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3rd May 2018

For the Immediate Attention of All:

**Postal Branches
Divisional Representatives
Area Distribution Representatives
LGV Representatives**

TERMS OF REFERENCE BETWEEN ROYAL MAIL LOGISTICS AND THE CWU REGARDING THE USE OF FORWARD FACING CAMERAS

Dear Colleagues

Branches and representatives will be aware that the use of video technology in society is now to some extent considered the norm and that footage collected by individuals is increasingly being used to support legal cases and insurance claims.

Royal Mail have for some considerable time held the view that 'Dash Cam' technology could be utilised in their vehicles to protect the business and drivers against spurious insurance claims made by third parties. In addition, they believe that the technology has the potential to reduce the number of road traffic accidents, enhance driver behaviour and improve driver training.

While the business' rationale is understandable, it has been the department's long held view that 'Dash Cam' technology also brings with it the real danger that the uncontrolled use of footage may interfere with our established internal investigation processes.

It has therefore been our position that access and the use of footage that is collected would have to be controlled and to adhere to agreed arrangements in relation to the Road Traffic Accident Procedure investigation process and data protection for individuals.

Talks have been ongoing with both Parcelforce and Logistics in relation to this issue for some time where we have consistently adopted the above position in relation to discussions on FFC's, which to this point has always proved a barrier to concluding an agreement.

Those extensive discussions with Logistics to conclude a Terms of Reference for trial activity and ensure that strict protocols are in place, have progressed since 2016 and have now culminated with a TOR being agreed, a copy of which is attached for your information.

In line with our above policy the department believes that we have achieved a level of safeguards and protections which extend beyond what has been included in previous trials.

Colleagues will note that a defined process has been agreed which includes the following:

- It is a specific objective of the initiative that engagement with drivers will be improved so that they feel supported. In the spirit of that commitment, both parties agree that the whole approach to this activity should be a positive experience for the individual, with support and the opportunity to identify development areas provided through positive help, coaching and encouragement. Both parties confirm that the essence of the approach in regard to driver improvements will remain one of correction and not punishment.
- Prior to the commencement of the trial activity a joint event will be organised for Managers and CWU Representatives at the trial sites to ensure that the aims and Terms of Reference for the trial are fully understood. Training materials for driver briefings will be jointly developed with the Network Working Group.
- The trial activity will be restricted to Forward Facing footage only. No inward facing or dual function cameras and no "in-cab" sound recording technology will be sourced or deployed as part of the trial.
- Participation in the trial activity will be on a voluntary basis.
- Clear controls have been established on how requests for footage will be made and who will have access to the data.
- Clear controls have been established for how footage may be used in relation to the RTA Procedure and Conduct Code, which include referral to the CWU Assistant Secretary prior to any decision to use footage.
- The right of an individual to amend their initial account of an incident following the ability to view the video footage.
- There will be an emphasis on using the system in a supportive manner, reinforcing positive behaviours and taking a coaching or training approach to improve driver safety through developing a defensive driving style.
- The right of individuals to view the footage in private.
- The right of individuals not to view footage where it is indicated that it contains Graphic Images/Warnings.

The trial activity will take place at SEDC (Rochester VOC) and the Committee will note that it has been agreed that the full involvement of the CWU at all levels is essential if the full benefits are to be realised and the CWU will be involved in all aspects of the initiative including implementation, monitoring and assessment. This includes the content and application of the necessary training.

The trial activity will be closely monitored by the Network Working Group and there will be no further deployment of the technology outside the terms of the attached agreement without National discussion and agreement taking place.

Any enquiries in relation to this LTB should be addressed to Davie Robertson, Assistant Secretary, email: dwyatt@cwu.org or shayman@cwu.org quoting reference number: 233.03

Yours sincerely

Davie Robertson
Assistant Secretary