

Strike Action Updates



Strike Frequently Asked Questions

When will the planned strike take place?

The Communication Workers Union (CWU) are planning to strike from 05.30 on Thursday 14th February to 18.00 on Saturday 16th February 2019.

What will happen to mail deliveries during the strike?

IOMPO will prioritise premium services (Special Delivery and Parcelforce 24), Yodel parcel deliveries and business services for commercial clients. Flower deliveries for Valentine's Day are unaffected. Depending on how many people attend for work on the strike days, IOMPO will try to deliver and collect as much other mail as possible. Customers are advised that an Island-wide doorstep delivery of standard post will not be possible.

As there will be no delivery of standard post to residential addresses, will people be able to collect their mail instead?

Residential customers **will not** be able to collect their mail. Residential customers can expect to begin to receive their mail from Monday 18th February 2019.

Will collections still take place?

Business collections will still take place and we will endeavour to collect from post boxes. For urgent items, we recommend you post your items at your local post office. Many thanks to all customers who have posted their mail in advance of the strike to avoid disappointment.

Will the time guarantee for Special Delivery and Parcelforce items remain in place?

Special Delivery and Parcelforce next-day guaranteed items will be delivered on strike days although may be subject to a small time delay. Meanwhile, the despatch of Special Delivery and Parcelforce items on those evenings will be as normal and the time guarantee for both services will remain in place.

Is the Retail Network affected by the strike action?

The Retail Network across the Island will be open as normal.

- Postal Headquarters will be operating slightly different opening hours to normal during the strike days: Thursday 14th & Friday 15th February: 08.00—19.30 and Saturday 16th February 08.00—12.30.
- The customer counter at the Southern Delivery Office will be closed on the strike days and there will be reduced opening hours at the counter provided at the Northern Delivery Office of 09.00hrs – 17:00hrs.
- Pay and Post kiosks located in the Spar, Colby; Strand Street Post Office, Douglas; Sea Terminal; Tesco, Lake Road, Douglas; Shoprite, Victoria Road, Douglas; Station Garage, Castletown; Shoprite, Peel; Shoprite, Ramsey; Postal Headquarters, Douglas and Ramsey Post Office will be available throughout the strike days.

Will I still be able to collect my MiCard payments?

MiCard customers will be unaffected.

Where can I find up to date information about the strike?

Regular updates will be available on IOMPO's dedicated 'Strike Action Updates' web page, www.iompost.com/Strike and on IOMPO's Facebook page 'Isle of Man Post Office'. IOMPO kindly requests customers check here for the latest news before calling the Customer Services Team.

IOMPO expresses its sincere apologies to customers whose service will be affected through the CWU choosing to undertake strike action. IOMPO is committed to working with the CWU to settle this dispute.