



Our Ref: AF/LS/100
16th March 2017

Headquarters: 150 The Broadway | Wimbledon | SW19 1RX
T: 020 8971 7200 | F: [GRO] | www.cwu.org
Facebook Group: Communication Workers Union
Twitter: @CWUnews

Mrs Paula Vennells
Chief Executive
Post Office Limited
Finsbury Dials
20 Finsbury Street
London
EC2V 9AQ

From the office of Andy Furey Assistant Secretary
Email: afurey@[GRO] | Direct line: [GRO]

Dear Paula

CWU Members' Survey – an Opportunity for our Members' Voices to be Heard

I am writing as a matter of courtesy to inform you the CWU has instigated a members' survey which will be conducted by an independent scrutineer. The survey is being dispatched to our members' home addresses today. Enclosed for your information is a copy of a union communication containing the 8 questions which constitute the survey.

The morale of the workforce is understandably at rock bottom; evidently it is for this reason the Post Office recently cancelled both the "Your Views Count" survey as well as the half yearly "Pulse" survey. Seemingly the Board felt the results would not have been suitable for publication (yet astonishingly managers will still receive the 20% of their bonus associated with the survey).

As a consequence of the above, we believe it is only fair that our members, your employees, are allowed to express their honest and uninhibited views via 8 key questions about the way the Post Office is treating them and also its customers.

As you are aware, we remain in dispute due to the Post Office's incessant destruction of the Crown Office Network, our members' jobs and terms & conditions such as pensions. We believe this demonstrates that the current direction of the Board is one of managed decline.

I will of course share with you the full results of our members' survey at the earliest opportunity.

Yours sincerely

[GRO]

Andy Furey
Assistant Secretary

Enc

c.c. Martin Kirke – Group HR Director



LETTER TO BRANCHES

@CWUNews The Communications Union www.cwu.org

No. 160/2017

16th March 2017

Dear Colleague

POST OFFICE: RELAUNCHING OUR CAMPAIGN – FUTURE OF THE POST OFFICE – MEMBERS' SURVEY

Further to LTB 108/17 dated 23rd February 2017.

As Branches are aware, the Post Office has cancelled both of its employee surveys - the Employee Engagement Survey (previously called "**Your Views Count**" by the Post Office) and the half-yearly "*Pulse*" survey. Seemingly, the Post Office anticipated that the views of our members would be negative, as morale across the whole of the Post Office is undoubtedly at an all time low due to the incessant attacks on the Crown Office Network, jobs and pensions. Given that members have not had their say since early 2016, we believe now is the right time to run an independent survey.

As a consequence, we have engaged the services of Popularis, the independent scrutineer to conduct a survey of all members working for the Post Office consisting of 8 key questions surrounding job security, pay and the future of the Post Office. This activity has been endorsed by the Postal Executive. The 8 questions are as follows:

- Do you support a vote of No Confidence in the leadership of Paula Vennells, Chief Executive and the Post Office Board?
- 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?
- Do you feel you have job security?
- Do you feel fairly rewarded by your overall pay, pension and benefits package for the job you do?
- Do you support the Post Office's strategy of managed decline?
- Do you feel the Post Office values your opinion and respects you?
- Are you happy working for the Post Office?
- Do you feel the Post Office cares about its customers?

CWU 150 The Broadway, Wimbledon, London, SW19 1RX
email: info@ Tel: 020 8971 7200 Fax: 020 8971 7300
General Secretary: Dave Ward

@DaveWardGS Dave Ward CWU

Purpose of the Survey

We intend to use the results of the survey to support negotiations such as the pay talks which are due to commence shortly.

Timetable

The timetable for the dispatch and return of the survey is:

- Thursday 16th March - Survey dispatched
- Friday 31st March - Closing date

Engagement with Members

It is of paramount importance that Branches and Representatives engage proactively with our members to ensure maximum participation in the survey. Branches are therefore urged to engage with the members and encourage them to return the form to Popularis by 31st March.

Any queries in relation to this LTB should be directed to Lea Sheridan on GRO or ls Sheridan@GRO

Further developments will be reported.

Yours sincerely

Andy Furey
Assistant Secretary