

**Agreement between Royal Mail and the  
Communication Workers Union for an enhanced  
specification Door-to-Door Delivery**

- 1 Royal Mail has been requested by a major customer to provide an increased level of service to the Door-to-Door product.
- 2 The customer requirement is to send a Door-to-Door item to all addresses in the UK as part of a larger media campaign involving newspapers and television. Speed is essential and the customer has requested that the time before delivery commences is minimised.
- 3 It is recognised that this agreement is an exceptional variation to the National Agreements in Distribution, Processing, Delivery and WBC's covering Door-to-Door operations and only varies as detailed below. Consultation will take place with the appropriate National Officers if the enhanced specification plan is actioned. This agreement sets no precedent for future discussions on any aspect of the Door-to-Door product.
- 4 The item will be C5 format and <20g weight but not counted and labelled to Walk Bundles. The correct number of items for each Delivery Offices will be provided by the parent Mail Centre in bundles of 100 items, 5 bundles to a box. Postmen / Postwomen should ensure that they have the correct number of items for his / her walk. Local discussions should be used to determine the most appropriate method of allocation and distribution of the items within the Delivery Office.
- 5 Delivery of the item should commence on the day after receipt into the Delivery Office and must be completed within 7 calendar days.
- 6 It is recognised by both parties that in many cases this will be a fourth item
- 7 Due to the nature of the item it is not possible to provide a specific date for delivery. However a minimum of 2 weeks notice will be given to Delivery units and the CWU prior to the commencement of delivery.
- 8 Both parties recognise that as this contract is outside of normal procedures a variation to the terms of the existing National Agreement will be applied and the item will accrue an increase of 40% over the standard tariff for this type of Door-to-Door item.
- 9 CWU will be provided with an example of the item at the earliest available opportunity

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**Ross Drake**  
**Royal Mail**

**August 2005**

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**Bob Gibson**  
**Communication Workers Union**

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