

OVERVIEW OF QUALITY OF SERVICE PERFORMANCE QUARTER 4 2025/26

Quarter 4 performance was impacted by significant adverse weather during January, including Storms Goretta and Chandra, after which Quality of Service showed notable improvements in both February and March.

We are committed to delivering a more reliable, consistent service for customers across the UK.

To support this, we have published our Quality of Service Improvement Plan setting out a clear pathway to sustained performance improvement, underpinned by investment. Over the next five years we will invest £500 million to improve our service for customers. This investment is directly linked to improving route completion, stabilising delivery offices and delivering measurable improvements in service performance. A £500m re-investment in frontline postie resource is the equivalent to around 3,000 full-time posties per annum. This re-investment in hours, including increasing part-time to full-time hours, is for quality of service; it is to ensure there is the right resource in the right place to cover every route, every day. Universal Service reform is essential for driving a step change in quality of service and for Royal Mail's financial sustainability. In April 2026, Royal Mail and the CWU reached a negotiators agreement on how to deploy USO reform and the issues critical to its success. Following a joint evaluation of the pilot sites, negotiations and employee feedback, we have designed a new Delivery Model ('DM26') that embraces the lessons learned. Pending agreement from a CWU ballot, DM26 will be rolled out nationally, June 2026, concluding ahead of the Christmas period.

Outside of DM26, we continue to take focused steps to improve our service and overcome ongoing challenges. We are already seeing encouraging progress and expect these changes to improve quality of service from current levels of performance.

USPA 8.1, Downstream Access Standard (D+2) measured up to 27 July 2025 National percentage delivered after receipt by Royal Mail

	By first day	Accuracy
Quarter	-	-
Cumulative	76.7	+/- 0.7

Notes

The cumulative Downstream Access standard D+2 performance reflects the period from 31 March 2025 to 27 July 2025.

USPA 8.1, Downstream Access Priority (D+2) measured from 2 January 2026 National percentage delivered after receipt by Royal Mail

	By first day	Accuracy
Quarter	69.7	+/- 1.2
Cumulative	69.7	+/- 1.2

Notes

From 28 July 2025, Downstream Access D+2 became our priority product. Results show the performance of this new product between 2 January 2026 and 29 March 2026.

USPA 8.1ZA, Downstream Access Standard (D+3) measured from 28 July 2025 onwards National percentage delivered after receipt by Royal Mail

	By second day	Accuracy		On first day	On second day
Quarter	86.6	+/- 0.6		56.0	30.7
Cumulative	89.2	+/- 0.4		59.7	29.5

Notes From 28 July 2025, our Downstream Access standard service became a D+3 offering. The cumulative results begin from 28 July 2025. Performance figures 'by day' and 'on day' are rounded to one decimal place. The sum of performance on the first and second day may not therefore tally precisely with the performance by the second day.

USPA 8.1A, Downstream Access Economy (D+5) National percentage delivered after receipt by Royal Mail

Period	By fourth day	Accuracy	On first day	On second day	On third day	On fourth day
Quarter	97.0	+/- 0.3	50.0	29.9	13.8	3.4
Cumulative	96.9	+/- 0.2	50.0	26.7	13.9	6.3

Notes Performance figures 'by day' and 'on day' are rounded to one decimal place. The sum of the performance on the first, second, third and fourth days may not therefore tally precisely with the performance by the fourth day. With effect from 28 July 2025, the regulations changed the Downstream Access Economy D+5 product to a Monday to Friday service. We continued to report QoS on a Monday to Saturday basis until the contractual notice completed on 23rd September 2025. After this date, we reported QoS on a Monday to Friday basis. The data is provided only as required under Ofcom regulations (USPA 8.1, 8.1A and 8.1ZA). Royal Mail has not provided this data for any other purpose or in any other context and therefore Royal Mail shall not be liable to any reader who relies or acts upon this data for any other purpose or in any other context.