

"Employee safety must be the most important consideration in all business decisions"

PWUA responds to NZ Post's renewed commitment to health and safety

The PWUA has welcomed an email from NZ Post's Head of People Engagement setting out the company's renewed commitment to health and safety in 2017.

The email set out the company's priorities including:

- Safety Management - better recording and reporting of safety risks, hazards and incidents
- Processing Innovation - the safe installation of new processing equipment
- Integrated Delivery - following up on safety issues like the Paxster helmet, reversing cameras and fatigue risk management with an outside expert.

In a response PWUA reminded the company that *"...the PWUA's experience over the course of 2016 has been that the company's stated commitments to H & S have not been matched by its action in key areas."*

The PWUA had considered legal action against NZ Post after the company had repeatedly ignored the scientific evidence and expert advice provided by the Union about the potential hazards of the 4 day roster at every meeting last year.

The PWUA also wrote *"... it already appears clear from the scientific evidence and from expert advice ...*

that the length of the working day (in a 4 day roster) and compulsory overtime are two key safety risk factors for Delivery Agents. It is vitally important that the Health and Safety aspects of the roster are addressed without further unnecessary delay."

The Collective Employment Agreement includes a provision for Delivery Agents that *"The Parties will seek agreement over the safety of operating procedures"*.

Despite repeated requests for the documentation (which the Union cannot access on the company's Google Docs website) it has not been provided. The result is that the safety of operating procedures has not been able to be addressed in any systematic way.

The PWUA has twice written to NZ Post representatives on the IDWG asking *"if the best roster for the business is not the same as the safest roster for the employees, which roster does the company want to pursue?"*

The company's failure to answer this question is the clearest indication the Union has received so far of the company's level of commitment to providing the safest roster.

The PWUA believes that employee safety must be the most important consideration in all business decisions.

No regular team briefs on Paxsters and rosters

PWUA members around the country continue to be frustrated about the lack of information from NZ Post about the progress of the introduction and operation of Paxsters and rosters.

The company did not object to the PWUA's recommendation that team briefs contain two weekly updates on the Paxster programme on Auckland's North Shore, Oamaru and Invercargill.

Members had also complained that they felt that they were misled by team briefings which conflicted with information in the Redbacks.

Because the PWUA was getting so many calls about what members felt

was the misleading content of team briefs the Union asked the company to provide the Union with a copy of each team brief as it is produced.

One of the "learnings" the company reported from its joint company/union visit to Norway in 2014 to study the introduction and operation of Paxsters was the vital importance of involving the Union and its members "at all levels".

The PWUA believes that NZ Post is not following its own recommendation to the satisfaction of Union members because the Paxster programme has degenerated into the crisis described by the PWUA in Redback November 2016.

NZ Post too slow in providing reports

For the PWUA to be able to effectively represent its members and to ensure that NZ Post complies with the Collective Employment Agreement the PWUA has repeatedly asked the company for reports, some of which are still to be provided.

- **Paxster's stiff steering:** For three months the PWUA asked NZ Post to send two "Generation 2.0" Paxsters to New Plymouth so that posties could compare the steering of the "modified Paxsters" with the Gen 1.0 model. After another three months the company has provided a report which says "Steering is better than the old ones" but also "Still quite heavy to turn and difficult to get around tight corners." The Union will be following up on the continuing problem with Paxster steering.
- **Neck injuries from helmets:** It took months for NZ Post to finally provide a report of a New Plymouth physiotherapist about *"multiple cervical [neck] injuries sustained since the release of the Paxster and Kyburz in June 2015"*. After long periods of no action and regular PWUA prompting the company is now working on alternatives with the NZ Transport Agency. (The PWUA stresses the importance of employees providing the company with HS1s.)
- **Paxster incident in Invercargill:** In a timely manner Post had provided detailed reports of three incidents in New Plymouth involving the three wheel Kyburz. However the Union is still waiting for the report of the November Paxster incident in Invercargill.

Short hours now for DAs

Delivery Agents on the 4 day roster in Auckland have been getting short working days in January with low mail volumes and plenty of staff now employed. Some are working less than 30 hours a week

This follows short staffing, large mail volumes and long working days late last year.

A lower income is now the problem.

PWUA challenges NZ Post's failure to comply with the CEA on Work Measurement

The PWUA has asked NZ Post to provide details of how the company believes it has complied with the CEA with its proposal to cut PPM posties' pay by removing the BCS letter sort time (40 to 60 minutes) and adding only 5 minutes to outside delivery time.

This follows the company's introduction of sequence sorted BCS letters which NZ Post wants to be bundled and bagged directly from mail trays and not the sorting cases. PPS mail would need to be sorted into a mixed bundle with large flats.

The combined effects of NZ Post's proposed changes could see PPM posties lose about four hours per week of calculated (paid) workload.

The Collective Employment Agreement sets out how Delivery Work Measurement System (DWMS) matters are to be dealt with. DWMS matters are to be overseen by the Work Measurement Forum. The company has not complied with its obligations under the CEA in relation to the changes it proposes to make to PPM posties' work time and pay.

The PWUA has asked NZ Post to provide details of how the company believes it has complied with the CEA in relation to its current proposal including:

- Full details of all interim time and motion studies conducted in accordance with the DWMS Operating Manual on each of the National Time Standards that NZ Post proposes to change, including where, when and on whom the studies were performed, and the results recorded.
- Full details of the timetable the company will follow to conduct comprehensive time studies to update each of the Permanent National Standards for these activities.

Because the proposals directly affect employees' pay the PWUA requested a satisfactory response from NZ Post by 31 January.

NZ Post has responded to the PWUA, offering to conduct time and motion studies on the changed outside delivery processes.

The Union will consider NZ Post's offer.

Dairy owner shows NZ Post how to be "socially responsible"

NZ Post removed a Dunedin post box even after two local women in their mid eighties had gathered 300 signatures on a petition to the company to save the box.

However, with the assistance of a television production company interested in their campaign, a local dairy owner has set up a letter box on his shop counter and takes mail for posting.

Shop owners in other centres have also offered to provide an unpaid postal service for their customers where NZ Post has removed their post boxes.

The State Owned Enterprises Act requires NZ Post "to be an organisation that exhibits a sense of social responsibility by having regard to the interests of the community in which it operates and by endeavouring to accommodate or encourage these when able to be so".

Although the shop owners are voluntarily showing a "sense of social responsibility", it is NZ Post which is required by law to do so and appears to be failing in its duty to both residents and businesses.

Postal Workers Union of Aotearoa

Website
www.pwua.org.nz

(Northern)

(pwa.union@ihug.co.nz)

Office: (09) 832 7982
Organiser: 021 798 244
Freephone: 0800 224 611

(Southern)

(pwu@tradeshall.org.nz)

Wellington: (04) 385 8264
Freephone: 0800 469 798
Central North Island: (06) 952 3738
Nelson: 0800 469 798
Canterbury: (03) 942 8370
Otago: (03) 455 4823
Southland: (03) 455 4823

NZ Post CEO salary package up 89% over five years

2010/11:	\$830,000
2011/12:	\$1,030,000 Up \$200,000 (+24.1%)
2012/13:	\$1,300,000 Up \$270,000 (+26.2%)
2013/14:	\$1,290,000 Down \$10,000 (-0.0076%)
2014/15:	\$1,410,000 Up \$120,000 (+9.3%)
2015/16:	\$1,570,000 Up \$160,000 (+11.3%)

Last year the NZ Post CEO was being paid the equivalent of over \$30,000 a week.

There is strong international criticism of the widening gaps between the salary packages of CEOs and their rank and file employees.

REDBACK is published by the Postal Workers Union of Aotearoa | Trades Hall, 126 Vivian St, Wellington 6011



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:

\$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.