

24 March 2011

**Royal Mail Group**

Mr D Ward  
Deputy General Secretary  
Communication Workers Union  
150 The Broadway  
Wimbledon  
LONDON  
SW19 1RX

100 Victoria Embankment  
LONDON  
EC4Y 0HQ

Tel: 020 7449 8110  
Fax: 020 7530 7104  
Mobile: 07587 887747  
[www.royalmail.com](http://www.royalmail.com)

Dear Dave

### Post Office Limited Crown Pay Offer – April 2010 – March 2012

This offer applies to all CWU represented grades (Customer Service Consultants, Financial Specialists and Product Specialists) within Post Office Limited Crown Office Network.

This is a two year pay offer which runs until March 31<sup>st</sup> 2012 and is structured as follows:-

1. 2010/11 – A 2.25% consolidated pensionable pay increase. This increase is to be backdated to 1<sup>st</sup> April 2010 and flows through to overtime and pensionable allowances.

London Weighting for eligible employees has already increased by 2% in line with the existing agreement.

2. 2011/12 – A 1.4% consolidated pensionable pay increase effective from 1<sup>st</sup> April 2011.

London weighting for eligible employees will be increased by 1.4% in line with the RMG London weighting for 2011/12.

See Appendix A for new pay rates although these have been calculated manually and will require final ratification

3. ColleagueShare lump sum payment of £600 (pro rata for part time employees based on average hours worked for the six months preceding the payment date) paid to all grades at the end of April 2011. This payment has been brought forward



Cont...

and is in lieu of the third tranche of shares.

4. A further lump sum of £400 maximum (pro rata for part time employees based on average hours worked for the six months preceding the payment date) payable on 29<sup>th</sup> April 2011.
5. An extended guarantee of the existing 373 Crown Branches for the duration of this agreement until 31<sup>st</sup> March 2012. This will be jointly reviewed in September 2011 to consider a further extension beyond March 2012.
6. Terms of Reference for Talks on the Future of the Crown Office Network:

Both Post Office Limited and the CWU recognise that we jointly face significant challenges to secure the long term future of the Crown Network and its employees.

Both parties will engage in discussions to reach an agreement designed to return the Crown Office network to profit by the end of 2014/15 financial year which will provide longer term job security and enhanced terms and conditions for employees.

Key to achieving this objective is the need for both parties to consider new approaches and ways of working that will allow for increased sales and improved customer service to be delivered in a more efficient/productive way.

The aim is to conclude the agreement by no later than March 2012.

Next pay review date 1<sup>st</sup> April 2012.

Yours sincerely

John Duncan  
Group HR Director