

LTB No. 161/25

4<sup>TH</sup> August 2025

## Workplace Adjustments and Health Passport Poster Campaign

Further to LTB 352 titled Business Recovery, Transformation and Growth Agreement – Workplace Adjustments and Health Passport issued on the 6<sup>th</sup> November 2024, there were numerous enquiries from branches to advise us of the lack of knowledge or understanding of the Passport Guide by members and local managers.

Royal Mail confirmed the New Workplace Adjustments Process was shared with all managers in their weekly communications link dated the 18th November 2024, designed as a means of communicating agreed procedures at pace.

The Department subsequently issued a Passport Guide Process which enabled members to walk through the steps required to complete the procedure whereafter the manager is duty bound to follow up the application with an interview to seek a mutually agreeable solution.

The Department subsequently agreed to issue an updated Workplace Adjustment Fact Sheet and further suggested the construction of a Poster for display in all workplaces designed to signpost members and managers towards the agreed procedures as a means of highlighting the benefits and help navigate the process.

This poster has since been produced by Royal Mail and is attached for onward share by all Branches. This will also be displayed across the business alongside a live link for the e-learning as a means of raising awareness and promote the understanding of Workplace Adjustments Process.

The poster is designed to direct and encourage open conversations, support inclusivity, and ensure members are aware of the adjustments available to them. Alongside the poster rollout, Royal Mail will also be sharing a follow-up communication via Signpost to highlight the tools and resources available to support both colleagues and managers. This will include:

- A reminder of the Workplace Adjustments process
- Links to useful guides and tools (inc. the Workplace Adjustments Poster)
- Our new Workplace Adjustments eLearning product for managers

The Department are keen to point out the introduction of the Workplace Adjustment and Health Passport was a CWU initiative that offers support and inclusivity for members who are impacted by the Equality Act 2010 as well as being an important extension of rights to all members who may well be carers or non-disabled members, highlighting a disability, a neuro-diverse condition or any members caring responsibilities.

The Department now wish to draw the attention of all Branches of the production of the attached Poster that includes the CWU logo that displays the benefits to all CWU members across Royal Mail in creating an inclusive environment and support the Workplace Adjustment approach.

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 [hmaughan@cwu.org](mailto:hmaughan@cwu.org)

Bobby Weatherall  
**Acting Assistant Secretary**



# Workplace Adjustments Factsheet

To print or download a PDF of this document, click on the three white lines on the bottom left of the screen.



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**What are Workplace Adjustments?**



**The Royal Mail Passport**



**Support and Resources**



# What are workplace adjustments?

Reasonable adjustments are changes or modifications that may be needed due to a disability to ensure a disabled employee/applicant is not placed at a disadvantage when compared to a non-disabled employee/applicant. Making reasonable adjustments ensures that disabled employees can apply for roles and remain in work.



As part of this approach, workplace adjustments will be considered for a broader range of circumstances, such as where an employee has a health condition which does not meet the legal definition of a disability or where an employee has caring responsibilities. Workplace adjustments are changes made on a temporary or permanent basis to an employee's workplace or working arrangements.

## What do we mean by disabilities, health condition(s) and caring responsibilities?

**Disability**

**Health  
condition(s)**

**Caring  
responsibilities**

## I think I need a workplace adjustment...what do I do now?

If you believe you need a workplace adjustment, you can:

- > speak with your manager about it; or
- > Update your 'This is Me' profile within the People App to highlight that you have a disability, health condition or are a carer.

If you update your 'This is Me' profile, a notification will be sent to your **manager** to let them know. Once your manager is aware of your circumstances, they should provide you with The Royal Mail Passport form to complete.



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# The Royal Mail Passport

## Completing 'The Royal Mail Passport'

Once your manager is aware of a disability/health condition/caring responsibility (either because you have indicated this via 'This is Me' within the People App or you've informed your manager directly), they will provide you with a copy of the Royal Mail Passport. It may also be the case that your manager approaches you directly to complete the Royal Mail Passport as they feel a workplace adjustment might benefit you.



You will need to complete some of the passport yourself and then the remainder of the document will be completed in a meeting with your manager. Read on for details about what information you need to provide and what happens during the meeting.

## Section 1: Details of the disability/health condition/caring responsibility

The image is a screenshot of the 'Section 1: Details of the disability/health condition/caring responsibility' page from the Royal Mail Passport. It has a yellow background with a red border. The text is as follows:  
**SECTION 1: DETAILS OF THE DISABILITY / HEALTH CONDITION / CARING RESPONSIBILITY**  
**A. What do we need to know about your disability / health condition / caring responsibility?**  
- Do you have a medical diagnosis or any other information regarding your health that you feel would be helpful for your manager to know about?  
- How do you believe your disability / health condition / caring responsibility affects your daily life and work?  
Below this is a large blue rectangular box for notes.  
**B. What helps you perform at your best in the workplace?**  
- Is there a particular time of day when you work best?  
- Are there any aspects of your role that you particularly enjoy or feel you flourish at?  
Below this is another large blue rectangular box for notes. In the bottom right corner, there is a small illustration of a person in a wheelchair.

Once you have completed your personal details at the start of the form, you will then need to complete **Section 1**. You are encouraged to do this ahead of your meeting with your manager. However, if you feel you need support to do this, please speak with your manager who can help support you in completing the form.

Section 1 asks you to **detail your workplace adjustment (disability, health condition or caring responsibility), what is needed to help you perform your best at work, what support you'd like and any information that you think will be helpful for your manager to know.** There are prompts in the passport to guide you in what to provide in the section.

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## Your meeting with your manager

Your manager will arrange a private and confidential meeting with you to discuss your need for a workplace adjustment.

**Note:** This is an informal meeting, so you may not receive a written invitation to your meeting. However, you are still able to invite your union representative or a colleague if you wish.



Your manager will talk through the information you have provided in section one of your passport, checking you have captured as much information as possible to ensure you are fully supported in your role. You may wish to add more to this section as you work through it with your line manager.

## Sections 2 to 5 of your passport

Your manager will assist you in completing these remaining sections of the passport:

- **Emergency Information** (any details on what we should do or who to contact in an emergency)
- **Workplace Adjustments** (what's been agreed and why, how long for and when it will be reviewed)
- **Passport Reviews** (documents workplace adjustment reviews with any new changes)
- **Any additional information** that may be useful



Once completed, your manager will send your passport back to you via email. Any hard copies of your passport will be given to you or securely disposed of if you do not need them.

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# Frequently asked questions

Here are some frequently asked questions, providing some additional guidance. If you have any further questions, in the first instance, speak with your manager for support.

## Who will be able to see my passport?

You and your manager will have access to this document. If your manager is away (e.g., on A/L), another manager who is responsible for you at the time will be granted access, in accordance with our data guidelines. If you change roles or locations, your new manager will assume access from your previous manager.



## I need to update some of the details in my passport, what should I do?

If you need to change any details in your passport, you will need to speak with your manager so that you can edit the document together.

Any changes made will be recorded in the passport review section where appropriate.

## My manager has asked for my approval for an occupational health referral, why is this?

In some circumstances, your manager may ask for your consent to make a referral to Occupational Health (OH). This is to ensure that we are providing the best support for you and your needs in the workplace. OH are there to provide their medical opinions and recommendations to your manager as to what they think will best support you.

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## My manager has approached me as they think I may benefit from a workplace adjustment? Is this negative?

No, your manager approaching you about a workplace adjustment is not negative. It demonstrates that they are observant, supportive, and proactive about ensuring you have the tools and environment needed to succeed. It's an opportunity to discuss any challenges you might be facing and explore solutions that enhance your productivity and well-being in the workplace.



## I don't agree with the workplace adjustment that my manager has suggested, what's next?

Sometimes, you and your manager may not agree on the same solution to your need for a workplace adjustment. This does not necessarily mean your manager doesn't want to provide you with an adjustment, it may be because the needs of the business could be affected. Your manager should explain to you why the adjustments cannot be accommodated.

If this is the case, you and your manager may wish to meet again to discuss any potential alternatives that may be more suitable or your manager may need further professional guidance before they can make a decision.



**Remember:** you may wish to check the emergency contact details at each review period meeting to make sure they are still correct.

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# Support and Resources

This section provides you with support and useful resources to support you in the workplace.

## The Royal Mail Passport

You can now download the Royal Mail Passport PDF to complete in advance.

[The Royal Mail Passport](#)

## Help @ Hand

Through Help@Hand, you have access to wellbeing support, resources, services and tools to help support you. Included in these services and resources is the Employee Assistance Programme (EAP) helpline on 0345 266 5060.

[Help@Hand](#)

## The Wellbeing Hub

You can access the wellbeing hub to find more information on all the support and resources available to you. This includes unlimited 24/7 online GP appointments, unlimited mental health consultations, 1-2-1 lifestyle coaching and much more.

[Wellbeing Hub](#)



**Remember:** If you need support, your manager is there to support you as part of their team, so please reach out to them if you feel comfortable doing so.

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# Creating a workplace where you can thrive

We want to make sure everyone is supported to develop, thrive and be the best they can be.

Workplace adjustments may support those with disabilities, health conditions or caring responsibilities.



Scan here for  
the Workplace  
Adjustments  
Factsheet.



By sharing more about you using our **This Is Me** tool, we can support you with the right adjustments, support and resources where appropriate to help you achieve your full potential.

