

12 April 2010

Royal Mail Group

Mr D Gill

By Email: xxxxxxxxxxxxxxxxxxxxxxxx@xxxxxxxxxxxxxxxxxxx

Freedom of Information Unit
2nd Floor
Royal Mail Sheffield
Pond Street
Sheffield
S98 6HR

foi@royalmail.com
www.royalmail.com

Dear Mr Gill

Re: Freedom of Information Request

I am writing in response to your email dated 10th March 2010 concerning your requests for information about the payment of Christmas Casuals. In your last email you asked us to provide "the Royal Mail statement of discrimination in the workplace document that you use". Royal Mail Group does not have a 'statement of discrimination in the workplace' but is committed to its equal opportunities policy.

Royal Mail Group has a Code of Business Standards which sets out the standards of behaviour which all of its employees should show in dealings with our customers, clients, suppliers, agents, competitors and colleagues. The Code covers equal opportunities and I have enclosed a copy of this section in Annex 1 to this letter. I have also enclosed a copy of Royal Mail Group's equal opportunities policy.

You also asked us to clarify, in relation to our earlier response, what was meant by 'locally' in terms of the payment of any additional allowances to casuals being determined locally. You asked if this was by area or whether each individual Mail Centre decides. By 'locally' we mean that decisions were made at a regional or location level. In the case of Manchester Mail Centre the decision was made by the Individual Mail Centre not to pay an additional allowance.

As stated in our earlier response, if you require any further assistance in relation to your personal employment and the pay that you received, then please write to Royal Mail HR Services. Please write, including your pay number, to the following address:

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Sheffield Service Centre
HR Services
Royal Mail
Pond Street
Sheffield
S98 6HR

I hope that this reply is helpful. If you are not satisfied with the response to any of your requests for recorded information, you do have the right to request a review. If you wish to do so please set out in writing your grounds of appeal and send to the Head of Information Compliance, Royal Mail Group, Company Secretary's Office, 100 Victoria Embankment, LONDON, EC4Y 0HQ. An internal panel will then review the decision, and you will be advised of the outcome.

If, having requested an internal review by Royal Mail, you are still not satisfied with our response you also have a right of appeal to the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 01625 545 700
www.informationcommissioner.gov.uk

Yours sincerely

Kate Fearn
Freedom of Information Officer
xxx@xxxxxxxxx.xxx

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Annex 1: Code of Business Standards - Equal Opportunities

Equality is about treating other people the way we want to be treated ourselves. The company is committed to maintaining its equal opportunities policy and to being a just and caring employer. This means:

- not discriminating on grounds of race, colour, nationality, ethnic or national origin, religion, creed, sex, sexual orientation, marital status or disability;
- meeting our legal obligations towards disabled customers and staff;
- meeting our public commitments for treating the Welsh and English languages equally in services to the public in Wales;
- applying our terms for a compulsory retirement age consistently between men and women, and ensuring that any applicant for a job who is below our compulsory retirement age will be considered solely on the merits of their aptitude for that job;
- honouring the terms of contracts of employment;
- respecting the legal rights of individuals to be members of recognised trades unions, and honouring agreements made with our recognised trades unions;
- ensuring that appointments, promotions, bonuses or discretionary payments are governed by our published policies, without favouritism or prejudice;

Everybody in the organisation is expected to share in and support these principles at work, and failure to do so may open the organisation and individuals to legal action. Managers are expected to take personal responsibility for ensuring that these principles are put into practice, and to set an example in the workplace.

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Equal Opportunities (P5) - Diversity and inclusion vision

1. Purpose

This policy sets out Royal Mail Group plc's commitment to compliance with Equal Opportunities legislation.

2. Link to Accountabilities

n/a

3. Policy

Valuing Diversity - Our Vision

At Royal Mail Group we are proud to employ a rich and diverse mix of people who reflect the communities where we live and work. We are working to ensure that equality of opportunity is something Royal Mail Group is identified with – this is critical if we are to achieve commercial success and be an employer of choice.

At Royal Mail Group we are working towards ensuring that equality of opportunity is embedded in our understanding and reflected in our people:

- We welcome diversity
- Our people are entitled to work in an environment without fear of discrimination, harassment, bullying or prejudice, regardless of their gender, race, ethnic origin, disability, age, marital or family status, religious belief or sexual orientation
- We need to ensure that all of our employees and customers are treated with dignity and respect, and feel valued
- Our customers are diverse and expect to be served by people with whom they can identify – we must meet this expectation
- We strive to attract, develop, promote and retain the best talent because it is our people who set us apart from the rest and who truly make the difference.

Equality of opportunity is not achieved by simply having a written policy but through communication and understanding. Although we are already a workforce made up of diverse groups, there is still a

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long way to go before we can say, "Royal Mail Group is the best it can be". Our Diversity policy therefore sets out a clear approach that covers:

- The elimination of discrimination, including harassment
- The promotion of equality of opportunity
- The principles we have set the business
- The responsibilities of every person in the organisation.

Each of us has a responsibility to maintain an inclusive organisation. We have to show commitment to embracing the diversity of our workforce, customers, and the communities in which we live and operate. In today's competitive business environment diversity is crucial to our long-term growth and success.

Allan Leighton
Chairman

4. Links to other reference material (policies, processes, procedures, etc.)

4.1 G14 Disabled Customers

5. Document details

5.1 Owner : Group P&OD Director

5.2 Enquiry point :

Group Head of Social Policy and Inclusion

5.3 Effective from : **Current**

5.4 Version : **4.1**