

**No. 117/26**

**21<sup>st</sup> April 2026**

**TO: ALL BRANCH SECRETARIES  
REGIONAL SECRETARIES  
DIVISIONAL REPRESENTATIVES  
SUB DIVISIONAL REPRESENTATIVES  
FLEET TERRITORIAL REPRESENTATIVES  
RM ENGINEERING REPRESENTATIVES  
RMPFS REPRESENTATIVES  
RMPFS CLEANER REPRESENTATIVES  
REGIONAL PARCEL ORGANISERS**

Dear Colleagues,

**CWU POSTAL AGENDA PAD – TUESDAY 12<sup>TH</sup> – THURSDAY 14<sup>TH</sup> MAY 2026**

Branches would wish to know that the agenda for the CWU Postal Agenda Pad which is being held in the Solent Hall at the Bournemouth International Centre, Bournemouth from Tuesday 12<sup>th</sup> – Thursday 14<sup>th</sup> May 2026 has now been published on the website and can be accessed by opening the attachment or pasting the link into your browser:

<https://www.cwu.org/wp-content/uploads/2026/04/POSTAL-AGENDA-2026-WC.pdf>

Hard copies for your delegation can be collected on Saturday 9<sup>th</sup> May 2026 when collecting your credentials.

Any enquiries regarding this LTB should be addressed to Angela Niven by telephoning 020 8971 7237 or by post to head office or by email to [conferences@cwu.org](mailto:conferences@cwu.org)

Yours sincerely,

**Dave Ward**  
**General Secretary**

# CWU CONFERENCE 2026

#CWU26



TUESDAY 12 - THURSDAY 14 MAY 2026 | BOURNEMOUTH

## POSTAL CONFERENCE

 [DaveWardGS](#)

  [CWUNews](#)

 [The Communications Union](#)

[#TheCWU](#)

**Tuesday 12<sup>th</sup> – Thursday 14<sup>th</sup> May 2026**  
**Bournemouth International Centre**  
**Solent Hall**

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## **Instructions to Delegates**

### **ADMISSION TO CONFERENCE**

Before leaving home make sure you have your Membership Card and Agenda.

Admission to Conference is by the appropriate credential card *only*.

### **OPENING OF CONFERENCE**

**The doors will be opened at 08.30 sharp on Tuesday morning.** Please be early so that you are seated by 09.00 hrs.

### **STANDING ORDERS**

*Read your Standing Orders thoroughly.* If you have any doubt about any Standing Order consult the Standing Orders Committee.

### **VOTING**

Votes are normally by a show of hands. Each Branch should have a card vote book for card votes.

### **NOISE LEVEL DURING CONFERENCE**

Please keep as quiet as possible during the proceedings of Conference.

### **LUGGAGE**

If you need to bring bags or suitcases into the conference hall please do not leave them unattended. Please also ensure that bags and suitcases do not block aisles or stairways.

### **PROHIBITIONS**

The terms of Standing Order 2 are drawn to the attention of all delegates.

No documents or posters shall be circulated, distributed or displayed within the Conference Hall without the permission of the Standing Orders Committee.

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# STATEMENT

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## STATEMENT

Dear Colleagues,

Welcome to the 2026 Postal Industry Conference.

In preparing this year's agenda, the Standing Orders Committee have been all too aware of the changing situation regarding our relationship with Royal Mail. Therefore, we have tried to structure the published agenda in such a way that should issues arise, Conference can take place with the minimum of disruption.

As always should any Branch or delegate have any questions over the proceedings of Conference the Standing Orders Committee will be available on the floor of Conference to answer any such questions.

Yours fraternally,

**Paddy Magill, Chair**  
**John Gaby, Secretary**  
**Tony Sneddon**  
**Julia West**  
**Scott Haslam**  
**Kath Kelly**  
**Sharon Pratt**

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**AGENDA****SECTION 1 : PAY AND RELATED MATTERS****SECTION 2 : POSTAL INDUSTRY GENERAL ISSUES****SECTION 3 : SECTIONAL ISSUES****SECTION 4 : POSTAL INDUSTRY ORGANISING**

**TIMETABLE/PROGRAMME OF BUSINESS****TUESDAY 12<sup>TH</sup> MAY 2026**

09.00 – 17.30 POSTAL INDUSTRY CONFERENCE

**WEDNESDAY 13<sup>TH</sup> MAY 2026**

09.00 – 17.30 POSTAL INDUSTRY CONFERENCE

**THURSDAY 14<sup>TH</sup> MAY 2026**

09.00 – 16.00 POSTAL INDUSTRY CONFERENCE

**POSTAL EXECUTIVE COUNCIL AND OFFICERS****EXECUTIVE COUNCIL**

M ALI	O BEAUMONT	L ELGAR	D GLEBOCKI
S HALLIWELL	M KAVANAGH	S KHAN	M MEADE
K QUIRKE	A TATE	B WEATHERALL	L WENBAN
A WHITTER	R WOTHERSPOON		

**OFFICERS****DEPUTY GENERAL SECRETARY : M WALSH**

A BOUCH	A FUREY	D ROBERTSON
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**DETAILS CORRECT AS OF APRIL 2026**

**MINUTES POSTAL CONFERENCES 2024**

**POSTAL GROUP CONFERENCE – TUESDAY 23<sup>RD</sup> APRIL 2024**

<b>GENERAL ISSUES</b>		
<b>SECTION 2.1</b>	<b>Tues 09.45 – 11.00</b>	<b>POLICY</b>
Emergency Motion 1	09.31 – 10.00	Carried
Motion 1	10.01 – 10.36	Carried
Comp Motion 2	10.36 – 10.52	Not Carried
Motion 3		Withdrawn
Motion 4	10.53 – 11.05	Not carried
Motion 5		Not Reached
Motion 6		Not Reached
Motion 7		Not Reached
<b>ORGANISING</b>		
<b>SECTION 4.1</b>	<b>Tues 11.00 – 12.30</b>	<b>POLICY</b>
Motion 8	11.06 – 11.18	Carried
Motion 9	11.18 – 11.29	Carried
Motion 10	11.29 – 11.40	Carried
Motion 11	11.40 – 12.03	Carried
Motion 12	12.04 – 12.17	Carried
<b>PAY AND RELATED MATTERS</b>		
<b>SECTION 1.1</b>	<b>Tues 14.00 – 15.30</b>	<b>POLICY</b>
Composite Motion 13	14.01 – 14.20	Carried
Motion 14	14.20 – 14.29	Carried
Motion 15		Fell
Motion 16	14.29 -14.58	Card Vote 1 – Not Carried
Composite Motion 17	15.17 – 15.23	Carried
Motion 18	15.23 – 15.31	Carried
Motion 19		Fell
<b>GENERAL ISSUES</b>		
<b>SECTION 2.2</b>	<b>Tues 16.30 – 17.30</b>	<b>POLICY</b>
Motion 20	16.10 – 16.19	Carried
Motion 21	16.21 – 16.49	Carried
Motion 22	16.49 – 16.58	Carried
Motion 23	16.58 – 17.07	Carried
Motion 24	17.17 – 17.16	Carried

# MINUTES

## POSTAL GROUP CONTINUED – WEDNESDAY 24<sup>TH</sup> APRIL 2024

GENERAL ISSUES		
<b>SECTION 2.3</b>	<b>Wed 09.00 – 10.45</b>	<b>POLICY</b>
Emergency Motion 2	09.01 – 09.12	Carried
Motion 25	09.13 – 09.28	Carried
Composite Motion 26	09.29 – 09.34	Carried
Composite Motion 27	09.35 – 09.40	Carried
Motion 28	09.41 – 10.00	Carried
Motion 29	10.01 – 10.08	Carried
SECTIONAL ISSUES		
<b>SECTION 3B</b>	<b>Wed 10.45 – 12.00</b>	<b>POLICY</b>
Parcelforce		
Motion 30	10.09 – 10.19	Withdrawn after debate
Motion 31	10.20 - 10.28	Carried
Composite Motion 32	10.29 – 10.35	Carried
Motion 33	10.36 – 10.43	Carried
Postal Technical Services	<b>Wed 12.00 – 12.30</b>	
Composite Motion 34	10.44 – 12.30	Carried
Motion 35	11.04 – 11.17	Carried
PAY AND RELATED MATTERS		
<b>SECTION 1.2</b>	<b>Wed 14.00 – 15.45</b>	<b>POLICY</b>
Motion 36 “In Camera”	11.19 – 11.35	Carried
Motion 37	11.35 – 11.40	Carried
Composite Motion 38	11.41 – 11.46	Carried
Motion 39	11.47 – 11.54	Carried
Motion 40	11.55 – 12.03	Carried
Motion 41	12.07 – 12.17	Carried
Motion 42		Fell
GENERAL ISSUES		
<b>SECTION 2.4</b>	<b>Wed 15.45 – 17.30</b>	<b>POLICY</b>
Emergency Motion 3	1402 – 14.15	Carried
Motion 43	14.17 – 14.30	Carried
Motion 44	14.30 – 14.31	Withdrawn from the rostrum
Motion 45	14.31 – 14.31	Fell (No Mover)
Motion 46	14.32 – 14.48	Carried
Motion 47	14.48 – 15.20	Carried

<b>GENERAL ISSUES (Brought forward from Thursday)</b>		
<b>SECTION 2.5</b>	<b>Thurs 14.00 – 14.45</b>	<b>POLICY</b>
Emergency Motion 5	15.21 – 15.51	Carried
Emergency Motion 6	15.52 – 16.14	Carried
Composite Motion 51	16.19 – 16.42	Carried
Motion 52	16.42 – 17.03	Not Carried

**POSTAL GROUP CONTINUED – THURSDAY 25TH APRIL 2024**

<b>ORGANISING</b>		
<b>SECTION 4.2</b>	<b>Thurs 09.00 – 10.30</b>	<b>POLICY</b>
Emergency Motion 7		Carried
Motion 48		Withdrawn
Emergency Motion 8		Carried
Emergency Motion 9		Carried
Motion 49		Withdrawn
Motion 50		Carried
<b>GENERAL ISSUES</b>		
<b>SECTION 2.6</b>	<b>Thurs 14.45 – 15.45</b>	<b>POLICY</b>
Motion 53		Carried
Motion 54		Carried
Motion 55		Carried
Motion 56		Carried
Motion 57		Carried
Motion 58		Withdrawn
Motion 59		Withdrawn after debate
<b>GENERAL ISSUES (From Tuesday)</b>		
<b>SECTION 2.1</b>	<b>THURS</b>	<b>POLICY</b>
Motion 5		Carried
Motion 6		Carried
Motion 7		Carried

## Standing Orders of the Postal Industry Conference 2026

### 1. Postal Industry Conference – Order of Business

- (a) The Chair formally opens conference and welcomes delegates.
- (b) Adoption of the minutes of Postal Industry Conference 2024.
- (c) Any correspondence, communication, or other business specifically brought forward by direction of the Chair.
- (d) Moving of Standing Orders Committee Report(s) and appeals against Standing Orders Committee decisions (SO 10(a) refers).
- (e) Adoption of Standing Orders of the Postal Industry Conference 2026.
- (f) Martin Walsh DGS(P).
- (g) Motions and Presentations.

### 2. Prohibitions

Mobile phones or devices (smartphones, tablets and laptops etc) must be switched off or set to silent, while in the confines of the conference hall.

During 'In Camera' debates recording and/or reporting of these debates shall be strictly prohibited.

No documents, posters or banners shall be circulated, distributed or displayed within the conference hall without the permission of the Standing Orders Committee.

### 3. Timetable & Categorisation of Motions

(Rule 10.8.7 refers).

- (a) Conference is divided into half day sessions that are comprised of time slotted sections. If the Category A motions of any section are completed within the timetable, Conference will proceed to the next section with Category A motions, except where consequential rulings may affect section 3 issues, in which case motions with consequential rulings will be heard before moving to the next section.
- (b) If all Category A motions of the final section are completed within the timetable, Conference will return to the earliest uncompleted Category A motions, in agenda order.
- (c) If all remaining Category A motions are completed within the timetable, Conference will return to the earliest Category B, C, D motions.
- (d) Category B will be designated a higher priority than Category C and Category C will be designated a higher priority than Category D.

### 4. Conference Items Referred to the Postal Executive

All matters on the agenda not reached at the conclusion of the Conference shall be referred to the Postal Executive.

### 5. Order of Debate

- (a) A delegate when speaking shall address the Chair and if two or more delegates indicate to speak at the same time, the Chair shall decide to whom priority shall be given.
- (b) A delegate who speaks shall direct their speech strictly to the item under discussion, or to a question of order.
- (c)
  - (i) Motions in the name of a sponsor (Branch/Co-ordinating Committee or PE) must be moved by a delegate, of the Branch, Co-ordinating Committee or PE, or if specifically requested to do so by the Branch responsible for the motion, by a relevant Field Official to which the Branch is attached.
  - (ii) Regional Officials may if specifically request to do so, move a Motion standing in the name of the Branch within their geographical regional area.
  - (iii) Motions standing in the name of a Regional Health and Safety Sub Committee must be moved by a nominee from that body (Rule 10.13.3 refers)
  - (iv) The Motion standing in the name of the Young Workers Conference must be moved by a nominee from the appropriate Conference or Young Workers

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# STANDING ORDER (POSTAL) REPORT NO.1

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Committee (Rule 10.19.9 refers).

- (d) Single motions may be seconded by a Branch other than the Branch responsible for the motion at the specific request of the sponsoring Branch. The same provision shall apply in the case of relevant Field Officials to which the Branch is attached. Regional Officials may if specifically requested to do so, second a Motion standing in the name of the Branch within their geographical regional area.
- (e) A Relevant Field Official to which the Branch is attached, may participate in a discussion at Conference in the name of a Branch and with the specific request of that Branch. Regional Officials may if specifically requested to do so, participate in discussion at Conference in the name of a Branch and with the specific request of that Branch, within their geographical regional area.
- (f) A Branch, Business Co-ordinating Committee or Young Workers Conference nominated by the Standing Orders Committee to move or second a Composite Motion, shall have the right to delegate that responsibility to any other Branch or Committee included in the Composite Motion, after notice of such intention has been placed with the Chair of the Standing Orders Committee.
- (g) Proposers of motions and speakers replying to a debate are governed by the time allocation laid down in Appendix A.
- (h) An extension of time shall only be permissible if Conference clearly elects that it be granted and then not to exceed the time allocation laid down in Appendix A.
- (i) All appeals against a decision of the Standing Orders Committee will be formally seconded and no debate allowed. No extension of time shall be permitted to any speaker on appeals against Standing Orders Committee decisions, as laid down in Appendix A.
- (j) The mover of a motion may reply to the debate, only if there has been opposition in debate. In their reply they shall confine themselves to answering previous speakers and shall not introduce any new matter into the debate.
- (k) Once a motion has been moved and seconded, no other person or Branch shall be heard a second time on that motion (except for the right of reply 5j).
- (l) The views of the Postal Executive will be heard on all items under discussion at the Postal Industry Conference. A PE member when speaking on a motion sponsored by a Branch, Business Co-ordinating Committee, Regional Health and Safety Sub Committee or Young Workers Conference will do so immediately prior to the mover exercising his/her right of reply to the debate, unless the terms of 5(m) apply.
- (m) At the discretion of the Chair, and subject to Standing Order 5(j), Appendix A and 5(k) a member of the PE wishing to make a statement seeking acceptance of a motion may enter the debate at any time after the motion under discussion has been moved and seconded.
- (n) A Statement Seeking Acceptance of a motion under discussion shall only be allowed when a PE member wishes to make a point to Conference, which must be of a positive nature, in pursuance of the original motion.
- (o) No extension of time shall be permitted to any PE member when entering a debate to make a Statement Seeking Acceptance of a motion, which has been moved by a Branch, Business Co-ordinating Committee, Regional Health and Safety Sub Committee or Young Workers Conference.
- (p) Without interrupting a speaker, any delegate who has not spoken on the motion before Conference, may move 'That the motion be put' on the seconding of which the Chair shall, without discussion, put this motion to the vote. In the event of it being carried by a simple majority, Conference shall vote on the question itself subject to Standing Orders 5(j) and 5(l).
- (q) Any motion may be withdrawn from the agenda at any time by the sponsor, or in the case of a composite all sponsors that are contained within the composite. However, once it has been moved and seconded, it shall not be withdrawn except with the consent of Conference agreeing by a simple majority.
- (r) The Standing Orders Committee shall have the right to enter debate on all matters affecting the decisions and role of the Committee.

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# STANDING ORDER (POSTAL) REPORT NO.1

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## 6. Point of Order

- (a) Any person wishing to question the proceedings of Conference may rise on a 'point of order', and when called shall state the procedural point in exact terms, whereupon the Chair shall immediately give a ruling or refer the matter to the Standing Orders Committee for a decision. Any person raising points of order must seek to prove one or more of the following:
- (i) That the speaker is using unparliamentary language.
  - (ii) That the speaker is digressing from the subject of the motion.
  - (iii) That the rules of the Union are being broken.
  - (iv) That there is an infringement of the customary rules of debate.
  - (v) That there is an infringement of the Standing Orders (which shall be referred to the Standing Orders Committee).
- (b) The Chair's ruling on a point of order shall be final unless it is challenged. The correct method of challenging the ruling shall be to move: "I wish to challenge your ruling". Such a motion shall be carried by a simple majority.

## 7. Debates in Camera

Any motion submitted to Conference, which in its wording recommends consideration of industrial action and any other issue deemed necessary by the Chair shall be debated in camera.

## 8. Voting Procedure

(Rules 10.8.6.ii and 10.15 refer.)

- (a) Voting shall normally be by a show of hands, except in relation to motions in Section 3b, 3c, 3d, and 3e which will automatically be a card vote where opposition has been shown.
- (b) A card vote may be called by the Chair or by a number of delegates on their feet calling for such, as 8(c) refers. When a card vote is taken it shall be based on Branch membership/Sectional membership as published in the agenda.
- (c) At the Postal Industry Conference the number of delegates required to be standing in their places to seek a card vote shall be 25 or more, in Section 3a (Royal Mail Letters) 15 or more delegates, otherwise 8(a) above applies.
- (d) The Standing Orders Committee recognizes that for some people, temporary and more longer-term mobility issues can make it difficult to fully participate in calling for a card vote as per standing order 8.

The adjustment will be a different coloured card which will effectively be a "plus 1" indicator for the purposes of any card vote being called for by the floor.

Branches will be required to advise the SOC of any persons in their delegation who would require this adjustment so we can issue the card. The delegation leader will have the responsibility of organizing this and when the "plus 1" card is used, the relevant delegate must be seated with the delegation.

- (e) The Standing Orders Committee will be represented at the count and will countersign the final result before handing the result to the Chair of the Conference.
- (f) **DURING A CARD VOTE ALL DELEGATES MUST REMAIN IN THEIR SEATS AND NO PERSON SHALL ENTER OR LEAVE THE FLOOR OF CONFERENCE.**

## 9. Procedure for Emergency Motions

- (a) Emergency motions may only be submitted for inclusion in the Agenda if they refer to a matter which (because of the circumstances giving rise to them), could not possibly have been submitted by the published closing date for motions. Such emergency motions will only be accepted by the Standing Orders Committee if

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# STANDING ORDER (POSTAL) REPORT NO.1

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- they constitute a significant and important matter, which requires a decision by Conference.
- (b) Emergency motions must reach the Standing Orders Committee at CWU Headquarters by midday on **Wednesday 29<sup>th</sup> April 2026**. Sponsors will be advised by the Standing Orders Committee whether or not the emergency motion has been accepted for inclusion to the Agenda prior to the commencement of Conference.
  - (c) Any emergency motion submitted after the above date must be notified to the Standing Orders Committee as soon as possible and before the commencement of Conference (**9.00am on Tuesday 12<sup>th</sup> May 2026**). Emergency motions submitted after midday on **Wednesday 29<sup>th</sup> April 2026**, may only be accepted where the subject of the emergency is such that the matter could not have been submitted by that date. Sponsors will be advised by the Standing Orders Committee, whether or not the emergency motion has been accepted for inclusion to the Agenda.
  - (e) The Postal Executive will also be required to follow these procedures.

## 10 Appeals Procedure

- (a) Written notice of appeals against decisions of the Standing Orders Committee as published in the Agenda regarding:-
  - (i) Motions not admitted to the agenda.
  - (ii) Inclusion/exclusion of motions in a composite.
  - (iii) The priority/placement given to a motion.
  - (iv) Timetable/programme of business.
  - (v) The Standing Orders for Conference.
  - (vi) The consequential rulings on motions.

Appeals must reach the Standing Orders Committee at CWU Headquarters by midday on **Wednesday 29<sup>th</sup> April 2026**. Such written notice must advise of the intention to appeal to alter the published agenda with details and reasons for doing so.

All parties advised by the Standing Orders Committee that their appeal has not been accepted will also be sent an appeal card entitling them to address Conference when called to do so by the Chair of Conference during the moving of the Standing Orders Committee report(s) (SO 1 (d) refers).

- (b) Provided that the terms of such appeals do not constitute a breach of the Rules of the Union, shall come before Conference (SO 1(d) refers). The appeals machinery will also be open to Sponsors of motions when each subsequent Standing Orders Committee Report is put to Conference for adoption.
- (c) The Postal Executive will also be required to follow these procedures.

## 11 Suspension of Standing Orders

- (a) Motions to suspend Standing Orders shall only be allowed to deal with business or circumstances that could not have been foreseen when the Timetable/Programme of Business was adopted.
- (b) The Chair may accept a motion for the suspension of Standing Orders provided no motion is on the floor being debated. Any such motion must state the Standing Order(s) involved and also state the nature and urgency of the business as to why the suspension is required. The Chair shall immediately refer any such motion to the Standing Orders Committee who shall express their view before the vote is taken. A motion for the suspension of Standing Orders will be carried by a simple majority of Conference.

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## STANDING ORDER (POSTAL) REPORT NO.1

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- (c) At the end of the period of suspension of Standing Orders, Conference shall return to the published timetable. A second motion of suspension of Standing Orders for the purpose of varying the order of business shall not be accepted within a period of two hours of Conference time (excluding lunch periods). No subsequent motion of the variation of the timetable to compensate for time lost by the suspension of Standing Order(s) or the discussion of such suspension shall be admissible.

### **12 Postal Executive Acceptance**

- (a) The Postal Executive will indicate, in a Standing Orders Committee Report(s), published to Conference, the motions (excluding their own) which they are prepared to accept. When the Standing Orders Committee Report is adopted those motions will be deemed to be carried subject to SO 12(c) and will not be debated. Subsequent consequential rulings will be applied accordingly.
- (b) The acceptance of motions under the terms of this Standing Order shall not take priority over consequential rulings.
- (c) Opposition to the acceptance can only be registered by advising the Standing Orders Committee prior to the Standing Orders Committee Report(s) being moved.

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# STANDING ORDER (POSTAL) REPORT NO.1

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## APPENDIX (A) TIME ALLOCATIONS

Subject: Motion	Time Allowed (minutes)	Extension (To be granted <b>only</b> if Conference agrees)
Proposer/Mover	5	2
Secunder	3	NONE
Others	3	2
PE Statement Accept	3	NONE
Appeal Against Standing Orders Committee	3	NONE
Standing Orders Committee	3	NONE
Right of Reply	3	2

**Note by SOC**  
Categorisation

THE POSTAL CONFERENCE STANDING ORDERS COMMITTEE SHALL BE RESPONSIBLE FOR THE ADMISSION, COMPOSITING, PLACEMENT, AND PUBLICATION OF MOTIONS AND EMERGENCY MOTIONS. ADDITIONALLY THE STANDING ORDERS COMMITTEE SHALL GIVE PRIORITY TO MOTIONS IN THE FOLLOWING ORDER:-

- i) Category A: motions requiring a decision by Conference.
- ii) Category B: motions whose general point is to reverse policy from the previous year's Conference.
- iii) Category C: motions seeking only to confirm existing policy.
- iv) Category D: motions that should be dealt with in correspondence.
- v) Category X: motions that are out of order. These shall be published, but shall not be admitted to the Agenda.

(Rule 10.6.7 refers)

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## STANDING ORDER (POSTAL) REPORT NO.2

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### PROGRAMME OF BUSINESS POSTAL INDUSTRY CONFERENCE

#### Tuesday 12<sup>th</sup> May 2026

Time	Item	Subject			
09.00	1a	Mick Kavanagh opens Conference and welcomes delegates			
	1b	Adoption of minutes of the Postal Industry Conferences 2024			
	1c	Correspondence, communications or other business specifically brought forward by directions of the Chair			
	1d	Moving of Standing Orders Report(s) and appeals against Standing Order Committee decisions			
	1e	Adoption of Standing Orders of the Postal Industry Conferences			
09.30	2	Martin Walsh, Deputy General Secretary (Postal)			
09.45	3	Section 1.1	Motions	1-5	Page 22-23
11.00	4	Section 2.1	Motions	6-12	Page 24-28
12.30	5	Conference Adjourns for Lunch			
14.00	6	Pensions Presentation			
15.00	7	Section 3a,b,d	Motions	13-21	Page 29-31
16.30	8	Section 2.2	Motions	22-27	Page 32-35
17.30	9	Conference Adjourns			

#### Wednesday 13<sup>th</sup> May 2026

Time	Item	Subject			
09.00	10	Section 2.3	Motions	28-31	Page 36-38
10.15	11	Section 1.2	Motions	32-35	Page 39-40
11.30	12	Section 1.3	Motions	36-39	Page 41
12.30	13	Conference Adjourns for Lunch			
14.00	14	Recruitment Presentation			
15.00	15	Section 2.4	Motions	40-44	Page 42-44
16.15	16	Section 2.5	Motions	45-48	Page 45-48
17.00	17	Section 2.6	Motions	49-51	Page 49-50
17.30	18	Conference Adjourns			

**PROGRAMME OF BUSINESS  
POSTAL INDUSTRY CONFERENCE****Thursday 14<sup>th</sup> May 2026**

Time	Item	Subject			
09.00	19	Section 2.7	Motions	52-55	Page 51-52
09.45	20	Section 1.4	Motions	56-58	Page 53-55
10.15	21	Section 2.8	Motions	59-60	Page 56
10.45	22	Section 1.5	Motions	61-62	Page 57
11.15	23	Section 2.9	Motions	63-65	Page 58-59
11.45	24	Martin Walsh DGS(P) Q&A			
12.30	25	Conference adjourns for lunch			
14.00	26	Section 1.6	Motions	66-68	Page 60
14.30	27	Section 4	Motions	69-75	Page 61 -65
15.45	28	Closing Remarks from Martin Walsh, Deputy General Secretary (Postal) with fraternal exchanges			
16.00	29	Conference Closes			

# **POSTAL INDUSTRY CONFERENCE**

**SOLENT HALL**

**BOURNEMOUTH  
INTERNATIONAL CENTRE**

**CHAIR: MICK KAVANAGH**

**VICE CHAIR: KATRINA QUIRKE**

**STANDING ORDERS COMMITTEE:**

**PADDY MAGILL (CHAIR)**

**JOHN GABY (SECRETARY)**

**SCOTT HASLAM**

**KATH KELLY**

**SHARON PRATT**

**TONY SNEDDON**

**JULIA WEST**

**MEMBERSHIP OF BRANCHES ATTENDING  
POSTAL INDUSTRY CONFERENCE**

<b>REF</b>	<b>BRANCH</b>	<b>GENERAL</b>
01/001	Essex Amal	2278
01/002	Colchester and District Amal	589
01/003	Eastern No.3	1212
01/004	Eastern No.4	1093
01/005	Eastern No.5	1527
01/006	Eastern No.6	1205
01/008	Suffolk Amal	826
01/009	South Central Postal	1744
02/001	Birmingham District Amal	2515
02/002	South Midlands Postal	5034
02/003	Leicestershire	1101
02/005	Wolverhampton District Amal	1662
02/006	Derbyshire Amal	851
02/007	North Staffordshire Postal	904
02/008	Nottingham District Amal	2204
03/001	Doncaster and District Amal	1387
03/002	South Yorkshire and District Amal	2532
03/003	Bradford and District Amal	967
03/005	Leeds No.1 Amal	2705
03/006	York and District Amal	934
03/007	Hull and East Ridings Amal	476
03/008	Newcastle Amal	2351
03/010	Cleveland Amal	773
03/011	North East Central	1117
04/001	Northern Ireland Postal Amal	1715
04/003	Northern Ireland West	679
05/002	Isle of Man	114
05/003	Cheshire No.1 Amal	343
05/004	North West Central Amal	2021
05/006	Greater Manchester	2119
05/007	North West No.1	1213
05/010	East Lancs Amal	435
05/011	North Lancs and Cumbria	2629
05/012	Darwen Capita	271
05/013	Warrington Mail Centre	559
06/001	Glasgow District Amal	3255
06/002	Scotland No.2	2523
06/003	Grampian/Shetland Amal	818
06/005	Scotland No.5	685

# VOTING STRENGTHS

REF	BRANCH	GENERAL
06/006	Clyde Valley Amal	406
06/007	Orkney	37
06/008	Highland Amal	512
07/002	Portsmouth and District Postal	979
07/003	Southdowns, Weald and Rother	2116
07/004	Kent Invicta	1950
07/005	South East No.5	4585
08/001	Western Counties	2361
08/002	Plymouth/East Cornwall Amal	1249
08/003	Bournemouth and Dorset Amal	1070
08/004	Wessex South Central	1516
08/005	Bristol and District Amal	2384
08/006	Gloucestershire Amal	682
08/007	South West No.7	1272
08/009	Jersey	162
08/010	Guernsey	169
08/011	Worcester and Hereford Amal	666
08/012	Cornwall Amal	463
09/001	North Wales and Marches	1361
09/002	Shropshire and Mid Wales	693
09/003	South East Wales Amal	1433
09/004	South West Wales Amal	1092
09/005	Gwent Amal	702
10/002	Mount Pleasant	894
10/004	London Phoenix	394
10/009	Northern Home Counties Postal	1233
10/011	London Parcels & Station Amal	470
10/012	Northern/North West London	1684
10/013	East London Postal	1150
10/015	West London Postal	548
10/016	South East London Postal and Counter	1239
10/017	London South West	1156
10/018	Kingston Area	628
10/019	Romford Amal	1400
10/020	Harrow and District	1314
10/021	South and East Thames Amal	1189
10/022	Croydon and Sutton Amal	1109
10/023	South West Middlesex Amal	1089
21/006	South Central MT	137
22/239	Midlands MT	145

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# VOTING STRENGTHS

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<b>REF</b>	<b>BRANCH</b>	<b>GENERAL</b>
26/157	Scotland MT	128
30/122	London Regional MT	166
30/255	London Postal Engineering	291
45/001	Greater Mersey Amal	1537
	<b>TOTAL</b>	<b>103,124</b>

# VOTING STRENGTHS

## MEMBERSHIP OF BRANCHES ATTENDING POSTAL INDUSTRY CONFERENCE

REF	BRANCH	RML	C&CH	P&E	PTS
01/001	Essex Amal	2249	-	72	-
01/002	Colchester and District Amal	585	-	-	-
01/003	Eastern No.3	1196	6	87	-
01/004	Eastern No.4	1069	6	1	1
01/005	Eastern No.5	1510	2	1	1
01/006	Eastern No.6	1200	-	87	2
01/008	Suffolk Amal	824	-	1	-
01/009	South Central Postal	1717	1	14	1
02/001	Birmingham District Amal	2375	93	68	148
02/002	South Midlands Postal	4191	2	646	33
02/003	Leicestershire Amal	1057	1	38	-
02/005	Wolverhampton and District Amal	1634	6	-	2
02/006	Derbyshire Amal	846	-	-	1
02/007	North Staffordshire Postal	889	86	41	-
02/008	Nottingham and District Amal	2182	1	75	1
03/001	Doncaster and District Amal	1385	1	38	5
03/002	South Yorkshire and District Amal	2397	200	96	63
03/003	Bradford and District Amal	966	-	-	2
03/005	Leeds No.1 Amal	2665	7	33	84
03/006	York and District Amal	928	-	34	3
03/007	Hull and East Ridings Amal	475	-	-	-
03/008	Newcastle Amal	2315	162	93	62
03/010	Cleveland Amal	770	-	60	-
03/011	North East Central	1109	2	1	-
04/001	Northern Ireland Postal Amal	1647	37	83	59
04/003	Northern Ireland West	671	-	61	-
05/002	Isle of Man	-	-	-	-
05/003	Cheshire No.1 Amal	337	4	-	-
05/004	North West Central Amal	1981	1	-	13
05/006	Greater Manchester Amal	2051	35	92	96
05/007	North West No.1	1202	44	2	-
05/010	East Lancs Amal	433	-	-	-
05/011	North Lancs and Cumbria	2600	1	239	29
05/012	Darwen Capita	-	227	-	-
05/013	Warrington Mail Centre	533	2	-	13
06/001	Glasgow and District Amal	3072	190	109	26
06/002	Scotland No.2	2491	17	118	23
06/003	Grampian and Shetland Amal	808	8	31	5
06/005	Scotland No.5	679	-	56	-
06/006	Clyde Valley Amal	403	-	-	-

## VOTING STRENGTHS

REF	BRANCH	RML	C&CH	P&E	PTS
06/007	Orkney	37	-	-	-
06/008	Highland Amal	508	-	16	2
07/002	Portsmouth and District Postal	962	11	-	8
07/003	Southdowns, Weald and Rother	2100	3	24	-
07/004	Kent Invicta Amal	1915	-	72	2
07/005	South East No.5	4525	2	155	6
08/001	Western Counties	2342	6	68	18
08/002	Plymouth and East Cornwall Amal	1240	28	117	11
08/003	Bournemouth and Dorset Amal	1054	-	47	14
08/004	Wessex South Central	1502	-	66	13
08/005	Bristol and District Amal	2286	58	76	136
08/006	Gloucestershire Amal	676	3	3	10
08/007	South West No.7	1253	-	-	14
08/009	Jersey	-	1	-	-
08/010	Guernsey	-	-	-	-
08/011	Worcester and Hereford Amal	661	-	19	-
08/012	Cornwall Amal	457	-	-	2
09/001	North Wales and Marches	1334	14	49	4
09/002	Shropshire and Mid Wales	686	-	33	1
09/003	South East Wales Amal	1419	1	-	43
09/004	South West Wales Amal	1077	4	56	1
09/005	Gwent Amal	694	-	59	-
10/002	Mount Pleasant	876	1	-	2
10/004	London Phoenix	309	80	-	-
10/009	Northern Home Counties Postal	1203	22	75	-
10/011	London Parcels and Stations Amal	397	-	-	-
10/012	Northern/North West London	1594	79	-	2
10/013	East London Postal	1098	46	-	-
10/015	West London Postal	540	-	-	-
10/016	South East London Postal and Counters	1215	11	-	1
10/017	London South West Postal	1147	3	-	1
10/018	Kingston Area	625	1	-	-
10/019	Romford Amal	1381	-	88	1
10/020	Harrow and District Amal	1284	-	2	-
10/021	South and East Thames Amal	1181	2	343	1
10/022	Croydon and Sutton Amal	1100	2	2	4
10/023	South West Middlesex Amal	1071	-	-	1
21/006	South Central MT	135	-	-	120
22/239	Midlands MT	145	-	-	122
26/157	Scotland MT	128	-	-	101
30/122	London Regional MT	165	-	-	143
30/255	London Postal Engineering	286	-	-	273
45/001	Greater Mersey Amal	1513	14	95	71
	<b>TOTAL</b>	<b>99563</b>	<b>1534</b>	<b>3741</b>	<b>1,801</b>

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# **PAY AND RELATED MATTERS**

## **SECTION 1.1 : Tuesday (09.45 – 11.00)**

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**1** **CATEGORY A:** Conference notes that the RMCPP has an NRA of 67.

The Postal Executive is instructed, working with the CWU Trustees, to negotiate an NRA of 65, possibly funded by the surplus within the previous RM pension scheme.

**London Phoenix**

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**2** **CATEGORY A: "IN CAMERA" If Carried 3 and 5 Fall**

Conference notes that no progress has been made in achieving the policy of allowing RMP&FS members/employees into the RMCPP pension scheme.

Conference also notes that this policy was agreed at the 2022 Postal Industry Conference by the carriage of motion 73.

Conference instructs the Postal Executive to urgently address this issue and report back on progress via either a National Briefing or Policy Forum by 30 September 2026.

**London Phoenix**

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**3** **CATEGORY A: "IN CAMERA" If Carried 5 Falls**

This Conference notes that we are still awaiting progress on securing access to the RMCPP scheme for our members in RMP&FS following the carriage of motion 73 at Postal Industry Conference in 2022.

Now that the RMP&FSL members are under the control of the RM Engineering and Process Design Director, conference instructs the NEC to re-engage with Royal Mail senior management to secure progress to allow access to the new collective scheme for our RMP&FSL members.

**London Postal Engineering**

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### **SOC NOTE**

***Motion 73 (2022) Category A: Conference notes that since the conception and subsequent agreement in 2018 along with the recent parliamentary approval of the new Royal mail CDC pension scheme in Royal Mail Group. However, RMPFS CWU members/employees will not be members of this new scheme.***

***Therefore, with RMG and RMPFS still excluding these CWU members in RMPFS from joining the new CDC pension scheme the Postal Executive is instructed to enter into immediate discussions with both RMG and RMPFS on a plan to migrate the RMPFS employees into the new CDC scheme at some point in the near future.***

***At the same time the Postal Executive will immediately pursue improvements to the current RMPFS DC scheme in order for some of the lowest paid CWU grades to see improvements to their current pensions. RMPFS can no longer be allowed to continue ignoring the CWU over its grossly inferior pension provision for its employees.***

**SOC NOTE CONTINUED**

*The Postal Executive is further instructed to report back on progress on these issues via either a National Briefing or Policy Forum on progress, or a proposed course of action that will include a potential ballot for industrial action in pursuit of decent provision for RMPFS CWU members/employees should RMG or RMPFS ignore the terms of this motion.*

*London Divisional Committee*

- 4** **CATEGORY A:** Conference notes that the current and previous RM pension schemes do not allow for the backdating of claims. This means that if a member of the scheme does not pick up their pension at appropriate age (60, 65, 67) but claims the pension at a later date then all the intervening years are lost.

Conference instructs the Postal Executive, working with the CWU trustees of the various RM pension schemes, to introduce a new rule which will enable members to claim any monies due, backdated to the relevant NRA.

**London Phoenix**

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- 5** **CATEGORY A:** Since that time, most terms and conditions have been harmonised, and a new way of working has driven up performance, with 50 fewer Engineers now maintaining the same estate and assets. Our contribution to Royal Mail Group is equal to that of any other Royal Mail employee, yet we remain in a pension scheme that provides a lower standard of living than our co-workers across the Group.

We ask Conference today to support the call for Royal Mail to recognise the significant contribution RMPFS workers make to the business and to harmonise our pensions with the recently established Defined Contribution Pension Scheme.

**Bristol and District Amal**

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**COMPOSITE MOTION**

**If Carried 12 Falls**

**6**

**CATEGORY A:** This Conference instructs the Postal Executive that the current raising concerns procedure is not fit for purpose and is being weaponised by Royal Mail against our members and Representatives, in that there is no right to see evidence or complaints raised against an individual, unless this matter is progressed to conduct and even then, the Independent Case Manager who investigates the complaint, is the one that decides which evidence is relevant and then subsequently included, witness statements are being withheld which disadvantages the respondent when defending themselves against complaints and we believe that this is not in line with the ACAS Code of Practice.

CWU reps recently have been the target of anonymous complaints, which are given equal credence by Royal Mail despite no way to identify the complainant or to substantiate the complaint with decisions often being upheld based upon belief rather than evidential.

Further to this, where a serious raising concern allegation from our members against a manager has been upheld, for example bullying & harassment and a recommendation for conduct against the manager is in the report, then the manager should be removed from the Unit until the conclusion of the case.

Time limits for which concerns can be raised are inconsistent and appear to be at the discretion of the investigating manager, some of these concerns going back months or even years, whilst others are dismissed for being outside of a "reasonable" time period.

And finally, as there is now no predefined definition of what a grievance or a bullying / harassment allegation is, there is an urgent need to renegotiate an employee complaints procedure that covers grievances and bullying/harassment complaints.

**The Postal Executive is instructed accordingly.**

North East Division  
North Wales/North West Division  
North East Central  
York & Dist Amal

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**7**

**CATEGORY A:** Conference recognises that bullying and harassment is neither a minor concern nor a minor grievance.

Conference recognises that the Raising Concern Procedure is an inadequate process to deal with serious cases of bullying and harassment.

Conference therefore instructs the Postal Executive to either get agreement with Royal Mail to jointly relaunch the Bullying and Harassment Procedure 2013 to deal with issues of bullying and harassment, or to immediately negotiate a new Bullying and Harassment Procedure, separate from the Raising Concern Procedure, that is fit for purpose.

**South Central Postal**

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**8**

**CATEGORY A:** Conference notes that in late 2024, the CWU concluded negotiations with Royal Mail regarding the introduction of the new 'Raising Concerns' procedure. This procedure has generated many improvements on the old grievance process and has provided useful monitoring of usage and quality, allowing the CWU to identify any concerns with its roll out. However, whilst this process has been helpful on an individual level, workplace Reps have found it challenging to tackle issues that affect multiple members at once which would be more appropriately raised as a concern rather than as an issue for the IR framework.

Conference also notes that many other trade unions have agreed collective grievance procedures with employers which allow workplace reps to identify and tackle issues which affect multiple members at once. This lends itself to collective organisation, resolution and equality, meaning no one should be left behind or feel under pressure to not raise their concern. This would also align our policy with the Tribunal system, where multiple individuals can lodge a joint Tribunal claim when affected by the same issue.

Conference therefore instructs the Postal Executive to negotiate with Royal Mail to establish a process whereby a Raising Concerns can be submitted on a collective basis with the inclusion and support of the CWU where appropriate.

**Scotland No.2**

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**9**

**CATEGORY A:**

**If Carried 10 and 11 Fall**

Conference notes that the current Royal Mail Raising Concerns procedure is being applied inconsistently, lacks transparency, and fails to provide procedural fairness. Members, including CWU representatives are at times subjected to anonymous complaints which are treated as credible, while evidence often is withheld from those under investigation, creating an environment where the process can be used vindictively rather than fairly, and it is failing the very people it was designed to protect."

This Conference believes that the procedure, in its current form, is not fit for purpose and is increasingly undermining confidence in the integrity of Royal Mail's complaints system. In particular:

Respondents frequently have no right to see the allegations or evidence against them unless a matter progresses to conduct, and even then, the Independent Case Manager decides what is relevant, often withholding witness statements.

CWU representatives have been targeted by anonymous complaints that cannot be verified, yet decisions are sometimes upheld based on probability rather than evidence.

Time limits for raising concerns are inconsistent and subject to the discretion of investigating managers, resulting in arbitrary acceptance or dismissal of complaints.

There is currently no clear definition of grievances or bullying and harassment allegations within the procedure.

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## **POSTAL INDUSTRY GENERAL ISSUES**

### **SECTION 2.1 : Tuesday (11.00 – 12.30)**

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Conference therefore instructs the Postal Executive to urgently renegotiate with Royal Mail to establish an improved complaints procedure that guarantees the right of respondents to see all allegations and supporting evidence, ensures full disclosure of witness statements and relevant documentation, establishes clear definitions of grievances and bullying and harassment complaints, introduces consistent and clearly defined time limits for submission and investigation of complaints, prevents the misuse of anonymous complaints without appropriate evidential standards, and provides safeguards to protect CWU representatives from vexatious or malicious complaints.

The list is not exhaustive.

**Eastern No.6**

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# **10**

## **CATEGORY A:**

## **If Carried 11 Falls**

That the Raising Concerns process within Royal Mail was introduced to allow employees to report serious matters such as bullying, harassment, misconduct, and breaches of policy in a safe and protected way.

However, many members report a growing lack of confidence in the process. There are concerns that the case managers responsible for assessing and determining these cases may not be sufficiently independent from the management structure within Royal Mail.

Conference further notes that members believe case managers may rely on the views or opinions of local management when considering cases. Where those managers may be involved in, or connected to the matter being raised, this creates a perception that decisions are not fully impartial.

Conference also notes that members frequently report a lack of transparency, limited feedback, and insufficient disclosure of information during the process. This leaves employees unclear about how decisions have been reached, what they are being accused of, and why. Under the current process, no formal disclosure is required when a concern is raised, making it extremely difficult for members to build a defence and undermining the ability of case managers to make fully informed and impartial decisions.

Conference believes that a Raising Concerns process cannot be considered fit for purpose if members do not trust that investigations and decisions are made independently.

Conference further believes that transparency, clarity, and full disclosure of relevant information are essential if members are to have confidence that cases are handled fairly and objectively.

Conference instructs the Postal Executive to:

1. Raise these concerns at national level with Royal Mail and seek negotiated changes to the Raising Concerns process within a reasonable timeframe, with full implementation of agreed changes within six months.

2. Push for greater independence in the appointment and operation of case managers handling these investigations, including consideration of an independent or jointly approved panel involving the Communications Workers Union, particularly in cases involving managers.
3. Seek safeguards to ensure that decisions are based on evidence and are not influenced by the views or opinions of local management.
4. Renegotiate for full and timely disclosure of all relevant information so that members have a complete understanding where they are in the process allowing them to sufficiently prepare for the next steps.
5. Ensure members receive clear explanations and full transparency regarding how decisions are reached and the reasoning behind outcomes.
6. Ensure that where a Raising Concern is upheld and progresses to a conduct process, all relevant information and evidence obtained during the Raising Concerns investigation is fully disclosed as part of the conduct case documentation.

Conference believes that only a process built on independence, transparency and full disclosure will restore confidence and properly protect members who raise legitimate concerns.

**Romford Amal**

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**11** **CATEGORY A:** Conference recognises that Royal Mail do not share evidence in the Raising Concern Procedure. Conference also recognises that fundamental to any procedure to be fair there is a need for transparency.

Conference therefore instructs the Postal Executive to immediately reopen negotiations on the Raising Concern Procedure and ensure that the full sharing of all evidence in a timely manner is a fundamental right in the process going forward.

**South Central Division**

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**12** **CATEGORY A:** That there is an urgent need to renegotiate an employee complaints procedure that covers grievances and bullying/harassment complaints.

The current raising concerns procedure is not fit for purpose and is being weaponised by Royal Mail against our members and Representatives, in that there is no right to see evidence or complaints raised against an individual, unless this matter is progressed to conduct and even then, the Independent Case Manager who investigates the complaint, is the one that decides which evidence is relevant and then subsequently included, witness statements are being withheld which disadvantages the respondent when defending themselves against complaints and we believe that this is not in line with the ACAS Code of Practice.

CWU reps recently have been the target of anonymous complaints, which are given equal credence by Royal Mail despite no way to identify the complainant or to substantiate the complaint with decisions often being upheld based upon belief rather than evidential.

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**POSTAL INDUSTRY GENERAL ISSUES**  
**SECTION 2.1 : Tuesday (11.00 – 12.30)**

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Time limits for which concerns can be raised are inconsistent and appear to be at the discretion of the manager, some of these concerns going back months or even years, whilst others are dismissed for being outside of a "reasonable" time period.

And finally, there is now no predefined definition of what a grievance or a bullying/harassment allegation is.

The PEC is instructed accordingly.

**South Yorkshire and District Amal**

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**Royal Mail Letters**

**13** **CATEGORY A:** Conference agrees that delivery duties are set up for a Monday to Saturday service. Conference also notes that if staff on the new contract (Post December 2022) sign for a Monday to Saturday duty, they are still required to work on Sundays.

Conference therefore instructs the Postal Executive to reach an agreement with Royal Mail, that when Monday to Saturday duties become available in a unit, staff signing to them will no longer be required to work on a Sunday.

**South Central Postal**

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**Parcelforce**

**14** **CATEGORY A:** Conference recognises that Parcelforce has suffered from chronic underinvestment for many years, particularly in relation to equipment used within the indoor operation. This lack of investment, combined with poor maintenance standards, has resulted in many of our members being required to use faulty, damaged, or unsafe parcel containers and cages.

Conference further notes that, despite Parcelforce routinely handling larger and heavier parcels than Royal Mail, significantly less emphasis is placed on the safe restraint of loads when manoeuvring containers and cages. This stands in stark contrast to the far more robust safety standards applied to YORKs within Royal Mail.

It is unacceptable that CWU-represented members in Parcelforce — who are part of the same Royal Mail Group — are working in a less safe environment than their Royal Mail colleagues. The current situation exposes members to unnecessary risk and fails to meet the employer's duty of care.

Therefore, Conference instructs the Postal Executive to seek a formal agreement with the business that includes the following:

- A joint, urgent survey of equipment across all Parcelforce depots, assessing the condition, safety, and suitability of parcel containers and cages.
- A commitment to invest in appropriate, fit-for-purpose equipment for the indoor operation, ensuring members can work safely and without avoidable risk.
- The development of an improved joint Safe System of Work (SSOW) for the use and manoeuvring of parcel containers and cages, reflecting the weight, size, and nature of Parcelforce traffic.

This list is not exhaustive.

**Kent Invicta**

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## SECTIONAL ISSUES

### SECTION 3 : Tuesday (15.00 – 16.30)

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#### Postal Technical Services

- 15** **CATEGORY A:** Conference notes that RMP&FSL and RM Engineering have been brought under the direct control of the Engineering and Process Design Director, and that some managers now have dual responsibility.

The Postal Executive is instructed to ensure that no work or Representation is transferred or undertaken across current demarcations unless it is agreed with the union following, where appropriate, consultation with representatives and members.

**London Postal Engineering**

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#### Royal Mail Letters

- 16** **CATEGORY A:** Conference notes the difficulty facing the negotiators in relation to the USO/New entrance agreement. However, the proposed duty options in the original trials gave little room for local agreements and members were left with little more than a one or two duty pre-determined selection.

As such any national agreement must retain the ability for local agreements in relation to preferred attendance patterns.

The Postal Executive is instructed accordingly.

**North East Central**

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#### Parcelforce

- 17** **CATEGORY A:** This Conference instructs the Postal Executive with the further roll out of technology to monitor C&D performance and productivity across Parcelforce this conference agrees that all Regional Organisers and Workplace Reps should be given the same training as PF management in understanding and using the various tools.

Furthermore, before any agreed rollout in Parcelforce of the new 'Telemetry System (CameraMatics and GeoTab) all Workplace Reps must be trained before deployment.

Likewise, any agreed introduction and deployment in Parcelforce of the PDA Outdoor Actuals tool all Workplace Reps must be trained before deployment.

**Northern Regional Parcels Committee**

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#### Postal Technical Services

- 18** **CATEGORY A:** Conference notes with concern that LtB 244/25, entitled 'Royal Mail Property & Facilities Solutions Limited and CWU Agreement on Progression within the Technical Pay Structure', lacks clarity in relation to an agreement reached in 2002 which provided for a right of progression within the Engineering Technical Structure where each of the 3 grades have two salary points. The Postal Executive is instructed to confirm with RMP&FSL that the right of progression from Entry Point to Full Point remains intact in line with the 2002 agreement.

Further, Conference notes that the grade restructuring that took place in 2002 resulted in a reduction in the number of grades from 8 to 3 (with 2 pay points) and was subject to a ballot of the relevant members. The Postal Executive is therefore instructed to ensure that any regrading that materially impacts on members is in line with the rules of the union.'

**London Postal Engineering**

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**Royal Mail Letters**

**19** **CATEGORY A:** Conference notes that there has been a change in workload and tasks on the CSS machines putting pressure on operators resulting in the currently agreed staffing levels becoming not fit for purpose.

The Postal Executive is instructed to complete a full review of workload on the CSS machines to achieve a fair and manageable workload by increasing staff numbers against workload.

**Newcastle Amal**

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**Parcelforce**

**20** **CATEGORY A:** Conference recognises that the policy that Parcelforce must weigh vehicles has become defunct through lack of enforcing of the policy, so much so the compliance team cannot find it.

Furthermore, the parcels we carry are becoming larger and heavier putting our members at risk of enforcement action and risks to their driving licence and livelihood.

The Postal Executive/National Officer is instructed to negotiate a new and more robust policy that Parcelforce will be required to weigh a percentage of a depots fleet depending on the size of the unit and over a set timescale i.e. weekly or monthly.

Inclusive of this policy Parcelforce should purchase and provide portable weighbridges to facilitate the weighing of the vehicles since there are fewer public weighbridges available to the depots to use and the cost of using them can be prohibitive.

**Scotland and Northern Ireland Regional Parcels Committee**

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**Royal Mail Letters**

**21** **CATEGORY A:** Conference recognises that the regeneration process of the diesel particulate filter (DBF) of the Fiat Doblo vans repeatedly fail to clear the filter. This has led to several cases where fumes/strong odours have built up in the cab, making them unsuitable for the Royal Mail fleet.

Conference instructs the Postal Executive to reach an agreement with Royal mail that all Fiat Doblo vans are removed from the Royal Mail delivery/collection fleet by January 2027

**South Central Postal**

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## **22 COMPOSITE MOTION**

**CATEGORY A: Conference notes that the conduct and attendance procedures agreed with Royal Mail have fundamentally changed in a detrimental way for our members.**

**Whilst there is always provision for a manager to seek advice, guidance, and support this has been replaced by conduct and attendance being managed remotely through ERAS (Formerly PCAT) PCM.**

**The PCAT team was introduced unilaterally by the Business, and their roles and responsibilities include, but are not limited to, suspensions, writing questions to ask at Fact Finding meetings, writing up conduct notifications, preparing questions for dismissing managers to ask in formal meetings, decision making and report writing, all of which brings our conduct process into disrepute.**

**Furthermore, ERAS are also providing managers with incorrect information which conflicts with our attendance procedure in relation to Part Day counting towards a review being issued at attendance review meetings which can ultimately lead to individuals being subject to a Consideration of Dismissal interview.**

**In addition to this, members are having their pay stopped following a manager contacting ERAS even when they are compliant with their obligations under the Attendance Procedure leading to unnecessary stress and financial hardship.**

**The conduct and attendance procedures are clear in that it should be the manager undertaking a conduct investigation, or an attendance review, who will make the decisions in all cases. Yet evidence shows that this is no longer the case and the manager, now, merely puts their name to all pre-prepared paperwork.**

**Conference further notes that this shift has crossed a line for many branches and representatives. Members now face potentially life-changing decisions made by individuals they never meet, cannot question, and cannot hold accountable.**

**This has created a process where faceless decision-makers are determining the future of our members without transparency, scrutiny, or accountability.**

**Conference believes that the conduct and attendance processes must be open, accountable, and rooted in natural justice. Remote conduct and attendance management without visibility or explanation undermines confidence in that process.**

**Conference instructs the the Postal Executive to:**

- **Meet with the Business and provide clear, published guidance outlining the full role, remit, and authority of ERAS/PCM within the conduct and attendance processes.**
- **Ensure that the default position is that correspondence between management and ERAS/PCM relating to all aspects**

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## POSTAL INDUSTRY GENERAL ISSUES SECTION 2.2 : Tuesday (16.30 – 17.30)

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of advice to managers on cases in these procedures is included as part of the documents that form the Bundle/paperwork which is provided to members unless there is a specific GDPR or confidentiality reason to withhold something.

- Commence discussions with the Business on the possibility of aligning one PCM to each Division who the Divisional Representatives can engage with.

**Conference resolves that no member's future should be decided remotely by individuals operating without scrutiny. The Union must restore transparency, accountability, integrity and fairness at the very heart of the conduct and attendance processes.**

NW/NW Division  
Western Counties  
South East Wales Amal  
Plymouth & East Cornwall Amal  
South Wales/South West Division  
Gwent Amal  
Bournemouth & Dorset Amal  
South West Wales Amal  
Bristol & District Amal  
Cornwall Amal

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**23** **CATEGORY A:** Conference recognises that the CWU has achieved automatic appeals for AR2's.

Conference therefore instructs the Postal Executive to seek agreement for automatic appeals for AR1's.

**South Central Postal**

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**24** **CATEGORY A:** Where an individual has had a return-to-work meeting, and their mitigation is equality act related and has been accepted as mitigation which results in an attendance review not being issued. There should be no monetary detriment (no loss of pay).

Once it has been identified by the business that a worker who is likely to be covered under the equality act and is likely to be absent more frequently than those workers who do not have a condition that is covered by the act. They should not automatically suffer a financial detriment while having to take sick leave that is related to their condition, unless the sick pay policy terms (6 month full and 6-month half pay) have been exhausted.

The Postal Executive is instructed accordingly.

**Newcastle Amal**

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**25** **CATEGORY A:** Conference recognises that since the introduction of the Royal Mail Group People's Case Advice Team (PCAT), there has been a significant increase in Conduct and Attendance cases where PCAT advice has unduly influenced managerial decision-making to the detriment of our members. This advice is currently given without

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## POSTAL INDUSTRY GENERAL ISSUES

### SECTION 2.2 : Tuesday (16.30 – 17.30)

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transparency, without accountability, and without any recourse for challenge or review.

Conference further notes that the absence of recorded advice means there is no auditable trail to establish what guidance was provided, whether it was accurate, or whether it complied with national agreements, policy, or employment law. This lack of transparency has resulted in inconsistent outcomes and has undermined confidence in the fairness of the process.

Therefore, Conference instructs the Postal Executive to seek a formal agreement with the employer requiring that all calls to and from PCAT are recorded and retained for training, monitoring, and audit purposes.

The key purposes of recording and monitoring shall include:

- **Training and Coaching:** To support the development of PCAT staff, improve the accuracy of advice, and ensure consistent application of agreements and policy.
- **Quality Assurance:** To monitor calls for accuracy, consistency, and compliance with national agreements, policies, and legal obligations.
- **Dispute Resolution:** To provide an evidential record of “who said what” in cases where incorrect, misleading, or incomplete advice has contributed to a disputed decision. Members whose cases have been subject to PCAT advice must have the right to access the transcript or record of any communication relating to their case.
- **Protection of Members:** To prevent situations where managers rely on incorrect or unverified advice to justify conduct action or dismissal, and to ensure that all decisions are based on transparent, accountable, and auditable guidance.

Conference believes that these measures are essential to restoring confidence in the fairness, integrity, and accountability of the Conduct and Attendance processes across Royal Mail Group.

This list is not exhaustive.

**Kent Invicta**

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**26** **CATEGORY A:** Conference notes that the attendance procedure agreed with Royal Mail have fundamentally changed in a detrimental way for our members and the exemptions process is being used to punish our members.

Whilst there is always provision for a manager to seek advice, guidance, and support this has been replaced and attendance is being managed directly through ERAS/PCM and members are being refused exemptions for sick absences for equality related illnesses and bereavements.

The ERAS team was introduced unilaterally by the Business, and conducts itself with a style of judge, jury and executioner.

Furthermore, ERAS are also providing managers with incorrect information which conflicts with our attendance procedure in relation to SSP and what exemptions in relation to the disability an individual may suffer from.

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## POSTAL INDUSTRY GENERAL ISSUES SECTION 2.2 : Tuesday (16.30 – 17.30)

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In addition to this, members are having their pay stopped following an absence related to a bereavement for a blood relative if this absence is the 2<sup>nd</sup> or more absence of the rolling 12-month period. Individual members suffer the loss of a blood relative and then suffer the indignation of having their pay abated at what is already an extremely difficult period in their life.

Conference believes that the attendance processes must be open and accountable whilst maintaining fairness and transparency. Remote attendance management without visibility or explanation undermines confidence in the process and is having a detrimental effect on our members health and well-being.

Conference instructs the Postal Executive:

- Meet with the Business and provide clear, published guidance outlining the full exemption process which will include blood related bereavement absences and define clear disability related absences and their exemption, this list is not exhaustive.

**Warrington Mail Centre**

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**27** **CATEGORY A:** Conference notes the impact of not having access to representation during the "Welcome Back Meeting" (where attendance review decisions are taken) can have on CWU members.

Therefore, Conference instructs the Postal Executive to negotiate a review of the "Welcome Back Meeting" questions with Royal Mail Group with the view of including the following question "Have you taken the agreed time to consult with your CWU representative before this meeting commences" that the manager must ask before the meeting can continue any further.

**Greater Mersey Amal**

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**28**

**COMPOSITE MOTION**

**If Carried 29, 30 and 31 Fall**

**CATEGORY A:** Conference notes the impact that the rollout of the Robin app by Royal Mail is having on CWU members who are now unable to see sight of their payslip, check overtime, raise a concern, request A/L in the same way as their peers due to either, not wanting to, or are unable to download the Robin app on their personal electronic devices.

While the business asserts that use of the Robin app is not mandatory, members are now being told that essential employment functions – including all the aforementioned can only be carried out through the app.

Conference believes this creates a situation where the use of Robin becomes mandatory by stealth and creates a digital divide between Members who do not wish to use a personal smartphone for work purposes, who have privacy concerns, health conditions, financial circumstances or who simply prefer traditional methods, are effectively denied access to basic employment information and processes compared to their peers.

Conference further believes that no employee should be forced, directly or indirectly, to install work-related applications on their personal devices, nor should access to important personal information be dependent on owning or using a smartphone.

- Conference therefore instructs the Postal Executive to: Engage in early discussions with Royal Mail to secure alternative options for members to access payslips, annual leave records, and other important employment information without the need to download or use the Robin App.
- Ensure that either electronic or paper wage slips and leave cards remain available on request, without detriment or delay.
- Negotiate clear guidance with Royal Mail Group confirming that the use of the Robin app is voluntary, and that no member will be disadvantaged, pressured, or penalised for choosing not to use it.
- Launch a communication to inform members of their rights and the alternative options available.

NW/NW Division  
Northern Regional Parcels Committee

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**29**

**CATEGORY A:**

**If Carried 30 and 31 Fall**

Conference agree that the implementation of the 'Robin' app has become a significant source of frustration for many members and is proving detrimental to their daily working lives.

While LTB 279/25 acknowledges the concerns reported by the membership, the Union appears to remain in full support of the app's rollout. This creates a disconnect between the lived experience of the workforce and the official Union position.

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## POSTAL INDUSTRY GENERAL ISSUES

### SECTION 2.3 : Wednesday (09.00 – 10.15)

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Conference believes that the Robin app now holds a monopoly over essential workplace functions, effectively gatekeeping tasks including, but not limited to:

- 'Raising concerns'.
- Booking ad-hoc annual leave.
- Ordering uniform.
- Accessing payslips and P60s.

It's also worth noting that many users have mentioned that they feel that the social media landing page of the Robin app is unacceptable. Requiring users to navigate through corporate narrative and messaging before accessing essential workplace tools creates an unnecessary burden. This constant exposure to internal PR can be intrusive and can negatively impact employees' mental well-being.

Conference believes that Royal Mail has adopted a blasé attitude toward the 'digital divide' by failing to provide adequate support or accessible alternatives, the company is marginalising a significant portion of the membership who are either unable or unwilling to use the app.

Conference therefore instructs the Postal Executive to:

1. Lobby Royal Mail to ensure that clear, easily accessible, and non-digital alternative arrangements are available for all the aforementioned tasks.
2. Demand that no member is penalised or disadvantaged for their inability or refusal to use the Robin app.
3. Ensure that any future support for digital rollouts is contingent on the provision of "offline" safeguards for the membership.

**Gloucestershire Amal**

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**30**

**CATEGORY A:**

**If Carried 31 Falls**

Conference notes the impact that the rollout of the Royal Mail Robin App is having on CWU members who are now unable to see sight of their payslip, unable to check overtime, unable to raise a concern, unable to request annual leave in the same way as their peers due to either not wanting to, or unable to download the Robin App on their personal electronic devices.

Conference also notes that this further widens the digital divide that can place CWU members at a significant disadvantage compared to their peers due to personal choice, health conditions or financial circumstances.

The Postal Executive is instructed to engage in immediate discussions with Royal Mail to secure alternative options that will allow CWU members to access the same information through alternative methods that removes the divide created by the introduction of the Robin App.

**Greater Mersey Amal**

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**31** Conference notes the decision by Royal Mail Group to move employees onto the People App, which is only accessible through the Robin application.

“The business has a legal duty to ensure that all employees are provided with a printed or electronic (online) payslips. Payslips must be provided on or before payday.”

Their current decision is excluding people who are unable for a variety of reasons to access this app or site and is therefore not in keeping with the legislation.

Therefore, the Postal Executive is instructed to seek an urgent meeting with the employer to resolve this issue that enables every employee to receive their payslip without having to use a smartphone or similar device if they do not wish to do so.

**Greater Manchester**

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**32** **CATEGORY A:** This Conference instructs the Postal Executive to review the current RMPFS pay bargaining arrangements, in which Cleaners and Engineers are grouped within the same collective. RMPFS Engineers do not believe this to be a fair or appropriate bargaining structure, particularly as Engineers make up only 36% of this bargaining group.

As Engineers, we hold great respect for our colleagues in the cleaning side of the business; however, we undertake very different roles with very different skill requirements. Under the current arrangement, Engineers' wages are being held below industry rates. Skilled and experienced Engineers are leaving for better paid roles elsewhere, and RMPFS is struggling to recruit staff with the necessary experience and expertise. As a result, the Royal Mail estate is now suffering more than ever from having a less skilled workforce maintaining and repairing it.

Conference is therefore asked today to support the separation of pay bargaining for these two distinct services, ensuring fair, appropriate, and sustainable bargaining structures for both groups.

**Bristol and District Amal**

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**33** **COMPOSITE MOTION** **If Carried 35 Falls**

**CATEGORY A:** The postal executive is instructed to negotiate with RMP&FS an agreement to secure the £100.00 Christmas Supplement, which is currently paid to all other Royal Mail staff each December. This reaffirms motion 93 carried at the postal conference 2022.

South Midlands Postal  
London Phoenix

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**SOC NOTE**

***Motion 93 (2022) Category A:***

***This Conference instructs the Postal Executive to ensure that our cleaning staff in RMP&FS are rewarded with the same annual Christmas bonus as our Royal Mail OPG's in time for 2022 and beyond. After the last two years of the pandemic many cleaners felt like second class members at Christmas time when they did not receive a bonus but colleagues in Royal Mail did. Our cleaners have been heroes over the last two years and this needs to be recognized with an annual Christmas bonus in line with our Royal Mail members.***

***Bristol and District Amal***

**34** **CATEGORY A:**

Conference notes that RMPFS Generic Admin can perform various administration tasks for RMPFS. One such role can include a receptionist in Mail Centres.

Conference notes that during the years before RMPFS was brought in house, RoMEC mandated Generic Admin Grades to perform Security Training. This training does not attract any allowance, nor does the role legally require the training.

Conference therefore instructs the Postal Executive to make representation to RMPFS to address the above anomaly by:

- making this training optional for the employee.
- any savings made from the removal of the training to be reinvested into basic pay.

This list is not exhaustive.

**Leeds No.1 Amal**

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**35** **CATEGORY A:** This Conference instructs the Postal Executive to negotiate a Christmas bonus for all our cleaning staff.

**Wessex South Central**

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- 36** **CATEGORY A:** This Conference instructs the Postal Executive and National Officer, to begin negotiations at the earliest opportunity with a view of converting all or at least part of the £73.23 monthly non-consolidated element of monthly pay into consolidated pay, as soon as practicably possible.

**Scotland and Northern Ireland Regional Parcels Committee**

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- 37** **CATEGORY A:** Conference notes that by March 2026 overtime rates for legacy employees have fallen below the normal basic hourly rate in some instances. With basic pay currently at £14.22 per hour, the first 10 hours paid of overtime Monday to Saturday paid at £13.96 and the remaining overtime after this paid at £13.50 is unacceptable.

Therefore, future pay agreements should include as a minimum; all Monday to Saturday overtime to be paid at 1.25 the hourly rate.

The Postal Executive is instructed accordingly.

**Greater Manchester**

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- 38** **CATEGORY A:** Conference notes that Royal Mail's policy of paying hours worked at Scheduled Attendance rate ahead of those worked at overtime rate is not financially beneficial to our members.

Conference instructs the Postal Executive to negotiate an agreement with Royal Mail that ensures anyone working overtime or Scheduled attendance hours are paid the overtime rate first. This is to avoid members (on pre-December 2022 contracts) who are on less than 37 hour contracts losing out on SA rate when performing additional hours.

**South Central Postal**

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- 39** **COMPOSITE MOTION**

**CATEGORY A: This Conference instructs the Postal Executive that the current weekend premium payments paid to Parcelforce members are disproportionate. Sunday premium is currently paid from any contracted hours performed between 00:00 and 23:59 on a Sunday. Saturday premium is only paid to contracted hours performed when the shift is scheduled to start after 06:00. Therefore, Conference instructs the Postal Executive to have the Saturday premium paid on any hours worked between 00:00 and 23:59 on a Saturday.**

North Lancs and Cumbria  
Northern Regional Parcels Committee

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**40**      **COMPOSITE MOTION      "IN CAMERA"**

**CATEGORY A:** Conference condemns the growing number of serious attacks and threats against postal workers by criminal gangs seeking drugs in the post, as well as the break ins and ransacking of delivery offices for the same purpose.

Conference strongly welcomes the Royal Mail scanning operation, which has significantly reduced the number of drug parcels arriving at delivery offices.

However, Conference notes with concern that this operation is currently under review and may be withdrawn due to funding arrangements.

Conference maintains that Royal Mail has a clear duty of care and must commit to maintaining this operation long term to safeguard postal workers throughout the entire pipeline.

The Postal Executive is instructed accordingly.

South East London Postal and Counters  
East London Postal  
London South West  
Mount Pleasant International  
North/North West London  
West London Postal

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**41**      **CATEGORY A:** Following several tragic events across the North-East Division we believe that there is no suitable or sufficient Postvention procedure in place that deals with the aftermath of an employee doing suicide.

Conference notes that if a RMG employee dies through suicide, this has a ripple effect on their work colleagues. There have been examples where work related issues may have been a contributing factor.

Conference is appalled that some managers either by lack of training, inexperience or in some instances deal with the suicides of colleagues unsympathetically.

Conference believes that a robust postvention process must be adopted.

That process should include:

- Key stakeholders who would form a Postvention taskforce. This would include senior managers, Senior HRBP's, Communication managers, employee's representatives (National Officers), Trauma councillors.
- A day to day plan of actions to be carried out. Communication with colleagues, Trauma councillors in the workplace (group and 121 discussions), hold daily huddles, keep the communications fact based, allow people to speak up openly if they wish, arrange to remove the persons personal items from lockers or work area, at a time when things have had time to settle down, allow colleagues time to attend the funeral.

- Contact the employee’s family to seek their feelings and wishes.
- Allow colleagues to come up with suggestions on how to remember the person.
- Carry a workplace review. Look at any warning signs that colleagues may remember, speak to close friends/partners in the workplace, were there any conduct issues, have the person brought up any concerns via the Royal Mail raising concerns process, were there any attendance issues.
- Any final agreed process should be added to the units ‘Stay Calm’ Handbook, these are held in every workplace and set out the procedure for different kinds of crisis situations, but not Postvention.

Conference therefore instructs the Postal Executive to provide a report within 6 months (no later than 30<sup>th</sup> November 2026) to determine what Royal Mail currently have as a process following the suicide of an employee.

**Leeds No.1 Amal**

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**42**

**CATEGORY A:** That following several suicides across the North East Division and sadly, an increase nationally, we believe that there is no suitable or sufficient postvention procedure in place that deals with the aftermath of an employee taking their own life.

Conference notes that if a RMG employee dies through suicide, then this will have a ripple effect on their work colleagues and conference is further appalled that some managers do have, by either a lack of training, inexperience or sadly, in some instances, an unsympathetic approach to suicides.

Further to this, we believe that there needs to be a joint investigation by the key stakeholders from RM and the CWU into these incidents as we have experienced previously, that Royal Mails rhetoric is to immediately shut down any conversation that the suicide could be work related.

Therefore, Conference instructs the Postal Executive to set up a Joint Working Group that includes Postal Executive and Area Safety Rep’s to provide a report as to how a postvention procedure would be implemented that would aim to give support to everyone concerned and to also give guidance on how to deal with the aftermath with a number of initiatives going forward, this report to be produced by 30<sup>th</sup> November 2026.

**North East Division**

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**43**

**CATEGORY A:**

**If Carried 44 Falls**

Conference notes that our members have been subjected to numerous severe weather events in recent times. These events, such as Storm Éowyn in 2025 and the ‘Beast from the East’ in 2018, have put our postal industry members at a disadvantage performing duties without the capacity to work from home, they are therefore at greater risk of physical harm and loss of earnings.

Conference notes that Royal Mail's 'Adverse Weather Policy' is focused primarily on the responsibility of the employee to make every effort to attend their work and has such requirements as asking members to walk up to 3 miles to attend a Royal Mail site in the event that they cannot get to their local workplace, with failure to do so being treated as annual leave, unpaid time off or time owed. It is clear that such a policy is not appropriate to the severe weather events that we have faced in recent times, and can be exploited by Royal Mail management, in circumstances beyond the control of our members, in order to manipulate the wage bill.

Conference therefore instructs the Postal Executive to negotiate with Royal Mail an update to the 'Adverse Weather Policy' which creates clear and unambiguous protocols for exceptional, extreme and severe weather events (typically red weather events); which has safety, proactivity and the protection of pay as key objectives; and agrees as a minimum where possible: a) a joint decision-making process; b) clear lines of joint communications; c) clear criteria for the closure of workplaces at the earliest opportunity.

**Glasgow and District Amal**

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**44**

**CATEGORY A:** Conference notes that there are more extreme weather – flooding, droughts, gales, snow and ice. This has a direct impact on our members.

Therefore, this conference calls on the Postal Executive to work with all relevant parties to:

1. Improve and strengthen the SWT to make it more robust.
2. Obtain from branches, where possible, any specific preparedness plans for these severe weather events.
3. Evaluate the plans for best practice and share with branches.

This list is not exhaustive.

The Postal Executive is instructed accordingly.

**York and District Amal**

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**45**

**CATEGORY A:** Conference notes that recent Royal Mail USO Reform pilot activity has been allowed to progress without clear parameters, fixed timelines, and the agreed success criteria, being adhered to.

This has resulted in the 35 pilot units drifting beyond their original scope and allowed to continue without any robust and meaningful joint evaluation, leaving those units and members involved isolated from the wider operation.

Conference further notes that pilots can only be credible when they are time-bound, transparent, and subject to rigorous joint review.

Without this, pilots risk becoming de-facto operational change by stealth.

Conference believes that any future pilots in any function must have:

- A clearly defined start date and finish date agreed in advance.
- A jointly agreed evaluation framework covering data, evidence, benefits, risks, and operational impact.
- A commitment that no extension or new pilot activity will be considered until a full joint review of how future pilots will be undertaken has taken place.
- Protections ensuring that workplaces involved in pilots are not isolated, disadvantaged, or treated differently from the rest of the operation.

Conference therefore instructs the Postal Executive to ensure that all future pilot activity with Royal Mail:

- Is formally agreed with the number of workplaces involved, an expected duration, with no open-ended or rolling pilots.
- Includes a robust, transparent review process capturing all relevant data, evidence, workload impact, resourcing, quality of service, and members input.
- Requires a joint CWU–Royal Mail evaluation at the conclusion of the pilot before any decision is taken to extend, amend, or replace the pilot.
- Guarantees that pilot units receive appropriate support and are not left isolated from the wider operation or subject to unfair expectations.

Conference resolves that pilots must never be used as a back-door route to permanent change. Only through defined timelines, full transparency, and joint evaluation can pilots be credible, fair, and in the best interests of our members.

**NW/NW Division**

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**46**

**COMPOSITE MOTION**

**CATEGORY A:** Conference notes that Section 5.1 (b) of the EP Group/CWU Rebuilding Royal Mail agreement included a clear commitment to reducing reliance on agency workers.

**While Conference recognises that agency usage has decreased in some areas of the business and that a number of agency workers have been converted to permanent roles, unacceptable obscene levels of agency still remain across Royal Mail.**

Conference believes that the continued use of agency labour undermines the union's influence in the workplace and is a barrier to growing Union Membership. Angard's role in the workplace is having a detrimental impact on effective trade union representation.

Angard Staffing Solutions has been subject to legal action and submitted accounts in December 2025 which revealed that Angard's revenue had increased by 94 million to 206 million. Its Annual Report also stated that an average of 10,079 employees were supplied to Royal Mail over the 52 weeks of the 2025 financial year.

Conference believes it is now necessary to scrutinise Angard's role, profitability, and influence within Royal Mail.

The presence of Royal Mail managers on Angard's board of directors represents a clear conflict of interest.

Furthermore, Angard's stated principal activity providing temporary labour to Royal Mail, has resulted in Royal Mail becoming over reliant on permanent agency resource. This is in direct conflict with Section 5 EP Group/CWU Agreement. Conference therefore rejects this arrangement.

Conference calls for a thorough, independent root and branch review of Angard's accounts and its relationship with EP and Royal Mail Group. This report will be shared with Branches before the end of the financial year 2026/7.

The Postal Executive is instructed accordingly.

London Division  
West London Postal

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**47**

#### **COMPOSITE MOTION**

**CATEGORY A:** Conference notes that the decline in letters will eventually fundamentally change the business model of Royal Mail, with the future sustainability of our jobs potentially becoming dependent on growth in the parcels market.

Conference further notes that Royal Mail currently holds only approximately 24% of the UK tracked 24-hour (T24) parcel market, leaving a significant share of this rapidly expanding sector to competitors such as Amazon, Evri and DPD, who operate under an owner-driver gig economy model.

Conference recognises that Royal Mail possesses unique advantages in the parcels market, including a national delivery network, universal coverage, an established delivery office infrastructure, and a trusted brand. However, conference is concerned that these advantages are not currently being fully utilised due to inconsistencies and failures within Royal Mail Group's disjointed parcel strategy.

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## **POSTAL INDUSTRY GENERAL ISSUES**

### **SECTION 2.5 : Wednesday (16.15 – 17.00)**

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Conference notes that the current rollout of Dedicated Parcel Routes (DPRs) and PM parcel delivery operations has, in many areas, been poorly planned and inadequately resourced, with insufficient staff, a lack of available vehicles, and unclear operational structures. We have kicked this can down the road for far too long we must now address it.

Conference further notes that Royal Mail's parcel strategy currently appears fragmented and inconsistent. Conference is aware of examples where operational changes have been introduced without the necessary infrastructure or resource planning in place, including the attempted introduction of PM delivery operations in parts of North and South East London, which the company was subsequently forced to withdraw due to operational failures.

Conference also notes, with concern, reports that Royal Mail has proposed the closure of Sunday parcel hubs in some areas after struggling to effectively manage those operations, raising serious questions about whether the company is genuinely committed to parcel growth.

Conference believes that these developments demonstrate that Royal Mail's current parcel strategy is in disarray and lacks a coherent plan.

Conference therefore believes that Royal Mail must urgently adopt a clear and ambitious parcel growth strategy.

Conference believes such a strategy should include:

- The expansion of Royal Mail's products to include next-day (T24) growth, later acceptance times, and same-day delivery capabilities where viable.
- Investment in infrastructure, including vehicles.

Conference believes that parcel growth must not come at the expense of decent jobs but should enhance quality full-time jobs.

Conference therefore instructs the Postal Executive to:

1. Pursue and develop a comprehensive parcel growth policy aimed at significantly increasing Royal Mail's share of the UK parcel market, ensuring sustainable, good-quality jobs for the future.
2. Seek a strategic review of the Dedicated Parcel Route (DPR) PM delivery model, ensuring that any parcel delivery operations are properly funded and resourced.
3. Insist that the company invests in the infrastructure, vehicles, and operational systems necessary to support a modern 24/7 parcel model, in line with paragraph 2.6 of the Rebuilding Royal Mail Agreement.
4. Progress should be reported back via LTBs and or a policy forum.

South East London Postal and Counters  
North/North West London

**48**

**COMPOSITE MOTION**

**CATEGORY A:** Conference notes the commitments made in the EP/CWU Section 5 agreement on reducing reliance on agency workers.

Conference believes that effective oversight of agency usage is essential to ensuring compliance with the agreement.

Conference agrees that Royal Mail will provide weekly data on agency hours across all areas of the Royal Mail Group to Field Officials.

Field Officials will, in turn, share this information with branches and workplaces on a fortnightly basis, challenge agency usage in line with the EP Agreement, and submit reports to CWU Headquarters fortnightly for review by the CWU Agency Joint Working Group through the National Joint Working Group.

The Postal Executive is instructed accordingly.

London Division  
West London Postal

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**49**

**CATEGORY A:** This Conference recognises the importance of young worker engagement in building the future of our union.

Conference believes that workplace visits by the Postal National Young Worker Committee Reps are vital in supporting branches, increasing participation, recruiting non-members and ensuring that the voices of young members are heard.

Conference therefore instructs the Postal Executive to work to secure Postal National Young Workers Committee Reps one day per week facility time to carry out workplace visits and engagement activity with young members across the Postal Constituency.

**National Young Workers Committee**

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**50**

**COMPOSITE MOTION**

**CATEGORY A:** That in any future Industrial Relations Framework agreement, there will be the facility for each DPR hub to have an Industrial Relations and Workplace Safety Rep who will interface with the PCOM or relevant manager.

**Until a new Industrial relations Framework has been agreed, then the role and responsibilities for these positions will mirror the current roles, as laid down in the current IR Framework which states that:**

**1. Local Representatives**

**1.1 Local representatives will represent staff within the unit, section of a unit or shift where they are employed. In the case of small delivery or distribution units, one or two delivery units and/or a group of very small units, e.g Scale Payment Delivery Office, small distribution units, may be combined for representation purposes. In large multi-section units, there may be a number of sections of workplace representatives. The designation of units or sections will be a matter for agreement between local managers and representatives: any disagreement will be dealt with in accordance with the procedure described earlier in this agreement.**

**1.2 Local representatives will be available to discuss with their unit, section or shift manager (as appropriate) all matters which affect union members within the manager's area of responsibility.**

**They will handle grievances, individual cases and day-to-day issues involving members within the manager's area and will negotiate agreements particular to those sections or units. Issues which extend beyond the area within the control of the relative local manager or which, after full consideration, cannot be resolved by agreement between the local representative and the local manager will be referred without delay to the CWU area**

representative and the appropriate area manager. The local representative will be entitled to be present when the CWU area representative and the area manager are dealing with the issue.

Further to this, again, until such times as there is a new Industrial Relations Framework agreement, then the DPR Rep roles will also be afforded the full terms of Section 1.6 Facilities for Union Representatives and officials.

The Postal Executive is instructed accordingly.

South Yorkshire and District Amal  
North East Division

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**51**

**COMPOSITE MOTION**

**CATEGORY A:** This conference notes with concern that the DGS(P) informed the Anglia Divisional Committee meeting, held on 20th January 2026, that it was intended to remove the remit of Divisional Representatives to conduct all but the most intricate dismissal appeals.

Whilst it is noted that some divisions within the CWU do not routinely offer divisional representation for dismissal appeals, it should be for the branches, within each division, to determine their own policy regarding appeal representation.

The right of our members to call upon the most senior field officials, at their time of greatest need for representation, is a right that must be vigorously defended; it is paramount that the ability for members and/or branches to request the representative of their choice, in such circumstances, should remain.

Therefore, this conference instructs the Postal Executive to ensure the facility, for individual members and/or branches, to access Divisional representation for all dismissal appeals, is guaranteed within any renegotiated industrial relations framework agreement.

Eastern No.6  
Colchester & District

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**52**

**CATEGORY A: "IN CAMERA"**

Conference agrees that mechanistic dismissals under the Royal Mail Conduct Code have reached unacceptable levels; further notes that every area of the country has managers that dismiss as a matter of course and appeals managers that jump through hoops to routinely uphold the original decision.

The very clear pattern is that the same managers are repeatedly responsible for these decisions. Conference believes that this pattern is not accidental and is indicative of entrenched managerial behaviour designed to undermine fairness, due process and the integrity of the agreed Conduct Code. At this time, the managers responsible face no consequences for flawed, unreasonable and procedurally unsound decisions.

The Postal Executive is instructed to:

- Put the employer on formal notice that the Union cannot tolerate repeated, systematic abuses of the agreed code by the same managers
- Seek comprehensive legal advice on the feasibility of supporting members in pursuing civil claims against named individual managers in the appropriate circumstances, i.e. where their decisions have been entirely discredited at the Employment Tribunals.
- Develop a clear framework for identifying patterns of regular breaches of the agreed code to ensure that where a managers' decisions are repeatedly found to be outside the bands of reasonableness, the Union is prepared to escalate to legal accountability if necessary.

Finally, Conference agrees that if managers continue to repeatedly misapply the agreed Conduct Code, they must be prepared to face personal consequences for their actions.

**North West Central Amal**

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**53**

**CATEGORY A: "IN CAMERA"**

This Conference agrees that Royal Mail overstep their role as an employer and have no jurisdiction on matters between individuals where there is no impact upon their roles as employees in the workplace. Conference notes with concern that Royal Mail get involved in our members personal lives when it is inappropriate to do so.

Therefore, Conference instructs the Postal Executive to engage with Royal Mail on setting clear boundaries/principles on when Royal Mail can get involved in employee's personal lives/conduct and when they should not get involved.

**Newcastle Amal**

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**54**      **COMPOSITE MOTION**

**CATEGORY A:** Conference notes the outcome of the Lord Falconer Independent Review and LTB 287/23, which committed Royal Mail to the principle of reconciliation, to applying the 2015 Conduct Code Agreement, and to engaging with ACAS as a learning exercise.

Conference questions whether those lessons have been learnt, as the business continues to rely on their unagreed business standards and advise from the PCAT team in conduct cases when it suits them.

Conference further notes 2 cases within our branch where covert recordings have been used against our members in conduct cases, despite managers asking our members to confirm at the start of every single conduct interview that no recordings are taking place.

This selective and self-serving application of the unagreed Business Standards undermines reconciliation, any industrial reset, natural justice, and the Collective Agreement.

Conference instructs the Postal Executive to ensure Royal Mail fully comply with the agreed Conduct Code and to stop immediately the use of covert recordings being used against our members.

South East London Postal and Counters  
London South West

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**55**      **CATEGORY A:** The stoppage of our members wages is an ongoing problem. While we recognise there are fewer cases than seen during the dispute there are still too many.

Conference instructs the Postal Executive to immediately negotiate with the employer for an improved process when considering stopping our members pay. These negotiations should include, but not be limited to, a clearer decision making process, consistent decision making, an easier and quicker process to have wages reinstated where applicable and accountability for those that abuse or do not follow the process.

**Scotland No.2**

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**56**

**CATEGORY A:** Conference notes that it is now more than two decades since the Way Forward Agreement established the current annual leave entitlement structure for Operational Postal Grades.

Conference further notes that during this period the postal industry has undergone significant change, including the rapid growth of parcel traffic, changes to duty patterns, increased weekend working and wider operational changes following the Business, Transformation and Growth Agreement.

Conference recognises that the demands placed upon the workforce have increased significantly during this period and that improvements to work-life balance are essential to maintaining a healthy, motivated and sustainable workforce.

Conference also notes that many members, particularly those with shorter service, must rely on purchasing additional leave in order to meet family and personal commitments. Whilst the facility to purchase additional leave has existed within Royal Mail, recent operational and regulatory changes, including compliance with National Minimum Wage legislation, have at times limited the accessibility and effectiveness of such arrangements.

Conference notes that Postal Conference has previously debated motions calling for improvements to annual leave entitlements and progression, including motions brought forward at Postal Conference 2022, which highlighted that many members are required to wait long periods of service before reaching the maximum annual leave entitlement.

Conference believes that the current progression structure no longer reflects the modern working environment within Royal Mail Group and that improvements to annual leave milestones would make a meaningful contribution to employee wellbeing, workforce retention and the recruitment of new entrants into the industry.

Therefore, Conference instructs the Postal Executive to enter discussions with Royal Mail Group to review the current annual leave entitlement structure with the objective of:

- Improving the progression of annual leave entitlements through service milestones.
- Enabling members to reach the six-week annual leave entitlement earlier in their careers.
- Ensuring that annual leave arrangements better support work-life balance across the workforce.

The Postal Executive shall report to Branches, via LtBs or Policy Forum, on the progress or lack of progress of these discussions.

**London Division**

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**57**

**CATEGORY A:**

**If Carried 58 Falls**

Conference notes:

1. The CWU negotiated a pay policy with Royal Mail in 2021 regarding the payment of regular, non-contractual overtime whilst on annual leave. In summary, this policy set out that members should work a minimum of 8 hours overtime per month for a period of six months to qualify for the payment.
2. Since the incorporation of certain aspects of EU law in 2023, the statutory recommended assessment period for an overtime on annual leave payment is a straight 52-week average minus absence periods such as sickness, annual leave etc.
3. Many CWU members have unfortunately been in the position where they have lost out on their entitlement due to periods of absence such as annual leave; some even missing out by mere minutes whilst working hundreds of qualifying hours.
4. Royal Mail imposing local budget constraints effectively chokes overtime at certain points in the year, leading to members missing out on the average holiday pay criteria due to no fault of their own.

Conference therefore instructs the Postal Executive:

1. To urgently review the legal competency of the 'Average Pay on Annual Leave (Holiday Pay)' policy, with a view to approaching the business to renegotiate any legal deficiencies and thereby ensure our members are receiving the correct level of remuneration in line with their statutory entitlements.
2. To negotiate an agreement on back pay owed, where possible.
3. To support qualifying CWU members in their claims for 'unlawful deduction of wages' in relation to the existing policy.
4. To issue necessary guidance to Branches on the above at the earliest opportunity.

**Glasgow and District Amal**

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**58**

**COMPOSITE MOTION**

**CATEGORY A: Conference agrees that the 2021 agreement on Average Holiday Pay was an important first step in us establishing the principle in Royal Mail that our members should be paid on leave for the average hours they actually work and that many CWU members have benefited from this agreement**

**However, Conference further notes that the six-month reference period in the agreement frequently causes members to lose out; often through no fault of their own after illness from accidents on duty; paternity or maternity leave, or business driven initiatives to cut down on overtime.**

**Conference further notes that since 2021 there have been updates to the regulations, and significant updates to the case law around Average Holiday Pay, and that it is quite possible that the 2021 Agreement is no longer in adherence about what the law says on this.**

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## **PAY AND RELATED MATTERS**

### **SECTION 1.4 : Thursday (09.45 – 10.15)**

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**Therefore, Conference instructs the Postal Executive to open negotiations to improve the Average Holiday Pay agreement in two ways.**

- 1) To substantially reduce the reference period from 6 months.**
- 2) Whatever reference period remains to include a new process where members are able to challenge missed periods due to factors outside of their control; and where successful average holiday pay will be paid for the whole reference period.**

**If the business are not willing to entertain improvements of this nature to the Average Holiday Pay agreement then the Postal Executive Committee is further instructed to identify test cases of members we think are unfairly disadvantaged by the 6 month reference period and support them in Employment Tribunal cases challenging their non-payment of Average Holiday Pay.**

Gloucestershire Amal  
Western Counties  
South East Wales Amal  
Plymouth & East Cornwall Amal  
South Wales/South West Division  
Gwent Amal  
Bournemouth & Dorset Amal  
South West Wales Amal  
Bristol & District Amal  
Cornwall Amal

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**59**

**CATEGORY A:** Conference recognises that when IHR is being considered for members, the scoping process as presently applied rarely leads to any opportunities for redeployment, despite in many cases there being suitable vacancies in other nearby offices, often covered by agency staff. This failure, especially considering that the reason for the problem in the first case is due to the strenuous and repetitive nature of the work our members carry out, is not in keeping with the image of a modern, progressive employer that Royal Mail tries to convey.

Conference therefore believes that the current system is not fit for purpose and instructs the Postal Executive to negotiate an improved cross-functional scoping process. This would prioritise staff covered by the Equality Act who are not able to perform their present role (either temporarily or permanently) and look at possibilities within all functions and other local offices. Candidates for re-deployment must of course satisfy capability standards, and risk assessments carried out when appropriate. The system would include a strict audit trail to demonstrate that all possibilities and possible offices have genuinely been considered.

**Wessex South Central**

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**60**

**CATEGORY A:** The Postal Executive is instructed to negotiate an agreement with Royal Mail, to improve the Ill Health Retirement agreement and further to enhance all ill health retirements with the UNUM insurance scheme not just IHR with income support.

CWU members in Royal Mail, have gone from getting 34 weeks to 16 weeks, has had a detrimental effect on our sick members mental health. In cases of IHR the member is being punished for being unable to work because of their individual medical condition.

No member wants to be medically retired and at a time when their personal health is in decline and the pressures which come with that medical condition, they are also being put under financial distress.

Under the IHR with income benefit there is a further UNUM medical insurance for the employee which supports their individual medical retirement but with IHR lump sum severance there is none.

**Warrington Mail Centre**

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## POSTAL INDUSTRY GENERAL ISSUES SECTION 1.5 : Thursday (10.45 – 11.15)

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**61** **CATEGORY A:** Whilst conference recognises and welcomes the emergence of colleague run Royal Mail "Use and Replenish" schemes this is not the same as the provision of "free sanitary products for our female members at Royal Mail sites" in order to "afford our female members in Royal Mail Group the dignity and respect they deserve", which conference instructed the Executive to negotiate with Royal Mail with the carriage of motion 75 at the Postal Industry Conference in 2022.

Conference therefore instructs the Postal Executive to report back to the branches the progression on this matter before the end of 2026 and to not relent with negotiations until the fundamental and basic request, as agreed with the carriage of motion 75 (2022), has been fully and properly met.

**Bournemouth and Dorset Amal**

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### SOC NOTE

***Motion 75 (2022) COMPOSITE MOTION:***

***Conference agrees that it is shameful that the employer, Royal Mail Group, does not currently provide free sanitary products for all our female members at Royal Mail sites. Therefore, Conference instructs the Postal Executive and all relevant CWU Departments to negotiate with Royal Mail and ensure that free sanitary products are made available in all Royal Mail sites, which will afford our female members in Royal Mail Group the dignity and respect they deserve.***

*Bournemouth and Dorset Amal  
Harrow and District Amal*

**62** **CATEGORY A:** Conference notes that Royal Mail's Dog Attack Compensation Scheme does not go far enough to protect our members finances.

The requirement for a minimum of 7 days absence before a claim can be made is a disproportionate disadvantage to our members who are not yet in receipt of full sick pay.

Conference instructs the Postal Executive to reach an agreement with Royal Mail that this criterion is removed from the claim process and that employees can make a claim from day 1 of the absence.

**South Central Postal**

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**63** COMPOSITE MOTION

**CATEGORY A:** This Conference instructs the Postal Executive that the terms of the BRT&G agreement in relation to paragraph 3.1.3 is applied in full, the paragraph states that " with the exception of VR compensation terms, the full terms of the existing MTSF process for Voluntary redundancies will apply, including how surpluses and redeployments are managed and secondly in paragraph 9.1 New entrant employees will be part of the CWU collective bargaining unit and will be covered by all future bargaining and agreements with the CWU".

Further to this, New Entrants (post December 2022) that have gone through business driven change, will receive retrospective payments in line with the MTSF agreement.

Leeds No.1 Amal  
North East Division  
North East Central  
York and District Amal

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**64** COMPOSITE MOTION

**CATEGORY A:** Conference recognises that the increased introduction of technology across Royal Mail Group has given management far greater visibility of drivers' performance and driving standards. While Conference accepts that training and coaching have an important role in helping members meet agreed standards, it is becoming increasingly clear that conduct action is being used inappropriately in cases involving Penalty Charge Notices (PCNs), including speeding, yellow box junction violations, and similar traffic related matters.

Conference further notes that, given the high mileage driven by our members, the proliferation of cameras, the increased use of telematics, and the rising performance pressures placed upon drivers, it is inevitable that minor traffic offences will occur from time to time.

While Conference accepts that conduct may be appropriate in certain serious or repeated scenarios, it should not be the default response. Training, support, and coaching should remain the primary tools for improving driving standards, not punitive action.

Therefore, Conference instructs the Postal Executive to reach a national agreement with Royal Mail Group that clearly sets out how Penalty Charge Notices, including speeding, yellow box junction violations, and similar offences are to be managed, ensuring a fair, consistent, and proportionate approach across the business.

London and South East Regional Parcels Committee  
Kent Invicta

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**65** **CATEGORY A:** Conference notes the impact that the December pay date can have on monthly paid employees who are on the imposed new terms and conditions working in the affected Royal Mail functions.

Having the option to request an earlier pay date on the last working day before the 25<sup>th</sup> of December would be welcomed by monthly paid employees on the imposed new terms and conditions working in the affected Royal Mail functions.

Conference instructs the Postal Executive to negotiate that this option is made available for the affected monthly paid employees on the imposed new terms and conditions from December 2026.

**Greater Mersey Amal**

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- 66** **CATEGORY A:** OPG drivers for Royal Mail operate in a difficult and challenging environment. With more and more focus placed on driving capabilities, and particularly late parcel deliveries, OPGs are expected to perform greater levels of tasks and responsibilities, from morning till night, and in a time-pressured environment, when undertaking driving duties for the company. This can affect OPG drivers in a way that it does not affect others. For instance, as a result of increased risks on duty, and where non-blameworthy accidents occur, the private premiums of car insurance for OPG drivers can increase. They can also be subject to further scrutiny from Conduct policies. In addition, policies targeted at drivers, such as the drug and alcohol policy, can impact a driver's private life in a way that it would not impact the private life of a non-driving postman. All of these tasks, and associated risks and responsibilities, are expected to be carried out with attention and skill but with no monetary compensation.

Conference therefore instructs the Postal Executive to review driving allowances within Royal Mail and reach a joint agreement with Royal Mail whereby OPG drivers receive a specific driving allowance for undertaking driving duties.

**Glasgow and District Amal**

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- 67** **CATEGORY A:** This Conference instructs the Postal Executive to enter into negotiations at the earliest opportunity, to reach an agreement with the business that moves Parcelforce Worldwide 7.5t drivers onto a similar grade as our MGV graded colleagues employed within Royal Mail.

**Scotland and Northern Ireland Regional Parcels Committee**

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- 68** **CATEGORY A:** Conference instructs the Postal Executive to enter into immediate discussions/negotiations with Royal Mail to secure an agreement on behalf of our Logistics LGV Drivers (Class C/Class E) for the introduction of premium payments for Christmas Day Attendance (New Years Day in Scotland). The formula used should be similar to those used for our Operational Grades employed in both Logistics and Royal Mail.

**Glasgow and District Amal**

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**69** **CATEGORY A:** Conference notes the serious concern regarding high levels of non-membership across many Royal Mail Group workplaces. For the CWU to remain a strong, independent, stand-alone trade union, growing and maintaining membership must be one of our highest priorities.

Conference recognises that, while there is good recruitment and organising work taking place in many Branches, there remain approximately 300 workplaces nationally where there are 30% or more non-members in a single workplace.

Conference further notes the significant challenge posed by workforce change within Royal Mail Group. Older contracts, where union density has traditionally been high, are being lost, while new entrants are replacing them on new terms and conditions where membership levels are substantially lower.

Conference also notes that there are currently around 28,254 employees on new terms and conditions. A figure that continues to grow. 15,383 are CWU members which is 54% and non – members 46%.

Conference believes that these trends present a clear and urgent threat to union density and long-term organisation across the business.

Conference therefore agrees that a robust, coordinated and sustained strategy is required to address high levels of non-membership in the workplace. Continuous Branch mapping must take place, with Branches supported to map workplaces, engage non-members and ensure systematic follow-up.

Conference notes that Royal Mail location data is shared with all Field Officers monthly.

Conference instructs the Postal Executive to instruct Field Officers to break this data down by Branch and workplace and share it within their respective Areas. Field Officers will also provide a detailed report and progress on membership to the DGSP Department monthly.

Conference further instructs the Postal Executive to ensure that Headquarters provide the necessary training, support and recruitment resources to ensure Branches are fully equipped to use this data effectively, and to professionalise and strengthen our organising approach in the workplace.

The is instructed accordingly.

**London Division**

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**70** **CATEGORY A:** Conference instructs the Postal Executive to negotiate with Royal Mail Group (RMG) to introduce a zero-tolerance policy to members of the public posting on social media etc any footage taken from CCTV, ring doorbells et al which shows our members having falls, injuring themselves and so on.

There are stringent and defined criteria for the use of domestic CCTV and they are for protection of personal property only as set out in guidance by the Information Commissioners Office that regulates the GDPR (General Data Protection Regulation) and DPA (Data Protection Act 2018).

This policy will encapsulate all legal means at RMGs disposal as a deterrent to stop members of the public posting said clips and the social media companies to remove any clips from their platforms.

**Scotland and Northern Ireland Regional Parcels Committee**

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**71** **CATEGORY A:** Conference instructs the Postal Executive to seek agreement with Royal Mail to take the role of the First aider more seriously and support fully the recommended training they should receive.

In so far that rather than a day's annual refresher training for First Aiders being a recommendation by the Major First Aid authorities in the UK and Royal Mail not allowing it to take place.

They should take Health and Safety and First Aid far more seriously and support all First Aiders by insisting it be mandatory.

The current situation where First Aiders have to wait 3 years between being qualified and taking a two-day refresher course is simply not ample support or training.

If Royal Mail values its workforce, it should support First Aid in giving the volunteers who become First Aiders, as much support as possible and certainly the recommended minimum as a given.

**Eastern No.5**

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**72** **CATEGORY A:** Conference believes that the current role of a delivery OPG is unattractive not only the wages but the way the role is carried out in towns and cities and the idea of "once over the ground" is a fallacy.

We need innovative approaches to make the delivery role more attractive and appealing to both current and future employees to assist in this we should encourage the following methods of organising duties:

- OPG's that deliver letters and small parcels to put through and into letter boxes.
- OPG's that deliver parcels (items) that don't fit into letter boxes.
- OPG's that collect mail/parcels from boxes/lockers/both firms and home addresses.
- OPG's that work weekends.

Allowing start and finishing times that were both more appealing and more effective.

These simple changes would assist in making it more feasible to establish a letter and parcel network that fitted customer needs and a more effective pricing strategy for the business. As well as better working arrangements for delivery/collection OPG's.

Those OPG's working on "Rural Deliveries" also need to have innovative duty patterns taking into consideration their unique role and locations.

This list is not exhaustive.

The Postal Executive is instructed accordingly.

**Greater Manchester**

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**73** **CATEGORY A:** Conference acknowledges the overall commitments contained within the Rebuilding Royal Mail Agreements Part One and Two.

Two specific commitments related to reducing the reliance on agency workers and also ensuring a new resourcing model linked to a career path for new entrants on their terms and conditions.

Conference recognises that within Logistics this has been successfully deployed as contained within LTB 054/26 and a previous Career Path recruitment drive a few years ago.

Conference understands that there is currently no avenue for members without C on their license to progress to MGV grade.

Conference agrees that this area requires further activity to ensure that those commitments are adhered to within Area Distribution and which reflects the previous commitments contained in the Professional Drivers Agreement and that an overall training plan is agreed for all employees who wish to apply to become 7.5t MGV drivers. This must include full training to obtain C class status, as people who passed their test after 1997 do not gain this automatically. In addition, CPC in house training must also be included as part of the process.

Any agreed training plan should also ensure that those employees are able to apply for the any vacant roles and internal processes agreed to support the career path transition.

The Postal Executive is instructed accordingly.

**Plymouth and East Cornwall Amal**

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**74** **CATEGORY A:** The above inflation price increases over many years and the lack of service is making first class post unattractive to customers hence the rapid decline in take up. The business has made it abundantly clear that they are not interested in delivering letters and only do so because it is part of their universal service obligation and are required to do so by parliament – they want to be a solely Parcels Company.

There is an obvious need to retain the universal letter service which is part of the fabric of the United Kingdom and an essential public service. In order to retain the service for the public;

The Postal Executive is instructed to pursue the following policy with the business, the regulator and any other stakeholder:

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## POSTAL INDUSTRY ORGANISING SECTION

### SECTION 4 : Thursday (14.30 – 15.45)

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The current 1<sup>st</sup> and 2<sup>nd</sup> Class system for letters and small parcels up to 2Kg be abolished and replaced with a "Standard" letter and small parcel system that provides a service which means items will be delivered Monday to Friday within 3 working days of posting.

Premium Services will be made available for items including letters and small parcels across all 7 days.

**Greater Manchester**

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**75**

**CATEGORY A:** Conference will remember when we passed Motion 91 at Postal Conference 2022 (reproduced below for ease of reference)

This was so Reps and members could easily understand the important documents and communications coming out of Headquarters. The deluge of initialisms, acronyms and abbreviations makes some of these hard work to understand if you are not familiar with the terminology.

Unfortunately, this policy is not always being adhered to.

The Postal Executive is therefore instructed to familiarise itself with the contents of the motion and follow them as instructed as a courtesy to Reps and Members.

Conference agrees that as a Union we should proactively seek to reduce barriers to participation in all parts, and at all levels of the Union. Understanding communications on new agreements, policies and legislation can be daunting to both new and experienced Reps. It is widely accepted within most, if not all, fields and disciplines that initialisms, acronyms and abbreviations are spelled out in full when used for the first time in any document. Many initialisms, acronyms and abbreviations may well be extremely familiar to almost everyone such as A/L for annual leave or CWU for Communication Workers Union, but it is unfair to assume everyone would understand all of them, especially when some even get reused to mean something different.

Conference further instructs the Postal Executive to help educate Royal Mail on this issue and encourage them to spell out initialisms, acronyms and abbreviations in full the first time they are used in documents and communications (or a comprehensive appendix provided for their meanings) from the earliest possible opportunity.

**Gloucestershire Amal**

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#### **SOC NOTE**

***Motion 91 (2022) Category A:***

***Conference agrees that as a Union we should proactively seek to reduce barriers to participation in all parts and at all levels of the Union.***

***Understanding communications on new agreements, policies and legislation can be daunting to both new and experienced Reps. It is widely accepted within most, if not all, fields and disciplines that initialisms, acronyms and abbreviations are spelled out in full when used for the first time in any document. Many initialisms, even get reused to mean something different.***

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**POSTAL INDUSTRY ORGANISING SECTION**  
**SECTION 4 : Thursday (14.30 – 15.45)**

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**SOC NOTE CONTINUED**

*acronyms and abbreviations may well be extremely familiar to almost everyone such as A/L for annual leave or CWU for Communication Workers Union, but it is unfair to assume everyone would understand all of them, especially when some even get reused to mean something different.*

*Conference therefore instructs the Postal Executive to help educate Royal Mail on this issue and encourage them to spell out initialisms, acronyms and abbreviations in full the first time they are used in documents and communications (or a comprehensive appendix provided for their meanings) from the earliest possible opportunity.*

*Gloucestershire Amal*

**76** **CATEGORY X:** Conference will note the work undertaken by postal branches in relation to membership data accuracy, as a result of this work it became apparent that the ability to make changes within OSL would give postal branches better organising ability.

As a result, the PEC and the membership Dept should work to allow Branch Secretary or a nominated Branch Officer the ability to make amendments and alterations within OSL

The changes should include

Changes to name  
Contracted Hours  
The ability to restart a membership

This list is not exhaustive

**North East Central**

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**77** **CATEGORY X:** Conference is alarmed at the low level of member participation and turnout in recent internal elections.

Conference instructs the Postal Executive to run a publicity campaign through the Communications department for all national postal elections. This would involve using CWUTV and its social media outlets to update and publicise to members information on such matters as nomination deadlines, voting dates and close of ballots, and provide a forum for election addresses, hustings etc.

This campaign must of course be totally impartial, with strictly specified and equal amounts of airtime and other publicity opportunities for all candidates.

**Wessex South Central**

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**78** **CATEGORY X:** When an OPG or postal worker is acting in a management capacity even temporarily they are effectively performing duties and exercising authority over CWU represented grades.

The CWU should not represent CWU grades while performing management functions, particularly where disciplinary or grievance matters involve CWU represented employees.

This Conference therefore agrees That any OPG or postal grade worker temporarily acting in a management grade post within Royal Mail Group shall, for the duration of that temporary assignment, should not be represented by the CWU while the carry out managerial responsibilities.

Royal Mail and the CWU at national level must establish clear protocols ensuring that when individuals step up into management roles, they are made aware of their temporary change in union representation status.

This policy should be formally communicated to all members, workplaces, and representatives to avoid conflicts of interest and maintain the integrity of CWU representation for postal grades.

**Bristol and District Amal**

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