LETTER TO BRANCHES

The Communications Union @CWUNews #TheCWU CWU.ORG

No. 305/26

3rd November 2026

To: All Postal Branches

Dear Colleagues,

NATIONAL BRIEFING – WEDNESDAY 4TH NOVEMBER, BRISTOL

We have attached to this LTB a positioning paper which sets out the content of tomorrow's briefing and union's key objectives over the coming weeks and months. Please ensure every rep who is attending the briefing has a copy of this paper.

As a consequence, the agenda for the briefing will be as follows:

1. The future of the Royal Mail Group/CWU Campaign
2. The recent National Joint Statement
3. Preparing for a future Policy Forum February/March 2027
4. Any Other Business

There will be an opportunity from the floor for questions and contributions after each agenda item.

Ahead of the briefing, the positioning paper should not be circulated on social media.

We look forward to seeing all Postal branches in Bristol tomorrow.

Any enquiries on the above LTB should be addressed to the Deputy General Secretary (Postal) office on hford@cwu.org.

Yours sincerely

Martin Walsh
Deputy General Secretary (Postal)

Dave Ward
General Secretary

PDF
POSITIONING PAPER 4TH NOVEMBER.pdf

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POSITIONING PAPER – NATIONAL BRIEFING 4TH NOVEMBER

INTRODUCTION

The purpose of this paper is to facilitate a meaningful discussion at tomorrow's National Briefing on a bold new direction for the future of the Royal Mail Group.

As part of this discussion, it is essential we all recognise the scale of the challenges facing RMG and we will spend some time explaining these issues.

Our central message is clear: the deeper-rooted problems that threaten the future of Royal Mail can only be resolved through Government intervention.

The Briefing will also cover the recent National Joint Statement, outlining the actions the Union must now take to secure its successful implementation in every workplace, while setting out the next steps in relation to DM26.

We want this Briefing to be a moment where we unite the union around the following key objectives and a practical plan of action that every CWU Branch and Representative can support and deliver in the weeks and months ahead.

KEY OBJECTIVES – CWU WORKPLAN

1. The CWU'S Campaign for a Bold New Vision on the future of Royal Mail

It's time to build on the motion agreed at this year Labour Conference and properly campaign with our representatives, members, the public and politicians to save Royal Mail.

We must set out clear demands for an entirely new business model and call for government intervention based on the following:

- A new ownership and governance model that provides more public accountability and is based on Government and employees having a central ownership stake in the company. There also needs to be a new governance/board structure that has a direct voice for customers and workers.
- A new regulatory framework that stops Ofcom damaging the finances of the business and blatantly promoting Competition over securing the future of the USO.
- A level playing field to stop the Competition undercutting Royal Mail - ending bogus self-employment and the race to the bottom on the pay, terms and conditions of all workers in the sector.
- A much more ambitious growth strategy that is not just based on replacing letter decline with parcels. Instead, growth must also be driven by utilising Royal Mail's unrivalled infrastructure, developing innovative services that put Postal Workers at the forefront of adding social and economic value to the UK.

The briefing will give us the opportunity to explain our thinking in more detail and set out the broad structure of the campaign and the role we want our reps and members to play. We are also very open to your input and ideas on how we make this campaign as effective as possible.

2. Implementing The National Joint Statement – Supporting our members locally – Improving Services for Customers

The recent National Joint Statement must be seen as an action plan to improve the situation locally for our members and customers. This includes introducing extra resources for failing DM26 offices and to support our members throughout the peak period. Additionally, we must ensure 8,100 temporary part - time uplift staff are made permanent and overdue DM26 reviews take place.

National level talks will now commence on the next step and full plan for equalisation of new entrants terms and conditions. We all know that the company has wasted millions of pounds on a revolving door policy and that this issue is central to the quality-of-service failures, along with imposed revisions, since both were introduced in 2022. The company has never recovered from this position and unless they put this right in this next set of talks – we must assume that Royal Mail has no serious intention to do so. If this proves to be the case we need to be ready to do whatever it takes to reverse this situation and make the owners honour the agreements they made.

The specific actions we now ask all CWU Branches, Area and Local reps to take in support of the above objective are set out below:

- In the spirit of achieving genuine local solutions, monitor progress by introducing an office-by-office tracker, colour coded green, amber and red.
- Once up and running, please share this with your Division and The Postal Department.
- If barriers remain because of royal mails centralised managerial approach, flag this immediately and if nothing changes within 48 hours of raising your concern, then register a formal disagreement, unilateral if required.

We cannot keep going around the same loop of promises being made by the company to the government and the media to improve quality – with no material changes on the ground. We accept this may not be the position in all offices and it's important the union has its own data to challenge Royal Mail, if necessary, or be able to reflect progress towards improvement and local agreement.

3. Preparing for a Postal Policy Forum February / March 2027

It is very apparent that given the increase in tracked items, parcels, fatigue and climate issues - while accepting USO reform was inevitable and is happening in postal administrations across the world - DM26 is not a sustainable operational model.

The recent joint statement reflects the reality of this situation in the medium term and we should now view DM26 as a bridge to something different that can address the bigger challenges facing our members, customers and the company.

Therefore, we will be holding a policy forum in the new year and will seek engagement in the lead up to this with reps and members being asked to put forward ideas and solutions for a new delivery model. The policy forum should also be an opportunity to look holistically at the whole of the Royal Mail operation and Parcelforce and will be framed around the following issues:

- A sustainable delivery model that works for our members and customers recognising the real impact of growth in tracked items and parcels.
- A way of working based on give and take where workers are trusted to do the job and are once again properly valued.
- An end to the counterproductive daily surveillance and work intensification managerial pressures.
- The mail centre operation.
- The Parcelforce operation.
- The need to end the casualisation of work across the Royal Mail Group.

SUMMARY

The Royal Mail Group is facing existential threats to its future and privatisation/liberalisation of postal services has failed workers, customers and the country.

The CWU is totally committed to doing whatever it takes to secure Royal Mail as a modern public service, delivering for its customers and bringing pride back in the job.

As our next step we are asking all Branches/Representatives to actively support us and engage our members in achieving the key objectives set out in this paper.

We look forward to seeing you all at tomorrow’s briefing.