



LETTER TO BRANCHES

@CWUNews The Communications Union www.cwu.org

No. 200/2018

6th April 2018

Dear Colleagues

POST OFFICE: INAPPROPRIATE USE OF THE DISCIPLINE PROCEDURE FOR COUNTER LOSSES

The Department is alarmed by the number of reports recently received from our Representatives with regards to Post Office management's inappropriate use of the discipline procedure for counter losses.

We have in place a Collective Agreement for a "Losses & Gains" procedure which is enshrined within the "Crown Office Staffing Agreement" (COSA) and as such is contractual as it was included in the Schedule of Agreements covered by TUPE following the Post Office separation from Royal Mail Group.

Managers should always follow the Losses & Gains procedure in all instances of any counter loss incurred by a member unless theft is suspected. However, it seems that many managers are immediately resorting to the Conduct Code rather than using the Losses & Gains procedure. The use of the Conduct Code should be the absolute exception to the rule and the primary focus and attention to counter losses must be the agreed Losses & Gains procedure.

This deeply concerning matter has been referred to the highest level within the Post Office. Indeed, I wrote directly to Paula Vennells, Group Chief Executive recently regarding one of our members who had been unnecessarily suspended for 10 weeks pending a discipline hearing. I am pleased to report that this particular case has now been resolved to the member's satisfaction and they have returned to normal duties.

As a consequence of this upsurge in the inappropriate use of the Conduct Code, we have agreed to meet with the Post Office to discuss this issue at the earliest opportunity and a date is in the process of being arranged.

In the meantime, a communication from our Territorial Reps has been sent to Crown Offices to remind members that the Losses & Gains procedure should be used in any instance of a counter loss. The communication is attached to this LTB for your information.

We intend to build a case file of examples of the misuse of the Conduct Code to present to management at our forthcoming meeting on this serious issue. Branches and Representatives are therefore asked to contact my Department as a matter of urgency by emailing [lsheridan](#) **GRO** following any reports of the inappropriate use of the Conduct Code in relation to counter losses. In addition, Branches and Representatives should advise all members who have been subjected to discipline for a counter loss to immediately submit a grievance for the inappropriate use of the Conduct Code. Indeed even if a member is called to a fact finding meeting for a counter loss they should be submitting a grievance as the manager should not be considering using the discipline procedure at all and should be abiding by the agreed Losses & Gains procedure.

Any enquiries in relation to this LTB should be directed to Lea Sheridan on **GRO** **GRO** or [lsheridan](#) **GRO**

Yours sincerely

Andy Furey
Assistant Secretary



Attachment 1 to
LTB200-18.pdf