



Royal Mail Head Office
Royal Mail House
148 Old Street
London
EC1V 9HQ

28 September 2022

Dear Mr Thompson & Mr Ward,

I am writing to you as CEO of the National Federation of SubPostmasters (NFSP), to highlight the views of our members, who are responsible for approximately 9,000 post office branches throughout the UK.

We understand that Royal Mail workers have voted to go on strike over several dates in October, November and December due to a dispute over pay and job cuts.

We support our colleagues to be properly and fairly remunerated, however we do not wish irrevocable damage to be done to the relationship between Postmasters and our customers, especially in the run-up to such a crucial time as Christmas. Postmasters rely on this time of year for a large percentage of their annual remuneration, with the cost-of-living crisis already in full swing, this strike will devastate those offices already struggling financially.

Postmasters generate around £2bn in revenue to Royal Mail, and a substantial amount of social value to our communities, especially to those with vulnerabilities. We work hard to maintain relationships with our customers and are alarmed that any such strikes may encourage them to our competition, further impacting the viability of our members' businesses. These competitors already have a financial advantage given they do not have to align to strict Universal Service Obligations.

The NFSP would like to encourage all parties to reach a settlement as quickly as possible so that hard working Postmasters, and our customers, are not detrimentally impacted by the threatened strikes, and permanently choose to use our competitors.

Yours sincerely,

Calum Greenhow
CEO, NFSP

CC – Postal Affairs Minister
- **Nick Read**
- **Marion Fellows**