

No. 212/25

30th September 2025

For the Immediate Attention of All:

Parcelforce Representatives
Parcelforce Regional Organisers

Dear Colleagues,

Parcelforce Back Pay

The department have been contacted concerning queries on behalf of Parcelforce members in relation to incorrect backpay calculations on their September payslips from the 2025 Pay deal ratified in August.

The business has shared that HR Services have advised Parcelforce of a technical error affecting the implementation of the 2025 CWU pay award in the September payroll. As far as we have been made aware, this error only affected PFW grades.

This has resulted in underpayments across a range of intermittent allowance payment types, with payment values remaining at 2024 rates rather than uplifting to 2025 values. The main payment types affected are Night Duty Allowance, Saturday Premium, Saturday Scheduled Attendance and Driving allowances.

We are informed that over four thousand employees may be affected with underpayments ranging from £25 to £104. It has been confirmed that the backpay due on the basic pay rates has been applied correctly across all grades.

The business has apologised for this error and are correcting PSP for the October payroll when all underpayments, with arrears back to April 2025, will be paid. Affected members may request an advance of up to 65% of the total underpayment and a direct contact number for HR Services can be provided by their line manager.

Obviously, this is an unwelcome development, however we are assured by Parcelforce that the problem has been identified and rectified and all members will receive their full entitlement with regard to back pay.

Any enquiries in relation to this LTB should be addressed to Davie Robertson, Assistant Secretary, email: jrodrigues@cwu.org quoting reference LTB 212/25.

Yours sincerely,

Davie Robertson
Assistant Secretary