

No. 513/20

26th October 2020

## For the Immediate Attention of All:

Postal Branches  
Divisional Representatives

Dear Colleagues

### PEAK/CHRISTMAS ARRANGEMENTS 2020/21

Branches and representatives will be aware that as a result of the Covid-19 crisis the business is forecasting unprecedented levels of parcel traffic during the Autumn/Christmas Peak period.

It has been clear for some months that the business has been planning to build a peak operation on top of parcel traffic volumes, which are already at levels we would normally associate with Christmas. The threat of a 2<sup>nd</sup> National lockdown, the prospect of another increase on online shopping and the requirements in relation to the test kit programme, have undoubtedly added complications into the discussions in respect of arrangements for this year

On a cross departmental basis, we have been engaging with the business in order to enable Branches and representatives to engage on arrangements to meet the demands of Peak. Discussions have now concluded and attached for your information are the agreed Peak/Christmas Arrangements 2020/21, which have been endorsed by the Postal Executive.

You will note that the attached broadly mirrors prior agreements and retains all of the elements and safeguards achieved in previous years. In addition and given the current situation, the document also builds in other safeguards and commitments in relation to this.

As you will be aware this year Boxing Day falls on the Saturday and in line with the precedent set in 2004, the 26<sup>th</sup> December is declared a non USO day. However, the business has indicated that there is a requirement to collect, process and deliver Covid-19 test kits. Where service requires attendance on Saturday 26<sup>th</sup> December, the business have agreed that attendance will be voluntary and will attract Scheduled Attendance rates.

In Scotland as in 2009 and 2015, Royal Mail have requested that the non USO day associated to the 2<sup>nd</sup> New Year Bank Holiday is moved from Monday 4<sup>th</sup> January to Saturday 2<sup>nd</sup> January. On this occasion Ofcom have chosen to open a consultation on the issue which will close on the 2<sup>nd</sup> November. Royal Mail expect the change to happen and are planning on that basis, however the

agreement recognises that planning may have to be adjusted should Ofcom decide not to mirror the previous arrangements.

In anticipation of the expected traffic levels the agreement covers, temporary workplan changes, early and late supplementary parcel deliveries, night opening for DO's, and Sunday operational arrangements and provides clarity on Customer Service Point (CSP) opening times.

Both departments believe that the arrangements will be welcomed by our Branches and Representatives and will provide guidance on ensuring that resourcing for the Peak/Christmas Pressure period is conducted in line with Nationally agreed standards. On that basis representatives are now encouraged to engage with managers in relation to agreeing arrangements.

Any enquiries in relation to this LTB should be addressed to:

**Processing/Distribution:** Davie Robertson, Assistant Secretary, email: [dwyatt@cwu.org](mailto:dwyatt@cwu.org) quoting reference 706A.13

**Deliveries/Collections:** Mark Baulch, Assistant Secretary, email: [outdoorsecretary@cwu.org](mailto:outdoorsecretary@cwu.org) quoting reference 170.

Yours sincerely

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Assistant Secretary

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