

Manager's brief

Why we want to introduce a more flexible working week

To be a competitive and responsive business we need to do the simple things right, stop things that hinder us and do everything we can to make sure we're a success.

At the moment we have a very bureaucratic approach to managing people - with standard contracts, duty rosters, 318s and rigid attendances creating problems for us all.

What we want to do

We want to make sure that we've got the right number of people when the volumes of mail are higher and lower. This will mean more flexible working patterns to match the flow of work through the pipeline and a better work-life balance for our people.

What this means for our postmen and women

It's simple:

- People work all the hours they are paid.
- People carry out all the tasks that need to get done - as long as they are safe and legal and they've had any necessary training.
- People use new machines, technology and equipment and adopt new ways of working - once they've had any necessary training.
- People cover each other's leave and absence where they have the capacity to do so.
- People are treated fairly and with respect.

Flexibility is not about

- Getting postmen and women to work more hours than they're paid for.
- Changing what people do or the hours they work without notice and from one day to the next.
- Getting people to do things that they're not trained to do or that aren't safe to do.

The benefits to you

- More opportunities for leave in the summer.
- Easier to get time off at short notice.

- Better development and coaching because your manager will have more time for this.
- Enough people around to do the work when it's at its heaviest - we're in it together and share the workload.