



Royal Mail Organisational Review

07-10-2026

Royal Mail is undergoing a significant transformation, as the business implements Universal Service reform and adapts to a rapidly-changing market. Letter volumes have declined by more than 70% since their peak, whilst customer demand for faster and more convenient parcel delivery services continues to grow.

As part of its transformation programme, Royal Mail is simplifying processes and functions across the business and today announced proposals for an organisational review of head office and support functions. Royal Mail anticipates that the review would reduce the number of head office and support function roles by up to 2,500 by the end of 2027, representing less than 2% of the company's workforce of over 131,000 people. This is subject to consultation and we anticipate the changes would be achieved through natural attrition and a voluntary redundancy programme, with no compulsory redundancies. There would be no reductions in operational frontline roles in delivery and processing, including posties and drivers.

The organisational review is designed to improve efficiency, speed up decision-making, and focus resources on activities that have the biggest impact on the company's transformation and service to customers.

Royal Mail has briefed its unions, the Communication Workers Union (CWU) and Unite CMA, on the proposals and formal consultation with both unions is now underway.

Alistair Cochrane, Chief Executive Officer of Royal Mail, said: "We have been working hard to reduce costs and simplify processes across all areas of the business as we transform to win in a very competitive market. These proposed changes remove duplication and allow us to invest further in the service we deliver for our customers.

"We are committed to treating everyone fairly and respectfully throughout this process, working closely with our trade unions. The proposed changes will not be easy, but they are an important part of building a stronger, simpler and future-ready Royal Mail for our customers and colleagues."

Source: [International Distribution Services](#)