



Mediation contract for Royal Mail and its Unions

“Royal Mail and its trade unions appoint TCM Group to help deal with workplace issues throughout Royal Mail’s 150,000 workers.”



Royal Mail, the Communication Workers Union (CWU) and Unite have, for the first time, jointly appointed external mediators to help resolve issues and establish fairness in the workplace at an early stage.

Royal Mail and its trade unions have agreed to appoint an independent mediation partner, The TCM Group, to help deal with workplace issues throughout the company that employs 150,000 workers.

This is the first time that the business and its trade unions have jointly employed an external mediation company to help resolve issues and ensure that all employees are treated fairly and with respect.

Royal Mail and the Trade Unions have recently re-launched its Stop Bullying and Harassment policy. It offers an informal resolution process using the new mediation partner. The policy underpins Royal Mail’s and the trade unions’ commitment to help encourage a culture of mutual trust and fairness in the work place.

“We are pleased that we have jointly appointed external mediators to help us deliver our policy to resolve issues and establish fairness in the workplace, which we are all committed to.

“It is no surprise that in a business which employs so many people, there will be disagreements from time to time. External mediators can play a vital role in resolving these disagreements quickly and professionally. This will help us to encourage a culture of mutual trust”, said Jon Millidge, Group HR Director at Royal Mail.

“This approach, where mediation will assist in resolving matters at the earliest possible opportunity, can only enable a more positive working relationship

between all parties. It will require an investment in time from all but that can only help in the longer term to prevent long, laborious and often painful investigations out of which, very often, there are no winners. The experience of TCM Group will be vital to this approach particularly during its initial and introductory stage.” Commented Brian Scott, National Officer for Unite.

“You see people walk out and they look a couple of stone lighter, the world has been lifted from their shoulders.”

- Ray Ellis, Assistant Secretary, CWU

TCM Group is an expert in its field and has already developed mediation schemes in both private and public sector organisations. These include The UN, Marks and Spencer, British Telecom and American Airlines and various Whitehall Departments.

TCM Group Chief Executive, David Liddle, added: “Mediation is a proven method for resolving complex workplace issues. Royal Mail is taking a lead in how it manages workplace disputes by offering mediation to all of its employees with the full support and involvement of its trade union partners.

The professional mediators from TCM Group will assist the parties in a dispute to identify and agree a constructive remedy.

This will assist Royal Mail to achieve its vision for a culture of co-operation. This initiative will be evaluated by a team of leading academics offering the chance to gather evidence about the effectiveness of mediation within the modern workplace.”