



## **Parcelforce Worldwide Callers Office and Customer Service Closing Times on Xmas Eve and New Year's Eve 2020**

Parcelforce Worldwide and the CWU recognise that Parcelforce Worldwide is considered a premium brand which operates within an exceptionally competitive market place, where customers expect consistency and exceptional levels of service.

Both parties also recognise the ongoing effects the continuing Covid-19 crisis and the Government measures introduced to control infection rates are having on customer habits, traffic volumes and the increased reliance this has created on the service that PFW provides.

A commitment to review the closing times of Callers Offices as part of this year's Christmas arrangements has therefore been undertaken, balancing the revised commercial reality with the aspiration of enabling employees to finish earlier on Xmas and New Year's Eve.

Bearing this in mind we have agreed that Depot Callers Offices will close one hour earlier this year at 18.00 on Christmas Eve and New Year's Eve.

Additionally, the Customer Service telephone lines will remain open until 18.00. The PFW Depot Customer Service and Central Customer Service teams will need to maintain service to meet demand for our customers until this time.

All Depots taking customer calls must maintain telephony services until 18.00. While it is viewed as imperative that we meet the customer promise, it is also recognised that later in the day on the Eves demand levels gradually subside. Depots can therefore agree local arrangements to provide some flexibility to employees on resourcing the final hours across Xmas and New Year's Eve within the Customer Service teams, but they must ensure that they are able to provide as a minimum the required level of resource to meet site specific forecast customer demand.

While meeting demand in full is the priority, where it is identified that the opportunity exists to allow employees to finish earlier, then an open "fair share" approach will be encouraged across the two Eves days.

These changes to opening times will be advertised and available to customers on the PFW website.

A handwritten signature in black ink, appearing to read 'B. Shields'.

**Bob Shields**  
Head of Field Operations  
Parcelforce Worldwide

A handwritten signature in black ink, appearing to read 'D. Robertson'.

**Davie Robertson**  
Assistant Secretary  
Communication Workers Union

A handwritten signature in black ink, appearing to read 'Ian Johnson', with a stylized, cursive script.

**Ian Johnson**  
Head of Customer Experience  
Parcelforce Worldwide

Date: 20<sup>th</sup> November 2020