

No. 73/26

6th March 2026

To: All Branches

Dear Colleagues,

ROYAL MAIL PARLIAMENTARY DEVELOPMENTS – THE VOICE OF POSTAL WORKERS MUST BE HEARD

Further to LTB 057/26 sent on 27th February 2026, we are now in a position to provide branches and representatives with a copy of an email that has gone to our members today regarding the forthcoming Royal Mail Select Committee hearing on 24th March 2026.

As previously explained, you will see that the email includes engagement activities that we are asking our members to undertake so that what's really happening in the workplace on customer service failures is understood by all politicians.

One activity we are asking members to undertake is to email a factsheet, with key information and specific action requests, to their MP. They can do this easily via this [link](#). Please encourage all members to take two minutes to email their MP, so we can keep up the pressure.

We are also asking reps to write to the Business and Trade Select Committee ahead of the 24th, with their experiences of being a frontline postal worker and what is really happening at Royal Mail. The Chair of the Committee, Liam Byrne, can be reached at commonsbtc@parliament.uk.

It is now essential that all CWU branches and representatives support this membership engagement activity and hold meetings with our members next week to maximise participation.

This is a crucial moment and the voices of postal workers must be heard. In this regard, you will see that our key messages also focus on the wider problems that our members are facing as a result of a toxic managerial culture and the failure of the company to move forward the rebuilding Royal Mail agreements.

Finally, we will provide branches and representatives with an update on talks next week and further information on this will be sent out on Monday.

Yours sincerely



Dave Ward
General Secretary



Martin Walsh
Deputy General Secretary (Postal)



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20Email%206%203%



SBYP Factsheet.pdf

Dear Member,

ROYAL MAIL PARLIAMENTARY DEVELOPMENTS - YOUR VOICE MUST BE HEARD

You will have seen that the media coverage of Royal Mail's customer service failures has increased in recent weeks, with the CWU raising the profile of these issues. Alongside this, there has been a number of very significant political developments, which are set out below.

Government Meeting

On the 16th February, a tripartite meeting took place with the Secretary of State for Business and Trade, Peter Kyle, Royal Mail's owner, Daniel Křetínský, and the CWU.

The meeting was called by the Secretary of State so the government could hear from both parties about the continuing problems and challenges facing customers, postal workers and the company.

The outcome of the meeting was that Daniel Křetínský and the CWU agreed to a government-facilitated proposal for both parties to engage in four weeks of talks to try and reach agreement on deploying USO change, equalisation of new entrants' terms and conditions and to move forward all elements of the rebuilding Royal Mail Agreements.

Since that meeting, a senior civil servant has been regularly checking in with both parties, on behalf of the government, to separately review any progress and report back to the Secretary of State. The four-week period is due to conclude on the 16th of March and we can confirm that the Secretary of State has now scheduled a further tripartite meeting on the 19th March.

RM Senior Leaders Called Before Parliament Over Customer Service Failures

After initially being told to respond in writing to a series of questions regarding service quality posed by the Chair of the Business and Trade Select Committee, Liam Byrne MP, the leaders of the company have now been called to a Select Committee evidence session in Parliament on the 24th March. The CWU and Ofcom have also now been invited to give evidence. We will share more information about how members can view this session closer to the time.

Parliament Must Hear The Voice of Postal Workers

This is a crucial moment for postal workers, customers and the future of the company. It is essential that your voice is heard by all politicians and that we explain what is **really** happening on quality of service and what your local working environment is like.

The CWU will not face away from necessary change but we believe the company can only be successful if it delivers for its customers, by listening to the views and ideas of frontline employees, as the company's greatest asset.

Therefore we are asking our members to take the following actions:

- Please take a moment to speak out about what's really happening in your local office by writing directly to the Chair of the Business and Trade Select Committee, Liam Byrne MP, at commonsbtc@parliament.uk
- Send your MP a [digital fact sheet](#) with key information and asks for MPs regarding the crisis in Royal Mail.

The fact sheet is attached to the bottom of this email but you can send it automatically to your MP by using this letter writing tool [here](#) . This asks MPs to take direct action not only with Royal Mail, but with Ofcom in calling for a level-playing field in the sector and urging the government itself to further scrutinise the company.

We are working hard to align the interests of the workforce, the customers and the company- but your support is essential. MPs need to hear from posties in their constituency about what is really happening. We will be asking CWU reps to hold meetings next week in your workplace to maximise engagement with the campaign, as well as to update you on the talks on USO and equalisation.

If you have any questions, please reach out to your branch or rep, or email info@cwu.org for any further inquiries.

#StandByYourPostie

Yours in solidarity,

Dave Ward

General Secretary

Martin Walsh

Deputy General Secretary (Postal)

ROYAL MAIL CUSTOMER SERVICE

FAILURES

WHAT'S REALLY HAPPENING?

- The company claims customer service failures are a short-term problem - this is not true.
- This is a long-term, self-inflicted crisis caused by the previous board's financial mismanagement and their decision to impose lower wages, longer hours and poorer conditions for new entrants since 2022.
- This devaluing of a postal worker's job, combined with a toxic managerial culture, has created chaos and demoralisation in the majority of workplaces in the UK.
- Changes to the USO are not a silver bullet. The company's preferred model has failed in trials because it prioritises unachievable savings (job cuts) over delivering a good service led by frontline postal workers.
- Unless posties have a manageable workload and the company fixes the retention crisis, service quality will worsen and Ofcom will fine Royal Mail out of existence.
- Unless Royal Mail and its new owners are held to account on the agreements they reached with the union and the government, Royal Mail will deploy a strategy to become just another parcel courier, accelerating letter decline and replicating gig-economy terms and conditions.

FACT

27K

*new entrants
have left
since 2022*

FACT

50%

*of new entrants
leave within the
FIRST YEAR*

**STAND BY YOUR POSTIE
– WE NEED ACTION NOW**

CWU

The communications union

ROYAL MAIL CUSTOMER SERVICE

FAILURES *WHAT'S REALLY HAPPENING?*

Key Asks...

WRITE TO ROYAL MAIL (FAO Alistair Cochrane, Interim CEO of Royal Mail and EP Group, owners of Royal Mail) **to demand they honour the agreements made with the CWU and the government and establish how they will equalise pay and conditions for new entrants, to end the recruitment crisis.**

WRITE TO OFCOM (FAO Melanie Dawes, Chief Executive and Natalie Black, Group Director, Networks and Communications) **to call for a level-playing field in the postal sector to stop the race-to-the-bottom spurred on by gig economy parcel courier companies.**

CALL FOR THE GOVERNMENT to properly scrutinise Royal Mail's service quality issues in Parliament and to ensure that the new owners stick to their agreements with the CWU and the government.

