDA and the DMS Evolution Framework. Improved equipment capabilities will be assessed by the NWG who will provide a report to the NLSG including any recommendations on improvements to current agreed processes.

Ahead of any revised position utilisation of data to review run times will be progressed in line with the terms of the DMS Evolution Framework.

## **Training**

Full training will be supplied to all employees who will be required to use the new technology. This training covers all aspects of the use of the Telemetry equipment and will be delivered during normal working time by the Advanced Driver Coaches.

## **Review**

This agreement will be the subject of joint review 6 months after deployment and periodically thereafter. Any questions of interpretation, implementation or application of this agreement shall be referred to the respective Headquarters for resolution as a matter of urgency.



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