

No. 275/26

14th October 2026

Dear Colleague,

ROYAL MAIL: CHANGE FOR GOOD – RESPECT TRAINING PILOT IN 10 MAIL CENTRES/PARCEL HUBS

Further to LTB 202/26 and associated Tri-Partite Statement dated 14th July 2026. Branches are advised that we have been working with Royal Mail to develop the Change for Good (CFG) Respect training programme in preparation for national roll-out in the New Year.

In this regard, we have agreed a Respect training programme will be piloted this month across the following 10 Mail Centres/Parcel Hubs:

**Aberdeen MC
Bristol MC
Dorset MC
Glasgow MC
Manchester MC**

**Midlands Super Hub
National Distribution Centre
NW Super Hub
NW Midlands MC
Yorkshire Parcel Hub**

The agreed Joint Statement below expands further on the purpose of the agreed Pilot for Respect training which is to raise awareness of respectful behaviour by highlighting issues based on real life examples. Managers and Area Processing Representatives covering the 10 units above have been taken through the training and will support the programme locally.

Joint Statement - Respect Training – Pilot

Colleagues will be aware that a Tri-Partite Statement on the Change for Good Programme was agreed in July 2026. In line with the commitments in that Joint Statement, Royal Mail and the CWU continue to work to shape and deliver Change for Good in the workplace.

As a first step, a new Respect training programme will be piloted across 10 Processing units. Developed with early CWU involvement and feedback, the programme reflects the shared commitment to creating a more inclusive, supportive and respectful workplace.

The Respect training is designed to raise awareness by highlighting issues based on real life examples. To demonstrate the importance of this initiative, across two separate sessions, Managers who will facilitate the training and Area Processing Representatives from the pilot, have been taken through the training by Academy colleagues. This will ensure managers and APRs can support the programme locally.

The training explores the full spectrum of respectful behaviour, from everyday interactions to serious issues such as sexual harassment, encouraging reflection, understanding and positive change. During the pilot, appropriate support will be available for anyone who may find aspects of the content personally challenging, and anyone who may be affected by the content will not be required to participate.

Feedback and insights gathered throughout the pilot will help shape the final programme before it is rolled out more widely in the New Year.

*Justin Trotman
Processing Director*

*Davie Robertson
Assistant Secretary*

The Change for Good Shadow Steering Group will review feedback throughout the Pilot jointly with management and will work together on any required improvements/amendments before the wider roll-out next year. At an appropriate time, we will also get the Area Processing Reps from the 10 Pilot sites together to understand how the training was received by our members.

Further developments will be reported.

Yours sincerely,

**Andy Furey
Assistant Secretary**

**Davie Robertson
Assistant Secretary**