

Recognition Policy

Royal Mail Group is committed to recognising employees for the valuable input they make to our business. This policy outlines the individual contribution, long service awards and retirement gifts and certificates that are available to acknowledge employee contribution to the business.

Main topic areas

- Overview
- Policy statement
- Individual contribution
- Long service recognition awards
- Retirement and leavers recognition awards
- Where to go for further information
- Forms
- Related documents

Getting help

Contact your manager if you have any queries about this policy.

Managers can obtain advice by:

Calling the HR Services Advice Centre on 0845 6060603 / 5456 7100

Managers working for Parcelforce Worldwide should call 0845 6042787 / 5456 4747

For web access go to:
<https://www.psp.royalmailgroup.com>



Recognition Policy

Overview

This policy applies to all employees of Royal Mail Group Ltd unless stated otherwise. This policy does not apply to agency staff, contractors or self employed workers. Within this policy 'Royal Mail Group Ltd' will be referred to as 'Royal Mail Group'.

This policy is effective from 1 April 2015.

This policy does not form part of contracts of employment. Royal Mail Group reserves the right to amend this policy from time to time.

Policy statement

Royal Mail Group is committed to recognising our employee's contribution to our business and making our employees feel valued.

To recognise these valuable contributions, we have various recognition awards that may be made to employees over the course of their career at Royal Mail Group.

This policy outlines our current approach to recognition and sets out where to go for additional information.

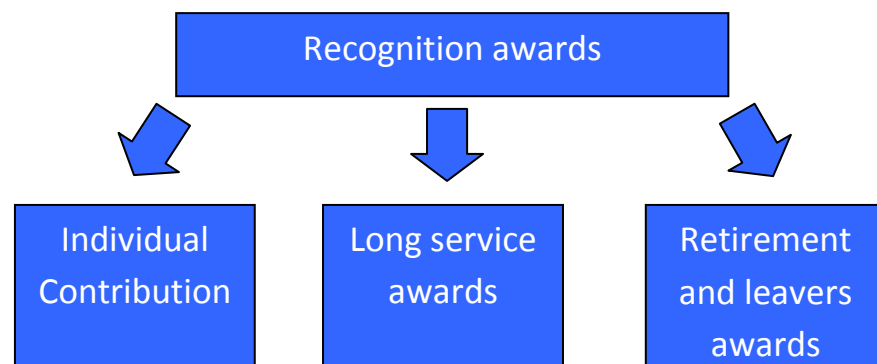
Royal Mail Group guiding principles

We are committed to:

- Being open and honest in respect of our recognition awards
- Making our recognition awards contribute to Royal Mail Group being an Employer of Choice
- Providing recognition awards that contribute to our employees feeling valued

How recognition is managed

Royal Mail Group manages our recognition approach through rewarding employees for both individual contributions to the business at any given time and through recognising length of service. Our recognition awards are made up of the following elements:



Any financial recognition in the form of hospitality or gifts for either individuals or teams (e.g. Christmas lunches) should not be reclaimed via Travel & Subsistence

(T&S) on PSP. However financial recognition to reflect Royal Mail's appreciation of an individual or team's sustained effort in delivering a major piece of work or overarching project is allowed to be reclaimed. Any such claims must be pre-approved by an appropriate Director of the business.

Individual contribution

In addition to any Royal Mail formal recognition programme, line managers should actively recognise and praise employees when they perform to a level that exceeds the level of delivery expected of someone in that role. This is a behavioural standard expected of line managers alongside any individual performance measures, e.g. bonus

At Royal Mail Group we are committed to recognising contributions where an employee has gone above and beyond what would be expected of them when carrying out their duties and our Flagship Awards are the Chairman's Awards made annually in June to celebrate:

- Best colleague
- Customer excellence
- Community champion
- Change champion
- Bravery award

A new Award is to be launched at the 2015 Event recognising Innovation in Technology.

In some parts of the business there are specific individual awards that employees may be nominated for to recognise an outstanding contribution to the business.

For Parcelforce Worldwide employees only:

- Employee of the month/year

For more information in respect of the above individual contribution awards please direct queries to line managers or access the HR pages on the intranet or if applicable, the Policy and Information site on PSP.

Long service recognition awards

Long service recognition awards recognise and reward loyalty, experience and service to the business at 10 year milestones for service from 10 to 50 years and are awarded in the following ways:

Award details:

Milestone	Award
10 – 50+ years	<ul style="list-style-type: none">• Message from the Business Area Managing Director• Certificate from the Chairman• Gift appropriate to length of service

Regional events may be held for employees serving 20+ years (except for PO Ltd employees)

Leaving due to retirement recognition awards

Leaving due to retirement recognition awards reward employees for their contribution to Royal Mail Group as they leave the business as follows:

Award details:

Milestone	Award
Over age 65 and attained over 20 years service	<ul style="list-style-type: none">• Message from the Business Area Managing Director• Certificate from the Chairman• A lapel pin• Up to £250 towards a Gift to be redeemed via an online catalogue

Consensual retirement at age 65

The law changed on 1 October 2011 and we have suspended the company retirement age of 65. The policy concerning retirement recognition is currently being reviewed in light of this change in legislation. In the interim we will continue to issue a retirement pack to employees leaving the business at 65+, until a decision is made.

Where to go for further information

P&MM will manage both the long service award process and retirement and leavers' awards on behalf of Royal Mail Group and deal with any enquiries relating to lost, damaged or stolen gifts:

- Email: appreciate@p-mm.co.uk
- Tel: 0845 266 9635

Alternatively, the 'Getting help' box on the front page of this policy tells you where to find further information.

Guidance is also available on the *Policy and Information site* on PSP and the *HR pages* on the intranet (non-PSP users).

In the event of any inconsistency between this policy and the supporting documentation the terms of this policy take precedence.

Forms

There are no forms relevant to this policy.

Related documents

You may find it useful to read the following documents (located on the *Policy and Information site* on PSP and *HR pages* on the intranet) in conjunction with this policy:

- *Recognition Guide*