

*Union agrees to "engage" with NZ Post to find IDA solutions:*

## PWUA members' ideas for improving IDA/Paxster delivery

Since the introduction of NZ Post's Integrated Delivery Model and the use of Paxsters, PWUA members from throughout the country have consistently reported problems to the union and to the company.

These have included:

- Rounds too big and of uneven sizes
- Pressure to work overtime
- Injuries and fatigue
- Significant amounts of mail returned undelivered
- Not enough space for processing up to 200 parcels and working on the floor
- Not enough staff and high staff turnover
- Damage, modification and maintenance costs of Paxsters
- Anger from residents about Paxsters on the footpaths
- The unsuitability of Paxsters on footpaths.

The PWUA has welcomed the establishment of a High Performance High Engagement process to provide a joint union/company forum to work on a range of issues in Delivery, Operations/Processing and ECL.

The first issue to be taken up under High Performance High Engagement will be the significant problems which have arisen around the "Integrated

Delivery" of letter mail, parcels and courier product.

The PWUA invites members in delivery **to forward by email to the union** any ideas and suggestions about how they see Integrated Delivery can be improved **in time for a meeting from 9 to 11 May** of NZ Post and PWUA and E tū union representatives.

Ideas and suggestions can cover any aspect of rosters, modes (Paxster, bike, ebike, motorcycle, walk) work process, etc.

Before agreeing to join the High Performance High Engagement (HPHE) process the PWUA had some rigorous discussions with the company, including about the status of the three legal cases taken by the PWUA against NZ Post. (See story below.)

The HPHE process provides that the parties still have the right to take up unresolved issues through the usual legal processes.

A newsletter will be coming directly from the joint union/company High Performance High Engagement process reporting on its work.

The PWUA encourages members to read these newsletters which will be the main source of information about the various issues which are taken up through the "engagement" process.

## Three legal issues go to the Employment Court

There are no existing precedents or "case law" about two of the issues taken by the PWUA against NZ Post. As a result the union and the company successfully applied to have the cases moved up from the Employment Relations Authority directly to the Employment Court:

- That overtime cannot be required without an "availability" provision in the CEA (with agreed compensation for being available to work extra hours beyond rostered hours)
- That overtime be calculated on a daily basis and not rounded off at the end of each week.

Whatever the result had been in the Employment Relations Authority, it is likely that either NZ Post or the PWUA would have appealed to the Employment Court, causing a further delay in getting a decision.

The other case on the design of safe rosters is on appeal to the Employment Court from the Employment Relations Authority.

In the meantime the PWUA has agreed to delay the Court proceedings by four months to allow the High Performance High Engagement process the opportunity to try to resolve the issues without resorting to legal action.

## Settlement reached in Paxster audio case

When a Christchurch PWUA member discovered that her Paxster conversations had been recorded without her knowledge or consent and secretly listened to by her team leader the PWUA supported her in a complaint to the Privacy Commission.

Some Delivery Agents had never been told that NZ Post had been making and listening to audio recordings of them on their Paxster rounds. At a demonstration of the video functions of the dashboard mounted camera to the PWUA, NZ Post had not told the union that audio recordings would also be made.

After conducting an investigation the Privacy Commission ruled that NZ Post was in breach of three of the four principles of the Privacy Act and that audio recording "intrudes to an unreasonable extent upon the personal affairs of Delivery Agents".

At a mediation convened by the Privacy Commission a settlement was reached between the PWUA member and NZ Post.

As is the usual practice in mediation, details of the settlement remain confidential to the parties.

## No more Paxster audio recordings

NZ Post says that it has no intention to turn on the audio function of the forward facing cameras on the Paxster fleet.

The PWUA had vigorously opposed NZ Post making audio recordings of Delivery Agents driving Paxsters on their rounds.

Anyone speaking to the DA on a Paxster would also have been recorded without their knowledge or consent. This could include householders signing for mail items while standing on their own doorsteps.

The PWUA welcomes NZ Post's decision that the audio recording function on the Paxsters will not be turned back on.

## Issues discussed with NZ Post this month

The regular six-monthly PWUA and NZ Post meeting was held earlier this month. Issues discussed included:

**Processing Innovation.** Problems with the sorting machines from some of the large flat wrapping materials and addressing characteristics.

**Paxster seat belts.** NZ Post is testing lap belts for Paxsters but the union is concerned that these could cause facial and pelvic injuries which could be avoided with a combination lap-diagonal belt.

**Paxster maintenance.** Problems

include wear in the front suspension and cracks in the plastic moulding.

**SWAG meetings.** The union is concerned about the number of worksites which have not had health and safety meetings for up to six months.

**Drug and alcohol testing.** Only 15 of the 250 post incident tests returned a non negative result. Almost all of the 15 tested positive for cannabis - the union believes this result reflects lifestyle and not impairment at work.

## Sun strike now a serious hazard

The low angle of the morning and afternoon sun as winter approaches has become a significant hazard with the longer hours being worked by Delivery Agents on Paxsters.

Paxster drivers are sometimes completely blinded by the sun. They are also concerned that other road users may not see the Paxsters.

The amount of glass and perspex on the Paxsters increases the sun strike problem for Paxster drivers.

The union strongly encourages Paxster drivers to provide a HS 1 for every occasion when they are affected by sun strike. They can also ask that the issue is raised at their SWAG health and safety meetings.

## Paxster reversing camera life expectancy

Some of the reversing cameras on Paxsters have been fitted so that the screen picture is on all the time.

The manufacturer of the Paxster's reversing camera believes that there will be colour fade and some deterioration in the clarity of the image over 18 months where the cameras are in continuous use.

After 12 months NZ Post will assess the screens and images of those cameras which are permanently on to see if this change can be made to all cameras.

## Company to pay the tax on spectacle allowance

Following a review of NZ Post by Inland Revenue the company will now be paying tax on the Spectacle Allowance.

This reimbursing allowance was being paid tax free to those employees who qualify (CEA clauses L53 and L54).

The company has decided to increase the payment so that the tax now required does not reduce the amount received by the employee.

NZ Post will be reviewing its tax treatment of other allowances in light of Inland Revenue's tax requirements before the next CEA negotiations.

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## CEA backpay issue

The PWUA has advised NZ Post of a requirement to pay more backpay to those employees who took leave between the expiry of the last Collective Employment Agreement on 1 April 2017 and the union's ratification of the new CEA on 28 June 2017.

As well as the employee not benefiting from the CEA pay rise for leave taken between April and June 2017 the increase in back pay should also be included in other average earnings calculations.

## DX Mail bargaining resumes next month

The PWUA is meeting with DX Mail in Auckland again next month to continue the negotiations for the first Collective Employment Agreement for DX Mail posties, sorters and mail room staff.

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POSTAL WORKERS UNION OF AOTEAROA (NORTHERN)

PO Box 95211 Swanson Auckland 0653

I hereby appoint the Postal Workers Union of Aotearoa incorporated to be my authorised representative under Sections 18 and 236 of the Employment Relations Act 2000. For the purpose of this authority any duly appointed representative of the PWUA is empowered to act on my behalf in any matters related to or arising out of the negotiation and application of any Employment Agreement or any other matter relating to my employment at my request. This authority shall continue in force until revoked by myself, giving two weeks notice.

Name (PLEASE PRINT) .....

Signed .....

Date ..... Appointment No. ....

Employer .....

Branch .....

Home Address .....

Phone .....

### Deduction Authority for Postal Workers Union of Aotearoa (Northern)

I authorise my employer to deduct:

\$5.95 per week when I am employed for 30 or more hours per week, or

\$2.95 per week when I am on-call, or employed for less than 30 hours per week from my pay and credit the Postal Workers Union of Aotearoa Northern District.

Please stop any other deductions from my pay to any other union.