

PWUA has written to the CEO about mail service failures:

Widespread reported breaches of the Deed of Understanding

6 May 2020

To: David Walsh, CEO NZ Post

Dear Sir,

We write to express the PWUA's concern at the numerous and growing numbers of reports it has received from employees at NZ Post over a period of several years of failures by the company to meet the Basic Postal Delivery Service requirements of the Deed of Understanding executed on 12 December 2013.

The reports relate to the following clauses in the Deed:

- Clause 4(b)(i) which requires NZ Post to provide a Basic Postal Delivery Service of not less than three day per week deliveries to 99.88 per cent of Delivery Points, and
- Clause 4(d) which requires that, where NZ Post provides three day per week deliveries as the Basic Postal Delivery Service, those deliveries shall occur on non-consecutive days.

Over the last three years the union has received increasing numbers of reports from Delivery branches throughout the country of some urban and suburban areas which are scheduled to receive three deliveries per week, receiving mail deliveries by Posties and/or Delivery Agents either:

- On consecutive days (for example, Tuesday, Friday and Saturday), or
- On only two days in a week, or
- Occasionally, on only one day in a week.

The union interprets these delivery patterns as breaches of NZ Post's obligations under the Deed. These instances have been reported to have occurred substantially for two reasons, either

- 1 There are insufficient numbers of Delivery employees engaged by the company to complete the deliveries, and/or
- 2 Delivery employees have been instructed to deliver CourierPost products in preference to delivering Basic Postal Delivery items, and to hold back the Basic Postal Delivery items for delivery on a later date.

Notwithstanding the unprecedented numbers of parcel items during the Covid-19 alert level 4 and 3 periods the breaches of the Deed have extended considerably, with many urban and suburban areas around the country receiving no Basic Postal Delivery Service at all for a week or longer while Delivery employees are deployed to deliver only CourierPost products full time.

Many union members are deeply concerned that NZ Post appears to display a disregard for its obligations under the Deed to the Government and to the people of New Zealand who purchase postage and expect NZ Post to deliver their mail in accordance with the Deed.

Union members have to face irate customers in the street who have waited extended periods for important documents or other items to arrive via the Basic Postal Delivery Service. Union members in private social occasions also report regularly being subjected to complaints from family and friends over the woeful state of NZ Post's standard mail service. It is now very common for business people to advise their customers to allow at least two weeks for a posted item to be delivered by NZ Post to an address on the other side of town.

While we and most Kiwis are very aware of the recent messaging on radio and media regarding delays in parcel delivery, the union is not aware of any public statement made by NZ Post, either during the recent alert levels 4 and 3 or previously, alerting their sending and receiving customers to an absence or change of mail deliveries. Many union members feel that sending and receiving mail customers should, at the very least, be advised by NZ Post when the required frequency of deliveries is not able to be made and why. Customers could then at least try to make alternative arrangements for the delivery of time-sensitive mail items. The withholding of this information from the public is regarded by some as negligence on the part of NZ Post in regard to time sensitive mail and a demonstration of an apparent lack of commitment to ensuring a maximum market share of mail delivery.

Over the past three years union officials have discerned a growing despair among NZ Post frontline employees over what is perceived as a deliberate strategy by the management to run down the quality and integrity of NZ Post's Basic Postal Delivery Service. This perception threatens the job security and futures of union members.

Rather than approaching Government ministers and Board members with this information the union thought it fair to first alert you to this issue of reported breaches of the Deed offering you the opportunity to respond. Union officials have raised these reports with NZ Post's Operations General Managers verbally in meetings on a number of occasions but have received no considered response to the issue and on occasions have been told to raise the matter elsewhere, including as recently as last week.

Please be aware that while the Covid-19 alert levels have exacerbated this issue, the issue is not a Covid-19 matter per se. The pattern of reports over the last three years indicates strongly that this issue will continue unchecked into the future unless it is addressed.

We would be grateful for your response at your earliest convenience.

Yours faithfully

John Maynard
National president

Michael Hunter
Secretary, Northern District

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POSTAL WORKERS UNION OF AOTEAROA (NORTHERN)
6A Western Springs Road, Kingsland, Auckland, 1021

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..... Site.....
Department..... Position.....

Home Address.....
Suburb..... City..... Post code.....
Phone..... Email.....

**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.