Social Dialogue at Cyprus Post

Restructuring the Delivery Units
The Postal Environment in Cyprus

- Drastic reduction of mail volumes by 28% in the last 6 years
- Substitution by technology
- Possible competition
- Pressure for costs reductions
- Economic crisis-recession in past years
- High dependency on revenues from traditional mail
The Postal Environment in Cyprus

Low degree of flexibility

- Cyprus Post is the Universal Postal Service Provider and is still a Government Department
- Regulation framework and implementation
The Postal Environment in Cyprus

• Increasing customer demands and expectations
  o Cypriots are demanding customers

• Potential of e-commerce development
  o E-Commerce on weekly basis: 6%

Results based on IPC Cross-border e-Commerce Shopper Survey 2017
Staff

- Permanent: 275 (43%)
- Casual: 248 (39%)
- Hourly: 111 (17%)
- Other: 6 (1%)

Total: 640 persons
Restructuring the Delivery Units

2002
The Netherlands Post was awarded the project to restructure the Delivery Units

2003
1st Restructure: Increase of delivery staff

2013
3rd Restructure; reduction of delivery staff

2016
2nd Restructure: Increase of delivery staff

2016-2018
4th Restructure: Reduction of delivery staff
Delivery Personnel in 2018

- Required: 214
- "Surplus": 101
- Positions: 324
- Filled: 315
Work balance

- New Services
  - MoneyGram
  - PostExpress
  - QuickPost
  - Increase Registered
  - Increase small packets

- Abolishment of home delivery for registered mail
- Drastic reduction of mail volumes
- Substitution of printed notifications by SMS
- Suspension of unaddressed mail service
4-Directions Social Dialogue

1. Job Security
   - Secure work positions in the future

2. Salaries
   - Low paid staff

3. Future prospects of staff
   - Advancement opportunities

4. Benefit to Cyprus Post
   - Win-Win
Challenges

- Resistance by personnel/Unions
- Expectations
- Fear of change
Alternatives for delivery staff

Possible Duties

- Other relevant duties (e.g. EMS, Parcel delivery)
- Duties within the Delivery Units (e.g. pre sorting)
- Auxiliary duties at Postal branches
- Frontline personnel at Postal branches service counters

Factors

- Seniority
- Age
- Health factors
- Working status-limitations
- Skills
- Responsibility
Actions

Information

Share vision
Share culture

Training

Share goals

Regular contact
Thank You!