



WHOLESALE PARCELS CONTRACT CHANGE NOTICE: NUMBER 032

Date: 18 AUGUST 2021

This notice applies if you hold a **Wholesale Parcels Contract (Contract)** with **Royal Mail Group Limited**, a company registered in England and Wales (number 04138203) with its registered address at 185 Farringdon Road, 4th Floor, London EC1A 1AA.

1 Definitions and interpretation

- 1.1 If a word or expression is defined in this notice, it shall have the meaning given in this notice.
- 1.2 Any words or expressions which are not defined in this notice, but have an initial capital letter, shall have the meanings given to them in the Contract.
- 1.3 All of the rules about how to interpret the Contract shall apply to this notice.

2 Changes to the Contract

- 2.1 Under clause 13.2.1(a) of the Parcels General Terms and Conditions, we hereby notify you of the following changes to Schedule 12 (Acceptance by Vehicle):

- 2.1.1 All references to 'Tray Dollys' shall be deleted along with the definition of 'Tray Dollys'.

- 2.1.2 Paragraph 2.2 shall be amended to read as follows:

- 2.2 In addition, some words and phrases used specifically in this Schedule are defined below:

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|------------------------------------|---|
| ABV Implementation Timeline | the implementation timeline set out in Annex B to this Schedule; |
| Carrier | has the meaning set out in paragraph 1.2 of this Schedule; |
| DSACC | has the meaning set out in the User Guide; |
| Dual Access Slots | two Access Slots, at least one of which must be an Early Access Slot; |
| Dual Slot Mail Centre | an Inward Mail Centre at which Dual Access Slots have been agreed between you and us, as set out in the ABV Implementation Timeline (or as subsequently agreed between us); |
| Early Access Slot | an Access Slot before 10:00am on any Working Day; |

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| Exceptions Process | the Procedures for Handling non-Compliant Postings set out in paragraph 15 of the User Guide; |
| Handover Day | has the meaning set out in the User Guide; |
| Multiple Access Slots | the Dual Access Slots and the Tri-Access Slots; |
| Multiple Slot Mail Centres | the Dual Slot Mail Centres and the Tri-Slot Mail Centres; |
| Segregation by Format Schedule | the terms of Schedule 16: Segregation by Format; |
| Summary Vehicle Manifest | has the meaning set out in paragraph 2.8 of Annex A to this Schedule; |
| Tri-Access Slots | three Access Slots, at least two of which must be Early Access Slots; |
| Tri-Slot Mail Centres | an Inward Mail Centre at which Tri-Access Slots have been agreed between you and us (or as subsequently agreed between us); |
| Vehicle Declaration | has the meaning set out in paragraph 2.2 of Annex A to this Schedule; and |
| Vehicle Manifest | has the meaning set out in paragraph 2.3 of Annex A to this Schedule. |

2.1.3 In line with the amendment set out at 2.1.1 above, paragraph 6.1 shall be amended to read as follows:

6.1 Regardless of any other term of this Schedule, the terms of this Schedule shall only apply:

6.1.1 where the Segregation by Format Schedule forms part of your Contract with us; and

6.1.2 to Mailing Items which are presented in Yorks.

2.1.4 Paragraph 8.2 shall be amended to read as follows:

8.2 You and we agree that the Acceptance by Vehicle process will be introduced in phases to be agreed between you and us acting reasonably and in line with the activities of the ABV Implementation Timeline.

2.1.2 Paragraph 9 shall be added as follows:

9. Tri-Slot Mail Centres

9.1 You must submit a request to us in the form available on our Website in order to:

9.1.1 designate an Inward Mail Centre as a Tri-Slot Mail Centre; and/or

9.1.2 book Tri-Access Slots at a Tri-Slot Mail Centre.

9.2 RMG may accept or deny any request submitted pursuant to paragraph 9.1 at its absolute discretion, taking into account the operational resources available at the relevant Inward Mail Centre at the time of the request.

9.2 If, at any time, RMG reasonably decides that due to operational reasons:

9.2.1 it will not be able to keep an Inward Mail Centre designated as a Tri-Slot Mail Centre; and / or

9.2.2 it will no longer be able to fulfil a request for Tri-Access Slots at any Inward Mail Centre designated as a Tri-Slot Mail Centre,

RMG may immediately, by giving you notice, withdraw your right to book Tri-Access Slots at the relevant Tri-Slot Mail Centre and the relevant Inward Mail Centre shall revert to the type of mail centre that it was designated as immediately prior to it being designated as a Tri-Slot Mail Centre.

2.1.3 Paragraphs 1.2 to 1.5 of Annex A shall be amended to read as follows:

1.2 By entering into this Schedule, you agree to book with us, acting reasonably, and use:

1.2.1 in respect of Dual Slot Mail Centres, at least one Early Access Slot; and

1.2.2 in respect of Tri-Slot Mail Centres, at least two Early Access Slots,

at those Multiple Slot Mail Centres where the daily volume of Mailing Items you hand over regularly requires you to use more than one vehicle in one Access Slot.

1.3 You may change your existing Access Slot(s) with our agreement and in line with the Access Slot change request process set out in the User Guide, however you must continue to comply with paragraphs 1.2.1 and 1.2.2 above. All of our Access Slots are subject to availability and may only be booked with our agreement.

1.4 By entering into this Schedule, you agree that, over each Contract Year, on average a minimum of 50% of your annual volume of Mailing Items due for hand over at Multiple Slot Mail Centres shall be handed over in your Early Access Slots.

1.5 If you wish to stop using an Early Access Slot at a Tri-Slot Mail Centre you shall formally notify us on at least 60 days' written notice, except where we have given notice in line with clause 13.3.2 of the Contract which affects a Tri-Slot Mail Centre, in which case you may have 2 Working Days after the date of such notice to give us notice to stop using the Early Access Slot at that Tri-Slot Mail Centre and the effective date of your notice and ours will coincide. Should we subsequently change the effective date of our notice given in line with clause 13.3.2, you shall also be able to change the effective date of your notice to stop using the Early Access Slot, such that the effective dates still coincide. At the end of this notice period, you will revert to two booked Access Slots at the former Tri-Slot Mail Centre, making it a Dual Slot Mail Centre. If you wish to stop using both Early Access Slots at a Tri-Slot Mail Centre then paragraph 1.6 below shall apply.

2.1.4 Paragraph 1.6 of Annex A shall be added as follows:

1.6 If you wish to stop using all Early Access Slots at a Multiple Slot Mail Centre you shall formally notify us on at least 60 days' written notice, except where we have

given notice in line with clause 13.3.2 of the Contract which affects a Multiple Slot Mail Centre, in which case you may have 2 Working Days after the date of such notice to give us notice to stop using the Early Access Slots at that Multiple Slot Mail Centre and the effective date of your notice and ours will coincide. Should we subsequently change the effective date of our notice given in line with clause 13.3.2, you shall also be able to change the effective date of your notice to stop using the Early Access Slots, such that the effective dates still coincide. At the end of this notice period, you will revert to one booked Access Slot at the former Multiple Slot Mail Centre.

2.1.5 The table in Annex B shall be amended as set out in the Appendix to this Change Notice.

2.1.6 The table titled 'Table: Dual Slot Mail Centres' shall be deleted in its entirety.

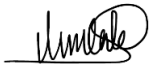
2.2 The changes detailed in paragraph 2.1 above will take effect from 25 February 2022.

APPENDIX

| Activity | Typical time before launch date | Guideline | Date expected | Update at [date] | Date completed |
|---|---------------------------------|-----------|---------------|------------------|----------------|
| You and we walkthrough requirements of Schedule 12: Acceptance by Vehicle and changes to processes required | - 6 weeks | | | | |
| We share our systems specification for you to develop your systems accordingly | - 6 weeks | | | | |
| You and we formally agree list of Multiple Slot Mail Centre sites from the list of potential Multiple Slot Mail Centres in the table available on the Website | - 4 weeks | | | | |
| You request a preferred 'go live' date for each Inward Mail Centre and we confirm our ability to meet each date (Roll Out Plan) | - 4 weeks | | | | |
| You and we agree Access Slots for relevant Multiple Slot Mail Centres | - 3 weeks | | | | |
| You provide us with your Vehicle Declaration identification methodology | - 3 weeks | | | | |
| You conduct systems interface testing and obtain our systems sign off | - 2 weeks | | | | |

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| You provide to us an example of your Vehicle Manifest | - 2 weeks | | | | |
| You and we agree to add Schedule 12: Acceptance by Vehicle to your Access Letters Contract | - 2 weeks | | | | |
| You and we agree Roll Out Plan and first start date | - 2 weeks | | | | |
| Go Live | | | | | |

Yours sincerely,



Tim Cable
Wholesale Products Director
Royal Mail Letters