

THE CON MANAGER'S BONUSES ANNOUNCED

- **DELIVERY SECTOR MANAGERS** **9K** (12% is pensionable)
- **CLUSTER MANAGERS** **6.5K** (12% is pensionable)
- **DOMs up to** **4K** (12% is pensionable)

This **INCLUDES** offices where CWU members got **NOTHING** in 50/50 payments scheme

FOR THE HARD WORKING POSTAL WORKERS

- **PAY FREEZE?**
- **JOB CUTS**
- **CUTS IN EARNINGS**
- **WORKING MORE DAYS**
- **BULLYING BY MANAGEMENT**
- **ON TOP OF LIES ABOUT TRAFFIC, QUALITY & EFFICIENCY**

CAN YOU REALLY BELIEVE ANYTHING THEY SAY?

A first class fiddle: Royal Mail could face £40m fine for giving false impression of efficiency

By Graham Grant and Sean Poulter of the Daily Mail, 22nd June 2009

Royal Mail faces a fine of up to £40million amid claims that managers rigged research to give a false impression about the efficiency of deliveries.

Staff are accused of manipulating an independent study designed to find out whether mail is delivered promptly and arrives at the correct address.

As a result senior staff were able to claim big bonuses, amounting to thousands of pounds, for apparently running a successful delivery service.

Scam: Royal Mail faces a £40m fine for rigging research in a bid to show it is efficient

The revelations call into question the integrity of Royal Mail and the boasts of its millionaire bosses to have improved the punctuality of deliveries.

The scam involved some Royal Mail managers discovering the names and addresses of a panel of people used to measure the efficiency of postal services in a mystery shopper-style exercise.

It is claimed that special efforts were made to ensure that mail posted to them and sent by them arrived in good time.

For example, post office staff sifted through undelivered mail at the end of the day to ensure any intended for the panellists could be delivered straight away.

Another opportunity came in areas where postmen routinely empty post-boxes earlier than the last collection time. Efforts were made to ensure this did not happen with the boxes used by panellists so they would not miss the last collection.

The net effect was to boost Royal Mail's score in the supposedly secret

and independent investigation into performance levels.

Industry regulator Postcomm is investigating the rigging of the research and is expected to levy a multi-million pound fine.

The scam apparently originated in Scotland, but the same ploy appears to have been used by managers in other parts of the Royal Mail network.

Last post: Postmen often empty post boxes before the last advertised collection time to speed things up

It is understood that a member of Royal Mail staff who was involved in the scam north of the border visited his counterparts in Manchester to brief them about it.

The bosses who came up with the elaborate con - which began four years ago - have benefited from taxpayer-funded bonuses totalling many thousands of pounds to reward their performance. Basic salaries for the small group of three managers who drove the scheme were around £100,000. There was a 100 per cent bonus scheme in place that allowed them to effectively double their income by hitting performance targets.

The con is thought to have involved opening and re-sealing some of the mail. If true this would be a criminal offence which carries a fine and, potentially, a prison sentence.

The mystery shopping exercise was carried out by an outside private company, Research International UK. It was completely in the dark about the scam.

It is understood that the con only came to light after a whistleblower sounded the alarm.

The Postcomm investigation involves forensic IT specialists who can search for information that staff involved may have tried to 'wipe' from the memories of their computers.

Royal Mail claims that 93 per cent of first class mail arrives the day after posting and 98.5 per cent of second

class arrives on time within three working days after posting.

Mark Higson, managing director of Royal Mail Letters, has applauded the efficiency of the service. In May he said: 'I'm proud of the performance of Royal Mail's postmen and women.'

In the past, Royal Mail has justified the huge pay and perks payout to its chief executive Adam Crozier on the basis of improved company performance. He received more than £3million in the 2007/08 financial year.

HOW THE SCAM WORKED

- Secret 'mystery shopper' panellists chosen by Research International UK. Panellists send each other letters containing name and address of sender
- Some panellists, unknown to Research International, are Royal Mail employees, letting those behind scam identify other panellists.
- Employees in relevant sorting offices briefed to look for mail addressed to the panellists
- Mail intercepted and opened to find names and addresses of other 'links in the chain'
- Spreadsheet identifying panellists produced. Postboxes they use are targeted for prompt service. Undelivered mail addressed to them at the end of the day delivered to their homes immediately
- This artificially boosts Royal Mail's performance meaning senior managers qualify for big bonuses