

No. 679/2018

4 December 2018

Our Ref: C25/18

Royal Mail Action Flash CPC (2018) 077 - Christmas Operation - Urgent York Container Repatriation:

To: All Branches

Dear Colleagues,

Following a number of complaints regarding safety problems caused in Delivery Units and knock-on operational container shortages being caused by Management's failure to repatriate York Containers via Mail Centre Services back to Regional Distribution Centres, the issue was raised with Royal Mail HQ and remedial action has been taken in a number of units to clear the backlog.

Secondly, the Royal Mail Head of Container Equipment has issued the attached mandatory '**Action Flash' No 77** message for the immediate attention of and action by all Operational Unit Managers to immediately cascade the information to all managers that York container repatriation must be completed where appropriate, by all units.

The clear message states that with Christmas pressure operations now at a critical point repatriation services must now be fully utilised.

With immediate effect all offices are to carry out the following:-

1. Delivery office repatriation services must be loaded to maximum capacity on every run.
2. All Mail Centre repatriation services must be loaded to full capacity back to their parent Regional Distribution Centre.
3. Empty consumables - maximised in each York container reducing multiple part-fills. Please consolidate all trays into same York and all bags into same York thus reducing multiple part-filled York containers with the same content. Mail Centres should consolidate arrivals from the Delivery Offices they service.
4. Nested Yorks must be prioritised on repatriation services.
5. Once all repatriation services have been maximised, surplus Yorks must be repatriated on the next available empty service (**i.e. not mixed with live mail**); back to their parent office.
6. Any surplus containers must urgently be made available to the appropriate container team or CPC for onward movement.
7. All York containers containing Door-to-Door items are to be decked or placed on A frames.

The underlying message is that it's absolutely imperative that all offices make every single possible York available for the operation.

Yours sincerely



Dave Joyce
National Health, Safety & Environment Officer