

PWUA concerned at Post's pressure for performance**After 30 years' service  
postie suddenly not good enough**

Waikato postie Rosalind has worked as a postie for more than 30 years. In September this year she attended a ceremony in Wellington to receive an award for 30 years of dedicated, loyal service to NZ Post. Rosalind has a passionate commitment to her job and is very proud that this has been recognised.

However two weeks after receiving the award the Waikato Delivery Business Leader issued Rosalind with a written warning for poor performance and unacceptable levels of overtime. Rosalind was shocked that after being rewarded for her long service she was suddenly told she wasn't good enough.

The performance rate expectation stated in the CEA is: "Employees must give a fair days work". NZ Post translates that to mean that posties must work at BS75 or faster according to the company's performance reports. (BS75 is also expressed as a percentage - 91%).

The postie's performance rate that appears on Post's reports is affected not just by the work rate but also by other factors, such as:

- the information on the time docket.
- correctly inputting the data for the round daily.
- the accuracy of the round size.
- whether the mail counts are correct.
- activities that are not covered by the

Work Measurement System and not recorded on the time docket.

Company records show that over a recent period of 99 consecutive working days Rosalind was required to do cut ups on 62 days, often when her rostered hours were already filled on her own round. Despite the extra workload of cycling many additional kilometres each week Rosalind's overall work rate met or exceeded BS75 in Post's performance reports for each month on average.

But NZ Post is saying that a minimum work rate of BS75 on the report should be achieved virtually every day, and they have taken disciplinary action against Rosalind because she does not.

The PWUA has seen an increase in the number of posties being pressured or even harassed to work at or above BS75 *inside* when their overall rate for the whole day is already at or above BS75.

It appears that Post is happy to pocket the financial benefits of not paying overtime when a postie works fast, but not willing to accept a balance between faster days and slower days. By not rushing Rosalind can be accurate and give good customer service which is a part of postie performance not reflected in the BS rates..

The PWUA is representing Rosalind and will also represent any member who is giving "a fair day's work" but is being targeted for disciplinary action by NZ Post.

**Leave declined for  
tsunami bereaved**

A Samoan postie in Auckland lost six family members (including an aunt and two cousins) in the recent tsunami in Samoa.

The day after he heard of the deaths the postie took one day off work to support his other family members, to help make arrangements for the recovery of the bodies, and to grieve. He notified NZ Post the evening before his absence.

NZ Post has refused to grant the postie one day's bereavement leave, even though the company now acknowledges that he lost an aunt and two cousins in the tsunami.

The union lodged a personal grievance. (See section J of the Collective Employment Agreement pages 55 - 57).

The company wrote back to the union saying that they were initially not aware that the postie had suffered the bereavements.

Post went on to indicate that they were now denying bereavement leave to the postie simply because he had raised a personal grievance asking for it.

Senior members of the postie's extended Samoan family have been angered and offended by Post's treatment of this postie. The postie himself has suffered considerable distress.

At the formal mediation set down for mid-December the PWUA will be seeking a written apology from Post, as well as compensation for the postie for hurt and humiliation.

**Union fee increases  
with wage increase**

A pay rise of 3.0% came into effect on 1 December 2009 for all PWUA members covered by the Collective Employment Agreement.

In line with the resolution passed by members in 2008, union fees will also rise by 3.0% to:

- \$4.39 (full time).
- \$3.20 (30 to 35 hours per week).
- \$2.20 (on call or less than 30 hours per week).

The company has been asked to begin deductions of the new fees from the first pay week in January.

**Highbrook Mail Officers now get  
their travelling time entitlement**

Post had not been paying the travelling time provided for under clause C29 of the Collective Employment Agreement: "Travelling time will be counted as time worked ... if the employee is called from home to start work early..."

Mail Officers had been called at home to start work early at Auckland's Highbrook Mail Centre in the past and were not being paid the travelling time to which they were entitled.

Since the matter was raised by PWUA members, the PWUA has

been successful in getting Post to pay the travelling time. All union members affected by clause C29 should now be getting paid travelling time.

Post also put forward a proposal to vary the CEA to pay a fixed one hour for travelling time for Highbrook employees, because of the difficulties in getting public transport to and from the Mail Centre, particularly at night.

PWUA members have agreed to the variation of clause C29 of the CEA on the basis that the one hour fixed paid travel time is a good outcome.

## Know your CEA

### Ferrymead posties make a stand on "rostered" cut-ups

Like posties all over the country, Christchurch's Ferrymead posties have been doing regular 'work rebalance' cut-ups, even when mail volumes were already at or above average volumes for that day.

However earlier this month some of the Ferrymead posties refused to do a "rostered" cut-up on an above rostered hours mail volume day.

Clause N12 of the CEA states that cut ups may be used "to ensure the most effective utilisation of rostered hours". If mail volumes exceed rostered hours the company cannot impose a cut-up. "Best endeavours" must be used to get the required number of posties for that day.

When introducing rebalancing cut-ups the company confirmed they should not be done on days when mail volumes exceed rostered hours.

Knowing that the company was in breach of clause N12 of the CEA, the Ferrymead posties refused to do the cut-up.

The management stated that the posties would face disciplinary action for refusing a lawful instruction. However the management's instruction was not lawful because the company was in breach of clause N12 of the CEA.

In response to the posties' refusal to do the cut-up an extra on-call was brought in and the need for a cut-up was avoided.

Any posties who believe Post is in breach of the CEA in trying to force posties to regularly perform cut-ups on above rostered volume mail days should call the union office.

### "P teams" not popular at Christchurch Mail Centre

"Participatory Teams" intended to be introduced to the mail centres under the company's Future Post Programme do not appear to be getting off to a good start in Christchurch.

During a combined team brief the announcement that a workshop on P teams had been delayed until February next year was met with a loud cheer from many of the mail centre workers.

Some mail centre workers feel they risk being taken through the disciplinary process if they express any dissatisfaction with the P teams.

### Postie Grade 3 decision review

In February last year the PWUA lodged an application with the Job Evaluation Committee (JEC) for posties to move up from grade 2 to grade 3. (See Redbacks May 2008 and October 2009.)

Although the JEC moved the posties up from 260 points to 270 - this was still one step short of the 280 points needed to move to grade 3.

Post initially refused to conduct a review of the JEC decision, but following mediation at the Department of Labour, the PWUA and Post agreed to a process to review the JEC decision not to move posties up to grade 3.

This month the PWUA will be making a submission to the Employee Relations Manager Patrick Greene on both the JEC process and the JEC decision.

The PWUA believes posties should be grade 3 and not grade 2. Grade 3 is paid 13% higher than grade 2.

The EPMU has been invited to be represented when the PWUA presents its submission.

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### New Northern Organiser

The PWUA Northern District has a new full-time Organiser, Terri Ann Williams.

Terri Ann worked for NZ Post for 20 years as a postie and delivery support officer before taking on the union Organiser role in October this year.

In recent years Terri Ann has been the Northern District's Membership Secretary so she is already well known to delegates and many members.

The union is fortunate to have someone of Terri Ann's experience and ability in this role. In turn, Terri Ann praises the delegates for the great job that they do.

Terri Ann can be contacted at:  
Ph/fax: 09 832 7982 (or 832 PWUA).  
Mobile: 021 7982 44 (or 021 PWUA 44).  
Email: terri.pwua@ihug.co.nz

### "Letters of expectation"

Post recently tried to sack a member on the basis of an earlier "letter of expectation" when the member had not been issued with a warning letter.

Members issued with a letter of expectation should contact their union office just as they would with a warning.

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POSTAL WORKERS UNION OF AOTEAROA (NORTHERN)

14 Ahiriri Ave, Avondale, Auckland 0600

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 .....

Home Phone .....

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

I authorise my employer to deduct:

\$4.39 per week when I am employed for 30 or more hours per week, or

\$2.20 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.