



Dec 2019

Dear Colleague,

Customer Experience Resourcing Update

We've continued to make progress towards our overall goal of driving the customer to the heart of our business and servicing their needs in the most efficient way. Working together in CE our joint objective is to ensure resource is in the right place at the right time – to be there when our customers need us. Accordingly, we wish to thank you all for your support and co-operation in helping us to achieve this.

Alongside this we've continued to work on initiatives to improve and upgrade technology, to enable the streamlining of our processes and provide further opportunities to better align our resource to meet both our customer and commercial needs and with the aim of improving bonus scheme payments.

We are pleased to share the next steps of our journey, with news of a significant number of permanent and fixed term opportunities available, and a reminder about the ongoing opportunity for part time staff to increase contracted hours coupled with the realignment of some of our existing work.

72 Opportunities Available – 39 Permanent and 33 fixed term (up until early September 2020)

It's important we continue to regularly examine our resourcing requirements, and following our latest review we are pleased to announce a total of 72 people will benefit, either through permanent (39) or fixed term temporary (33) opportunities as follows:

- **Doxford** – Non-Account – 20 permanent roles / Complaints – 5 Fixed Term contracts
- **Dearne** – Account – 19 permanent roles and 11 Fixed Term contracts*
- **Plymouth** – Complaints – 14 Fixed Term contracts
- **Stoke** – Non-Account – 3 Fixed Term contracts*

We will be working together to ensure a fair and consistent resourcing process, with the aim of having all successful applicants in place as early as possible in 2020.

(* NB: Following completion of the above exercise, a small number of Fixed Term roles in Dearne and Stoke will end in March.)

Realignment of some of our email handling work in Doxford

An opportunity has been identified to provide a more effective service to our customers through re-aligning resource and merging the handling of emails from our Account and Non-Account customers into the OSC team within Non-Account. The Management team and CWU will work jointly with the teams involved to develop a plan that ensures all staff receive the appropriate training and support they need to enable them to move to this new way of working.

Opportunity for part time staff to increase hours

Our part-time workers are an important part of our plan and play a valuable role in delivering excellent service. Part-time hours provide many people with the flexibility they need to fit work around their personal circumstances. However, if your circumstances have changed recently and you'd like to change your hours as a result, we'd like to

hear from you. The opportunity to request a change to your hours is always available to you; maybe now is the time you'd like to do so.

If you'd like to increase your part-time hours, either permanently or on a temporary basis, for a minimum of 3 months, please email CE.Enquiries.Inbox@royalmail.com by 10 January 2020.

If you do increase your hours, you'll be asked to sign a 'variation to contract' letter; this will outline the agreed changes and how they'll affect your pro-rata basic pay. Remember that bonus, annual leave and pension contributions will also increase if you decide to increase your hours but other terms and conditions of your employment will remain unchanged.

We know this has been, and continues to be, a demanding year. We thank you for your continued customer focus and your efforts to handle our customers with care, particularly at this important time of year.

Best wishes to you and your loved ones during the holiday season.

Kind regards

Susan Howlett
CE Director

Andy Furey
CWU Assistant Secretary