

14th March 2011



Royal Mail Group

Fabian Hamilton MP
House of Commons
London
SW1A 0AA

Chief Executive's Office
Royal Mail Group
100 Victoria Embankment
London
EC4Y 0HQ

Tel: 020 7449 8101
moya.greene@royalmail.com
www.royalmail.com

Dear Mr Hamilton

The Secretary of State, Department for Business, Innovation and Skills, Ed Davey, has asked me to respond to you directly following your recent Parliamentary Question;

"To ask the Secretary of State, Department for Business, Innovation and Skills, whether he has made an assessment of the effectiveness of the operations of the new machinery in the Royal Mail sorting offices in Leeds"

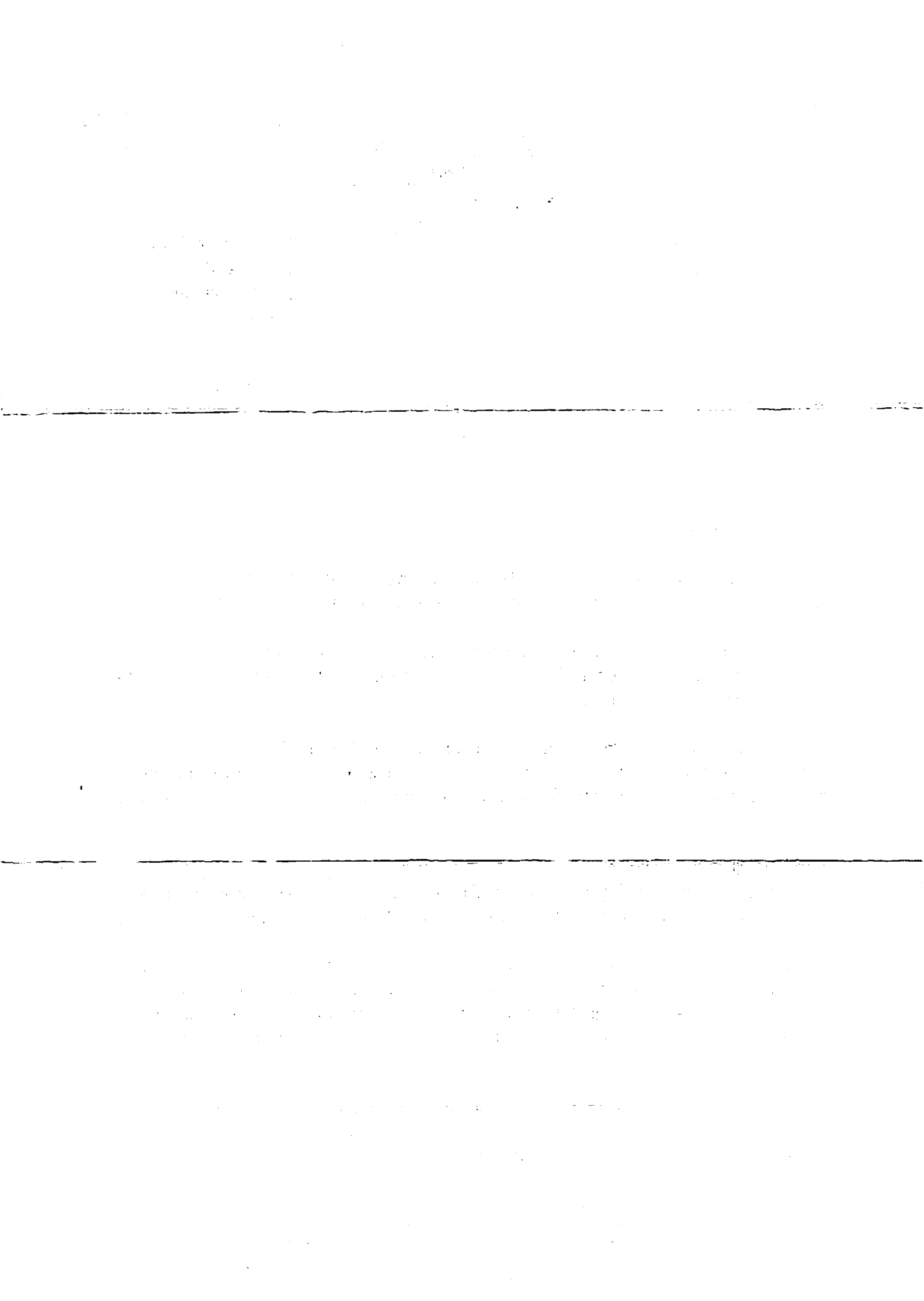
As part of Royal Mail's £2 billion investment in modernising its operations changes are being made in delivery offices across the country to help us compete in a very competitive marketplace and to safeguard the future of the one-price-goes anywhere universal service.

New ways of working were implemented in the Sheepscar, Leeds, Delivery Office in late October 2010. This included the introduction of 3 walk sequencing machines to automatically sort the mail down to individual delivery address. A full review of all duties was carried out. New delivery methods were introduced, including the wider use of trolleys.

Initially there were some teething problems at Sheepscar as our people adapted to working with the new machines and the new processes in the office, including the new delivery methods and routes. Unfortunately, these initial delivery problems were then compounded by the severe weather and the adverse impact on air, rail and road transportation across the UK.

The position now is that we have a settled delivery team at Sheepscar who are now familiar with the new equipment and ways of working. They are carrying out deliveries effectively ensuring that all mail is delivered on a daily basis.





The changes that we are currently making across the UK, under the Business Transformation agreement that we made with the CWU in 2010, are the largest and most wide-ranging that we have made to our operations. We are totally committed to modernisation which is critical to ensure a successful future for Royal Mail.

I hope this information is helpful to you.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Moy Greene', with a large circular flourish at the end.

MOYA GREENE
Chief Executive Officer

THE UNIVERSITY OF CHICAGO
DEPARTMENT OF CHEMISTRY
5301 SOUTH CAMPUS DRIVE
CHICAGO, ILLINOIS 60637

1968