

No. 114/26

16th April 2026

To: All Postal Branches

Dear Colleagues,

CWU AND ROYAL MAIL AGREEMENT – MEMBERS COMMUNICATION

We have attached to this LTB a copy of our first members communication which is being issued today direct to member email addresses.

This is the first in a series of communications and others will follow in a way that focuses on specific areas of the agreement.

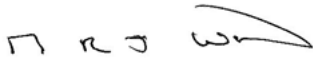
You will see that prior to the ballot taking place there will be a range of different written and digital communications to our members.

We will also be providing our representatives with briefs to convey the key messages to our members in workplace meetings.

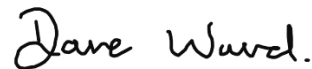
We would ask that Branches ensure that copies of the members communication are also distributed in the workplace.

Further information will follow in due course on the ballot timetable.

Yours sincerely,



Martin Walsh
Deputy General Secretary (Postal)



Dave Ward
General Secretary



Tony Bouch
Assistant Secretary



Davie Robertson
Assistant Secretary



Andy Furey
Assistant Secretary

Dear member,

AGREEMENT REACHED WITH ROYAL MAIL- USO DEPLOYMENT AND NEW ENTRANTS EQUALISATION

We are pleased to inform you that the CWU has reached agreement with Royal Mail on both Dispute Resolution Processes on USO reform deployment and on the equalisation of terms and conditions for new entrants.

This agreement also confirms the pay settlement for this year and relaunches the Rebuilding Royal Mail Part 1 & 2 agreements, that will now be delivered **in full** with the ongoing involvement and support of the government.

The full agreement can be found [here](#). We encourage all members to read the agreement in full and recognise the strength of the commitments. We have summarised the agreement for ease of reference below.

USO deployment

- The ODM will not be taken forward- a new model will be deployed, based on the union's 'heavy and light' model.
- The new model introduces 3.5k new walks, 10k will be switched to 'heavy and light' and there will be 6k uplifts from part-time to full-time, to support the '4 into 3' structure.
- There will be no compulsory redundancies as a result of the USO deployment
- More local decision making over USO deployment.
- Ensuring offices are fully staffed and workloads can be managed before deployment is a priority- there will be frequent reviews to ensure this is the case.
- Access to more Saturdays off and opportunities for earlier finishes on Saturday, as well as a new incentive scheme
- Additionally, the company has agreed to introduce a quality of service improvement plan that delivers on the promise of putting postal workers and

customers back at the heart of everything we do, alongside the reset of employee and industrial relations.

Equalisation for new entrants

- The company has reaffirmed the commitment to equalisation of terms and conditions.
- A first step has been agreed- Royal Mail will no longer recruit full-time employees on 40 hours, they will be recruited on 37 hours a week.
- New entrants will also receive an additional 1.75% pay increase, on top of the 3% agreed across the board, reducing the pay differential.
- The next review of new entrants' terms and conditions- the output of which will be the next step and the plan to achieve equalisation- will conclude no later than January 2027.
- Additional measures to support retention will be implemented.

Pay 2026

- The union had already agreed a three year pay deal with a reopener clause should inflation be above 3% or below 2%.
- Rather than delay a pay rise, a 3% pay increase has been agreed and backdated to the 1st of April.
- If the actual average Consumer Price Index (CPI) rate of inflation for Jan-March 2026 is above 3%, the difference will be considered for payment following successful deployment of USO reform.

Wider sector regulation

- Royal Mail and CWU will now launch a joint campaign to achieve a fairer regulatory environment and address the exploitative labour models that our competitors utilise to undercut the company.

Ongoing government scrutiny

This agreement is underpinned by the ongoing scrutiny of the government and the Secretary of State for Business and Trade, who has undergone tripartite meetings with the union and the company. The Secretary of State will continue to oversee and ensure the commitments in the *Rebuilding Royal Mail* agreements are adhered to and delivered in full.

Members may also be aware that the Business and Trade Select Committee has recently examined the service quality crisis at Royal Mail, as well as the role of Ofcom, and we are pleased to confirm that they intend to continue this scrutiny.

We are confident that, if this agreement is confirmed, it will pave the way for serious discussions with the government on how the regulation in the wider sector can be reformed so that competitors are not unfairly undercutting the company, in the interest of the key role Royal Mail plays in regards to our national infrastructure.

Next steps

We urge all members to consider the agreement in detail. The Postal Executive is firmly of the view that the best opportunity to significantly improve service quality and to finally change the managerial ethos is to **support this agreement** and move forward with the scrutiny and involvement of the Select Committee and the government. Delivering change can be challenging but we are clearly in a stronger position to support our members under the terms of this agreement.

We will engage with our members shortly on a ballot process and timetable. As part of this, there will be numerous communications, including written communications, video and in-person briefings, to explain further the importance of this agreement and why this is the right step forward to improving your local office environment, delivering on service quality and securing the future of Royal Mail.

In the meantime, if you have any questions, please direct them to info@cwu.org

Yours sincerely,

Martin Walsh

Deputy General Secretary (Postal)

Dave Ward

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Tony Bouch

Assistant Secretary

Davie Robertson

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Andy Furey

Assistant Secretary