RM PFS Ltd/CWU Cleaning Productivity Agreement 2014 (Reviewed 2019)

1. It is jointly recognised that over the course of a number of years PFS Ltd and CWU have made progress in raising both the quality and cost effectiveness of cleaning. As agreed in the 2009 agreement 'A New Deal For Cleaning' a review of productivity has been conducted and as a result a step change in cleaning performance has been agreed to move the productivity levels to market median productivity rates as detailed in paragraph 4 below.

2. This agreement sets out the process that will enable this step change to take place, and move to market median productivity rates whilst at the same time enabling the opportunity for Cleaners to achieve bonus payments linked to the revised productivity levels and service standards outlined below.

PFS Ltd Investment In Cleaning

3. PFS Ltd will continue to invest in cleaning equipment where appropriate and will ensure that it is best utilised via training and support. In addition PFS Ltd is committed to investing in front line training and induction. Furthermore it is jointly recognised that the levels of performance identified below can only be achieved through the provision of the appropriate support, tools/equipment and training. In terms of equipment, these normally consist of vacuums, floor and carpet single disk buffers, scrubber/dryers and sweepers. Health and Safety issues to be addressed locally.

4. Every site will have a productivity target allocated to it in line with the productivity levels detailed below in paragraph 5 and are based on cleaning to an output specification. The agreed cleaning standards assume that if PFS Ltd were to take on the site as an additional building they would be able to clean to the required standard, including minor reactive events, within the target reference hours. Any Ad Hoc' cleaning work e.g. flooding is additional to the productivity rates and will be excluded from the bonus calculation. Cleaning following building projects – builders clean – will also be excluded from calculations.

5. The hours required to clean each site (productivity targets) to the required standard are objectively determined using simple calculations based on the Net Internal Area (NIA) which is the number of Square metres at a site, divided by the productivity rate, the square metres cleaned per hour figure when utilising the appropriate equipment. These median market productivity targets which reflect the level of cleaning that is achievable under industry standard performance (BICSc) supersede any previously negotiated hourage for a site or building. Taking into account the type of building the square metre cleaned per hour should be:

- Mail Centres: 386m2/hr [square metres per hour]

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- Road Transport Workshops (RTW's): 369.7m2/hr
- Delivery Offices: 332.1 m2/hr
- Delivery Offices (multi floor, lifts, wooden floors):332.1 m2/hr
- Hubs/RDC's: 359m2/hr
- Admin: 307 m2/hr
- Parcelforce: 695 m2/hr
- Mail Processing Units: 332.1m2/hr

Following any PCN/SCN changes the NIA is reviewed and amended if required on a quarterly basis and PFS Ltd will provide the CWU with the revised version immediately following each review.

In addition the productivity rates for each site include any time required for the baling of cardboard. It is agreed that supporting guidance on waste disposal such as baling of cardboard will be issued to the relevant sites and is contained within Appendix 5.

6. The objective will always be to contain costs within the productivity target hours for each site. PFS Ltd and the CWU will now commence a programme of revisions, with the primary objective of reaching agreement on attendance patterns/duty structures that will achieve the productivity targets whilst maintaining the required service standards. This may also include new improved/imaginative attendance patterns/duty structures. Normal arrangements for the allocation of revised duties will apply.
   The process and timetable for the deployment is contained within Appendix 2

7. It is jointly recognised, that in some previously agreed locations (e.g. Delivery Offices many miles away from other cleaned sites) that it will not be possible to service the site using a Relief cleaner or to recruit someone willing to work to the productivity target hours. Any new or additional locations which the CWU would like to add to the known list must be highlighted to the HR Business Partner for further consideration. Any new arrangements will only be agreed once the requirement has been fully explored and investigated.

   It is also the case that on some sites existing cleaners are paid for more than target reference hours and are unable, for practical reasons, broadly in line with the terms of Appendix 4 of the Managing Surplus Agreement, to absorb work from other sites to make up their workload to their paid for hours.. As circumstances change e.g. retirement or resignation of a cleaner, building closure or new office builds and relocations, the SSM and CWU Regional rep will review the target hours figure to identify how to adjust it to align with the target reference figure.

RM PFS Ltd/CWU Cleaning Productivity Agreement 2014 (Reviewed 2019)

8. The provisions of RMPFS Managing Surplus Agreement (MSA) will apply in all instances for the completion of this programme, with the exception being the application of paragraph 6 of the RMPFS/CWU Joint Statement to Resolve the Unagreed Allocation to Jobs Dispute dated February 2014.

9. Any disagreement concerning the terms of this agreement or their application will be addressed in line with the terms of the PFS Ltd Industrial Relations Framework.

10. To facilitate the successful deployment of this agreement all CWU PFS Ltd Regional Cleaning Representatives will be afforded full time release for an initial period of 3 months from the commencement of the deployment. These arrangements will be reviewed on a quarterly basis and extended as necessary.

11. Both parties acknowledge that the deployment of this agreement may uncover issues not envisaged at present. Accordingly this agreement will be reviewed within 3 months of deployment or at the explicit request of the CWU Assistant Secretary – Outdoor or the appropriate National PFS Ltd Director.

Signed

CWU……. PFS Ltd …….

Date: 10th April 2019 Date: 10th April 2019

Appendix 1 – Deployment Programme

Appendix 2 – Deployment Process

Appendix 3 – Site Productivity Data

Appendix 4 – Employee Preference Form

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