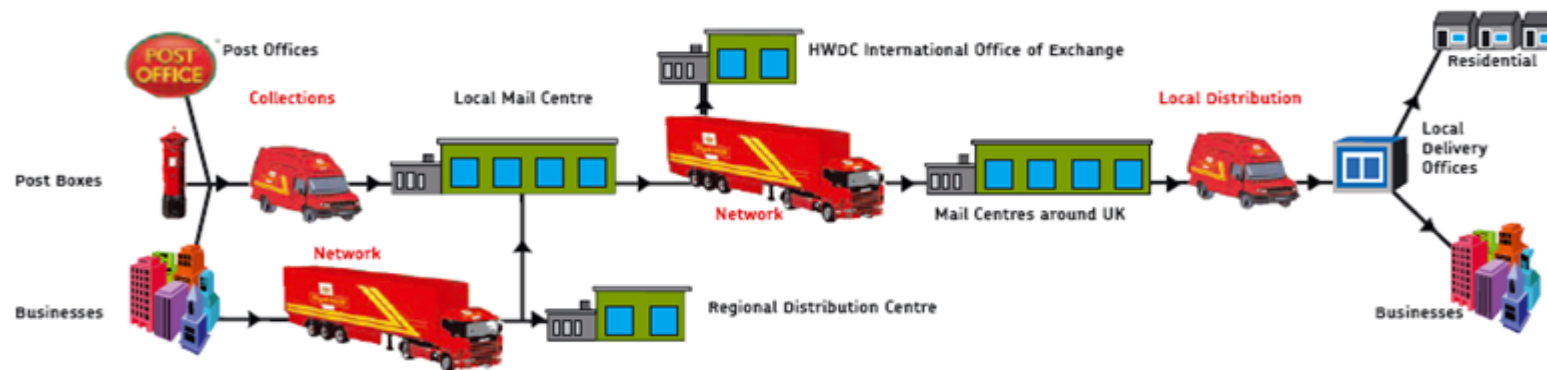


Annex 1. Journey of a letter

The diagrams below provide a high level overview and description of Royal Mail's operational process from posting customer to delivery customer. Information has been taken from the Welcome Pack provided to new employees.

royal mail letters

journey of a letter



If you've never thought before about what happens when you post a letter, it's a fascinating journey. As you'll discover, it goes through a lot of processes in our Mail Centres and Delivery Offices. Here's a brief guide to show you what's involved. We call this the mails pipeline.

Access and Collections
Access is the first stage of the mails pipeline where items of mail are transferred from our customers into the Royal Mail operation. This happens through over half a million collections made daily from post boxes, post offices and businesses. There are over 800 collection hubs located within both delivery offices and mail centres throughout the country. With over half

a million collections taking place a day, our customers' mail needs to be merged before entering the Royal Mail pipeline, this takes place at these local collection hubs.

Mail Centres
These are large, regional collection and distribution points that are the heart of our operation, and operate 24 hours per day, 7 days a week. Mail is sorted across shifts and dispatched across our national distribution network.

Delivery Office
These are local centres where sorting and delivery of individual letters, packets and postcards take place before they go to their final destination - through our customers' letterboxes.

HWDC
Heathrow Worldwide Distribution Centre

Heathrow Worldwide Distribution Centre (HWDC) is responsible for transporting mail to countries around the globe (Export) and receiving mail into the UK (Import). This state of the art facility is based in Langley, Berkshire, conveniently located just 4 miles from Heathrow airport.

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