



MEMORANDUM OF UNDERSTANDING

BETWEEN

GUERNSEY POST LIMITED AND POSTWATCH GUERNSEY

1. Purpose

- 1.1. The purpose of this document is to formalise the relationship between Guernsey Post Ltd (GPL) and the Independent User Council, hereinafter referred to as PostWatch Guernsey (PostWatch) by detailing the respective responsibilities, expectations and protocols to be observed by both parties in their on-going relationship.

2. Guiding Principles

- 2.1. Both GPL and PostWatch agree that it is important that all customers, whether individuals or businesses, have an effective consumer body to represent their views and interests.
- 2.2. The role of PostWatch is to promote and develop the interests of all customers of Guernsey Post's services and to ensure that, by means of structured challenge and feedback, GPL provides the best possible cost-effective services for all its customers.
- 2.3. PostWatch will not normally represent the interests of bulk mailing businesses as regards their individually negotiated contracts with GPL, but PostWatch will be willing to assist a bulk mailer on general postal matters.
- 2.4. GPL recognises that PostWatch provide an opportunity for the Company's customers to convey to an independent body, any issues, ideas and observations on the provisions of its services.
- 2.5. GPL is committed to the continual improvement in service delivery and customer service, principally the provision of a secure, efficient and cost-effective postal service.

3. Scope

- 3.1. This MOU reflects the arrangements between GPL and PostWatch to focus on the following areas and objectives: -
 - Products and Services - to ensure GPL offers a comprehensive range of products and services to satisfy customer demands.
 - Pricing – to ensure that the pricing of GPL's products and service remains cost reflective and competitive.
 - Posting facilities – to ensure access to GPL's services, including roadside boxes and retail counters, provides sufficient coverage.
 - Complaint and enquiry management – to ensure all customer complaints and enquiries are dealt with within prescribed timeframes.

- Measuring performance and reporting – to ensure GPL provides timely and transparent performance data against agreed objectives.
- Continual improvement – to ensure GPL maintains an approach of seeking continual performance improvement across its products and services.
- GPL commits to responding in a timely manner to matters and issues raised by PostWatch, including the provisions of an estimated timescale where a delay in resolution is anticipated.
- PostWatch commits to responding to GPL in a timely manner, with the company recognising that PostWatch members are volunteers with other commitments on their free time.

3.2. PostWatch recognise that a separate consumer body, the Alderney Partnership Board, has been established in Alderney with broadly the same responsibilities in that island as PostWatch has in Guernsey.

4. Transparency and Confidentiality

4.1. GPL and PostWatch recognise that the sharing of information in respect of GPL's performance is essential in order to facilitate constructive dialogue.

4.2. Individual PostWatch members will be required to sign a confidentiality agreement.

5. Key Performance Indicators

5.1. PostWatch will monitor, on an ongoing basis, GPL's compliance with various Key Performance Indicators (KPIs) established by the States' Trading Supervisory Board including: -

- end to end delivery targets for the various mail streams
- Any operational failures resulting in a customer complaint
- complaint handling including compensation claims
- price benchmarking

5.2. GPL and PostWatch will from time to time agree other KPI's and targets. All current KPI's are summarised as at Annex 1.

5.3. GPL will provide PostWatch with a monthly review of its performance by the end of the following month. Typically, this performance report will include: -

- Current month performance against target
- Current year performance against target and the same period in the prior year
- Where applicable a commentary on any performance below target

6. Meetings and liaison

6.1. GPL will provide facilities at Postal Headquarters for all PostWatch Committee meetings.

- 6.2. GPL will cover the reasonable cost of any secretarial services which PostWatch might need to engage to cover minute-taking and other organisational tasks. GPL recognises that to maintain independence such services will not be provided by a GPL staff member.
- 6.3. The Chairman of PostWatch and the nominated liaison at GPL will engage fortnightly so as to ensure the Chairman of PostWatch is fully apprised of GPL's plans and current projects. In turn the Chairman of PostWatch will pass details to the remaining PostWatch members.
- 6.4. Outside of the above regular engagement, GPL will permit PostWatch members to contact the Chief Executive, or other senior staff members, should a matter of particular concern arise.
- 6.5. PostWatch meetings shall be held at such frequency as considered necessary by the Chairman or members but shall always meet at least twice a year. The Chief Executive of Guernsey Post will normally be invited to attend part of such meetings. GPL will provide an update to PostWatch on the performance of the Company and any current work which may impact GPL customers. GPL will also answer questions from PostWatch on any relevant matters. In the absence of the Chief Executive another senior manager will attend.
- 6.6. The Chairman of PostWatch will be invited to attend one Board meeting per year in order to update the Board on its oversight of the GPL KPIs and targets and on any other matters of importance.
- 6.7. PostWatch will provide the GPL Chairman and the Chief Executive of GPL a copy of the PostWatch annual report in advance of its release to the media.

7. Publicity and Finance

7.1 GPL will provide space on its web site for the display of information relating to PostWatch, including the PostWatch mandate and constitution, annual reports and contact details. This information will be clearly separated from company information.

7.2 If required, GPL will provide funds (not expected to exceed £500 per annum) to assist PostWatch with its work.

8. PostWatch Recruitment

8.1. GPL recognises that a diverse range of skills and experience on PostWatch is essential to ensure consumer interests are properly represented. Whilst GPL will play no part in the recruitment process for PostWatch members, GPL will provide funding and/or design and administrative support in respect of any recruitment process for new members.

8.2. GPL will provide an induction to all new PostWatch members including a tour of Postal Headquarters, introduction to key staff and a broad overview of GPL's strategy.

9. General

9.1 The PostWatch mandate and constitution are annexed to this document.

10. Review

This Memorandum of Understanding will be reviewed annually in April.

Signed 
Chairman, Guernsey Post Ltd

Name: Simon Milsted

Date 19 February 2019

Signed 
Chairman, PostWatch Guernsey

Name: Bryan Guilbert

Date 19th February 2019

Annex 1 - Current KPI's

End to end delivery targets

Indicator	Description	Target
Intra Bailiwick J+1	GSY to GSY Next Day	95%
Intra Bailiwick J+3	GSY to GSY 3 rd Day	99%
Intra Jersey to Bailiwick J+1	JSY to GSY Next Day	84%
Intra Jersey to Bailiwick J+3	JSY to GSY 3 rd Day	97%
Intra UK to Bailiwick J+1	UK to GSY Next Day	82%
Intra UK to Bailiwick J+3	UK to GSY 3 rd Day	97%
Bailiwick to Jersey J+1	GSY to JSY Next day	84%
Bailiwick to Jersey J+3	GSY to JSY 3 rd Day	97%
Bailiwick to UK J+1	GSY to UK Next Day	83%
Bailiwick to UK J+3	GSY to UK 3 rd Day	97%
Internal 1c (D+0) from UK	1 st Class mail delivered by GPL on day of receipt	98%
Internal 1c (D+1) from UK	1 st class mail delivered by GPL the day after receipt	100%
Internal 2c (D+1) from UK	2 nd Class mail delivered by GPL the day after receipt	98%
Internal all mail (E+0) to UK	All mail despatched to UK on day of receipt	98%

Customer Complaints

Monthly reporting on complaints with rolling 2 year ratio comparisons and target of 27,993 items of mail to be delivered before receiving a complaint.

Information on compensation claims

Monthly reporting on compensation claims received and value paid out.

Price benchmarking

PRICE - % Difference to Jersey Post first step letter tariffs

PRICE - % Difference to Royal Mail first step letter tariffs

Annex 2 – PostWatch Constitution

- The PostWatch Committee shall seek to represent a cross section of the customers of Guernsey Post. This shall be achieved by, whenever possible, appointing representatives from a number of local groups including, but not limited to: the Guernsey Chamber of Commerce, Guernsey Charities, Guernsey Police Crime Prevention, as well as individuals.
- Every attempt will be made to ensure there is a mix of men and women on the Committee.
- The PostWatch Committee shall consist of a maximum of nine members.
- Members shall appoint one of their elected number to be the Chair and one to be the Vice-Chair.
- The normal term of office of ordinary members shall be 3 years after which they may stand again for election. There shall be no maximum period during which an ordinary member may serve.
- The normal term of office for the Chair shall also be 3 years but he/she may only serve for a continuous period of six years after which he/she must stand down, although may be elected as an ordinary member.
- When necessary elections will be held at the PostWatch meeting in April of each year, or the next available meeting after April if no meeting is held in April. Only those persons who are members at the PostWatch meeting prior to an election are entitled to vote at an election.
- Individuals may put themselves forward for initial election as an ordinary member by submitting a brief CV including what qualities they consider they might contribute to PostWatch. They must also include details of any group(s) they might represent. These details must be submitted either by e-mail or by post to PostWatch by the 15th March in any year. Persons seeking re-election need not submit any of these details.
- No member may be a sitting member of the States of Deliberation.
- A member may resign at any time, after which there may be an election of a temporary member to serve until the next regular elections in April. A temporary member shall have the same rights as an ordinary member.
- The Committee is not obliged to give any explanation to a candidate who may be unsuccessful in an election.
- At any meeting of PostWatch a quorum shall consist of four members. If such a number are not present, any decisions made at the meeting shall not have effect unless ratified at the next subsequent quorate meeting.
- Except for the election of members, in any vote, a member (including the Chair and Vice-Chair) shall have one vote and in the instance of an equality of votes the Chair (or where not present, the Vice-Chair) shall have a further casting vote.
- PostWatch may invite individuals to attend any of their meetings but such persons will not have any voting rights.
- Meetings shall be held at such frequency as considered necessary by the Chairman or members but shall always meet at least twice a year.
- In exceptional circumstances the PostWatch Committee may vary these constitutional rules.

Annex 3 – PostWatch Mandate

- To act in the best interests of all users of the services offered by Guernsey Post by acting as watchdog; to protect, promote and develop the interests of all customers of Guernsey Post's services; and to ensure that customers receive the best possible cost-effective service from Guernsey Post.
- To monitor, on an ongoing basis, Guernsey Post's compliance with the various Key Performance Indicators (KPI's) established by the States Trading Supervisory Board including: end to end delivery targets for the various post streams; delivery failures; operational failures; complaint handling; compensation claims and the like.
- Where considered appropriate or necessary in relation to the ongoing monitoring process, PostWatch reserves the right;
 - to visit Postal Headquarters at Envoy House and/or
 - subject to access having previously been agreed with Guernsey Post management, either generally or specifically, to liaise with relevant people within Guernsey Post, including the Customer Services team.
- Where considered appropriate or necessary to make recommendations to Guernsey Post management in connection with the maintenance and improvement of services to the customer.
- It is expected that all customer complaints will, in the first instance, be directed by customers to the Customer Services section of Guernsey Post. In the event that a complaint is not resolved to the satisfaction of the customer there is a further formal complaints process available to both the customer and Guernsey Post, PostWatch does not have the resources to deal with individual customer complaints and customers are requested to follow the process set out above and explained in more detail on the Guernsey Post website.
- PostWatch will review, seek customer feedback/comments on and issue formal responses to:
 - Any relevant States Policy Letters or other documents relating to the activities of Guernsey Post;
- As and when circumstances demand, PostWatch may take such action as it deems necessary to protect the interests of customers. Such action may include but need not be limited to:
 - the convening of public meetings
 - highlighting issues of importance to customers via the media and/or seeking the publication of notices/letters etc. as deemed appropriate;
 - making representations to any States Committee or other body or to individual Deputies;
 - publishing an Annual Report which is to be made available at www.guernseypost.com/