

TB/028-26/lp

22 July 2026

USO / DM26 Lightweight Trolley Orders

Dear Colleagues,

Over the past few weeks, several enquiries have been received from Area Safety Representatives concerning rejected LWT (Lightweight Trolley) order requests linked to DM26 USO Reform.

As a result of this, representation was made to Royal Mail in terms of seeking an understanding as to why equipment applications linked to DM26 were not being authorised. In response, the business advised that there was a limited stock of LWTs available, and given DM26 activity is not defined as core revision activity, but is a frequency change based on current delivery routes, delivery arrangements and working practises, no arrangements have been put in place to meet a high demand for LWT applications.

Royal Mail further advised that there is no opportunity to increase stock supply overnight, as the LWT is a bespoke item of equipment for Royal Mail, with the component parts sourced overseas, but compiled in the UK. In short, any new order requests from the LWT manufacturer require a lead-in period of months.

This is not a satisfactory situation, but equally, this is not a problem which the Union can turn away from. Accordingly, we have agreed on the following set of wording to offer clarification in terms of the need to prioritise current LWT applications alongside DM26:

Royal Mail is fully committed to providing all employees with the required 'tools for the job'. However, the Royal Mail Assets team have recently been receiving a noticeable increase in Lightweight Trolley (LWT) orders for offices preparing for DM26 USO Reform deployment. This increase in demand against available stocks of LWTs, and with no possibility of increasing national stock levels within the timespan of the DM26 deployment, means that the applications for LWT orders will be prioritised (in the interim) and as follows:

- ***Replenishment of damaged LWTs (where in use).***
- ***New LWT requests which may have been triggered by instances of method change under DM26 USO Reform.***
- ***New colleague applications for LWTs.***

Additionally, requests for a limited number of spare LWTs in a Delivery unit will be considered where there are currently no spare LWTs on-site.

The key aim is to ensure that all employees who use and who wish to use a LWT can do so, and by managing current limited availability, in advance of new stock levels being made available. Therefore, this pragmatic prioritisation of applications for LWTs, unfortunately, is necessary.

Royal Mail confirm that the safe use of a Delivery Pouch will not be classed as a breach of current safety working practices, in particular for accident reporting and/or recording or other internal processes, and where in use will be classed as authorised. As per the RMG Offsite Delivery SSOW (V1.12, section 1.9), carry the delivery pouch correctly with the strap over the shoulder (bandolier fashion). Any concerns regarding delivery equipment used should be raised locally (either by the COM/CWU Safety Rep or ASR) via the relevant channels and escalated upwards as necessary.

Royal Mail remains fully committed to the use of LWTs on delivery, and Royal Mail and the CWU will continue to work together to evaluate the longer-term benefit of the use of LWTs under DM26 USO Reform, alongside an appropriate kit strategy to support the evolving mail mix.

In summary, this wording of clarification seeks to ensure that all members who want to use a LWT (whether they use this equipment now or not) are able to do so by the targeting of the current available stock supplies.

Additionally, the clarification confirms that where individuals continue not to use a LWT, this cannot be misunderstood or misinterpreted as some form of breach of current safety working practices, which has sadly happened previously in some cases following accidents on delivery.

As outlined above, this is not a satisfactory position, but given the reality of the situation, the clarification seeks to map out a realistic approach underlined by ensuring all members who wish to have a LWT will be provided with that item of delivery equipment.

Where there are concerns or disagreements in terms of LWT requests made, can these be directed to the Outdoor Department alongside any other enquiries on the content of this memo and directed to: Pharacz@cwu.org / Lpietrzykowska@cwu.org.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'Tony Bouch', with a long horizontal stroke extending to the right.

Tony Bouch
Assistant Secretary