

President's Award- Royal Mail

Royal Mail has been engaged with mediation since summer 2013, when we introduced the practice into our Bullying and Harassment policy. As part of our ground breaking Agenda for Growth agreement with the CWU, we have now also introduced it into our workplace disputes process. For the bullying and harassment policy we engaged with the trades Unions and key stakeholders from the very beginning of the project. We set up a project group with representatives from the policy team, our HR Service Centre and both Unite and CWU. We jointly identified eight professional mediation suppliers and together created a shortlist of five. These five companies then presented to the project group and a joint decision was made to award the contract to The TCM Group. We then worked with TCM Group to develop the referral process. This was then presented to all areas of the business and different management teams to outline the new process and communicate that this service was now available to employees.

Moving forward we are looking to continue to grow both the mediation within our bullying and harassment policy and the industrial relations mediation to help support the Agenda for Growth and the joint working culture we are striving towards at Royal Mail