

## Under PPM Post no longer has total control of work measurement

One of the most important benefits of the Postie Pay Model has been the removal of Post's right to change the Work Measurement System without the agreement of the unions.

PPM also provides for working towards greater accuracy in work measurement. This is vital because being paid the correct amount depends on the accuracy of the Work Measurement System.

It is important that both unions and their members have a better understanding of work measurement to get the full benefits of the PPM.

The Work Measurement System was put in place in the early 1990s. When setting up the Work Measurement System the old Communication and Energy Workers Union agreed to allow the General Manager of Delivery to change the Work Measurement System as he saw fit.

In 1996 the General Manager of Delivery decided to change round sizing to BS 75 using 85% of volume. This is the equivalent of working at BS 82 to deliver all (100%) of the mail.

By relying on Posties to have a natural work rhythm faster than BS 75 the company is often able to get the extra mail on a round on heavier days delivered by the Postie "for free" within their rostered hours.

Posties' work is measured by the (BS) British Standard rating system. According to the International Labour

Organisation's "Introduction to Work Study":

- "BS 75 is a "steady, deliberate, unhurried performance, as of a worker not on piece work but under proper supervision; looks slow, but time is not being intentionally wasted."
- "BS 100 is "brisk, business-like performance, as of an average qualified worker on piece work".

In changing to BS 82 as the expected and budgeted work rate the company was creating a **piece work performance standard**. However, there was never a commensurate change in the effective hourly rate which has always been related to a BS 75 non piece rate work performance standard.

The Postie Pay Model pays Posties for the work that they actually do rather than the time taken to carry out the work. Under the time-based pay system Posties only got rewarded if they deliberately worked at the BS 75 rate and incurred overtime payments. Pressure was continually applied to get Posties to work at BS 82.

The change to BS82 was a productivity grab by the company without any reward for the Posties.

The PWUA is working on a booklet for all members about getting round sizes accurate which is vital for the Postie Pay Model to be of real benefit to union members.

### Ratification of new CEA for 2011 - 2013

PWUA members have voted to ratify the 2011 - 2013 Collective Employment Agreement with 86% in favour of ratification.

A separate vote by Delivery members on the adoption of the Postie Pay Model was carried by 82% in favour.

The CEA provides for a Postie Pay Model Monitoring Committee to oversee the implementation of PPM branch by branch to ensure the protections set out in the new CEA are complied with. (See Redback May 2011.)

The PWUA representatives on the PPM Monitoring Committee are:

- Ron Smith (Auckland)
- Liam Remnant (Auckland)
- Graeme Clarke (PWUA Advocate)
- A delegate from Christchurch
- Kevin Livesay (Dunedin)

The first meeting of the PPM Monitoring Committee will be on 23 June.

### Join the union now to get full BUIP payment

Full-time Post Delivery employees who join the union by 1 July will be allocated \$19.23 a week to make up a \$1000 BUIP (before tax) to be paid out in July 2012. (Part-time pro rata.)

Full-time employees who are not union members will get allocated \$12.50 per week for a total BUIP payment of only \$650 before tax.

## PWUA requests Post's "survey" be first cleared by Privacy Commissioner

"Large scale breach of privacy rules" read the Dominion Post headline on 20 June. The lead story was about a report that a similar Post householder "survey" in 2009 was found to have breached "each of the four privacy principles that relate to the collection of personal information". The paper was quoting from two different reports obtained under the Official Information Act.

The story was followed by a public debate on radio about the ethics of the collection of personal data for on-sale to marketing companies.

Following calls from members to the PWUA union office, union advocate Graeme Clarke wrote to Post:

"In one of the discussions on radio about the matter the Privacy Commissioner stated that she had not seen the latest survey and couldn't therefore guarantee that it was compliant with the Privacy Act".

Posties were not refusing to deliver the survey forms, but the PWUA said that union members "would like to be assured that a copy of the survey has been cleared by the Privacy Com-

missioner as compliant with the Act before delivery is required."

Post replied that the survey has been cleared by their lawyers, that the company has been very careful and that the survey is fully compliant with the Privacy Act.

The PWUA is concerned that the high regard for posties could be undermined by the controversy, that posties may need to be prepared for questions from their customers, and that NZ Post's image as a trusted organisation could be tarnished.



## Christchurch 'quakes and Post policy

Christchurch Mail centre workers and posties appreciate the understanding and support of national level management following the further series of earthquakes this month.

However there appear to have been problems applying the national level policy to the local level.

Posties had come to work willing to do their own rounds and then get home to attend to the stresses and issues arising from the latest earthquakes. However some posties felt pressured to do cut-ups in the days after this month's 6.3 earthquake.

The PWUA pointed out to the local management that Delivery GM Matt Riordan had sent out a message to branches that Post supported a "self-management" approach to help employees cope with the problems.

One mail officer has been issued with a final written warning after being late to work for the third time over a five month period. Traffic congestion is a big problem in the city.

The PWUA has challenged the final warning.

## Sunglasses correction

Redback's report on Post's agreement to pay for the tinting of sunglasses (Redback May 2011) was incorrect.

The Terms of Settlement agreed at the negotiations of the Collective Employment Agreement in early May state that:

*The Company will investigate whether there is a suitable sunglass option available that can be provided to posties who need to wear prescription sunglasses.*

The PWUA had been seeking how best to protect from sun glare those posties who wear prescription glasses and are not able to wear wraparound sunglasses over their normal glasses.

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## Wet mail in Mail Centre from street receivers

The PWUA has raised with Post management the problem of wet mail arriving in the mail centres from street receivers.

Mail sorters must take time out from their normal duties to arrange the drying of the mail before further processing.

Unfortunately some of the water damage to the mail items would

remain obvious to the recipient.

Last year the PWUA raised with management the failure to make repairs to the drums feeding the Barcode Sorting Machines.

Mail was being damaged over a period of at least four months before faulty components in the feeding drum were finally replaced at the insistence of the PWUA.

## Customer's allegation against postie not sufficient for dismissal

NZ Post has been rebuked by the Employment Relations Authority (ERA) for dismissing a postie on the basis of uncorroborated allegations.

After receiving complaints from a customer and her sister Post conducted an inquiry which the ERA said "was neither full nor fair". Post's decision to dismiss the postie was "not justified - that is it was less than what a fair and reasonable employer would have done in all the circumstances ..."

Post's risk security investigator

failed to conduct adequate inquiries to check the authenticity of the complaints, then wrote a damning report about the postie. A Post manager then relied on the contents of that report to dismiss the postie.

At the heart of the matter were allegedly offensive text messages which the postie was alleged to have sent to a customer who the postie also knew outside work. The postie denied sending the texts and, in the absence of any evidence that he had,

the ERA found that a fair and reasonable employer could not have concluded that the postie did send the text messages.

The postie and the union were shocked that Post could find the postie guilty of serious misconduct without any evidence except an unsubstantiated complaint from a customer.

The ERA ordered that the postie be reinstated to his job and that Post pay him \$2,000 as compensation for his distress.

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POSTAL WORKERS UNION OF AOTEAROA (NORTHERN)

14 Ahirin 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.