



Post Office Ltd  
Finsbury Dials  
20 Finsbury Street  
London  
EC2Y 9AQ

Your reference : AF/LS/100  
Our reference : LK AF 08 04 20

Andy Furey  
Assistant Secretary  
CWU Headquarters  
150 The Broadway  
London  
SW19 1RX

8 April 2020

Dear Andy

**Re: Coronavirus Easter Saturday**

Thank-you for your letter of 3<sup>rd</sup> April. All of us at Post Office echo the sentiments that you have expressed regarding the great service that our people in the DMB network are delivering to our customers at such a time of national importance.

I have discussed your proposal with senior members of the Retail Lead Team and the GE and we have decided that we cannot agree to closing branches on Easter Saturday.

Our concern is, in light of the current Covid-19 crisis, we would effectively drive 3 days' worth of traffic (Good Friday, Easter Saturday and Easter Monday) in to branches on Tuesday 14 April.

This increased footfall will then be entering branches already operating on reduced hours, with circa 30% of our colleagues absent from work at the moment. That will likely lead to increased queuing times which would make social distancing very difficult in many branches and actually increase the risk to our people and our customers.

I'm happy to discuss any other ideas and proposals in which we say thank-you to our fantastic colleagues for their commitment and service at these very difficult times.

Best Regards

A handwritten signature in black ink, appearing to read "L. Kelly", with a long horizontal stroke extending to the right.

Lee Kelly

## Employee Relations and Policy Director