

PWUA challenges Post over so-called "work measurement" in the Mail Centres

Incorrect assumptions made by Post during its "updating" of the Standard Expectancies for determining the speed and accuracy required of mail sorters have been challenged by the PWUA.

At first the company stated its intention to "effort rate" Mail Centre workers at British Standard 85 (BS 85). Posties work is "effort rated" at BS 75.

Post claimed that "The BS 85 standard measure is the sustainable steady rate and takes into account fatigue and other factors ..." In fact the sustainable non-incentive rate of work is BS 75.

The British Standard effort rating is an internationally recognised component of work measurement and has not previously been used in Mail Centres to ensure the accuracy and fairness of work expectancies.

For a number of years the PWUA has been raising its concern with the company about the lack of accurate work measurement at Mail Centres.

Post has not consulted with the PWUA over its intentions with regard to its new work measurement project.

The BS 75 basis of work measurement for posties is recorded in the PWUA Collective Employment Agreement.

In response to the PWUA's challenge Post now says that BS 85 was "a typo" and they want an effort rating of BS 82 which they claim is the company recognised standard. Post is still wrong.

In its letter to the company, the PWUA has advised Post that "Any rate of work expectancy over BS 75 is one that would require agreement by negotiation".

In the 2011 CEA negotiations the PWUA refused to have BS 82 written into the CEA as the work measurement standard. Post accepted this and the recognition of BS 75 was also then included in the EMPU CEA.

The PWUA has notified Post that "the matter needs to be discussed and resolved urgently". The PWUA is awaiting the company's further response.

Eyebrows raised at raised eyebrows

PWUA eyebrows have been raised following management responses to employees who raise their eyebrows.

An employee, not a PWUA member, was called to a disciplinary meeting where one of the items on a list of "misdeeds" was a management complaint that he had raised his eyebrows during a meeting.

The PWUA encourages all employees to join the union - *before* their eyebrows get them into trouble.

PWUA members join asset sales campaign

The PWUA supports the campaign to keep 100% Government ownership of the four power companies.

Three Wellington PWUA members have been active in the campaign in Peter Dunne's Ohariu electorate - People's Power Ohariu.

The PWUA encourages members to support any activities opposing the privatisation of the state owned power companies.

New work measurement forum working to resolve delivery round problems

Issues with ten Wellington delivery rounds that had not been resolved to the satisfaction of the union and Posties were referred to the Regional Work Measurement Forum.

Under the Postie Pay Model (PPM) correct measurement of work is essential to posties being paid correctly.

In the event that Posties or the union were not satisfied with the results of the measurement of any particular delivery round the PWUA had insisted on a disputes process being included as part of the agreement on PPM.

The work measurement dispute process requires that disputed round measurements should be submitted to the Regional Forum in the first instance.

The Regional Forum then determines:

- Whether there needs to be a "local exception" made to the round size. (For example a where a set of traffic lights takes considerably longer to change on a busy highway than the

standard time allocated for traffic lights in the Work Measurement System.)

- Or that the round requires further measurement.
- Or that there is an accuracy issue that needs to be discussed nationally.
- Or that the current measurement is in fact OK.

Of the ten disputes it was agreed that the steps taken for three delivery rounds had resolved the issues.

Round 14 in Upper Hutt was referred up to the National Forum. The issue in the union's view is that steep terrain on biking rounds should be split into two categories, steep riding and steep walking, each with their own measured time.

For Round 41 at Te Puni it was agreed to count the number of "must stop" delivery points on the round and compare this to other rounds in the branch that posties felt were easier.

The union's argument is that the current classification of delivery points, while

accurate overall, is too broad and creates "good" rounds and "bad" rounds.

Motor cycle posties at Upper Hutt have long argued that two of the rounds require greater effort to earn on under the Postie Pay Model than other rounds.

It was agreed to convene a meeting at the Upper Hutt branch to explain the work measurement process and to begin a discussion to try to establish the causes of the perceived differences.

A subsequent check of motor cycle Round 5 raised the possibility that clusters of delivery points are not accurately measured.

Union members who disagree with the Delivery Systems view of a round measurement issue should raise the matter with the union.

The disputes process can be used if required - raising the issues with the Regional Forum of the Work Measurement System, and then if necessary the National Forum.

Pilot begins for "Single Delivery Agent" — posties delivering courier tracked items

NZ Post's vision for the future of Delivery took a big step forward at Tauranga and Mt Maunganui delivery branches with the Single Delivery Agent pilot getting underway from 23 July.

The posties have additional equipment including hand-held barcode scanners, ebikes, larger panniers and trailers to deliver NZ Post and CourierPost tracked and signature required items as well as the traditional product.

Rounds were not resized to allow for the extra workloads and much needed cross-cutting didn't eventuate for most staff.

This, coupled with extremely bad weather, meant the first two weeks were very demanding and exhausting for some posties.

The PWUA is very impressed with

the posties' dedication to complete all work and adapt to new processes.

PWUA reps have been on site and have demanded sufficient staff.

The PWUA has also highlighted the need for the accurate recording of all work, including lost time.

For future sites the PWUA will emphasise the need for sufficient time between the implementation of the Postie Pay Model and the introduction of the Single Delivery Agent model.

Post has agreed that in hindsight more time was needed for posties to get comfortable with PPM.

The PWUA believes the most important factor however is to have sufficient trained staff on site before the additional workloads associated with the Single Delivery Agent process comes into the branch.

PWUA advice on counting SLs, LFs and AOs

Team Leaders cannot instruct posties to change how they record mail items if the posties are correctly following work measurement procedures.

The Work Measurement System times for sorting SLs, LFs and AOs are based on how posties treated the mail during the review of the work measurement system in 2008.

For example, if a C5 item was handled as a letter during the work measurement timing process, then the time for this C5 was measured as an SL.

If the same C5 item was handled by another postie as a large flat, then the time for this observation was included in the LF sorting calculations.

The final calculations for the times allocated for handling SLs LFs and AOs are an average of the observations of many posties as they sorted their mail.

The reality of how the times for sorting SLs, LFs and AOs were obtained dictates two rules that posties must apply to determining what category a mail item must be recorded as:

- **Rule one** is that the classification of mail is based on how the postie handles the item. If the mail item is handled as a large flat, then it should be recorded on the postie's white board as a large flat. If it is handled as a standard letter, then it should be recorded as a standard letter.
- **Rule two** is that letters less than 130 millimetres tall **must** be treated as a SL, and more than 20 mms thick **must** be treated as an AO.

An item more than 130 mms tall and less than 20 mms thick can be treated as a LF if that is how the postie chooses to handle it.

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BUIP paid on 16 August

Payment of the BUIP is expected to be made on 16 August.

A high proportion of PWUA delivery members will be entitled, as full time employees, to the full BUIP union rate of \$1000 (less tax). Full time employees who are not union members will get \$650 (less tax).

For staff already in Post's employment on 1 July 2011 to qualify for the full BUIP they need to:

- have less than two weeks unpaid time off work between 1 July 2011 and 30 June 2012.
- have belonged to either union from 1 July 2011 until 30 June 2012.

If employees have had more than 2 weeks' without pay for any reason throughout the year, parental, non-work injury, sick days without pay, special leave without pay, etc, their BUIP payment's will be "pro-rata" (in proportion) to reflect this time off work.

For employees who began work with Post after 1 July 2011 to get a proportion - "pro rata" - of the BUIP they would need to have a minimum of 13 pay days. That is at least 3 months total service between 30 June 2011 and 1 July 2012.

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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

Phone

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

I authorise my employer to deduct

\$4.95 per week when I am employed for 30 or more hours per week, or

\$2.50 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.