

PWUA MEMBERS' UPDATE!

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Redback correct about trial of contract couriers delivering mail

The August Redback report about NZ Post's plan to run a trial of contract couriers delivering mail is accurate. NZ Post's criticism of the Redback in its Team Brief of 6 September is not correct.

NZ Post presented a document to the unions at the GM/Union Forum on 24 August 2022 stating that "couriers" would be used to complete a work study on "last mile integrated delivery".

Seeking to discover how DAs would be involved in the trial, the PWUA representatives at the meeting closely questioned the management about who would be participating in the trial.

NZ Post was very clear that "contract couriers", not company employees, would be used to trial the delivery of parcels and mail together. This was a point of much discussion and disagreement at the meeting between NZ Post and the PWUA.

The document presented to the GM/Unions Forum – "Urban Last Mile Delivery: Work Study: Combined Delivery" - states: "*4 couriers completing the daily work to be observed during data collection within their current territory*". NZ Post clearly intends to use contract couriers in the trial to deliver mail.

At the GM/Unions Forum NZ Post gave the following explanation for the courier trial:
"At some point the mail volume will drop to a point where it is no longer economic to have both a Delivery Agent and a contract courier going down the same street, and it is most efficient for the company to have just one person delivering everything in the street."

"Because parcel volumes are growing and parcels are bulky that one person will need to be a courier in a van. The purpose of the trial is to try to identify the tipping point for declining mail volumes that would trigger a business decision to hand all the mail over to the courier."

Since the publication of the Redback the management appears to be distancing itself from its statements that contract couriers would be used to trial the integrated delivery of mail and parcels. However, it is notable that even in its latest Team Brief of 5 September 2022 the company gives no assurance that employees will be used to deliver the mail in future.

The management has not followed the very first principle of its own "Real Engagement": *"Identify the issues early and get people closest to the problem engaged while they can make a difference"*.