



Courier

Update | Inspire | Celebrate

HIGH SEAS TO HIGH STREETS

Why I'm Here:
The postie who sailed the world



SPRING 2022

The Big Interview
Zareena Brown
on giving our
people a voice

New for 2022
Lowdown on
latest services
and products

Transgender visibility
Trans colleagues
share stories of
Royal Mail life

WIN!

Two-day stay
in wonderful
Windermere

My Bundle+ Renewal Window – Opens 1st March

Log in to your **My Bundle+** account via mybundleplus.myroyalmail.com or through the **People App** between **1st March and midnight on 26th March 2022** to check rates and cover levels of the insurances available to you from 1st April 2022.

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And remember, through My Bundle+ you can make savings with all of these well-known brands and more...



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Enter before: 26th March 2022

Full terms and conditions are available on the prize draw site.

Log in to My Bundle+ anytime online at:

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Or scan the **QR code** with your smartphone for easy access!



My Bundle+
Available on People App





SPRING 2022 COVER

Postman Tom Dymond photographed for **Courier** at Bristol Harbourside in January 2022.

GET IN TOUCH

Share your feedback and stories.

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ADVERTISING

To advertise in the next edition of **Courier**, email royalmailadvertising@linney.com for details of availability, suitability and rates. **Courier** is delivered to c.145,000 homes four times a year.



Some photographs in this edition were taken before the business implemented the standard to wear face coverings indoors.

Smaller is better on our quest for quality

Team – it's been a busy start to 2022 as we continue reinventing Royal Mail for the next generations. How we lead our business through that reinvention is key.

On my first day as the CEO I asked a simple question – who are the best-performing delivery offices? What struck me most about the answer was the list was made up of smaller units with a consistent leader. They know their customers and they know each other. They operate as a smaller but very powerful team to deliver a great service.

At a local level, our performance data confirms that smaller is better; they're better at keeping everyone safe, with trusted relationships, quality for our customers and productivity.

As I write, we've put forward proposals that will change how management is organised within our delivery operation. Teams would be led by a customer operations manager (COM) rather than the current roles of delivery office manager, delivery line managers and cover manager. We proposed to have dedicated managers to cover Later Acceptance Times and Sunday deliveries so that the regular leader can 'switch off' when not at work.

I must stress that these proposed changes have no impact on frontline jobs.

The key word in this role is customer, with a real focus on delivering great quality for our customers.

Which brings me to Quality of Service. It was a tough start to 2022. We had to deal with around 15,000 of our team being off sick in early January. We have been transparent where our service is not up to standard by listing the most-impacted offices on our website, and in January we hit a high of 77 locations on that list. As I write, we're down to a handful of offices listed – thank you – and the delivery performance team has been out and about helping any teams that needed some extra support to get back on top.

But the truth is, there are still large differences in quality performance between offices and areas of the country. We need to equalise this performance to give all our customers the same great standard of service. And remember every letter and parcel is precious, they're as important as each other.

Finally, as you'll read later in this issue, we're adding barcodes to our stamps. This is an exciting new era which will allow us to deliver new innovative services as we roll forward.

We've always loved letters, and it was brilliant to see all the coverage across the media as we launched our new stamps, complete with a hidden Shaun the Sheep animation, accessed through our new and improved Royal Mail app – or Postie in your Pocket as we like to call it.

As the BBC said, stamps have a special place in all our hearts. And that's not going to change.



SIMON THOMPSON

CEO Royal Mail

AT A GLANCE

Welcome

Your spring 2022 edition of **Courier** has landed – and it’s my first as a member of the magazine’s Editorial Panel. We’re a team of frontline colleagues sharing stories and feedback to help **Courier** remain relevant to our readers.

I’m a graduate based at North London Delivery Centre and I’m hoping to represent younger and newer members of the Royal Mail workforce, bringing fresh perspectives where I can. Eight months into my role, being part of the **Courier** team’s also a great way to immerse myself in Royal Mail.

There’s a lot to learn – and plenty happening. We made it through a busy Peak during turbulent times. Now we step into spring, a season that represents fresh hope and new beginnings. I’m looking forward to seeing what 2022 brings and I’m especially interested in plans to optimise delivery offices for increased parcel volumes.

Discover more over the coming pages as we explore the people and projects shaping Royal Mail in 2022 and beyond. You’ll also meet fascinating colleagues sharing their own tales of Royal Mail life.

We want to hear your story, too. Email courier@linney.com or post in the Workplace **Courier** group.



OLIVIA MENDEL-PORTNOY
Courier Editorial Panel member



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NEW FOR 2022

Discover what’s new and what’s next as we explore products and services being designed to delight customers of today – and tomorrow.



20

FASHION SHOW-AND-TELL

Discover the verdict of **Courier** regular Chris Robbins as he turns model to road test the new Royal Mail wardrobe: from caps with flaps to thermal pants.

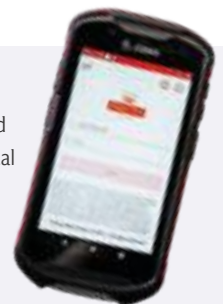
30

DESTINATION: GRANGE-OVER-SANDS

We spend a day with the Cumbrian team who persevered in the face of adversity after Storm Arwen wreaked havoc upon their coastal community.



PDA FIXES AND ENHANCEMENTS Feedback from users is shaping the latest update to our devices. The fixes and enhancements were trialled last month ahead of the wider roll-out. Visit the ‘Your New Personal Digital Assistant (PDA)’ group on Workplace for an overview of what’s new.





I'D BEEN SO SCARED OF HURTING MY FAMILY AND FRIENDS. BUT REALLY, THE ONLY PERSON I WAS HURTING WAS MYSELF.

28

LIVED EXPERIENCES

Royal Mail colleagues share their stories as we mark International Transgender Day of Visibility.

36

SOMETHING FOR YOU

- Win a luxury Lake District break and Special Stamps celebrating The Rolling Stones' glittering career



WIN!



14

EYES ON THE STREET

How posties are playing a vital role helping the charity Missing People provide support for vulnerable individuals across the country.



16

WORKFORCE WELLBEING

New chief people officer Zareena Brown on her mission to deliver opportunities for all and drive a culture of trust and collaboration.



Big Trust Survey: share your views

The 2022 Big Trust Survey opens on Monday 4 April for three weeks. Twelve months on from the first Big Trust Survey, we've seen positive changes thanks to the involvement of all our people and trade union partners.

Using the survey feedback to create great local action plans and focusing on making improvements has been key to this but there is still more to do.

"We need to continue to build on what we've started," said head of engagement Rachel Blackett. "It's really important for us to hear from everyone again to ensure we remain focused on the things that matter.

"When the survey opens please participate and tell us what you think. Your voice will make a difference."

Local countdown activities will be taking place over the next few weeks.

Turn to page 16 for more on the importance of trust from chief people officer Zareena Brown.



USING QR CODES

Use your smart device's camera to scan codes throughout this edition of Courier for more features and interviews.



COURIER CATCH-UP

Browse previous issues at myroyalmail.com/courier or by scanning the QR code. This edition will appear online around three weeks after it's been delivered.

SPRING 2022

THE BIG PICTURE

**GWYNEDD, TUESDAY
24 JANUARY, 2022**

A drone camera captures Parcellforce driver Pete Moore's VW Crafter on its daily journey through stunning Snowdonia. Pete, based at the Deeside Parcellforce depot, has been with our business for more than 30 years. His route through the dramatic landscape of the 823-square-mile national park takes in lakes, rivers, remote farms and snow-capped mountains – including Snowdon. Deeside is a cluster of towns and villages in Flintshire and Cheshire, on the Wales-England border.



GOOD TO KNOW
ROUND-UP



OUR TOP TEAMS

Quarterly COO Awards recognising outstanding teams have been revealed on Workplace. Search 'COO Awards'.



COURIER AWARD

Courier magazine was named the UK's Best Internal Publication at the CorpComms Awards in London.



HOUSE MOVE

We're now providing mail-forwarding services for Members of Parliament, having stepped in at short notice.

Automating for our future

We're ramping up automation as we move closer to the industry benchmark for automated parcels sorting. Over the past five years, 21 parcel sort machines (PSMs) have been deployed in 17 plants around the UK. We plan to have 33 PSMs in operation by this summer and 39 by October.

Our North West Midlands plant's first PSM is live and Cardiff, Chester and Nottingham are among the latest teams getting to grips with their new machines. Our PSMs have vastly increased parcel sorting efficiency and have been key to our improved performance over the last 12 months. We currently sort 40% of our parcels through our automation and our aim is to reach the industry benchmark of 90% as soon as we can.

Driving up parcels automation also helps protect revenue. Every parcel that passes through the automation sends data to our new revenue protection capability – checking it against what the customer has declared. This includes volume, size, weight and format – enabling us to amend customer postings to recover postage due.

"Our parcel sorting process currently involves a lot of manual handling, with bending, stretching, pushing and setting up of additional work areas," said Kanaya Singh, optimised production leader at Cardiff Mail Centre. "Our PSM will speed up and simplify the operation."

Continued investment in automation means we'll compete more effectively for business and meet the demands of our customers, to help secure quality jobs for the future.

Latest PDA launch completes roll-out

➔ Almost 5,000 new PDAs are now in full operation across Parcelforce and Royal Mail Relay – completing the roll-out across our business. All core network colleagues have been using the device since the end of October.

The launch was accelerated following the arrival of CEO Simon Thompson, who was told by colleagues across the country that an improved PDA was among their highest frontline priorities.

"It seems a lot faster on the whole," explained Paul Hirst (pictured) from the Parcelforce Newcastle depot. "The barcodes are much easier to pick up, the camera's much clearer and the battery probably lasts an extra couple of hours.

"They're also a lot lighter and easier to carry around in your pocket. It's a much-needed improvement."



Pension plan preparations

➔ Last year, Royal Mail consulted on changing its pension arrangements. Based on what we heard during the consultation period, the unions and Royal Mail agree that the Royal Mail Collective Pension Plan (the Collective Plan for short) is the right pension plan for our people.

It will be the first pension plan of its kind and will give our people a cash lump sum and a wage in retirement. It will change the way people at Royal Mail save for when they retire. When it launches, most people would stop building up benefits in their current pension plan and start building up benefits in the Collective Plan.

Royal Mail hopes to launch the Collective Plan by the end of this year or early 2023.

Visit myroyalmail.com/collective-plan to discover when you'll join the Collective Plan, what happens to any benefits you've already built up and when you can take benefits in the Collective Plan.



SCAN FOR MORE

Find out more about the Collective Plan.

Baa-coded stamps mark a new era

➔ The launch of the UK's first barcoded 'video stamp' is a major milestone on Royal Mail's transformation journey.

The barcodes introduced on all of our definitive stamps will unlock innovative new services for customers and add enhanced layers of security for our business. Royal Mail app users scanning the barcode can also access a fun new film created by Oscar-winning animators Aardman.

The playful video, created exclusively for Royal Mail, features popular Aardman character Shaun the Sheep.

Adding barcodes to definitive stamps – our everyday postage stamps featuring the profile of HM The Queen – is a big move for our business, enabling us to introduce additional

security features and offer new services to customers.

"These unique barcodes allow us to connect the physical letter with the digital world and open up the possibilities for a range of new innovative services in future," says chief commercial officer Nick Landon.

The Shaun the Sheep video is the first in a series of short films planned for release during 2022. Customers sending barcode-stamped mail can choose a video for the item's recipient to watch when they receive it.



SCAN TO WATCH

Download the Royal Mail app from the App Store or Google Play and scan a barcoded stamp to view the new film. Or scan this QR code for a preview on Workplace.



USE UP – SWAP OUT

Our historic move to barcoded definitive stamps means non-barcoded versions – excluding Special Stamps – will be phased out by 31 January 2023.

Our stamp swap out scheme will launch on 31 March, allowing customers to swap non-barcoded stamps for barcoded ones. They can use a Freepost address to send unused stamps for exchange and customer service points will receive special packs to hand to customers.

CORRECT CANCELLING

It's important we cancel stamps correctly so that barcodes are not damaged, as this will mean customers would not be able to access the special features.



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..... Find **Royal Mail News** on **Workplace** and stay up to date

NEW FOR 2022

We achieved plenty in 2021. Now there's much more to do together throughout this year and beyond. Here's your **Courier** lowdown on what's already happening – and what's still to come.

SEVEN-DAY SERVICE

Everywhere, every day

Last year, the business introduced Sunday parcel deliveries for some of our larger retailers. The number of customers enjoying this service continues to grow – and we want to keep expanding.

We want to provide a seven-day, go-anywhere operation for parcels. We need to deliver more of what our customers want, more often. To better understand our customers' needs, we're running a series of consumer roadshows.

"We don't cherry-pick where we go and want to invest in our future," says CEO Simon Thompson. "We know that today's customers want more from us. Every UK household is looking to us for reliable, value-for-money services."

Have your say on our plans by searching '7-day service' on Workplace.



Improved PDAs

We'll continue to improve the capability of our PDAs, which rolled out to the core Royal Mail network last October and Parcelforce and RM Relay in February. PDA fixes, Covid test kit bulk scanning and photo capture are among the enhancements we'll carry out. It'll also be better for Parcel Collect and Postie in your Pocket solutions. Plus, we're trialling improvements that will help the device perform even better in wet weather.



MY 2022



Aaron Barnes
Parcelforce
managing director

"My focus in 2022 is on increasing trust – both inside and outside the business – and raising quality to enable growth and unlock the investment that we need to fulfil our potential."



NEW UNIFORM

Dressed for success

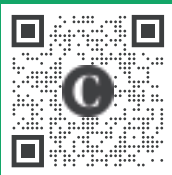
Some Royal Mail Delivery colleagues who have placed their order have started receiving their new uniform.

For non-delivery colleagues, the time has come to place your order, too.

Sam Dixon, national uniform manager, believes our new uniform will be a hit with colleagues and customers alike. She said: “A decade ago, we introduced a new uniform range and we’ve not had an update since. During the trial, we had some great feedback, with some colleagues telling us the footwear’s the best they’ve ever had. We’ve picked up some negative points which will be reflected in changes during the national roll-out.”

Morley postman Jacob Larnyoh said: “I believe it’s important that we look the part on the street because we’re representing Royal Mail. The branding stands out – you can see it’s a trusted brand with a reputation we have to maintain, with customers seeing us looking the way we should.”

Head to page 20 for Bradford postman Chris Robbins’ review of his new look.



WATCH NOW

Scan the QR code to discover how colleagues and customers are reacting to our new uniform.

TRENDSSETTER

Morley postman Jacob Larnyoh on delivery in his new uniform.

MY 2022



Simon Thompson
CEO

“There’s plenty to look forward to. Our focus remains unchanged. We need to continue to own trust at the doorstep and build trusted relationships everywhere in our business. We want – and will continue – to win new customers. Growing our business is our promise to you and that’s what we’ll do.”

ROYAL MAIL APP

Postie in your Pocket

We’ve added a wide range of new services and enhanced functions to the Royal Mail app. Track, send and collect are all now at our customers’ fingertips. With personalised greetings and unique tracking, plus a dedicated call button, we’ll continue to make improvements to the app and our websites to support the customer journey throughout this year.

The improved app – known as the ‘Postie in your Pocket’ – also showcases our green credentials and has a new look and feel, making it simpler to use.

“Tracking is the most important function of the app – and it’s got personal,” says chief digital product officer Mel Carrie. “We’ll badge the tracking button with the number of items due for the user.”

Our app is where customers can also scan barcoded stamps for unique content, such as the *Shaun the Sheep* video (see page 9).



THE BIG STORY

NOW AND NEXT



PHOTO CAPTURE

Capturing more business

We're extending our photo capture feature to all Tracked customers. It was launched in November 2021 and, due to its popularity, we've been adding new customers ever since.

Now we need to get the service right and we're developing our PDAs to help with that. We've listened to your feedback and worked with some of our delivery colleagues to make changes to ensure 'Capture Photo' is more prominently visible on PDAs.

Our UK product director Adrian Baker says: "Photo capture is a great innovation which addresses a key ask of sending customers. I want to thank our frontline operational colleagues for their positive engagement since we launched the feature on boohoo and M&S Tracked parcels before Christmas. For these photos to provide the benefit we're promising – to drive down denial of receipt claims and combat organised fraud – it's vital the photos comply with the standards we've set. In particular, this means making sure the parcel is on the doorstep, the door is open and we aren't capturing customer faces. Now, we're extending the feature to all Tracked customers."

Powering parcels

Our automation drive will continue at pace. In October 2021 we had 20 parcel sorting machines – or PSMs – in operation. By October 2022, we're planning to have 39 PSMs, nearly a 100% increase in a year. We currently sort 40% of our parcels automatically and our aim is to reach the industry benchmark 90% as soon as we can.

PARCEL HUBS

Automation for the nation

Our first parcel hub will be in operation this summer, while the second continues its move towards completion.

The size of four-and-a-half football pitches, North West Parcel Hub in Warrington is scheduled to begin business in May. It will transform the way we handle the growing number of parcels in our business, with the capability to process more than 800,000 a day.

General manager Robert Davies sums up the anticipation, saying: "We've never seen a change like this at Royal Mail. This is a 100%-automated operation, with all formats of parcels coming into the system being processed at a rate of 40,000 an hour. This is a once-in-a-lifetime opportunity that I'm very excited to be a part of."

Our largest parcel hub will be in the Midlands. And work will continue throughout 2022 to get the vast 800,000-square-foot site ready to open next year.

HUB OF ACTIVITY

Finishing touches are being made to our North West site.



EXPLORE MORE

Scan the QR code to take a video tour of our North West Hub and learn more about its state-of-the-art automation.

MY 2022



Jenny Hall
Director of
corporate affairs

“I’ve three main priorities for 2022. The first is rooted in the trust agenda – making sure we’re transparent, so that everyone is part of our transformation. Secondly, I want people to recognise Royal Mail as a force for good and, finally, to lead the industry and not follow. We’re winners at Royal Mail and I want to see that winning spirit in 2022.”

WATCH&WIN

From a lead to a win



Spotting potential business for Royal Mail or Parcelforce could be a rewarding pursuit with the return of our Watch&Win scheme.

Over 15 years, Watch&Win has paid out more than £3 million worth of rewards to colleagues spotting and sharing new business opportunities.

Amy Hodder-Kerry (pictured), from Brixham Delivery Office, identified a perfect Watch&Win lead while purchasing rugby kit from VX3 Sportswear, a retailer that used a Royal Mail competitor. Talking to the shop owner, Amy knew they’d consider switching to us.

“Communication from the Watch&Win team was really quick,” says Amy. “VX3 is a huge company with a lot of international sales. The owner was contacted within two days and the business moved to us, earning me £1,000 worth of rewards points in less than a year.”

Amy is saving up her rewards, hoping to increase the account with more successful leads.



SUBMIT A LEAD

Spotted a new business opportunity? Use the People App Watch&Win tile or scan the QR code to let us know about it.



More fully electric fleets

In 2021, Bristol and Glasgow’s G-51 delivery offices were among the first to become fully electric and a further 11 have followed. By this summer, we plan to make around 34 more delivery offices 100 per cent electric. Towards the end of 2022/23 we’re planning 3,000 more electric vehicles, which will convert around another 50 delivery offices to be fully electric.



Watch&Win competition for new spotters

Submit a lead between now and 3 June 2022 and you could win extra reward points.

Select **Courier** in the dropdown menu when you register using the ‘How you heard about the scheme’ option. Names will be entered into a prize draw to win one of the following prizes:

- **1st £500 reward points**
- **2nd £300 reward points**
- **3rd £200 reward points**
- **Three runner-up prizes £100 reward points**

The winners will be emailed and named in a future issue of **Courier**. Terms and conditions apply.

MY 2022



Nick Landon
Chief
commercial
officer

“We want to massively grow Parcel Collect. It’s a brilliant service. We’re going to make sure we repeat the message to our customers – again and again – that they can book a collection from Royal Mail. We’ll continue to update the Royal Mail app and website so customers can access those services really fast. We want to keep on growing, taking market share.”



Street heroes on a mission to reunite families

Ahead of International Missing Children’s Day on 25 May, **Courier** speaks to the charity Missing People about the valuable role posties play in its vital work.

→ When a vulnerable 92-year-old woman went missing from a care facility, the PDAs of posties across the area sprang to life. It was an alert issued by Missing People, the UK’s only charity dedicated to bringing missing children and adults back together with their families.

These PDA alerts were the brainchild of London postman Vincent Micallef. In 2014, Vincent was asked to help search for a missing child while out on his round. Immediately, he thought of recruiting posties to be the ‘eyes on the street’.



Since then, 259 Missing People alerts have been sent to our PDAs across the UK – that’s three or four every month. Of those reported missing, 205 have been found safe and well within hours, including the 92-year-old.

Today, more than a quarter of a million people go missing in the UK every year, with 140,000 under the age of 18. Last year, Missing People helped more than 4,000 missing children and young people.

“We support the families of missing people, but we also talk to people who are on the verge

SUPPORT MISSING PEOPLE

The work of the Missing People helpline is reliant on funding and donations.

Royal Mail donated £10,000 to the charity’s 2021 Home for Christmas campaign and raised more than £2,600 with a stamp auction – vital contributions that meant Missing People could help 512 adults and families in December.

Royal Mail colleagues can support the charity by donating through Payroll Giving. Alternatively, to fundraise yourself and help people affected by disappearance, contact Missing People on corporatepartnerships@missingpeople.org.uk to discuss getting involved.

PDAs IN ACTION

- Police refer a high-risk or vulnerable missing person case to Missing People, requesting support from Royal Mail
- Missing People sends an alert to Royal Mail with a photograph and description of the missing person
- The alert is targeted to the appropriate area via the PDA network
- Royal Mail colleagues can then report a sighting by using their PDA to contact the Missing People helpline

FAMILIES TAKE COMFORT FROM KNOWING POSTAL WORKERS ARE INVOLVED.

of going missing, people who are desperate to escape their circumstances,” says helpline manager Martha McBrier.

“It could be down to abuse, mental health, financial worries, a relationship breakdown.”

On the day **Courier** meets Martha, she’s already spoken to a man who’s lost touch with his daughter and a young person in care so desperately unhappy they want to run away.

“When you’re supporting someone in a crisis, you can’t panic or try to fix what they’re going through,” explains Paul Joseph, Missing People’s



Missing People CEO Jo Youle writes

“It’s reassuring to know that when a vulnerable person goes missing, brilliant Royal Mail and Parcelforce people will be out there, searching and helping a missing person return home safely.

Families tell us how comforting and encouraging it is to know postal workers are helping. You’re the eyes and ears of local communities, and not only do you help people affected, you provide valued funds that enable us to find missing people and reunite families.

The impact of the pandemic on loneliness, isolation, financial worries and mental health means we’re counting on your support more than ever. In 2022, we want to shout about our partnership and the incredible role you’re playing, and encourage even more of the Royal Mail team to get involved.

Thank you for understanding, for searching, and raising vital funds. We couldn’t imagine a better partner.

head of helplines and reconnections. “We can’t be the experts on every issue. But we can listen, ask the right questions, build a sense of what’s going on and suggest what might be best to do next.

“We want to keep the dialogue open so they know they can come to us any time.”

If the missing person has a phone on them, the charity will send a text offering confidential help and support. If they’re believed to be suicidal, Missing People can trigger a text from the Samaritans. When the person is considered vulnerable, a Royal Mail alert can be sent out to colleagues working in the area.

“It’s wonderful to think that while we’re supporting a family and trying to reach the missing person, postmen and postwomen are out on the ground, actively keeping an eye out,” says Martha. “They might see them walking down a street,

BY THE NUMBERS

350,000

reported missing incidents in the UK each year

220,000

incidents involve children

In the UK, someone is reported missing every

90 seconds

Missing People receives up to

30 calls a day

and

1,500 texts a month




LINE OF DUTY Missing People’s head of helplines and relations, Paul Joseph.

maybe asleep on a bench early in the morning.

“We’re so grateful to have this network to tap into. We couldn’t do what we do without Royal Mail.”

Vincent Micallef’s proud that his idea has the potential to reunite families or save lives. And he has a message for his fellow posties.

“You can imagine what families are going through when a loved one goes missing,” he says. “So, don’t ignore an alert – tap it, open it. Wouldn’t it be great if you reported something that leads to a missing person being found?” 

If you or someone you know needs help or support from Missing People, text or call the helpline on **116 000**, or email **116000@missingpeople.org.uk**

All support is free and 100% confidential. To find out more, visit www.missingpeople.org.uk



PAUL’S PATCH

Courier Editorial Panel member and Andover postman Paul Stewart writes

“How can a postie help find a missing person?

By being the ears and eyes of our communities, with 1,400 delivery offices and tens of thousands of us on every street in every UK village, town and city.

We see missing person posters on lampposts and walls. And I’m sure we’ve all been asked by concerned customers whether we’ve spotted neighbours they haven’t seen for a while. The alerts with details of people reported missing in our local area are a great addition to our PDAs. I’d love to see a feature that lets us scan QR codes on posters for further information, too.

Some of you may have been involved in searches for people who’ve been missing for a worrying length of time. If only one of us has had a successful outcome, it demonstrates the value of Royal Mail’s role with the Missing People charity.

THE BIG INTERVIEW

ZAREENA BROWN

POWER TO THE PEOPLE



NURTURING A CULTURE OF TRUST



PEOPLE PERSON

Zareena Brown photographed in Farringdon, London for **Courier** on 3 February 2022.

Zareena Brown on her mission to build trust and create a culture of opportunity for all.

ONE week into her Royal Mail role, Zareena Brown joined postwoman Michelle on her Rickmansworth round. They walked and talked for five hours.

“Michelle shared insights into her experience and aspirations,” recalls Zareena. “Our business is built around people. We’re one of the UK’s largest employers and we generate millions of pounds for our nation’s economy – but we don’t manufacture anything. So, our success relies on people like Michelle delivering amazing customer service. No other business does this at such size and scale.”

Zareena’s career has taken in a variety of roles across diverse industries – with Boots, Claire’s Accessories, Thomas Cook, and more than 10 years in the hospitality sector, where she had the opportunity to be based in Singapore with InterContinental Hotels. She’s always been energised by the opportunity to engage and empower people, and to nurture a culture of personal growth, inclusion and trust. Now her passion has become her mission. ➔

Family:

Husband Phil and two football-loving boys

Meal:

Fish curry – the best meal I can cook

Film:

The Pursuit of Happyness

Album:

Faith by George Michael

Holiday destination:

Anywhere with sunshine – we lived in Singapore for four years and loved it

ZAREENA BROWN

A question of trust

“In Royal Mail, we talk about building trust on the doorstep,” says Zareena. “We also need to build it in our company, everywhere, every day. Our business has a rich heritage and a culture that’s been more than 500 years in the making. But it’s time to reinvent ourselves for the next generations. That means making changes that have an immediate, positive impact and others that will feel more uncomfortable or even unpopular.

“High trust helps us approach transformation with an open mind and an intent to experiment and collaborate. We accomplish more through strong, positive relationships.

“Trust is the rocket fuel on our transformation journey,” adds Zareena. “If we don’t have it in our tank, we won’t reach our destination.

“We’re making great progress with our trust agenda. It’s hard to believe that 66,000 people took part in our Big Trust Survey last April. And, to date, 95,000 colleagues have now checked in through our Pulse survey,



Kamil Sterniczuk,
Courier
Editorial

Panel member and Stafford postman

KAMIL: Are there plans to introduce new perks such as gym membership that could lead to improved health and lower absence levels?

ZAREENA: We have award-winning perks and benefits that everyone can access through My Bundle+. We can’t offer free gym membership but there are discount offers at Gym Box and Nuffield Health of up to 25%. In the last 12 months, My Bundle+ has delivered more than £8 million in colleague savings from retail discounts and salary sacrifice tax benefits. But two thirds of us are still missing out by not using it. The ‘My Bundle+’ group on Workplace includes details about new offers – including those focused on health and wellbeing.

playing a role in shaping our culture and, ultimately, our future.

“Our next Big Trust Survey launches in April,” adds Zareena. “Asking the questions is the easy part. Taking action as a result is what matters most. But, with the Big Trust Survey, we study the feedback in great detail. Our key focus this year is on making sure every unit and team has a great action plan that tackles improvements they’ve identified.

Trust is the rocket fuel on our journey to transformation

“This is also an area where we’ve worked hand in hand with CWU and Unite. We’re all committed to keep listening. We want every voice to be heard.”



Why diversity and inclusion is personal

Zareena’s belief in the power of thriving frontline teams has a surprising origin story.

“Dad worked for Tesco,” recounts Zareena. “One night, as we sat round the dinner table, he talked about a store that was performing really well. It was all about the manager building a brilliant team and a great culture. I was 13 years old and that conversation stayed with me.”

She’d spend her weekends in the stores and loved working in a frontline environment.

“We also had three village stores, one of which was a Post Office,” adds Zareena. “Delivering great customer service is in my DNA.”

Zareena’s father had arrived in the UK from India at the age of 10, unable to speak a word of English. He recalled children in the playground chasing him as they’d never seen brown skin.

“I grew up in a mixed race family. The discrimination my dad was subjected to – and



Parcelforce Customer Experience team, Wakefield

TEAM: The mix of home and office working has had a positive impact on sick absence rates. Is hybrid working a viable long-term solution?

ZAREENA: Many of our roles require us to come to work. Others don’t. One size doesn’t fit all but I really believe in the power of face-to-face time. Not everyone is happy at home and being around others is important for their mental wellbeing. So, for me, it’s about the outcomes rather than the locations. This is an example of decision-making on a local level. What best sets your team up for success?

SPEAK UP Taking part in the Big Trust Survey will lead to action plans for every Royal Mail unit and team to tackle issues at a local level.



GET INVOLVED

Search 'Meno-Mates' on Workplace to learn more about living with menopause, discover how to support your colleagues and explore opportunities for training.



which I experienced myself, to a degree – made me determined to do something to make a difference. So, diversity and inclusion is personal to me.”

At 19, Zareena joined retailer Olympus Sport’s HR admin team. Six months ago, she took on one of the biggest jobs in UK human resources.

The story of a non-university-educated mixed-race female from a small East Midlands village taking on a senior role in a high-profile business is inspiring – but all too rare.

“From the frontline to the boardroom, Royal Mail needs to identify, attract and retain talent that better represents our customers – their gender make-up, ages, ethnic backgrounds and other aspects of diversity that aren’t always visible,” says Zareena. “That calls for a ‘one Royal Mail’ culture where everyone feels valued.

“And it means highlighting the rich variety of roles – from postie and engineer, to marketing, IT and innovation – that will entice the next generation of talent and future leaders. We also need to get our youth pipeline flowing.”



Chris Robbins
Courier
Editorial

Panel member and Bradford postman

CHRIS: The culture in a typical delivery office is one of camaraderie. But with all the changes recently, I’ve noticed a decline in morale within my own workplace. Is this the new normal?

ZAREENA: It can’t be the new normal. We’re doing some difficult stuff to transform and modernise. Some things will go well and others will be more challenging. Whether it’s about morale in the office or nationwide operational issues, the key is getting together with your team, manager and union rep to discuss how you can make a difference. The Big Trust Survey is key here as it puts power in the hands of our people at a local level.



Recruiting ‘Meno-Mates’

When Zareena’s wide-ranging chat with Rickmansworth postie Michelle turned to wellbeing, they touched on a topic that can have an impact on physical and mental health.

“We want our people to be fit, healthy and feeling at their best,” says Zareena. “And through First Class Support, awareness campaigns and training tools, there’s plenty of brilliant support.

“One area we’re going to do more on is the menopause. Research shows that one in four women in the UK consider quitting their jobs because of the symptoms they experience. We have 27,000 female colleagues and around 16,500 are of an age where they’re likely to be experiencing symptoms. That’s a significant figure. I don’t want any woman to feel that they’re unable to do their job or fulfil their aspirations.

“So, we’re launching a campaign called ‘Let’s talk Menopause’ and recruiting ‘Meno-Mates’ to encourage everyone to talk about, and help normalise, menopause. There will be support, guidance and training for every colleague – female and male – who wants to get involved.”

This important move was a direct result of time well spent with Michelle.

“I’ll be back out on a round soon because these kinds of conversations are insightful and rewarding. It’s what makes Royal Mail so special. It’s why I’m here.” 

CHRIS ROBBINS WRITES

OUR NEW UNIFORM

The thermals

If you're cold, you could try the thermals. They're brilliant. I've not tried the pants, and I don't think I will*. My legs just don't get cold. The thermal top fits well, looks great underneath a polo, and keeps you very warm. The last few days, I've been delivering – in temperatures nearing freezing – in my thermal top and my short-sleeved polo, cruising the streets of Bradford, looking like a postal 'playa'!

The hat

I wear baseball caps. A lot. I suppose, ergonomically, the new one does its job. It has that little flap that dangles out the back, protecting your neck from UV rays on sunny days. I won't be wearing it, though. It's just not my thing.

The jacket

It certainly doesn't rival the now-defunct fleece in regard to warmth. But it's one of my favourite additions. It's streamlined and sleek. It has pockets deep enough for all the toys a postie needs. And it just looks cool. If you're cold, throw on your new gilet. I've not had a chance to check the gilet yet, as it's not really my style. Plus, I'm so smitten with my jacket, that I don't think I will.

“

The shorts

The shorts are fine. Not dissimilar to the old grey ones. I suppose it's a preference thing. Black or grey? I'm easy. They have a little pen slot, which is a nice touch. But for me, my pen lives behind my ear.

”

Order your uniform

To get kitted out, just use the People App, talk to your manager or scan the QR code.



The footwear

The best shoes Royal Mail has ever issued – certainly in the nine years I've been here. Usually, there's a period of acceptance between postie and trainer. It's a kind of love-hate relationship. It's as if your shoes are testing the boundaries of how much a foot can endure. The old trainers might rip your feet to shreds before they become acquainted with your walking style. But these new ones? I've not had a single problem with them.

*I suppose I should mention the pants. I did try them, posties. But the clasp popped off them almost instantly. To be fair, I did get a lot of chocolate for Christmas tips last year.

My verdict on our fresh red threads

Postman and **Courier** Editorial Panel member **Chris Robbins** hits his Bradford round in our new uniform, as many delivery colleagues now are, to deliver his take on our updated look – from head to toe.



The power of young voices

The former postie and chair of Royal Mail's Youth Board on the importance of listening to – and learning from – younger members of our workforce as we build a business fit for the future.

We have direct access to senior leaders, making it a powerful platform for young colleagues.

MEET THE BOARD

Members of the Royal Mail Youth Board share their stories in a series of Workplace films. Meet the team to discover why they chose to be involved and learn about their hopes for the future of our business. Search 'Youth Board' on Workplace.

“ We're hearing so much about the reinvention of Royal Mail for future generations. To really deliver for our customers of the future, we must make our business an attractive career option for young people.

And, if they choose to join us, it's vital that we listen to their perspectives and understand their experiences. As chair of Royal Mail's Youth Board, I'm passionate about giving younger people that voice and truly understanding how we can support our iconic 500-year-old organisation to become an innovative, modern, exciting business that can face the future with confidence.

I joined Royal Mail nine years ago as a 19-year-old postwoman and have since developed my career in HR, business partnering senior leaders across our operational pipeline, finding my passion for the people profession.

The Royal Mail Youth Board was created to tap into the thoughts, feelings and ideas of colleagues under 30. Their insights are key to informing and shaping our future products, services, culture and workplaces.

The Youth Board was developed by the Youth and Friends steering group and meets on a quarterly basis, when we're joined by a sponsor from the Executive Board. So we have direct access to Royal Mail's senior leaders, making it a powerful platform for young colleagues to have their ideas and concerns heard.



The board's made up of eight roles, with members leading on diversity and inclusion, people, engagement, finance, delivery, process and logistics. At our launch event last August, we looked at current data – such as the under-30 headcount – joiners and leavers trends, and Trust Survey results. This helped us identify initial priorities around attraction and retention.

To build even stronger frontline representation, we've reviewed the structure of the group and launched a recruitment campaign to grow our team. Thank you to everyone who applied – the successful applicants will be announced shortly.

Looking ahead, the Youth Board is working with our Early Careers team on a survey for our under-30s. If that's you – and if you have a Royal Mail email address – you should have received this late last year.

We're now working with CWU to develop a survey for all under-30 frontline colleagues. We want to know what you love about your job and where improvements are needed.

There's so much to come – so, watch this space! 

THERE'S PLENTY HAPPENING ACROSS OUR BUSINESS – AND BEYOND. PULL OUT AND PIN UP THIS

● Share your stories, photos and films in the **Courier Workplace group**

MARCH

Ovarian Cancer Awareness Month

- 1 St David's Day
Shrove Tuesday
1-30 Marie Curie Great Daffodil Appeal
- 2 Ash Wednesday
- 3 World Hearing Day
World Book Day

Prostate Awareness Month



SORTING BRITAIN: THE POWER OF POSTCODES

From wartime tech pioneers to POCO the Postcode Elephant, the surprising story of the postcode is uncovered in a new exhibition at The Postal Museum. Opening on Wednesday 30 March and running throughout 2022, **Sorting Britain: The Power of Postcodes** delves into the innovation that revolutionised how we process, sort and deliver mail. Royal Mail colleagues are entitled to free tickets to The Postal Museum. Find out more at postalmuseum.org

4 Employee Appreciation Day

4 March-3 April Women's Cricket World Cup, New Zealand

The Batman released

5

6

7 7-12 National Careers Week

8 International Women's Day

9

10 10-13 Crafts 2022

11 11-20 British Science Week

12

13

14 Commonwealth Day

15 15-18 Cheltenham Festival

16 UK Disabled Access Day

17 St Patrick's Day

18 Comic Relief Red Nose Day

19

20 Spring Equinox

International Day of Happiness

F1 Bahrain Grand Prix



Brain Tumour Awareness Month



3 World Wildlife Day

21 World Poetry Day

World Down Syndrome Day

22 World Water Day

23

24

25

26 Epilepsy Society Purple Day

27 Mothering Sunday

F1 Saudi Arabia Grand Prix

28

29

30 World Bipolar Day

31 International Transgender Day of Visibility



APRIL

1-30 Stress Awareness Month



1 April Fool's Day

Walk to Work Day

2 Ramadan begins

World Autism Awareness Day

3

4 4-10 The Masters Tournament, Augusta

5

6

7 World Health Day

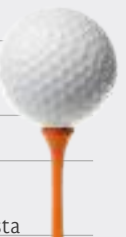
8 *Fantastic Beasts and Where to Find Them 3* released

9 Grand National

10 Palm Sunday

F1 Australian Grand Prix

Brighton Marathon



HANDY THREE-MONTH PLANNER AND LET US KNOW HOW YOUR TEAM'S GETTING INVOLVED

- 11 11-17 Parkinson's Awareness Week
- 12 _____
- 13 _____
- 14 Maundy Thursday
- 15 Good Friday
- 16 16-22 Invictus Games
- 17 Easter Sunday
- 18 Easter Monday
- 19 18-24 MS Awareness Week
- 20 Volunteer Recognition Day
- 21 National Tea Day
World Creativity and Innovation Day
- 22 Earth Day



- 23 St George's Day
Record Store Day
Bury Pride
- 24 F1 Emilia Romagna Grand Prix
- 25 World Malaria Day
- 26 _____
- 27 _____
- 28 World Day for Safety and Health at Work
- 29 _____
- 30 _____



MAY

4 May



- World Asthma Day
- 4 Star Wars Day
- 5 5-8 British Masters Golf
UK local elections
- 6 _____
- 7 _____
- 8 Victory in Europe Day
F1 Miami Grand Prix
World Ovarian Cancer Day
- 9 9-15 Mental Health Awareness Week
- 10 _____
- 11 _____
- 12 _____
- 13 _____
- 14 FA Cup Final
Eurovision Song Contest
- 15 Women's FA Cup Final
International Day of Families
- 16 National Children's Day
16-22 Dementia Action Week

- 1 1-31 Stroke Awareness Month
Great Birmingham Run
- 2 May Bank Holiday
Betfred World Snooker Final
Eid al-Fitr begins
- 3 3-8 Deaf Awareness Week

9-15 MAY – MENTAL HEALTH AWARENESS WEEK

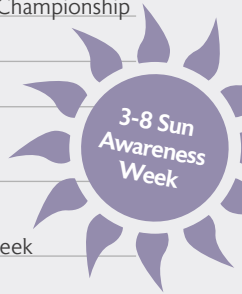
Royal Mail wants all colleagues to feel open about their mental health and comfortable discussing any issues.

Workplace Search and join the 'Health and Wellbeing' group for articles and updates.

Feeling First Class The free, confidential 24/7 support service with trained professionals who can help with work-related or personal issues. Call **0345 266 5060** or visit **rmgfirstclasssupport.co.uk** to download the app.

Guided Conversations Talk to your manager about this voluntary tool to help identify and address work-related issues.

- 17 Pride in Trafford
- 18 Uefa Europa League Final
International Museum Day
- 19 Full year financial results
19-22 US PGA Championship
- 20 _____
- 21 _____
- 22 F1 Spain Grand Prix
- 23 UN Global Road Safety Week
- 24 24-28 Chelsea Flower Show
24-30 National Epilepsy Week
- 25 International Missing Children's Day
- 26 _____
- 27 *Top Gun: Maverick* released
- 28 28-29 Edinburgh Marathon Festival
- 29 F1 Monaco Grand Prix
Durham Pride
- 30 _____
- 31 World No Tobacco Day



LONG-SERVICE LANDMARKS

Congratulations to Royal Mail people across the UK marking their 40th and 50th anniversaries with our business. Visit **myroyalmail.com/longservice** or scan the QR code for a roll of honour celebrating the dedication of our long-serving colleagues.



Your Stamp of Approval

We are delighted to announce that the *Post Office Orphans Benevolent Institution* has re-branded and will now be known as the **Postal Family Fund**. We have taken this step not to lose the history and legacy of the friendly society, but to make it clearer to our beneficiaries who we support and what we can offer.

How to Contact Us

To check full eligibility requirements and key timescales, please either visit our website, or scan the QR code; or for Regular Grants ring our Confidential Helpline: 0345 600 4586

Our Support

What does the Postal Family Fund Offer?

1. **Regular Grants** of up to £1,600 every year to postal families where children are affected by difficult family circumstances
2. **Rising Stars** bursaries to children of postal families looking to develop their talent for sport, music, dance or other similar activities worth £850 per year
3. **University Bursaries** - to help cover expenses when your children could benefit from our support to help them achieve their ambitions we offer financial support worth £1,750 a year plus a lump sum of £600 in the first year

FIND OUT MORE AT
postalfamilyfund.org



Parliamentary privilege

As he retires from his role as a Houses of Parliament postman, **Trevor Browning** recalls memorable encounters and major events from more than half a century at the heart of political life.

“ I left school in 1965, aged 15. I was told I could be a dustman, a postman or a milkman. A dustman is a dirty job and a milkman gets up really early. So, I joined Royal Mail as a messenger, then moved to work at the Houses of Parliament, where I became a postman. I still have my first payslip from May 1965, when I received £4 10s for a week’s work.

I was on duty when Airey Neave, shadow secretary of state for Northern Ireland, was assassinated in his car by the Irish National Liberation Army in March 1979. A bomb fitted to his car exploded as he was driving out of the Palace of Westminster and he died in hospital the same day. It was a terrible time. In my time at the Houses of Parliament, I intercepted four parcel bombs intended for MPs; the last one was in 1990. It was as though I had a sixth sense for them. I received a letter from the Speaker to thank me for finding them.

Tony Blair was so polite. He always said hello when he came into the House of Commons from Downing Street. On his last day, after 10 years as prime minister, he came to see us and shook hands with us all. We wondered why Gordon Brown never said hello, until we realised that he couldn’t see us as he walked past the office, because he’s blind in his left eye. After that, he started to say hello to us. I never saw David Cameron or Boris Johnson, as they used a different entrance.

When we celebrated the 500th anniversary of Royal Mail, in 2016, I was lucky enough to meet HRH Prince Charles. We had a nice little chat about how, when I started with Royal Mail aged 15, he was 16 and living at Buckingham Palace. I was offered a position at the Palace early in my career,

but I thought there might be a bit too much pomp and ceremony for me. I said to Prince Charles: “I was offered a job at your house once.” He asked why I didn’t take it, and I joked there would have been too much boot polishing for me. **🇬🇧**



WHY I'M HERE

The postie who sailed the world

Thrill-seeking Bristol postman Tom Dymond shares tales of life on the ocean waves and reveals why he swapped drama on the high seas for deliveries on the high street.

→ Tom Dymond was fresh out of university and working as a deckhand on a superyacht when a friend called with an idea – to buy a boat and sail it around the world.

Tom was up for the adventure, so the pair purchased Blue Eye, a 32ft ex-Navy training vessel built in 1973.

“I spent the summer working and saving money,” recalls Tom. “I did a skipper course and took Blue Eye out on the Channel as

much as possible, to learn how everything on board worked and what to do when things broke.’

In August 2016, friends and family gathered at Portland Harbour to wave Tom and best mate James off on their trip. Expecting to be back in a few weeks with their tails between their legs and a boat to sell, they set off into the English Channel and along the northwest coast of France.

During challenging days and chilly nights, with little food and even less sleep, they learned to cook, rest and exist at sea.



DYMOND LIFE Tom became a Bristol postman after his three-year voyage around the world.



Rolling down the Iberian Peninsula from Spain to Portugal, still learning Blue Eye's quirks, Tom and James spent long nights sailing nervously through thick fog. Anchoring every few days, they travelled from the Atlantic Ocean to the Mediterranean Sea via the Gibraltar Strait and, thankfully, what had been mostly grey, rough and cold, became more idyllic as they reached the buzz of the Canaries.

"We started to look at the journey as lots of small steps, which felt easier to manage," says Tom. "Heading west to the Caribbean meant weeks at sea battling unpredictable storms and torrential rain. On the Atlantic, we found reliable winds, and for a while, all we had to worry about was keeping cool in the sweltering

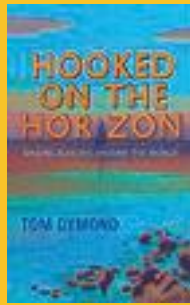
BEING A POSTIE IS IDEAL – TIME OUTSIDE, EXERCISE, GOOD WORK-LIFE BALANCE.

heat and avoiding the flying fish that would hurl themselves aboard."

Plans to navigate the busy Panama Canal were temporarily abandoned, with a detour along the Rio Chiriquí – miles of rich, unblemished jungle where Tom saw butterflies with wings as big as books.

From Panama to the Galapagos Islands, Tom and James endured up to force-five conditions, Blue Eye heeling at 30 degrees and food falling out of cupboards. Their eventual reward was clear skies, shooting stars and squid hopping on deck. "The Pacific Islands were incredible. So remote and separate from the rest of the world. And the people were so welcoming."

After Christmas in Phuket, they rounded Singapore to the Malacca Strait, sailing with a well-rehearsed plan should they encounter pirates on their 28 days in the Arabian Sea. Their final stretch took them along the rivers and canals of France, to an emotional homecoming in Dorset exactly three years after they left.



Win a signed copy of Tom's book

We're giving away two copies of *Hooked on the Horizon*, signed by Tom. For the chance to win, email your name and address to couriercomp@linney and use 'Horizon' in the subject line.



"I never expected it," Tom reflects, "but we'd started to crave normal life."


Blue Eye was fixed up and sold. Then a chat with a postman led to a new voyage of discovery and Tom's next big move.

"I realised a job as a postie would be ideal for me – time outside, exercise, good work-life balance. Everything just fell into place."

Tom moved to Bristol where he joined Royal Mail and had time to write a book of his adventures, *Hooked on the Horizon*.

"Life is relatively normal now," Tom says. "You appreciate the small things, like community and having a job."

And he's discovered unexpected similarities between his action-packed sea-faring exploits and the daily demands of his Royal Mail role. It's about the power of teamwork.

"I loved the rhythm and routine of sailing. And, when you're at sea, you have no choice but to deal with whatever comes at you. It's scary, but quickly gives you a lot of confidence. James and I realised that between us there was very little we couldn't do." 

DARING DUO Tom and James embarked on a three-year ocean adventure that took them around the world.

WHILE YOU'RE HERE

Share your own Royal Mail tale as part of our Why I'm Here campaign. Visit Workplace to tell your own story using #whyimhere and search the hashtag to find others.



I'm proof that we don't need to suffer in silence

Ahead of International Transgender Day of Visibility on 31 March, Rachel Gibson shares her story and reveals how confiding in a Royal Mail colleague saved her life.

➔ On 23 January 2017, Rachel Gibson had her make up done at Boots before driving to Leeds Mail Centre to start work.

It wasn't her first day on the job, but it was her first day showing up as Rachel, the woman she'd been hiding her whole life.

Born in a male body and brought up in Yorkshire as Wayne, Rachel remembers longing to walk like the women she saw on Blackpool beach when she was five years old.

Finding employment as a teen meant freedom to buy the clothes she really wanted, but they were always kept hidden and only ever worn in secret.

In 1995, Rachel joined York Road Delivery Office as a postie. For years, she lived and worked as Wayne, only dressing as Rachel in the safety of her own home.

"The Internet was a life saver for me," Rachel remembers. "Eventually, I started to go out as Rachel and meet other people. The real me grew in confidence, but there was always fear. Fear of bumping into someone from work and being recognised, fear of being rejected by people once they found out.

"When I dressed as Rachel I felt alive. But when it was time to take off the clothes and the wig, I struggled to even look at myself in the mirror."

Years of presenting as male started to take their toll and, one day, Rachel found herself sitting in her car, contemplating suicide.

"I knew something had to change," says Rachel, who was now working at Leeds Mail Centre. "I reached out to my line manager, Sam Dixon, and we sat down together.

"Holding back the tears, I showed her a photograph of Rachel and she just put her arms around me.

"Sam was the first person I ever told."

Rachel's bravery in seeking help from a trusted colleague led to a referral for counselling, a diagnosis and hormone treatment. And on that monumental day five years ago, she walked into Royal Mail in a skirt suit and heels, finally 100% herself.

"Sam came and met me in the car park. I was incredibly nervous, but also very excited. I had so many people coming up to me and wishing me well. I knew I had support, but it wasn't until then that I realised how much.

"I'd been so scared of hurting my family and friends. But really, the only person I was hurting was myself. As soon as everyone knew, the weight was lifted. I had no more fear."

Happy, healthy and expecting surgery this year, Rachel's now part of the





Emma Eade, from Royal Mail's LGBT+ & Friends network, writes

“ Royal Mail's LGBT+ & Friends steering group strives to elevate the different voices from within the community and give a platform to LGBT+ issues in the workplace. Trans* people may describe themselves using one or more of a wide variety of umbrella terms, so as part of International Transgender Day of Visibility, we wanted to share the lived experiences of those who identify with the 'T' to shine a light on their journeys to becoming their whole authentic selves.

The group aims to raise awareness, educate others, support our people and celebrate everyone's uniqueness.

If you're interested in finding out more, you can get involved via our Workplace group, or email lgbt.and.friends@royalmail.com to join our mailing list, share your story and find out how to be part of our closed Facebook groups.

National Uniform and Print Support team. She's also an important voice within both Royal Mail and the LGBTQ community. Recently, Bedfordshire, Cambridgeshire and Hertfordshire police forces reached out to Rachel, Sam and network chair Jane Long for guidance on supporting officers going through transition.

“So many people have helped me get to this point in my life, it's my turn to help others,” she says.

“To anyone who is struggling, don't suffer in silence like I did. If you need help, reach out.”



I finally feel visible

Alex Richards, a postie at Sunderland Delivery Office, identifies as non-binary transmasculine

“ For the last eight years, I've identified as non-binary, which means I don't feel female or male. Realising this explained why I struggled so much growing up and during puberty. I battle with dysphoria on a daily basis, because my body doesn't match how I feel. Since 2018, I've been on an NHS waiting list to bring my body in line with how I see myself. That's just for a first appointment, I won't be considered for surgery until a second visit. Meanwhile, I've watched trans people be attacked and governments deny non-binary identities.

Last year I shortened my first

name and changed my middle name to something masculine. For the first time, I could look at my driving licence and bank card and not feel triggered.

Following that I cut my hair short. Now when I look in the mirror, I feel like somebody I recognise is looking back at me.

I've been lucky. My partner is extremely supportive, which makes a big difference when you're coming to terms with your identity and struggling with even the simplest things.

I'm sharing my story with **Courier** readers because International Transgender Day of Visibility has always been important to me. I just never felt in a position to be visible – until now.

FIRST CLASS SUPPORT The free, confidential 24/7 support service with trained professionals who can help with work-related or personal issues. Call **0345 266 5060** or visit rmgfirstclasssupport.co.uk to download the app.



DESTINATION: GRANGE-OVER-SANDS
COURIER SPRING 2022

SANDS OF TIME Three months on, Grange postie Mark Trotter still encounters fallen trees and other signs of storm damage on his round.

WHEN YOU WALK THROUGH A STORM

When Storm Arwen struck the scenic South Lakes town of Grange-over-Sands, our local Royal Mail team demonstrated dedication among the devastation.

➔ There's a warm, endearing and typically Cumbrian camaraderie about the 24-strong team serving a charming coastal town nestled beneath mountains and overlooking the plains of Morecambe Bay

The tightknit bunch at Grange-over-Sands Delivery Office consistently top regional Quality of Service charts. But their dedication to delivering for their community was tested to the extreme during the dramatic events of late 2021.

With winds exceeding 60mph, Storm Arwen wreaked havoc here and across many regions of Scotland and the north of England. Hundreds of trees came clattering down in Grange, power was lost to thousands of homes for almost a week and travelling around safely became a monumental challenge. ➔

DESTINATION:

GRANGE-OVER-SANDS

The impact on our Grange team was significant. There was no power in the delivery office for three days - with pragmatic posties resorting to sorting mail with the use of head torches. The team also took it in turns to take the PDAs home at night to keep them updated.

“Morale remained high and everyone just dug in with a wartime-type spirit,” recalls postwoman Helen Fenton. “The attitude was simple: ‘We aren’t letting the mail fail’. It was an unusual time but it was good for customers to have some continuity in a time of real uncertainty. We were determined that they would experience no difference in our service.”

Keeping the mail moving

It wasn’t just in the office that the challenges were felt by the team. Local knowledge was critical, with trees blocking the roads leading to mass diversions and the delivery team calling on all the shortcuts in the book to keep the mail moving.

DELIVERING JOY

Cheerful Mark Trotter brings a smile to the face of customer Julia Ollerton.



UNSTOPPABLE Carly Rhodes and her colleagues sorted mail using head torches during an office powercut.



There was plenty of physical work, too. “We were getting no further than 100 yards before facing trees blocking the road,” explains postman Peter Rhodes. “The farmers and landowners were out and we were getting out of the van to help them to move the obstructions.”

Some of the fallen trees struck power cables and even into January, a month after the storm, back-up generators were still running in some areas.

During this unusually turbulent and unsettling time, delivery office manager Stephen Whinfield called on the produce of the award-winning local butcher and pie maker, Higginsons of Grange. He presented each of his team with a voucher as a gesture of gratitude for their efforts.

And it’s not just during Storm Arwen that the team stepped up to the plate. In the most recent quality metrics, the office finished top of the charts again.

“We’ve created a brilliant culture here,” says Stephen. “People arrive at our office and just fit in to the way we do things. Everyone genuinely cares and we pride ourselves on our service quality.”



Carly Rhodes adds: “We bicker a bit like siblings and that’s because there’s a real family dynamic here. I think that’s why we do so well.”

Popular posties

Mark Trotter’s teammates reckon he’s the happiest postie in the UK. “You’ll hear him before you see him,” smiles one postie, moments before he arrives, on the stroke of 6.30am, bellowing ‘Bring me sunshine, in your smile’.

Mark is popular among both his colleagues and those he meets on his rounds, with his high energy and infectious happiness. He literally whistles while he

“My little boy loves seeing Mark as he makes such an effort with him,” says one customer. “He’s always smiling and it melts my heart seeing how happy it makes my son.”

Mark joined the business six years ago and wears the Royal Mail emblem with pride.


“We should be that friendly face customers can rely on, day in and day out,” he says. “It helps us to carry forward the reputation of our wonderful brand.”

Kevin Williams is another popular postie. He loves his round and it takes something special to tear him away. Try Antigua and Barbados, where he’s flying to over the coming days to watch the

England cricket team as a member of its Barmy Army. Kevin claims his colleagues always ‘try to pinch’ his round off him when he’s on holiday.

Kevin’s is one of the team’s most rural routes. It spans a cluster of villages and hamlets across 40 miles, with an average of 10 delivery points per mile.

“There’s no traffic,” he says. “All I have to look out for is sheep or tractors.

“I’m the only face some people see on many days, so it’s a very sociable occupation. You become part of the community.” 

WE WERE GETTING NO FURTHER THAN 100 YARDS BEFORE FACING TREES BLOCKING THE ROAD.

works and is known locally for bringing a smile to the faces of those around him.

The team at The Hazelmere bakery and tea rooms are particularly fond of his positivity in the mornings.

“We have carols at Christmas and songs about the seasons at different times of the year,” says Julia Ollerton, who’s working behind the counter on the day **Courier** drops in. “All the Royal Mail team are fantastic. They’re a lovely lot and have been amazing to us over the years.”

Mark entertains the children he sees on his round by making a special effort to share the story of Postman Pat, who hails from just across the county in Kendal.

ALL-ROUND HAPPINESS Kev Williams’ route takes in picture-postcard villages and hamlets.



Your health in mind

Newmarket Delivery Office postman Colin Pountney shares the personal story that inspired him to join the battle against dementia.

➔ In the UK alone, it's estimated that almost one million people are living with dementia. Many of us have family members, customers – even colleagues – either with a diagnosis or displaying early signs of dementia.

The Royal Mail Think Brain Health online hub, launched in partnership with Alzheimer's Research UK, includes an e-learning course that shares the ways we can all reduce our risk of developing dementia.

Colin Pountney from Newmarket Delivery Office – a postie for more than 30 years – lost his dad to Alzheimer's last year.

"He was old fashioned and liked to do things his way," Colin remembers. "Alzheimer's slowly took that freedom away from him. The impact of the disease has had a lasting effect on the whole family, especially my mum."

GET INVOLVED

Scan the QR code to complete the 20-minute Think Brain Health e-learning course, download posters and postcards and access the Dementia Research Infoline for more information on symptoms, causes, risk factors and treatment.



Currently, there is no cure for dementia, and the exact cause is still not understood. But Alzheimer's Research UK is trying to change that. As many as 40% of dementia cases could be down to risk factors we could influence, such as keeping active and eating a balanced diet.

Colin feels lucky to have a job that gets him outside and contributes to his wellbeing. He also appreciates how his role enables him to be there for other people.

"During my time delivering post around the Suffolk countryside, I've met all kinds of

THE IMPACT OF THE DISEASE HAS HAD A LASTING EFFECT ON MY WHOLE FAMILY.

people," adds Colin. "Like many posties, I often deliver to the same faces. Sometimes, 92-year-old Gladys will wait by her front gate for a chat. I must be the only person she sees on some days.

"I'm so pleased that Royal Mail is working with Alzheimer's Research UK. It's such an important cause." 🇬🇧

DRIVING UP

AWARENESS Colin Pountney's experience of Alzheimer's has prompted him to back the Think Brain Health hub.



About Alzheimer's

Our brains are a complex network of around 100 billion neurons, each one connected to thousands of other cells. Alzheimer's – the most common cause of dementia – slowly breaks down these connections, causing a steady decline in brain function, affecting memory, thought and behaviour.

Alzheimer's is most common in the over 65s, but one in 20 cases start at a younger age. The most common warning signs are memory problems, which make it easy to write off as old age when they first start.

There is hope

Fay Swinton-Berry, from our Strategic Business Development team, writes

“My grandmother, who lived in Sweden with my family, was a loving woman with a sharp wit and dry sense of humour. As a child, I visited her every summer and have fond memories of her teaching me how to bake classic Swedish food.

One day in the kitchen, she lined up a few random items including an empty ice-cream tub, and a blue glass ornament. “Which one would you like to take home?”, she asked. I realised my grandmother – or Mormor as I called her in Swedish – thought these everyday items were valuable keepsakes. Her dementia had progressed.

Mormor died with Alzheimer’s two years ago, and sadly there is more in the family. My aunt developed early onset dementia in her fifties. Watching my aunt decline and move into a home has been a huge worry for me as I approach the age she started to experience symptoms.

I’m so grateful for Alzheimer’s Research UK and the tools they share, like the online course, Think Brain Health. Before taking the course, I thought dementia was a natural part of ageing. But there are steps we can all take to reduce our risk, which has given me and my family hope for the future.



BE PREPARED

Courier Editorial Panel member Robyn Kriese, from Carlisle Mail Centre, writes

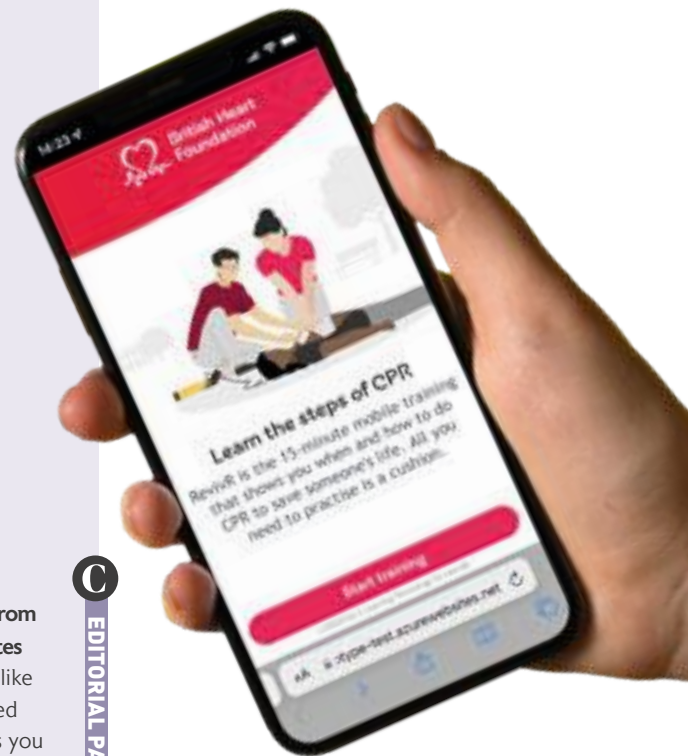
“If you’re anything like me, you’ve watched so many medical dramas you can practically call yourself a medic. It’s time to put those words into action with the British Heart Foundation’s new app.

This is potentially a really powerful tool, especially for managers and those of us out on delivery and collection. Even with minimal first aid knowledge, it could possibly play a vital part in saving the life of a colleague or customer.

Royal Mail is already well equipped for any health issue which could arise in the workplace, with defibrillators distributed across sites, as well as a dedicated team of first-aid-trained colleagues spread across each shift and office.

But when it comes to our health, there’s always room for improvement.

So, download the app, start the conversation with your colleagues, managers and maybe even a new face on Workplace – and let’s continue to keep this a safe place to work.



EDITORIAL PANNELLIST

Heart of the matter

Many of us will witness a cardiac arrest in our lifetime. It could happen to a customer while we’re out on delivery, a colleague in the office or a family member.

A new app from the British Heart Foundation, supported by Royal Mail, breaks down what to do in the event of a cardiac arrest and how to use a defibrillator – simple but effective skills that could make a real difference in an emergency.

Free to download and easy to use on any tablet or smartphone, RevivR involves a 15-minute essential elements of CPR session and comes highly recommended by Simon Howell, a first aid trainer at Chelmsford Mail Centre.

“The RevivR app is fantastic,” he says. “The steps are clear and easy to follow. Whatever your first aid knowledge or experience, I strongly recommend you not only download and try RevivR yourself but encourage your friends and family to do the same.”



DOWNLOAD THE FREE APP

Scan the QR code to download the RevivR app and complete the 15-minute basic course. Or visit bhf.org.uk/savealife

SOMETHING FOR YOU

Win!

Two nights in wonderful Windermere

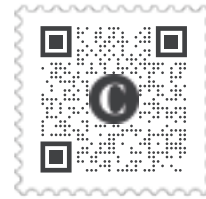
Enjoy a stunning two-day break on the shores of Windermere and explore the delights of the Lake District.

We'll treat you to an elegant room with a lake view at the 4-star Beech Hill Hotel and Spa. River cruises and wonderful walks are all on your doorstep to discover after your complimentary breakfast. The Beech Hill has an AA Rosette restaurant, a spa, outside vitality spa pool in a scented garden and a 40ft indoor heated pool.

For the chance to win this luxury lake-view break worth more than £500, just tell us in fewer than 30 words which story you've most enjoyed in this issue of **Courier** – and why. Email couriercomp@linney.com using **'Beech'** in the subject line. Or post



your entry to **Courier** Competition, Linney Create, Adamsway, Mansfield, Nottinghamshire NG18 4FW. Include your name and address – along with your job role and location. Entries must reach us by **Friday 22 April** and may be published in a future edition.



The Rolling Stones 60-year celebration stamp issue

You can't always get what you want, but if what you need is a set of Special Stamps and souvenirs celebrating the incredible 60-year career of one of the world's greatest rock and roll bands, then satisfaction is guaranteed.

The Rolling Stones collection showcases the legendary band's live performances and tour poster art, with framed prints, limited edition Medal Covers and a host of other collectibles on offer.

We have 10 sets of stamps to give away. Email your name, address and contact number to couriercomp@linney.com using 'Stones' in the subject line. Or post your entry to **Courier** Competition, Linney Create, Adamsway, Mansfield, Nottinghamshire NG18 4FW. Include your name, address and contact number. Entries must reach us by **Friday 22 April**. Discover more stamps, souvenirs and gifts by visiting royalmail.com/shop or scanning the QR code.



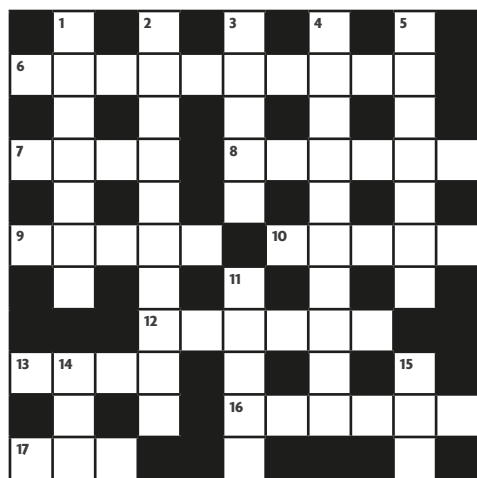
CONGRATULATIONS to Peterborough postman Andrew Fisher, the winner of our winter hamper competition.

WIN! One of 10 £10 One4all Gift Cards



Post your entry to **Courier** Crossword, Linney Create, Adamsway, Mansfield, Nottinghamshire NG18 4FW or take a photo and email it to couriercomp@linney.com by Friday 22 April 2022.

CROSSWORD



ACROSS

6. A clear mental picture of camp continental crooning contest (10)
7. Off-road vehicle is four times the fun (4)
8. One must fly over the nest to find feathered friend (6)
9. Billionaire Tony faces the harsh reality and suits up (5)
10. Listed alongside ring and pinkie in the back of the book (5)
12. North-eastern cathedral city (6)
13. Just one singer-songwriter Chris in region (4)
16. Game over, man. Cameron's 1986 classic is out of this world (6)
17. Strange that the number isn't divisible by two (3)

DOWN

1. Georgia loves immaculate major National golf course (7)
2. Bank holiday at end of working week seems excellent time for cooked breakfast (4,6)
3. Somewhere in the 70s, dance trend is coming (5)
4. Bengals commit two immoral acts in Ohio city (10)
5. World championship arrives right on cue in April (7)
11. Spring-, lunch- or -dance (5)
14. Comic Relief nose colour (3)
15. Deoxyribonucleic acid is initially more recognisable (3)

WINTER 2021/22 ANSWERS:

- | | | | |
|---------------|------------|-------------|-------------|
| ACROSS | 10. Harley | DOWN | 7. Departed |
| 3. Olympics | 12. Two | 1. Plymouth | 11. Yoda |
| 6. Madagascar | 15. Owe | 2. Digger | 12. Term |
| 8. Jumper | 16. Tiger | 4. Sesame | 13. Omen |
| 9. Mega | 17. Batman | 5. Glasgow | 14. ATM |

Name Postcode

Home address

IT'S TIME TO NOMINATE AND CELEBRATE THE BEST OF OUR BUSINESS

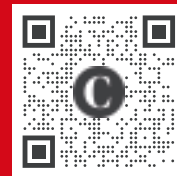


We're launching the Crown Awards to recognise and reward Royal Mail people delivering above and beyond for our customers, their colleagues and our business.

- Nominate deserving colleagues each month
- Celebrating customer champions and community heroes
- Major prizes up for grabs

MAKE YOUR NOMINATIONS

You'll need to be on Workplace to submit your Crown Award nominations.



SCAN THE QR CODE

or tap the Workplace tile on the People App to get involved.

LOOK OUT FOR MORE PRIZES AS WE MARK ONE YEAR OF ROYAL MAIL ON WORKPLACE

BREAK TIME
MAILBAG

Readers share tales of Royal Mail life and reflect on stories from the winter edition of **Courier**.

Charging into the future

As a Glasgow boy born and bred, it's great to see Govan DO doing its bit to address the environmental challenge our planet faces.

Sean Brian

LGV driver, Scottish Distribution Centre



The perfect fit

Daniel Brookes' story was humbling and inspiring. What he's endured and continues to deal with daily has me in awe of him.

Jamie Saunders

Postman, Stalham Delivery Office



Delivering justice

With fraud becoming more inventive, nothing should surprise us. But stamps? This was a fascinating insight into how Royal Mail smashed an organised crime ring operating across the globe.

Paula McCullough

Postwoman, North Belfast Delivery Office

Positive signs in Plymouth

Being deaf in one ear causes me some problems in the workplace, so I could relate to Sarah's story. I found her very inspirational and it's lovely how Sarah's team finds ways to make her day easier and more inclusive.

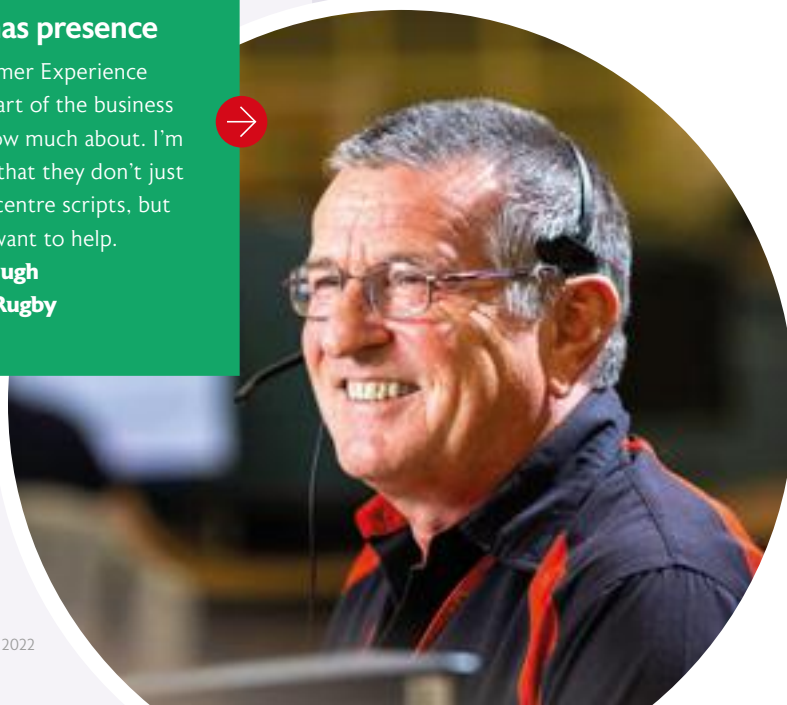
Diane Pickering

Parcelforce Worldwide, Wakefield

A welcome Christmas presence

Our Customer Experience team is a part of the business I didn't know much about. I'm impressed that they don't just follow call centre scripts, but genuinely want to help.

Terry McHugh
Postman, Rugby



Dubai delight

We recently returned from the World Expo 2020 in Dubai. The event runs until 31 March and the theme is connecting minds and creating the future. It was an amazing experience.

Janak and Thiru Janakkumar
Heathrow Worldwide
Distribution Centre

#AskAaron



Parcelforce people can post questions for managing director Aaron Barnes on Workplace. Aaron responds to the most popular questions asked in a weekly video in the Parcelforce Workplace group. Use #AskAaron when posting a question – and look out for his video addressing the issues raised each week.

Sam in driving seat

I'd urge interested colleagues to apply for the Driver Academy scheme. I started as a postie in 2012 and, in 2019, decided I wanted to push myself. I completed my Class 1 and 2 licences on my own, but then applied for HGV jobs through Success Factors. My first role was at Shrewsbury as a Class 2 driver. I transferred to Warrington Hub and am now happily driving artics full time. I'm so grateful to have started a new career with the same company. You won't regret it!

Sam Nuttall
Class 1 driver, Warrington Hub



Ed's album giveaway

Over the past two years, I've spent weekends recording an album with many talented friends and fellow musicians. My band is called Mundolotis, the album is Backspace and I want to share with my Royal Mail co-workers.

It's available to download for free at mundolotis.bandcamp.com or by scanning the QR code – it's our first album and I'd love you to check it out.

Ed Harbud
Peterborough Mail Centre



Emily's enthralled

Here's my one-year-old daughter, Emily, taking great interest in the winter edition of **Courier** and Royal Mail's future electric fleet.

Daniel Wood
Distribution manager, Scottish
Distribution Centre

My cancer comeback

WONDERFUL WORKMATES

Goring-by-Sea postie John Askew reveals how the support of his DOM and his colleagues helped him through a life-threatening illness.

“ I want to express deep thanks and appreciation for my colleagues at Royal Mail Goring-by-Sea, who have supported me through esophageal cancer and treatment.

After my diagnosis in August 2020, I had many MRI scans, PET scans, CT scans and spells in hospital. And, because of the pandemic, there were often times when not even my wife was allowed to visit. Believing my days were numbered, I told my manager, Graham Tilley, that I wouldn't be returning to work.

When chemo started that December, I had to self-isolate, missing the arrival of our youngest daughter's first child, and our 10th grandchild, Luella Ivy (pictured).

On 22 April 2021, the surgeon called to tell me he had removed all the cancer, and the 20 lymph nodes either side of the tumour had no sign of the disease. I felt so lucky. After much physio and exercise, I felt well enough to return to work in September – 13 months after diagnosis.

During every week of my illness, without fail, Graham called to check in on me. I've since discovered that he would update everyone on my situation at his weekly briefings. Thoughtful colleagues sent flowers and a personalised book of newspaper articles about my beloved Brighton and Hove Albion. Their support meant more than they will ever know.

I'll be forever grateful to Graham, my colleagues, family, friends and, of course, the NHS.

I'm now back in the office, working indoors during my rehab, and the sense of normality is fantastic. Keeping fit as a postie definitely helped me through, so I hope to be back out on delivery soon.



SHARE YOUR STORY

There's a **£20 Amazon gift card** for the writer of every letter we publish. Email courier@linney.com or write to us at **Courier** Letters, Linney Create, Adamsway, Mansfield, Nottinghamshire NG18 4FW. Also share your own news and views on the **Courier** Workplace page.

GO-2 APPS

WORKPLACE



“ In the Parcelforce group, you see that the MD Aaron Barnes isn't holding back. Workplace is a very good tool if it's used right.
Christine O'Loughlin, Parcelforce Manchester ”

Did you know?

- Since Workplace launched for all colleagues on 31 March 2021, we've held at least 12 Workplace Live events, giving colleagues direct access to ask questions of senior leaders
- 10 iPads and six £50 Amazon vouchers have been given away in our monthly competitions
- Our 12 Days of Christmas campaign saw us distribute daily prizes worth £300
- A UK weekend break and a trip to Barcelona are live prizes up for grabs with Workplace fantasy football

WORKPLACE BEST BITS

- Connect with our entire organisation
- The first place for all business news
- Take part in live events, where your questions are answered
- Weekly Q&As with direct access to senior leaders
- Win! Regular competitions, such as #pictureperfect and fantasy football
- Join groups tailored to your interests and job role
- Communicate and collaborate with your peers across the UK



“ Workplace is very handy to receive updates about the business and also positive stories about what people do outside of work.
Philip Elkins, Horley Delivery Office ”



“ Workplace is a great way to keep in touch with the business, as well as the people, and is fantastic for recognising success on a wider platform.
Chris Sheldon, Dearne Contact Centre ”

Tap in to Royal Mail life with your Go-2 apps

Workplace and our People App provide payslips, benefits, news and views at your fingertips.





“I find the People App so useful – and another promising sign that Royal Mail is moving with the times. It’s easy to navigate and it’s a handy hub for all the things that matter to me, such as my payslips, annual leave, uniform orders and employee benefits. Plus, the e-payslips go live in the app by Wednesday, meaning I can view my wages earlier. I ditched the paper version and switched to e-payslips immediately!”

Laura Cornish, postwoman at Bootle Delivery Office

EDITORIAL PANNELLIST

Did you know?

- In one year, the People App has amassed more than **93,000** users – **60%** of current employees.
- More than 7.4 million tile views since the app went live
- Payslips are the most popular tile, followed by annual leave and holiday pay

YOUR GO-2 APPS
People App & Workplace



PEOPLE APP BEST BITS

- View online payslips and go paperless
- View holiday pay and booked/remaining annual leave
- Change personal details such as your address or bank account without needing your manager
- Order new uniform straight from the app
- Access MyBundle+ benefits
- Search FAQs and send a query straight to HR Services
- Plus, much more – and plenty to come

GO DIGITAL

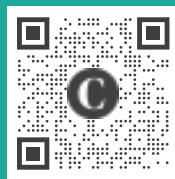
Frontline colleagues can now enjoy the benefits of opting in to digital-only payslips through the People App.

- See digital payslips before the paper version arrives
- Reduce the need to print thousands of paper payslips – making it a more sustainable option
- No need to file weekly payslips at home or shred confidential information
- Historic payslips available at a click of a button

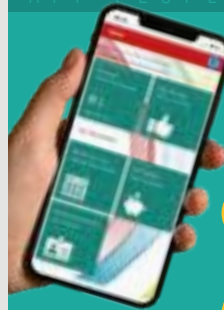
To make the change go to the My Payslips tile and click on the green icon.



WORKPLACE



PEOPLE APP



GO-2 APPS

PEOPLE APP

The app and request process have worked well. Existing users of the People App have found usability seamless and it has encouraged others to download the app and explore this and its other uses.

Gareth Davies, Aberdare Delivery Office

Annual leave request trial

→ In response to requests from colleagues, we’ve been trialling ad-hoc annual leave requests using the People App.

This trial started on 17 January and ran for six weeks across eight delivery units: Aberdare, Belfast South & Central, Eastleigh, Gateshead, Honiton, Ledbury, Lytham St Annes and Kilmarnock.

We’re now reviewing the outcome of the trial and hope to offer this new option to all People App users very soon.

Harriet Bradley, digital access manager, says: “It’s probably the most common question we’re asked by colleagues when considering future developments for the People App. So, it’s been great to get into a position where we can trial this with them.

“I’m looking forward to sharing the results and making the app as attractive and useful as possible for all at Royal Mail. A huge thank you to all our trial sites.”

For frontline users without a Royal Mail email address, you can use the People App to get your Workplace log-in credentials. Access the Workplace tile in the My Services section to find your Workplace username and password. Visit myroyalmail.com/Workplace for more.

GET INVOLVED

Scan the QR codes or search Workplace by Meta and Royal Mail People App in your App Store to download. More information about both apps can be found at myroyalmail.com/go2apps

Look out for special announcements around the one-year anniversary of Workplace for all

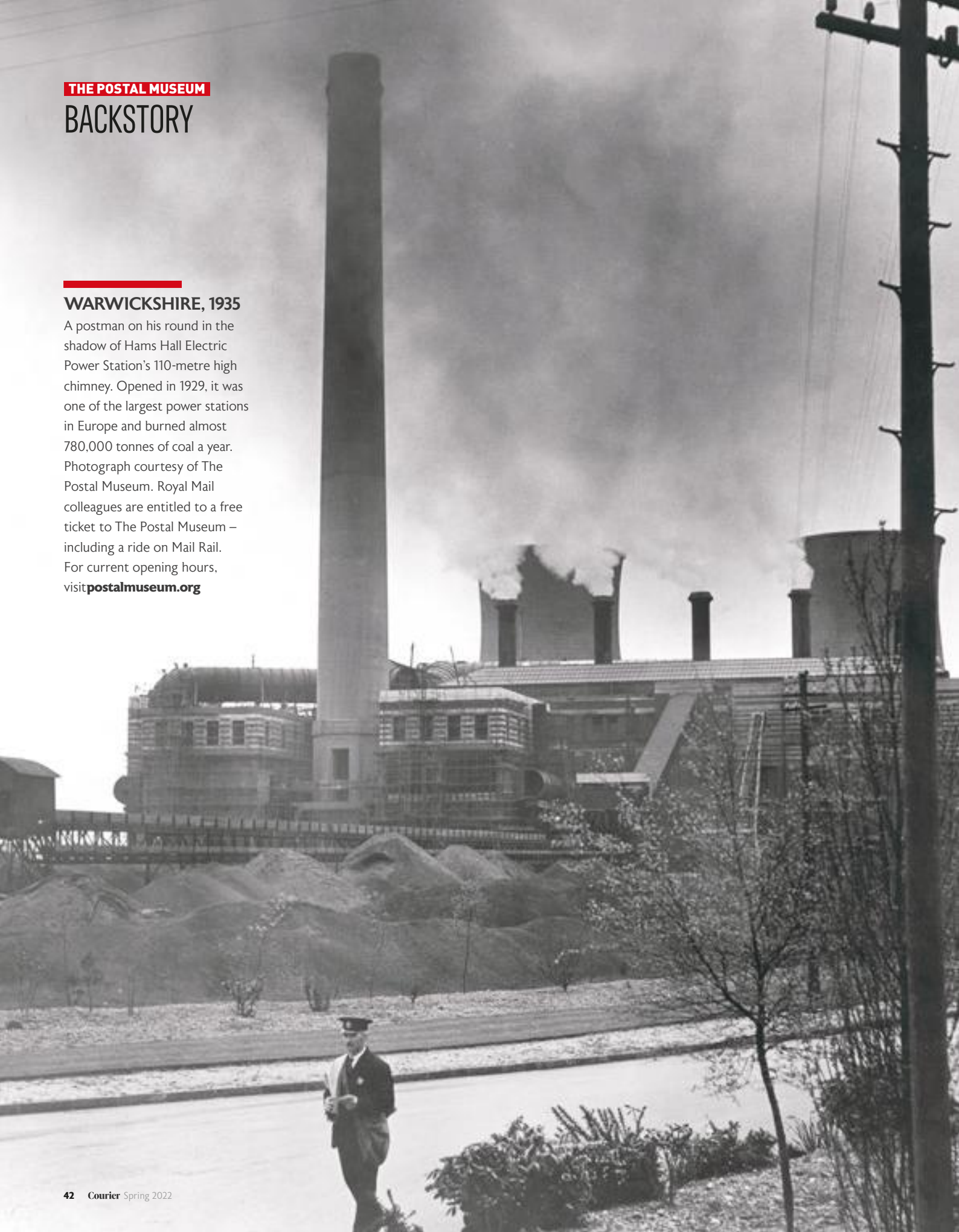
Plus more People App features coming in 2022...

THE POSTAL MUSEUM

BACKSTORY

WARWICKSHIRE, 1935

A postman on his round in the shadow of Hams Hall Electric Power Station's 110-metre high chimney. Opened in 1929, it was one of the largest power stations in Europe and burned almost 780,000 tonnes of coal a year. Photograph courtesy of The Postal Museum. Royal Mail colleagues are entitled to a free ticket to The Postal Museum – including a ride on Mail Rail. For current opening hours, visit postalmuseum.org





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 Get a quote by 30th April
 for your chance to win.

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*Figures are based on a 20% tax payer with no additional optional extras (unless otherwise stated) on a 36 month, 5,000 miles per annum selection for a Nissan Leaf 5-Door Hatch N-Connecta 40kW. Insurance has been included for a 40-year-old driver living in postcode PE4 and may vary. Pricing as at 08/02/22 and subject to change. Contact Zenith for more information. Includes all maintenance and servicing, road tax, insurance, breakdown and recovery, tyres, glass and accident management. Offer excludes manufacturer price increases. Images are for illustration purposes only. Terms and conditions apply. Full details about the scheme can be found at mybundleplus.myroyalmail.com. The benefit is available to current, permanent Royal Mail Group employees only, subject to eligibility and availability. £250 Red Letter Days Gift Card Prize Draw: terms and conditions apply, please visit zenith.co.uk/prizedraw for more details. **With salary sacrifice, you can save on BIK tax if you choose an EV. Average saving over the length of the vehicle term when comparing the salary sacrifice car scheme to personal contract hire using the same car and the same vehicle term, annual mileage and driver age and postcode.





NEW
Range of large
Domestic Appliances



NEW
BOSCH
Power Tools



EXPANDED
Garden and
Outdoor range



NEW
SAMSUNG
Freestyle Smart HD
portable projector

YOUR TECH BENEFIT JUST GOT BIGGER!

Spread the cost on even more of the world's greatest
gadgets with your Technology Benefit



NEW
ASUS
Laptop range



HUGE PRIZE DRAW

Five top prizes to be won!

Log in to enter



NEW
Health and
Beauty range

Draw closes 26th March 2022. Full terms and conditions are available on the prize draw site.

• Save on National Insurance • No credit checks or deposits • Home delivery included •

Order online anytime through **My Bundle+** at:
mybundleplus.myroyalmail.com
Or scan the **QR code** with your smartphone for easy access!



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Available on People App

