



Pay Rate Guide

CWU represented grades in Parcelforce Worldwide

Introduction

This is the guide to pay for CWU represented grades in Parcelforce Worldwide.

*Pensionable Pay – For members of the Defined Contribution scheme, only basic pay is pensionable. Where other payments are shown as pensionable this applies to members of the Collective Pension Plan.

Customer Service Provider

Effective 1st April 2026

BASIC PAY	Annual	Monthly
Recruit	£25,201	£2,100.08
Max	£27,561	£2,296.75
Non-Pensionable Addition to Pay	£903.84	£75.32

LONDON WEIGHTING	Annual	Monthly
Inner London	£5,821	£485.08
Outer London	£3,451	£287.58

SCHEDULED ATTENDANCE	Monthly
Weekday Scheduled Attendance	£14.42
Saturday Scheduled Attendance	£17.60

OVERTIME	Monthly
Weekday Overtime	£13.57
Saturday Overtime	£15.25
Sunday Overtime*	£19.80
Bank Holiday Option A with day off in lieu	£16.23
Bank Holiday Option B	£27.61

Bank Holiday Supplement (conditioned duty hours worked on a bank holiday between 00:01 and 23.59)	£14.39
Saturday Premium	£4.39
Sunday Premium*	£6.58

ALLOWANCES

Night Duty Allowance (payable between 20:00 and 06:00) *	Per hour	£2.74
Special Responsibility Allowance (Assigned) *	Per month	£223.11
Special Responsibility Allowance (Ad-hoc) *	Per day	£10.26
Depot Trainer *	Per day	£10.26
Drivers Allowance – C/D & Bulk	Per week	£26.73
Drivers Allowance – 7.5 tonnes and above	Per day	£2.07

ANNUAL HOLIDAY

- 22.5 days on entry
- 23.5 days after 5 years' service
- 26 days after 15 years' service
- 30 days after 20 years' service

Hub Operative

Effective 1st April 2026

BASIC PAY	Annual	Monthly
Recruit	£27,103	£2,258.58
Max	£28,233	£2,352.75
Non-Pensionable Addition to Pay	£903.84	£75.32
Reserved Rights Supplement <i>Employees in grade prior to 31/12/97</i>		£97.81
Pay Supplement HOP <i>Employees in Hub Operative grade prior to 30/10/17</i>		£135.17

OVERTIME	Monthly
Monday to Saturday Overtime	£17.98
Sunday Overtime*	£24.09
Bank Holiday Option A with day off in lieu	£18.08
Bank Holiday Option B	£30.12
Bank Holiday Supplement (conditioned duty hours worked on a bank holiday between 00:01 and 23.59)	£14.57
Travel Time	£12.58
Sunday Premium*	£3.70

ALLOWANCES

Night Shift Payment *	Per week	£83.18
Late Shift Payment *	Per week	£61.16
Customs Examination Allowance *	Per rota day	£14.19
	Per rota day	£70.93
	Per rota day	£308.42

ANNUAL HOLIDAY

- 22.5 days on entry
- 23.5 days after 5 years' service
- 26 days after 15 years' service
- 30 days after 20 years' service

Hub Engineer

Effective 1st April 2026

BASIC PAY	Shift*	Annual	Monthly
Hub Engineer 1	Recruit	£43,880	£3,656.67
	Max	£47,794	£3,982.83
Hub Engineer 2	Recruit	£50,927	£4,243.92
	Max	£55,635	£4,636.25
Hub Engineer 3	Recruit	£53,620	£4,468.33
	Max	£58,617	£4,884.75

**For Hub Engineers working shift-based schedules*

BASIC PAY	Day*	Annual	Monthly
Hub Engineer 1	Recruit	£38,730	£3,227.50
	Max	£42,070	£3,505.83
Hub Engineer 2	Recruit	£45,757	£3,813.08
	Max	£49,884	£4,157.00
Hub Engineer 3	Recruit	£48,459	£4,038.25
	Max	£52,893	£4,407.75

**For Hub Engineers on a standard working schedule*

OVERTIME		Per hour
Hub Engineer 1	Mon-Friday	£25.09
	Saturday	£27.77
	Sunday	£35.93
	Bank Holiday option A	£23.92
	Bank Holiday option B	£50.37

Hub Engineer 2	Mon-Friday	£31.63
	Saturday	£35.16
	Sunday	£45.73
	Bank Holiday option A	£29.21
	Bank Holiday option B	£56.88
Hub Engineer 3	Mon-Friday	£33.49
	Saturday	£37.24
	Sunday	£48.54
	Bank Holiday option A	£31.28
	Bank Holiday option B	£58.42

ALLOWANCES

Intermittent Shift Allowance	Per shift	£25.64
Standby Allowance:	Per week	£199.13
	Mon-Fri Per rota day	£19.92
	Sat & Sun Per rota day	£49.82
	Bank Holiday Per rota day	£99.57

ANNUAL HOLIDAY

- 22.5 days on entry
- 24.5 days after 5 years' service
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Hub Screeners

Effective 1st April 2026

BASIC PAY	Annual	Monthly
Recruit	£32,685	£2,723.75
Max	£35,147	£2,928.92

OVERTIME	Monthly
Monday to Saturday	£19.26
Sunday	£25.46
Bank & Public holidays	£28.62
Scheduled Attendance (Mon to Sat)	£22.08
Additional payment for Sunday conditioned hours	£11.24
Additional non-pensionable payment for Bank Holiday conditioned hours	£12.94

**Hub Screeners are also eligible to claim Hub Operative overtime as detailed above.*

SHIFT ALLOWANCES	Shift	Amount	Pensionability
Starts Between 0201 – 0400	Dawn	£162.94	Fully pensionable
Starts Between 0401 – 0500	Early 1	£85.70	Fully pensionable
Starts Between 0501 – 0530	Early 2	£42.75	Fully pensionable
Finishes Between 2000 – 2139	Evening	£122.21	Fully pensionable
Finishes Between 2140 – 0159	Late	£258.34	Fully pensionable
Three Hours Across 2300 – 0500	Night	£488.83	Of which =
		£258.34	Pensionable
		£230.48	Non-pensionable

SPLIT DUTIES

Total span over 10 Hrs	£69.26
Total span over 12.5 Hrs	£138.47

Single contract for 2 daily attendances within conditioned hours provided the job requires at least seven attendances per week

ALLOWANCES

Leadership	Per month	£203.72
Coaching	Per month	£213.56

ANNUAL HOLIDAY

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Clerical Grades

Effective 1st April 2026

BASIC PAY		Annual	Monthly
Clerical level 5	Recruit	£27,145	£2,262.08
	Max	£28,007	£2,333.92
	Non-pensionable addition to pay	£823.08	£68.59
PO PFW		£29,040	£2,420.00
Special Typist		£30,665	£2,555.42

OVERTIME			Per hour
Clerical Level 5	Overtime Mon to Fri	Recruit	£17.29
		Max	£18.08
	Overtime Sat	Recruit	£17.29
		Max	£18.08
	Overtime Sun	Recruit	£21.63
		Max	£22.57
	Bank Holiday option A	Recruit	£17.29
		Max	£18.08
	Bank Holiday option B	Recruit	£25.88
		Max	£27.07
	Saturday Premium	Recruit	£4.62
		Max	£4.82
	Night Duty Allowance	Recruit	£2.99
		Max	£3.11
PO PFW	Overtime Mon to Fri		£17.55
	Overtime Sat		£18.77
	Overtime Sun		£25.03
	Bank Holiday option A		£18.77
	Bank Holiday option B		£31.33
	Saturday Premium		£6.46
	Night Duty Allowance		£4.20

BANK HOLIDAY SUPPLEMENTS	Per hour
Starts between 0201 - 0400	£12.16
Starts between 0401 - 0500	£15.86

ANNUAL HOLIDAY

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Processing Operative NWPC

Effective 1st April 2026

BASIC PAY	Annual	Monthly
Recruit	£24,996	£2,083.00
Max	£27,561	£2,296.75
Non-pensionable addition to pay	£903.84	£75.32

OVERTIME	Monthly
Weekday Overtime	£13.57
Saturday Overtime	£15.25
Sunday Overtime	£19.80
Bank Holiday Overtime A with day off in lieu	£16.23
Bank Holiday Overtime B	£27.61
Bank Holiday Supplement (conditioned duty hours worked on a bank holiday between 00:01 and 23.59)	£14.39
Saturday Premium	£4.39
Sunday Premium	£6.58

ALLOWANCES

Night Duty Allowance (payable between 20:00 and 06:00)	Per hour	£2.74
Additional Responsibility Allowance (Assigned)	Per month	£223.11
Additional Responsibility Allowance (Ad hoc)	Per day	£10.26
Processing trainer	Per day	£10.26
Processing Support Allowance	Per hour	£0.70

ANNUAL HOLIDAY

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Processing Operative SEPC

Effective 1st April 2026

BASIC PAY	Annual	Monthly
Recruit	£24,996	£2,083.00
Max	£27,561	£2,296.75
Non-pensionable addition to pay	£903.84	£75.32

LONDON WEIGHTING	Annual	Monthly
Outer London	£3,451.00	£287.58

SCHEDULED ATTENDANCE	Monthly
Weekday Scheduled Attendance	£14.42
Saturday Scheduled Attendance	£17.60

OVERTIME		Monthly
Weekday Overtime		£13.57
Saturday Overtme		£15.25
Sunday Overtime		£19.80
Bank Holiday Overtime A with day off in lieu		£16.23
Bank Holiday Overtime B		£27.61
Bank Holiday Supplement (conditioned duty hours worked on a bank holiday between 00:01 and 23.59)		£14.39
Saturday Premium		£4.39
Sunday Premium		£6.58

ALLOWANCES		Monthly
Night Duty Allowance (payable between 20:00 and 06:00)	Per hour	£2.74
Additional Responsibility Allowance (Assigned)	Per month	£223.11
Additional Responsibility Allowance (Ad hoc)	Per day	£10.26
Processing trainer	Per day	£10.26
Processing Support Allowance	Per hour	£0.70

ANNUAL HOLIDAY

- 22.5 days on entry
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Processing Engineer NWPC

Effective 1st April 2026

BASIC PAY		Annual	Monthly
Processing Engineer 1	Recruit	£52,277	£4,356.42
	Max	£57,127	£4,760.58
Processing Engineer 2	Recruit	£43,880	£3,656.67
	Max	£47,794	£3,982.83

OVERTIME		Per hour
Processing Engineer 1	Overtime Mon-Fri	£32.55
	Overtime Sat	£36.21
	Overtime Sun	£47.12
	Bank Holiday option A	£30.24
	Bank Holiday option B	£57.65

Processing Engineer 2	Overtime Mon-Fri	£25.09
	Overtime Sat	£27.77
	Overtime Sun	£35.93
	Bank Holiday option A	£23.92
	Bank Holiday option B	£50.37

ALLOWANCES

Standby allowance:			
	Mon-Fri	per rota day	£19.92
	Sat-Sun	per rota day	£49.82
	Bank Holiday	per rota day	£99.57

ANNUAL HOLIDAY

- 22.5 days on entry
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- 30 days after 20 years' service

Processing Engineer SEPC

Effective from 1st April 2026

BASIC PAY		Annual	Monthly
Processing Engineer 1	Recruit	£52,277	£4,356.42
	Max	£57,127	£4,760.58
Processing Engineer 2	Recruit	£43,880	£3,656.67
	Max	£47,794	£3,982.83

LONDON WEIGHTING	Annual	Monthly
Outer London	£3,451.00	£287.58

OVERTIME		Per hour
Processing Engineer 1	Overtime Mon-Fri	£32.55
	Overtime Sat	£36.21
	Overtime Sun	£47.12
	Bank Holiday option A	£30.24
	Bank Holiday option B	£57.65
Processing Engineer 2	Overtime Mon-Fri	£25.09
	Overtime Sat	£27.77
	Overtime Sun	£35.93

	Bank Holiday option A	£23.92
	Bank Holiday option B	£50.37

ALLOWANCES

Standby allowance:			
	Mon-Fri	per rota day	£19.92
	Sat-Sun	per rota day	£49.82
	Bank Holiday	per rota day	£99.57

ANNUAL HOLIDAY

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Customs Agent

Effective 1st April 2026

BASIC PAY	Annual	Monthly
Recruit	£31,875	£2,656.32
Max	£34,022	£2,835.20

OVERTIME		Per hour
Monday - Sunday overtime	Recruit	£21.51
	Max	£22.96
Bank Holiday overtime	Recruit	£25.81
	Max	£27.55

ALLOWANCES

Night Shift allowance	Per week	£83.18
Supervisory allowance	Per month	£205.71

ANNUAL HOLIDAY

- 22.5 days on entry
- 23.5 days after 5 years' service
- 26 days after 15 years' service
- 30 days after 20 years' service

Customs Admin Support

Effective 1st April 2026

BASIC PAY	Annual	Monthly
Recruit	£24,996	£2,083.02
Max	£27,561.00	£2,296.69

OVERTIME		Per hour
Monday - Sunday overtime	Recruit	£16.86
	Max	£18.60
Bank Holiday overtime	Recruit	£20.24
	Max	£22.31

ALLOWANCES

Night Shift allowance	Per week	£83.18
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