



NATIONAL AGREEMENT BETWEEN RM RELAY AND THE CWU - DEPLOYMENT AND USE OF DRIVER BEHAVIOUR TECHNOLOGY IN THE LIGHT COMMERCIAL FLEET

Introduction

RM Relay and the Communication Workers Union have worked together over a number of years to develop key initiatives with the objective to improve safety whilst driving at work and beyond. As well as encouraging safer driving, both parties have also developed initiatives to improve fuel efficiency and reduce CO₂ emissions to lessen the impact on the environment.

Both parties are committed to continue working closely together through Relay Joint Working Group activities to provide genuine engagement at the development stage of key business policies. This way of working is underpinned by transparency and timely quality information share, in order that the CWU can influence and shape key Relay initiatives and strategies based on factual and reliable information as part of the decision-making process.

Royal Mail Relay and the CWU are committed to the safety of employees, customers and other road users and the principle of "keeping drivers driving" as contained in the 2015 Joint Agreement on the Road Traffic Procedure.

RM Operations have utilised several driver behaviour technology systems across a range of different vehicle types in RM Delivery, Logistics and Area Distribution. These telemetry systems are designed to improve driving style and behaviour in a supportive manner to increase driver safety and reduce road traffic accidents/collisions. Previously RM Relay vehicles have not been fitted with a driver behaviour technology system as standard.

Since 2019 to date, telemetry in the Royal Mail delivery and collection fleet has been shown to reduce idling times by around 5%, saving fuel and reducing emissions. Since 2019, RMG have invested £3.6 million in telemetry devices, with the system now installed on 78% of UK-based light commercial vehicles and in 81% of the entire fleet. Over the last year, telemetry has helped RMG save approximately 565,000 litres of diesel, equating to 1,440 tonnes of CO₂e across delivery and collection vehicles.

Deployment of Telemetry in RM Relay

RM Delivery vehicles have used the Trimble* telemetry system since 2015, following an extensive successful trial process within that function. As part of the current Fleet replacement programme Trimble technology will now be fitted to all Relay vehicles.

The main monitoring element of the system is to achieve a 10% mpg improvement, through driver self-correction techniques and as such the technology will be fitted to vehicles across the Relay depot network.

The operation and monitoring of the Trimble technology will be entirely in line with terms described in this Joint Statement. No other system capabilities or monitoring categories will be utilised unless expressly agreed by the National parties.

CWU Involvement

The CWU will have full involvement at all levels to realise the full benefits of telemetry and it is agreed the CWU will be involved in any monitoring, assessment and profile adjustment activities where agreed necessary. Relay will provide training opportunities to the local CWU representatives to give them the same system overview as the Depot managers.

Driver Behaviour Capability

Royal Mail Relay and the CWU appreciate the need to balance both the opportunities and concerns that telemetry brings, so as to ensure that updates to technology can be embraced seamlessly and with confidence. Both parties therefore agree and commit to the following principles:

- The purpose of this technology is designed to support individuals in achieving our shared objectives and should be seen as a positive experience that will identify opportunities for development through positive help, coaching and encouragement. The ethos will be based on correction and improvement, not punishment.
- The specific purpose for using the information provided by the measures and capability will be to enhance vehicle tracking and quality of service, improve driver training, fuel consumption and vehicle longevity.
- Both parties agree that all individuals have a right to privacy at work and it is accepted that there is a mutual obligation of confidence and trust applied to every contract of employment and that all parties should act in a way so as not to break that relationship. As such driver performance data produced will remain confidential to the individual and will not be displayed on notice boards or in league tables.
- It is agreed that this change in measures is designed to standardise the process across the fleet and is not being introduced as, or will be used as, a disciplinary tool or for day to day performance management processes. Equally, it will not be used to enhance the ability of managers, on the evidence available, to take disciplinary action.
- Both parties encourage supportive conversations in the daily de-brief sessions between drivers and the Transport DRP role with the aim to improve driver behaviours and efficiency where appropriate.

Driver Behaviour Key Measures

Royal Mail and the CWU believe that through the deployment and application of driver behaviour technology a 10% fuel efficiency and driver incident reduction achievement can be made. This will be achieved by providing real time feedback to the driver in the form of audible and visual warnings, allowing the driver to self-correct their driving style and behaviour. This feedback will occur if one of the following harsh or moderate events occurs:

- Acceleration
- Braking
- Cornering

In addition to the real-time feedback the following elements will be monitored:

- Vehicle idling time
- Speeding

The range of areas to be measured and the parameters for the in-cab indicators will be confirmed as part of the deployment and will be jointly periodically reviewed to ensure continued effectiveness.

In line with the National Joint Statement on Growth, Efficiency and Incentives any operational savings/efficiencies achieved as a result of this initiative will be recorded and shared on a regular basis. The recording and sharing of this information will enable a greater understanding between managers, representatives and employees of operational costs and the contribution that can be made by the technology.

The Relay Joint Working Group will monitor the activity.

Training

Full training will be supplied to all employees who will be required to use the new technology using current agreed training materials from previous deployment programmes of the same telemetry system.

Review

This agreement will be the subject of joint review 6 months after deployment and periodically thereafter.

Any questions of interpretation, implementation or application of this agreement shall be referred to the respective Headquarters for resolution as a matter of urgency.



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