

## Cut-off Procedure

Annex 1 from the National Conduct Procedure Agreement between Royal Mail Group and CWU and Unite-CMA August 2015.

Delay to mail is a serious matter and could potentially be unlawful. All employees have a responsibility to ensure all items are processed in accordance with the local workplan. All employees will be made aware of the local workplan and the specific requirements of the particular job roles they will perform. Any time mail is delayed, for whatever reason, Royal Mail employees should attempt to correct the problem efficiently and effectively as soon as possible.

### General rules

- Employees must be made aware that mail must never be taken home at the end of a delivery. Correct endorsement procedures and correct use of the pouching off wallet, where appropriate, will avoid this
- **Under normal circumstances, if procedures have been followed no conduct action will be taken against individuals if it is not possible to deliver all mail within their scheduled time**
- The main aim will be to avoid the circumstances that may pose operational difficulties to an employee and to find ways of overcoming any potential problem at an early stage. It is also important that all employees are made fully aware of the implications of delaying mail and the possible consequences
- Measures must be put in place to advise employees on the course of action to be taken when difficulties arise when managers are unavailable

### Prior to commencement of delivery

On completion of their preparation, where an employee believes that they may experience difficulty in completing their delivery within the authorised time allotted, they should approach their manager as soon as possible before setting out on delivery. It will be for the manager to discuss any problem and advise the employee what particular action should be taken, including the consideration of collection on delivery around associated post boxes to enable USO compliance.

When an employee has requested assistance on delivery, but the manager believes that assistance is not required, the decision, along with the advice given to the employee, should be recorded and associated with the daily traffic volume record. The employee can have access to this record and may ask to see it prior to commencement of their delivery.

The employee should be encouraged to see their union representative if agreement cannot be reached. 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 for delivery.

The employee and manager should agree a specified time to phone if full completion of delivery workload within the allocated time proves not to be possible. If it becomes obvious that the delivery may be a problem, the employee can contact the manager before the arranged time.

After commencement of delivery

Where an employee is prevented from completing their delivery for any reason, it is essential that this is reported immediately, either by returning to the office or by phone. A written record will be kept.

All employees should be informed of the local authorised arrangements in writing.