

No. 090/26

26th March 2026

Royal Mail Uniform Update

Dear Colleagues,

The purpose of this LTB is to update Branches on recent developments with regards to uniform matters and about what is on the agenda for the period ahead, as part of the activity linked to the National Joint Working Group. A summary of the changes coming in and plans ahead is as follows:

What is new or changed

- Cagoule will be available from end of May 2026;
- Two new trainer styles will be available in April 2026;
- All heat-seal logos are being replaced with a new woven badge;
- Cushion flex trainers have been re-designed to the sport flex.

What is being trialled

- Outdoor resistance jacket - a lighter weight fabric and improved breathable membrane;
- Beanie hat - new fleece material;
- Snood - new item.

Trials coming up

- Round necked T-shirt - new item;
- Male shorts are being re-designed for a better fit;
- New stretch fabric for the lite walking trousers;
- Outdoor gilet has been re-designed with an improved fit;
- Neck guard added to the explorer hat;
- Baseball cap has been re-designed - back to an adjuster strap, neck guard removed and improved fit overall.

The business has advised us that volunteers are being sought for forthcoming trials and that individuals who want to volunteer can find the details on the Robin app.

Further information and images of several of these uniform items, from the business and the supplier, are attached as *Appendix - Overview and Images*.

Ordering procedures remain the same. The uniform ordering platform can be accessed via the Robin app and it has been confirmed that a user login or password are no longer required. The terms of any arrangements for footwear or garment special measures, specific needs items and / or footwear

reimbursements due to medical conditions remain as previously outlined. For ease, please see attached LTBs 303/21 and 391/21, which advise on this. The union has proposed an increase to the reimbursement allowances and continues to seek an appropriate raise.

May - RM Uniform Month

The business has informed us that a range of uniform-related information and communications will be circulated throughout May, which will include posters and stickers in workplaces, WTL videos and other advice aimed at raising awareness, improving compliance and ensuring full knowledge of the range available and how to order, as well as the uniform returns process.

This is also a good opportunity for branches to encourage area and unit reps to take up uniform-related issues on behalf of members.

Uniform Roadshows 2026

As previously, there are more Uniform Roadshows planned for 2026 to showcase various items and take questions and feedback.

The next two site visits will take place in London next month, at EC1-4/W1DO on 21st April and WCDO on 22nd April.

The Department has been advised that Branches are invited to suggest larger sites (i.e. SIP 150+) for the upcoming Roadshow visits. This invitation comes with the caveat that a maximum of two or three visits per month will happen and not every request can necessarily be met.

CWU Conference 2026

Branches will be aware that CWU Conference is taking place on 10th - 14th May (the General Conference on the 10th and 11th, followed by the Postal Conference on 12th - 14th) and Sam Dixon, the Royal Mail lead, will be running her regular Royal Mail uniform stand, which is going to be located near Solent Hall. Please visit the stand and try on some of the new kit.

Any enquiries to the content of this LTB should be directed to the Outdoor Department, email address: Pharacz@cwu.org.

Yours sincerely,

Tony Bouch
Assistant Secretary

Uniform update overview:

The new uniform range was rolled out in 2021/22 and over the last 12/18 months the CWU in conjunction with Royal Mail have been actively listening to wearer feedback, whether that's through direct engagement with front line wearers at various uniform roadshows around the country, CWU national conference or feedback through the uniform ordering app. Your feedback has been listened to and below are some of the evolutions currently underway:

Additional Products to the Range:

- Cagoule – trial complete and will be available for order on the uniform portal from end of May 2026. Over 300 front line colleagues trialled the cagoule and feedback was overwhelmingly positive.
- Two new trainer styles – trial complete and will be available for order on the uniform portal April 2026. Over 350 front line colleagues trialled both styles and reported positive feedback.
- Snood – trial underway.
- Round necked T-shirt – this will be trialled in spring/summer so please keep your eyes open on the 'Robin' app where Royal Mail will be asking for volunteers.

Product Evolution

- ALL heat-seal logos are being replaced with a new woven badge.
- Cushion flex trainers have been re-designed to the sport flex trainer which promotes an anatomical sole, helping to improve posture and wearer wellbeing. These have been trialled by over 350 front line colleagues and positive feedback was received. We have 800 pre-orders and stock will be dispatched once the stock of cushion flex is exhausted.
- Outdoor resistance jacket changing to a lighter weight fabric and improved breathable membrane – trial under way.
- Beanie hat fabric changing to a fleece material – trial under way.
- Male shorts are being re-designed for a better fit – to be trialled.
- New stretch fabric for the lite walking trousers – to be trialled.
- Outdoor Gilet has been re-designed with an improved fit – to be trialled.
- Removed the neck guard from the baseball cap and added to the explorer hat – to be trialled.
- Baseball cap has been re-designed back to an adjuster strap (giving wearers the option to put their ponytails through it) and improved fit overall – to be trialled.
- Review of the storm coat with a view to simplifying the design to maximise the coat's waterproofing capabilities.
- Due to low demand and negative feedback, the performance shirt/blouse has been withdrawn from the range.

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The Gilet
New improved design in universal fit

The T-Shirt
Round neck t-shirt with short sleeves



The Cagoule
Lightweight, water-resistant layer in pop-over style



The Baseball Cap
New improved shape with adjustable back



The Hi Viz Vest
New, simplified design with Class 2 visibility

The Walking Trousers
New, simplified design

The Lite Walking Trousers
New fabric in simplified design

No. 303/21

23rd July 2021

Royal Mail Uniform & Footwear Range: Special Measure Arrangements

Dear Colleagues,

Over the past number of weeks, we have received several enquires into the Outdoor Department from Branches, representatives and members regarding the possibility of Royal Mail offering any special measure arrangements both for the general uniform range and/or footwear.

The purpose of this Letter to Branches is to confirm that Royal Mail do in fact have in place a special measure process for those who require it for both standard uniform items and a limited selection of footwear.

In the case of uniform garments, individuals would be required to complete a 'Special Measure – Non Standard Form' (copy attached for ease of reference) which will need to be submitted by their relevant Line Manager.

It can further be confirmed that these arrangements equally apply to the new uniform range and individual members are advised that any need for special measures can be raised and submitted as part of their initial order for the new uniform; noting that the new uniform ordering process is now fully underway within Delivery Units.

In the case of footwear, individuals will be required to complete a 'Special Measures Footwear Form' (copy also attached for ease of reference) which can be submitted by the individual themselves, directly to Royal Mail uniforms (email address: uniform@royalmail.com)

In the outlined above information, Branches should note the further details shared by Royal Mail on its approach towards special measures for footwear:

'The majority of occupational footwear suppliers do not provide a "true" half size shoe, rather than making the shoe a half size longer they will make the space inside the shoe bigger as the majority of people who tend to go up a half size is usually because they require a wider fit rather than extra length.

'We do offer wide & standard width footwear within the range, therefore the recommendation is to try both sizes either side i.e. if they have taken an 8.5, they should try the 8 & 9's in the alternative styles, we also provide removable standard insoles which can be replaced with a thicker insole again making the room inside the shoe smaller.'

Whilst it is hoped that the above details are of direct use and assistance to Branches, representatives and members alike, any individual particular enquiries or requirements on Special Measure Arrangements should in the first instance be raised with Royal Mail Uniform, either via their Helpline number: 01332 697118 or by email: uniform@royalmail.com.

Any queries to the content of the above please contact the Outdoor Department reference 500, email address: njones@cwu.org

Yours sincerely,

Mark Baulch
CWU Assistant Secretary

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No. 391/21

14th September 2021

Dear Colleagues,

Royal Mail & CWU Joint Guidelines to the Royal Mail Footwear Reimbursement Process (Due to Medical/Health Reasons)

Branches will be aware that Royal Mail have, for a number of years, implemented a Footwear Reimbursement Policy for those members who have an identified Medical/Health problem resulting in comfort issues wearing standard Royal Mail footwear.

Branches may also recall LTB 086/19, issued on the 6th of February 2019, which outlined an agreed increase in the footwear reimbursement level and offered additional detail for Branches around Royal Mail's footwear reimbursement policy for members covered under the Equality Act.

Whilst the Health, Safety and Environment and Outdoor Departments engage on an ad hoc basis with Royal Mail on this policy, its application and arrangements have not been directly agreed with the union. As such, Royal Mail have applied a number of changes in recent years around the wider application of the policy, which have only come to our direct attention as a result of Branch enquiries. Against this background, we have been trying for some time now to move the footwear reimbursement policy into a formal set of guidelines surrounding its arrangements and application, including the procedure for individuals covered under the Equality Act.

This has now been completed and attached for the information and attention of Branches, Representatives and members alike, is a joint set of guidelines covering this Royal Mail Footwear Reimbursement Process (Due to Medical/Health Reasons).

Whilst the outlined agreed guidelines have not changed the current primary arrangements, they do now confirm for the first time the actual reimbursement level linked to the required medical evidence, to trigger footwear reimbursement. This replaces the former wording that stated that the *'business will pay any reasonable costs incurred'* linked to such medical evidence.

The guidelines also confirm and clearly set out such arrangements whereby Royal Mail will encourage, in a supportive manner, employees to try any new styles of footwear, prior to any new or renewal application for footwear reimbursement being authorised. This approach was introduced by Royal Mail a few years ago and led to confusion amongst many members (whose first knowledge of this arrangement has been where renewal of footwear reimbursement requests have been refused).

Finally, the guidelines also outline a joint commitment to review ongoing level of reimbursement for employees who need to purchase alternative off-the-shelf footwear and the level of reimbursement of the cost for medical evidence to ensure both remains fit for purpose.

In setting out these joint guidelines, Branches and Representatives are reminded that in the case of reported difficulties raised by members linked to the Footwear Reimbursement process, these matters should be directed to the Royal Mail Uniform Team at: uniform@royalmail.com.

In the case of reported difficulties raised by members linked to the footwear purchase or reimbursement under the Equality Act, Branches and Representatives are advised to contact Royal Mail's Disability Helpline at: disability.helpline@royalmail.com Or phone: 0800 0286142 (to arrange for sign or language interpreter, call 01142 414731).

Whilst it is noted that the outlined agreed guidelines will have no immediate change for those members who are currently in receipt of footwear reimbursement, it is hoped that now having finally agreed a full and clear joint position, we will ensure a consistent application and wider and better understanding of the whole process for members and Branches going forward.

Any queries to the content of the above please contact the Outdoor Department reference 500, email address: njones@cwu.org

Yours sincerely,

Mark Baulch
CWU Assistant Secretary

Dave Joyce
National Health, Safety & Environment Officer