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Group: Communication Workers Union
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Our Ref: AF/LS/100

Date: 31st March 2017

From the office of Andy Furey Assistant Secretary

Email: afurey@GRO Direct line: **GRO**

Paula Vennells
Chief Executive
Post Office Limited
Finsbury Dials
20 Finsbury Street
London
EC2Y 9AQ

Dear Paula

CWU MEMBERS' SURVEY – RESULTS

Further to my letter of 16th March 2017, I am sharing with you the results of our membership survey which closed today, 31st March. I hope you respect the results of this survey as a genuine outcome as our members have participated with honesty and of their own free will and volition.

No doubt you will be disappointed with the results overleaf, especially as they can only be interpreted as being highly critical of the overall direction you and your Board are taking the Post Office in. I take no pleasure whatsoever in the fact the survey results confirm the morale of our members is at rock bottom and they have no real hope for the future.

The survey form was designed to enable our members to provide general comments on how they feel about working for the Post Office. We have received numerous contributions in this regard which we obviously need to carefully consider and analyse. Accordingly I will advise you of the nature and recurring themes of the comments at a later date.

Evidently the results are extremely serious; the Union will therefore provide the results of the survey to Margot James, Government Minister responsible for the Post Office, highlighting our real concerns over the general direction of the Post Office. I will also be informing all Post Office Board members of the survey results so they are aware of the views of our members.

Given an astonishing 92% have no confidence in the Post Office Board's leadership I am calling upon you to immediately abandon your franchising plans including those Crowns for which you have yet to announce a partner. I also invite you to confirm that the Supply Chain operation will remain in house (not be outsourced) for the next 5 years. A positive response on both of these crucial issues will help considerably to address the most worrying response to the survey in respect of the lack of job security.

Question	Yes	%	No	%
1. Do you support a vote of No Confidence in the leadership of Paula Vennells, Chief Executive and the Post Office Board?	910	92%	74	8%
2. Do you support union policy in protecting jobs, opposing Crown Office franchising, no outsourcing of the Supply Chain operation as well as improving the Pension scheme for all members?	978	99%	10	1%
3. Do you feel you have job security?	13	1%	977	99%
4. Do you feel fairly rewarded by your overall pay, pension and benefits package for the job you do?	144	15%	838	85%
5. Do you support the Post Office's strategy of managed decline?	34	3%	959	97%
6. Do you feel the Post Office values your opinion and respects you?	31	3%	957	97%
7. Are you happy working for the Post Office?	229	24%	735	76%
8. Do you feel the Post Office cares about its customers?	63	6%	920	94%

There is an early opportunity for you to respond positively to the survey results and in particular question 4 relating to reward. In this regard I am certain our members would expect the Post Office to recognise and respond to our pay claim in a positive way.

Patently neither of us can afford to ignore the overall outcome. Consequently, I feel it is imperative we meet as a priority to discuss what measures we can jointly undertake with the aim of turning around the general feeling of our members, your employees.

Finally, I would urge you to take the results of this survey very seriously. I look forward to receiving a formal reply.

Yours sincerely

GRO

Andy Furey
Assistant Secretary

Enc

c.c.	Tim Parker	Independent Chairman
	Alisdair Cameron	Chief Finance & Operations Director
	Martin Kirke	Group HR Director
	Ken McCall	Senior Independent Director
	Richard Callard	Non-Executive Director
	Tim Franklin	Non-Executive Director
	Virginia Holmes	Non-Executive Director
	Carla Stent	Non-Executive Director
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