

Mr Seán McDonagh
General Secretary
Communications Workers Union
575 – 579 North Circular Road
Dublin 1

4 March 2026

Dear Seán

I hope you are keeping well.

With the continued growth in Ecommerce, increasing population and more housing means that we need to continue to evolve to meet the increasing demands of our customers. As per our recent agreement to hire a further 300 employees we are addressing these challenges in a measured way and leveraging technology and improved work processes to ensure efficient operations and the delivery of a great customer experience. Details of this plan have already been agreed (letter of 20th February 2026 refers).

With growth in our parcel volume continuing we believe it is timely to review how we recruit new employees having had a relatively consistent headcount over the last 10 years. In doing this and as agreed, it is our intention is to recruit on a permanent basis to fill vacancies in our baselines in final mile for the foreseeable future. The baselines will be reviewed regularly by operational and finance management as part of our continuing operational efficiency.

In Processing and other areas affected by higher volumes similar considerations apply. In all cases we will look to be as efficient as possible and leverage technology and improved work processes to ease the workload on our employees.

Should the growth trajectory change in the future, like all businesses we will need to respond quickly. In this regard the company will apply the provisions of Monitoring Group Determinations which govern permanent and temporary contracts.

Over the course of the next few months, in line with the letter of 20 February 2026 we will examine all our current temporary contracts with a view to regularising these in line with our new baselines. Permanent vacancies in the Final Mile and Processing will, in the first instance be filled from the existing cohorts of suitable temporary employees. We anticipate that new permanent roles from mid-2026 will be filled from external candidates as internal temporary staff will most likely have been regularised at that time.

Finally, for truly temporary requirements like covering illness, maternity, short-term increases in volumes, peak etc. we will continue to use temporary Fixed Term and Specified Purpose contracts and look to minimise the use of 'Casual Contracts' to provide more predictability for employees.

We believe that it will support us in ensuring we meet the expectations of candidates and continue to attract talent into the organisation for the future.

I trust that above is in order, please do not hesitate to contact me if you have any queries.

Yours sincerely



Eleanor Nash
Chief People Officer