

## Residential Last Mile trial — good for Post and posties?

The Residential Last Mile pilot in Tauranga is expected to be a good news story for posties. If it is successful in Tauranga the pilot could be rolled out nation wide.

The trial is currently adding on average 25 parcels a day to residential delivery rounds. This will help offset declining mail volumes and make it easier to keep physically manageable full time jobs in delivery.

The parcels tend to be in the earlier part of the week when letter volumes are generally at their lowest.

The delivery of more parcels will need Posties to have more carrying capacity which will be achieved by the increasing use of e-bikes. Over the

next 5 years e-bikes should become standard equipment items.

In New Zealand conditions, where most electricity is generated by renewable resources, e-bikes replacing couriers vans powered by petrol is also good for the country's carbon footprint.

For the pilot to be successful the work measurement aspects, piece rate payments and reimbursing payments will need to be accurate.

The Residential Last Mile pilot would not have proceeded without the Postie Pay Model being implemented in Tauranga (this is being worked on now), and it certainly would not go nation wide without the flexibility of the new PPM pay system.

## Importance of disputes process under PPM round sizing

The union has argued that there needs to be a better structure involving both the union and posties for raising disputes about work measurement.

It has been agreed that before round measurement starts Post should advise the union so that members can hold a meeting to discuss the posties' role in getting the work done right.

There can then be discussions about what factors the work measurement process needs to take into account in any particular branch.

The work measurement system operates on averages that work for the majority of rounds. However where a round has characteristics outside reasonable parameters of the average then the current system will not result in an accurate result.

With PPM it was agreed that when the Work Measurement System was inaccurate then "local exceptions" could be created to add any additional time required. However it has proved difficult to do this.

The union has argued that work measurers need to have a tool setting out the parameters within which the WMS is accurate so that the statistical "outliers" can be identified and corrected without creating a dispute.

In the meantime, until such a tool is available, issues like that in round 41 in Wainuiomata still need to be addressed.

On this round pavements are normally at the side of the road and there is about 10 metres to the boundary of the property and the delivery point.

Using a driveway the postie must approach the delivery point at a 90 degree angle so the postie must stop at the delivery point.

The driveway is often steep and posties will ride on grass to approach the delivery point more obliquely. The grass riding (requiring more effort) isn't measured because it is less than 10 metres.

The driveway gradient isn't measured because it is less than 10 metres.

The delivery point (DP) is classified as a 1A, worth 2.2 seconds, instead of 1B, worth 4.7 seconds because the postie avoids approaching it at 90 degrees.

The work measurement system is based on having a large number of delivery points where it is possible for the postie to put the mail in the box without stopping. This is generally the way it is, but not on round 41. This needs to be factored into the size of the round.

### Hair raising drug test

The PWUA was shocked to learn of a sample of hair being required during a drug test for an on-call postie returning after a few months away.

There is no provision for hair samples in Post's drug procedure as set out in its 36 page "Alcohol and Other Drugs in the Workplace Policy and Programme". The PWUA awaits an explanation from Post.

An employee who has been away from the job on 12 months special leave without pay can come back to the job without any drug test.

However a postie with 20 years service was recently required to do a drug test even though she applied for an on-call job soon after her resignation.

The PWUA will take up this anomaly with the company.

The PWUA is interested to hear of other examples of drug testing of employees including where hair samples are being required.

### Team Leaders invading doctors' consultation

The PWUA is concerned to hear yet another report of a Team Leader accompanying an injured worker into a doctor's consultation without being invited.

Injured workers have the right to see a doctor of their choice (not necessarily the company's doctor) and to see that doctor alone, or with a support person of their own choosing.

In order to curb the practice of some Team Leaders invading the doctor's surgery uninvited the PWUA will be asking Post management to commit to a binding protocol whereby all company representatives will actively exclude themselves from any doctor's consultation with another Post employee.

### Accuracy of PPM pay

The PWUA has proposed that the information currently put on whiteboards to generate wages should be recorded on a duplicate paper system similar to the pay docket and kept by the postie.

# Whether or not to weather the weather

During a severe weather event in Wellington last month the PWUA was left to take the initiative in coordinating the cancellation of mail.

The PWUA and Post have since agreed to update an agreement reached following a severe gale in Wellington five years ago. On that occasion the PWUA was also left to coordinate the cancellation of mail to protect posties who were being directed to attempt mail delivery in very dangerous conditions.

Last month some team leaders felt unprepared and initially undecided about what to do during a storm which was forecast to arrive on a Saturday.

The PWUA had received a Civil Defence

media statement the previous day advising that people not go outside unless absolutely necessary.

Among the suggestions made by the PWUA to Post was that severe weather warnings from the relevant weather or Civil Defence authority could be emailed automatically to the team leaders in affected regions.

Five years ago Post agreed that, while updated weather information should be monitored by the team leaders, the final decision about whether to deliver in severe weather conditions would be made by the posties themselves.

The PWUA has now received the company's draft agreement and will respond after studying the detail.

## Payment for lost time for mail cancellation under PPM

Post and the PWUA are not agreed about how to handle lost time caused by severe weather conditions.

This arose as an issue first at Sockburn in Christchurch, and then last month at Kilbirnie in Wellington.

Posties had reported to work throughout Wellington but did not go on to deliver the mail. All Wellington PPM posties except at the Kilbirnie branch were paid for the lost time.

The company has now agreed to pay the Kilbirnie posties because the other Wellington PPM branches had been paid. But the company said this is to be the exception to the rule.

While the PWUA accepts that there should not be a double payment for mail missed on one day and then being paid for on two days the current policy is unfair.

For example a postie who has worked hard during the week loses the benefit of that work, while a postie who is behind their rostered hours must get topped up to base pay because of the base pay protection (except if they have sold off mail during the week).

The PWUA has submitted a couple of formula for dealing with this issue that the union believes are cost neutral. This issue is to be discussed further at the next PPM Monitoring Committee meeting.

## "The unions have been consulted"

The PWUA has raised another example with Post where union members have been incorrectly told in team briefs that "the unions have been consulted".

Post has confirmed that the unions have not yet been consulted about Post's intention to go to the Government about changing the Deed of Understanding

between Post and the Government. Post is looking at exploring greatly flexibility in the frequency of delivery.

Unfortunately when members are being told by management that the unions have been consulted, if the information has not yet come from the union then it is best to check with the union.

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## Another car and C motor

A C-motor postie whose car had broken down used his father's vehicle to deliver his round. Unfortunately his father's vehicle sustained damage during delivery.

The vehicle user agreement obliges Post to meet the costs of repairing vehicle damage caused during delivery duties, but only when the postie uses his/her "own private vehicle".

NZ Post used the reference to "own private vehicle" to deny any liability to repair the damage to the postie's father's vehicle.

The postie had gone out of his way to provide a registered, warranted, insured car with a towbar so as not to let his team down and the mail would get delivered.

C-motor posties are advised to protect themselves in this situation by either:

- Signing a new Vehicle User Agreement with Post which changes the words "my own private vehicle" to "a private vehicle", or
- Signing a new, separate Vehicle User Agreement every day that a different vehicle is used, or
- Telling their Team Leader they are unavailable for C-motor work on any day that their own private vehicle is unavailable.

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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:

\$4.75 per week when I am employed for 30 or more hours per week, or

\$2.40 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.