

LTB No. 353-24

6<sup>th</sup> November 2024

Dear Colleagues

## **Business Recovery Transformation & Growth (BRT&G) Agreement – Para 6.4 – Progress on the Joint Working Group – Attendance**

It has been some time since we have reported on the progress of the Attendance Joint Working Group. The main reason for this is these activities have taken some time to plan and then deploy.

However, what we have been able to do in previous LTB's is to report on the % rate of absence and the steady progress towards reaching the objective of 5.5% needed, to restore full occupational sick pay.

We would've hoped to secure a Joint Statement with Royal Mail to report on these activities, but unfortunately the Business is not engaging with us on this particular type of communication.

We have therefore attached to this LTB a formal letter from the Director addressed to the National Officer which we are nonetheless happy to share.

We are also very pleased to report that all members of the working group are working well together, and we are hopeful that our Members and Representatives will soon see tangible benefits from the work and the activities that are taking place.

Please bring this LTB to the attention of our representatives and members, and any queries relating to this agreement should be forwarded to the PTCS Department, email address [khay@cwu.org](mailto:khay@cwu.org) or [hmaughan@cwu.org](mailto:hmaughan@cwu.org)

**Bobby Weatherall**  
**Acting Assistant Secretary**

29 October 2024



Mr Bobby Weatherall  
Acting Assistant Secretary  
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Dear Bobby,

### **Progress on the Joint Working Group**

Further to our meeting on 10 October 2024, I thought it would be helpful to set out the progress of the Attendance Joint Working Group (JWG) which we co-chair.

As you know, in section 6 of the Business Recovery, Transformation & Growth (BRTG) Agreement, Royal Mail and CWU committed to establish the JWG to review the causes of absence and introduce a sustainable and supportive plan to improve attendance at work. This built on the other changes agreed in relation to the attendance standards, sick pay and leaving the business due to ill health.

We have met a number of times and earlier this year, shared the nine broad themes of our plan. Like you, I am pleased with the progress we have made together and the following achievements:

- Delivered our biggest ever programme of Mental Health workshops to managers, Wellbeing Ambassadors and trade union representatives with over 5,300 colleagues attending one of 41 sessions.
- Appointed Lead Wellbeing Ambassadors in every area of the Business to mobilise wellbeing action groups and champion positive change. If you want to be a Wellbeing Ambassador and join one of our new local wellbeing action groups, please register through the Ambassador Zone on the Wellbeing Hub.
- Launched 'This is Me' - our campaign to ensure that everyone can feel proud and comfortable to be themselves at work. Through the People App, you can inform your manager that you have a disability, are neurodivergent, are affiliated to the armed forces or are a parent or carer. This will enable them to provide you with support.

- Launched Help@hand which provides you with 24/7 access to GP services, free mental health counselling and digital physiotherapy. 35,000 colleagues have registered so far; if you're not one of them, download the Help@hand app today and register using PIN 164003.
- Implemented a new Raising Concerns procedure which enables you to raise workplace concerns through the People App and ensure they are investigated by the right person in a timely way.

As discussed, it is important we maintain this momentum. On the horizon, we are gearing up to deliver the following activities:

- Creating a digital programme which enables you to access the support and material shared in our Mental Health workshops, recognise the signs of stress in yourself and others, understand how to address them and support those around you.
- Launching new guidance on workplace adjustments and a 'passport' which enables you to have a discussion with your manager about any factors which impact your ability to be at your best in work and document any necessary, agreed adjustments.
- Reviewing the outcomes of a trial across 12 offices that enabled colleagues to request short notice, ad hoc days annual leave. We will then make recommendations on how this approach may benefit colleagues everywhere.
- Partnering with an organisation who can offer help and advice on debt management. As part of this, we will create greater awareness of debt, how to avoid it and practical support with managing it.

Each of these changes is designed to address a cause of absence and as a result, I hope we continue to improve levels of attendance across Royal Mail.

Yours sincerely



Alistair Wood  
HR Director, Workforce Performance and Policy