

No. 61/26

2nd March 2026

Dear Colleagues,

Robin – New Home for the RMG People App

Branches will recall LTB 279/25 issued 23rd December, which reported on the Royal Mail Group decision to migrate their own communication platforms away from Workplace and the People App to a new platform called Robin.

Since then, the union has been made aware that as of today (2nd March 2026), the People App will switch platforms and will only be available via Robin.

Accordingly, attached here is a communication issued by the business further reporting on this change, entitled **Final countdown: The People App only available on Robin from 2 March**. We also understand that in advance of this, RMG had also written individually to employees who had not signed up to Robin by February this year.

In offering this further update, Branches and members are reminded that guidance on how to navigate this new platform is set out in LTB 279/25.

Any enquiries relating to the content of this LTB should be referred to the DGSP department hford@cwu.org.

Yours sincerely,



Martin Walsh
Deputy General Secretary (Postal)

Managers'
update



Final countdown: The People App only available on Robin from 2 March

Our ambition is to become the go-to place to work. To help bring our people, tools and services together last year we launched our **new, industry-leading employee app – Robin**.

Robin is the one-stop-shop for all your people-related information at work. It's the front door to everything you need working for Royal Mail - including your payslips and annual leave. It is also the **new home of the People App**.

From Monday 2 March, the People App switches platforms and will only be available via Robin. The original People App will no longer work. Only through Robin will colleagues be able to access their payslips, annual leave information and holiday pay.

While more than 70 per cent of colleagues have already registered for Robin, *it's important to help those yet to join*. A Worktime Listening & Learning (WTLL) brief for Operations colleagues will be available from tomorrow. Please use this to brief your teams.

We need your help to support colleagues in registering, so they avoid losing access to services they have been used to getting through the People App.

Foreword from Alistair Cochrane, Chief Executive Officer

“From 2 March, the People App is switching platforms to Robin and the current app used to access these services will no longer work. It is essential that all our colleagues are registered before this date.



“Robin is now the primary way that we communicate, inform and connect with each other. It is how you can stay in touch with colleagues up and down the country. It is how you can ask questions of managers, and how you can get answers from leaders – for example in our Robin live events or video updates.

“It is not just a social media platform. You can comment and post if you want, but mostly it is your secure, go-to app to access your personal information, company news and information, and tools to help you in your job.

“Help colleagues to sign up today and make the most of everything this handy new app has to offer.”

A handwritten signature in blue ink, which appears to read 'A. Cochrane'. The signature is fluid and cursive, written in a professional style.

Alistair Cochrane
Chief Executive Officer