

Question

Do you agree that there should be an exception to the universal service (i.e. no deliveries or collections) on 1 January 2022? Please explain your answer.

Response

Unite the Union agree that there should be an exception to the universal service on the 1st January 2022. Our members (managerial) and front line staff have worked extremely hard over the past 20 months during the pandemic. All employees have tirelessly placed the customer first and worked above and beyond to deliver the universal service in the most

difficult of times. It would only be right to repay that hard work by making an exception to the universal service on 1st January 2022 and allowing our people an extra day to spend with their families and loved ones. Historically our volumes are extremely low on the 1st January and with this in mind any impact on our customers will be very low. Other mail carriers are adopting a similar stance in respect of the 1st January 2022 and other businesses like Sainsbury's that have key worker status have also announced their own additional non-working days to provide all staff an additional day off over the holiday period.

We hope that OFCOM will consider making the exception to the universal service on the 1st January 2022 and show support for our postal workers.

Gary Sassoon-Hales
National Chair
Unite/CMA