

1st May 2020

Dave Ward & Terry Pullinger
CWU
150 The Broadway
Wimbledon
London
SW19 1RX

Chief Executive Officer
100 Victoria Embankment
LONDON
EC4Y 0HQ
ceo.office@royalmail.com
www.royalmail.com

Dear Dave, Dear Terry,

Thank you for your time this morning. I am writing to follow up on our discussion.

We can confirm that our position is the following:

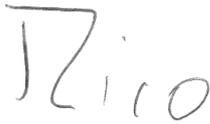
- We are putting in place a temporary relaxation of the USO which will be for a 6 week period ending on 13 June 2020. The temporary adjustment is solely to deal with the absence, quality and volume issues created by the pandemic. The USO will then revert as normal to six day letters. The company will actively participate, as previously noted, in Ofcom's USO review. The company has made no decision in relation to the USO. It is for Ofcom and Government to decide. Many of the features of the USO are very valuable to Royal Mail. The company would like to share its thinking with CWU in the coming weeks. However the company can confirm that they have made no decision to support the reduction of the six day USO in future
- We will reschedule our regular meetings and review fortnightly the circumstances caused by the pandemic that have led to this temporary relaxation of the USO
- There will be no job losses in relation to this six-week relaxation of the USO
- There will be no imposed duty changes connected with this temporary relaxation of the USO. Any changes to these duty structures will be voluntary and must be agreed locally, utilising the IR Framework
- Given the short term nature of this relaxation, we will not serve notice on scheduled attendance as a result of this change
- We want to move forward on confidential discussions with the union about ensuring that Royal Mail can be a sustainable and growing business after this pandemic taking into account the expected economic recession and changes in demand.
- We will meet next week to discuss a Framework for talks to resolve our current dispute



- I can confirm the way forward outlined in this letter supersedes all previous Royal Mail notifications to managers, CWU representatives and employees

We believe that we can move forward on this basis with the company and the union working together. We will continue to adhere to social distancing measures and we will ensure that this temporary relaxation will not impact on these measures.

Yours sincerely,



Rico Back
Chief Executive Officer

