

9 April 2020

Royal Mail Group

Mr Terry Pullinger
Deputy General Secretary (Postal)
Communication Workers Union
150 The Broadway
Wimbledon
LONDON
SW19 1RX
By email

Dear Terry,

Bank Holiday Policy

Thank you for the letter of the 6th April regarding the above.

We share the admiration and gratitude for the continued efforts of all Royal Mail Group employees through this period of crisis. We will continue to protect our people and support them throughout this period with all our endeavours.

Continuing to do our job and delivering the service remains at the heart of one of our objectives to protect the country. We are delivering crucial personal mailings, like prescriptions and hospital appointments. This is a key priority for us. In addition, many families are sending mail, or have made online purchases, in the belief they would arrive with the loved ones they are now unable to visit over the Bank Holiday. More than ever, people are relying on us.

I have considered your request carefully and I am not convinced that it is consistent with our objectives. The pandemic delivers us the challenge to our operation of record absence levels through infection or self-isolation. To voluntarily step aside from our service obligations through a rest day, no matter how well intentioned, does not sit comfortably. I appreciate that other businesses face different circumstances and they will make different decisions. We will not judge them nor will we be bound to follow them.



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I note your additional comments regarding Bank Holiday policy. The policy has not changed, and we will continue to work within our agreements. Local situations may occur where exception may need to be sought locally but, as is our usual approach, we would expect the normal local processes to be followed and local solutions to be sought in consultation with our local managers and reps. I have made enquiries and do not see any indication of widespread issues on this topic. Where there have been issues they have been resolved. If you have evidence to the contrary let's make sure they are raised at our Covid consultation meeting.

During this crisis we need to continuously thank all of our people for their work and commitment during these difficult times. It is an amazing team effort to keep the letters and parcels flowing through the network to ensure that we continue to deliver service up and down the country.

Many thanks.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Sally Ashford', with a long horizontal flourish extending to the right.

Sally Ashford
Chief HR Officer