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TO: ALL BRANCHES WITH MEMBERS IN BT

Dear Colleague

CBRE (BT MAIL ROOMS) OUTSOURCING TO SWISS POST SOLUTIONS (SPS)

An announcement has been made to all BT Mail Room members that CBRE intend to outsource the BT Mail Rooms to Swiss Post Solutions (SPS) from 1st December 2019.

The rationale given is that CBRE's operating model across a number of accounts includes the use of a series of strong, reliable and expert service delivery partners. CBRE say that it is common for the company to make use of these expert suppliers for specialist and complex services such as mail services as there are a number of challenges associated with self-delivery of this services.

The key challenges they see are:

- to provide improved opportunities for their colleagues to develop and grow
- to provide the best technology and systems to support the role
- to provide for a more flexible operating model to support the BT Workplace

Those CBRE members working across the country in the BT Mail Rooms have been informed of the intention to outsource via conference call and individual contact.

Branches with members affected by the announcement will be contacted with further information and proposed Roadshow dates when Swiss Post Solutions intend to meet the staff in scope.

Yours sincerely,

Brendan O'Brien
Assistant Secretary