

Non-Confidential version

**APPLICATION BY AN POST TO COMREG UNDER
SECTION 16 OF THE COMMUNICATIONS REGULATION
(POSTAL SERVICES) ACT 2011 FOR EXCEPTIONS FROM
THE UNIVERSAL SERVICE OBLIGATION FOR THE
PROVISION OF POSTAL SERVICES ON THE FOLLOWING
DAYS:**

- Good Friday
- Mondays after Public Holidays falling on a weekend
- Christmas Eve (collections)
- First working day after St. Stephen's Day

11 February 2014

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1. AN POST'S APPLICATION IN THE CONTEXT OF THE UNIVERSAL SERVICE OBLIGATION

An Post wishes to apply to ComReg for certain exceptions from its Universal Service Obligation to collect and deliver mail on the following days:

Collections and Deliveries

- Good Friday;
- Monday after those Public Holidays which fall on a weekend;
- First working day after St. Stephen's Day¹.

Collections

- Christmas Eve.

An Post intends that the exceptions would apply as long as An Post is designated as the Universal Service Provider (USP).

An Post was designated as the USP by Section 17 of the Communications Regulation (Postal Services) Act 2011 ("the 2011 Act"). Section 16(1)(a) of the 2011 Act stipulates that provision of a Universal Service requires "*that on every working day, except in such circumstances or geographical conditions as the Commission considers to be exceptional, there is at least - (i) one clearance and (ii) one delivery to the home or premises of every person in the State or, as the Commission considers appropriate, under such conditions as it may determine from time to time, to appropriate installations.....*". The legislation provides for exceptions. Section 16(6) of the 2011 Act states that "*when considering any exception to the provision of a universal postal service for the purposes of subsection (1)(a), the Commission shall have regard to the technical, economic and social environment and to the needs of postal service users*".

In July 2012 ComReg issued Communications Regulation (Universal Postal Services) Regulations 2012, S.I. 280 of 2012², which sets out the services that An Post must provide in the provision of the Universal Service.

These Universal Service products are as follows:

- Standard Post (Letter/Postcard, Large Envelope, Packet and Parcel)
- Registered Post ('Insured' and 'Proof of Delivery' - Letter/Large Envelope/Packet and Parcel)

¹ including the first working day after the day requested as an exception for St Stephen's Day where St Stephen's Day falls on a weekend or Christmas Day falls on a Sunday.

² S.I. 280 of 2012 - Irish Statute Book reference :

<http://www.irishstatutebook.ie/2012/en/si/0280.html>

S. I. 280 of 2012 - ComReg reference:

http://www.comreg.ie/publications/communications_regulation_universal_postal_service_regulations_2012_si_280_of_2012.473.104177.p.html

- 'Discounts' No. 6, 7 and 9 (Bulk discount for Mailers - Volumes > 2000 items)
- 'Discount A' and 'Discount B' (Bulk discount for Mailers - Volumes > 200 items)
- International Bulk Mail Services
- Inbound international
- Redirection Service
- MailMinder Service
- Business Reply and Freepost
- Private Boxes and Bags
- Articles for the Blind
- Poste Restante (items retained for collection at post office counter)
- Sending Books Abroad

An Post is including all Universal Services as set out in S.I. 280 of 2012 in this application and as referred to under the above product names for exceptions.

Following the determination of the Regulatory Framework³ which addressed important issues regarding An Post's role as the USP, it is important that all aspects of the provision of Universal Services are addressed at this time. For this reason An Post is applying for exceptions on the above days to ensure that customers can be assured of absolute certainty as to the actual days on which Universal Service is provided.

2. COMREG AUTHORITY TO GRANT EXCEPTIONS

As already mentioned An Post is designated as the USP under Section 17 of the 2011 Act. Section 16 sets out An Post's obligations to provide one clearance and one delivery on every working day to the home or premises of every person in the State. Communications Regulation (Universal Postal Services) Regulations 2012, S.I. 280 of 2012, sets out the services that An Post must provide. The relevant product names of the Universal Services are listed under paragraph 1 above.

Section 16(1)(a) of the 2011 Act affords discretion to ComReg to grant exceptions to the Universal Service requirement *"in such circumstances or geographical conditions as the Commission considers to be exceptional"*.

Section 16(6) of the 2011 Act requires that *"When considering any exception to the provision of a universal postal service for the purposes of subsection (1)(a), the Commission shall have regard to the technical, economic and social environment and to the needs of postal service users"*.

An Post is therefore formally applying to ComReg under Section 16(1)(a) to grant the exception for all Universal Services (both collection and delivery)

³ "Postal Regulatory Framework – Implementation of the Communications Regulation (Postal Services) Act 2011" – ComReg 12/81 of 26 July 2012

on the specific dates listed in **Appendix 1** and in respect of collections on Christmas Eve.

3. SPECIFIC SCOPE OF THE EXCEPTIONS SOUGHT BY AN POST

The application seeks ComReg's approval for the following exceptions to the provision of the Universal Service:

3.1 Good Friday

Collections: An Post is applying for a full exception in respect of its Universal Service Obligations to collect mail on Good Friday. With the exception of certain areas no collections are currently provided on Good Friday (see **Appendix 2** for the proportion of routes in percentage terms for which a Good Friday collection service is provided). Alternative arrangements are outlined below. Mail deposited in public collection boxes on Good Friday, with the exception of certain areas set out in **Appendix 3**, will be collected on the following Tuesday.

Deliveries: An Post is applying for a full exception in respect of its Universal Service Obligations to deliver mail on Good Friday. With the exception of certain areas summarised in **Appendix 2** and detailed in **Appendix 3** one extra working day for deliveries of mail posted prior to the Latest Time of Posting (LTOP) on the Thursday prior to Good Friday i.e. mail posted before the LTOP on the Thursday preceding Good Friday will be delivered on the following Tuesday. Only a limited service is currently provided on Good Friday.

DAY OF POSTING	DELIVERY DUE
- Posted on Thursday before LTOP ⁴	- following Tuesday
- Posted after LTOP on Thursday and on the day of exception (Good Friday)	- following Wednesday

⁴ Latest time of posting, this is the time before which mail must be posted in order to allow delivery on the next working day

3.2 Mondays after Public Holidays falling on a weekend

Collections and Deliveries: An Post is applying for a full exception in respect of its Universal Service Obligations to collect mail on Mondays after Public Holidays falling on a weekend.

Day Public Holiday falls on	Exception sought	Normal service resumed	Example of Years relevant (see also Appendix 1)
Saturday or Sunday	Monday	Tuesday	<u>New Year's Day</u> - 2.1.2017 - 3.1.2022 - 2.1.2023 <u>St. Patrick's Day</u> - 19.3.2018 - 18.3.2019 <u>Christmas Day</u> - 27.12.16 - 27.12.21 - 27.12.22 <u>St. Stephen's Day</u> - 28.12.15 - 28.12.20 - 28.12.21

In the case of New Year's Day and St. Stephen's Day, items deposited on Monday will be collected on Tuesday. For an illustration of procedures where Christmas Day or St. Stephen's Day fall on a weekend please see 3.4 below.

3.3 Christmas Eve

Collections: Due to the very low level of volumes posted on Christmas Eve, An Post is seeking an exception to its Universal Service Obligations for all collections on that day. Mail deposited in public collection boxes on Christmas Eve will be collected on the second working day after Christmas. (Delivery arrangements are as set out under 3.4 below).

DAY OF POSTING	DELIVERY DUE
- Posted on December 23 rd before LTOP	- on December 24 th - Christmas Eve
- Posted after LTOP on December 23 rd and on the day of exception (December 24 th - Christmas Eve)	- on the third working day following St. Stephen's Day

3.4 First Working Day after St. Stephen's Day

Collections and Deliveries: An Post is applying for a full exception in respect of its Universal Service Obligations to collect and deliver mail on the first working day after St. Stephen's Day.

Day St. Stephen's Day falls on	Holiday	Exception sought	Normal Service resumed	Example of Years relevant
Monday	Tuesday*	Wednesday	Thursday	2016, 2022
Tuesday	Tuesday	Wednesday	Thursday	2017, 2023
Wednesday	Wednesday	Thursday	Friday	2018
Thursday	Thursday	Friday	Monday	2019
Friday	Friday	Monday	Tuesday	2014
Saturday	Monday	Tuesday	Wednesday	2015, 2020
Sunday	Tuesday*	Wednesday	Thursday	2021

* Tuesday is the St. Stephen's Day public holiday as the Monday is a day in lieu of Christmas Day where the latter falls on a Saturday or Sunday.

In this case items deposited in a collection box or at a dedicated induction point on the excepted day will be collected on the day on which normal service resumes.

4. IMPACT ON DELIVERIES

	Christmas Eve	Day following St. Stephen's Day	Good Friday	Mondays after Public Holidays falling on weekend
Delivery of letter packets posted <u>BEFORE</u> the LTOP on the last working day prior to day of exception	Posted before LTOP on the day before Christmas Eve - delivery due on Christmas Eve	Posted before LTOP on the day before Christmas Eve - delivery due on Christmas Eve	Posted before LTOP on Thursday - delivery due on following Tuesday	Posted before LTOP on Friday - delivery due on following Tuesday
Delivery of letter packets posted <u>AFTER</u> the LTOP on the last working day prior to day of exception and on the day of the exception	Posted after LTOP on the day before Christmas Eve or on Christmas Eve - delivery due on third working day after St. Stephen's Day	Posted after LTOP on the day before Christmas Eve, on Christmas Eve or on first working day after St. Stephen's Day - delivery due on third working day after St. Stephen's Day	Posted after LTOP on Thursday or on Good Friday - delivery due on following Wednesday	Posted after LTOP on Friday or on Monday - delivery due on following Wednesday

5. HISTORY OF LEAVE ARRANGEMENTS FOR THE DAYS IN QUESTION

The postal service has provided a service limited to town delivery on Good Friday since before 1935. An illustration on the practice observed on the foundation of the State is the wording used in the 1924 *Eolaí an Phoist* guide. This informed the public that “on Good Friday a town delivery only is afforded in the more important towns”. Subject to minor variations this information was reproduced in subsequent editions of the *Eolaí an Phoist* guide.

The following public holidays fall on different days of the week each year:- New Year’s Day, St. Patrick’s Day, Christmas Day and St. Stephen’s Day.

Under the Organisation of Working Time Act 1997 (the “OWT”) the Holidays (Employees Act) 1973 was repealed. Section 21 of the OWT provided that an employee is entitled to a day off on a public holiday or to be compensated for not getting the day off in the manner prescribed in the Act. Public Holidays are listed in Schedule 2 of the OWT and include New Year’s Day, St. Patrick’s Day, Christmas Day and St. Stephen’s Day. Since an employee who did not get a day off on the public holiday or who was not required to work on that day got compensation by way of additional leave or additional pay there was no need from an employee welfare point of view to provide that the Monday after a public holiday which fell on a weekend should itself be a public holiday.

However most employers and employees were quite content to continue with the former practice of taking the Monday after a public holiday, where it fell on a weekend, as a day off. This allowed the employer to fulfil its obligations under the OWT Act and met the employees’ needs. An Post has followed this practice since 1998.

The first working day after Christmas is the 27th December where that day is a Wednesday, Thursday or a Friday. It is the 28th December where that day is a Wednesday (27th is public holiday in lieu of Christmas Day falling on a Sunday) and the 29th December where that day is a Monday (St. Stephen’s Day falls on the preceding Friday). This first working day was a ‘privilege day’ in the Civil Service. Under the provisions of Section 45 of the Postal and Telecommunications Services Act, 1983 staff who transferred to An Post from the Civil Service were entitled to this day as a day off. This remains the legal position. Under the 2006 Collection and Delivery Work Practice Change Agreement concluded between An Post and its unions these arrangements also apply to staff who were recruited prior to 2006. For other staff this first working day after Christmas is a compulsory shut down day in An Post and is deducted from their annual leave.

The historical background to the laws governing leave arrangements on the holidays in question is at **Appendix 4**.

6. GROUNDS OF APPLICATION

6.1 Needs of Postal Users

Low volumes posted on the relevant days are indicative of the needs of postal users.

Good Friday: The service on Good Friday has been a very limited one for the past 70 years at least (see **Appendix 4** for the historical background to staff leave arrangements on relevant days). There has been no demand for any extension of this service. The uniqueness of Good Friday is evident in the fact that normal schedules are not observed on public transport. An illustration of this is that a Saturday service was offered by Iarnród Éireann on Good Friday in 2013 for DART services and certain other rail links. See **Appendix 5**.

Mail posted on Good Friday is counted with mail posted on Saturday, Sunday, Easter Monday and Tuesday. It is difficult to be precise on what was posted on Good Friday itself but An Post estimates that it would be less than 40% of the average typical daily volume. Approximately two thirds of this mail is posted in the Dublin area where a significant service will remain on Good Friday.

Mondays after public holiday falling on a weekend: The general public belief is that the Monday after a weekend on which a public holiday falls is itself a public holiday. No service has ever been provided on this day. An objective review of the circumstances confronting a postal operator in an Irish context would lead one to regard the days in question as non '*working days*' in view of the general lack of expectation amongst both the business community and society in general for a postal service at holiday periods. Services on public transport are significantly reduced in scope.

Based on recent evidence An Post estimates that mail collected on the Mondays in question is equivalent to about 15% of average daily volume.

Christmas Eve: Most businesses have curtailed opening hours on Christmas Eve and are essentially in 'wind down' mode for the holiday. An illustration is Bank of Ireland which effectively had branches open only on a half day basis closing at 12.30 on 24 December 2013. See **Appendix 6**. Equally the principal demand on the part of many householders for a postal service at this time is for the delivery of Christmas greeting cards by Christmas Eve. Consequently there is no necessity on their part to have the facility to actually post mail on this day which should then be collected that evening.

Records of collections made on Christmas Eve point to a level of mail that is approximately 20% of average daily volume.

First working day after St. Stephen's Day: There has been no postal service on the working day immediately after the Christmas Holiday for many years and there are no reports of a public demand for such a service. The status of this day as an 'ad hoc' holiday can be demonstrated by the fact that Bank of Ireland was closed on 27 December 2013.

An Post estimates that the volume that is proper to the first working day following St. Stephen's Day is negligible when due allowance is made for the postings over the preceding days in the holiday period.

6.2 Social Environment

A substantial proportion of business delivery points are closed or inaccessible on Good Friday, the Monday after a public holiday which falls on a weekend, Christmas Eve and the first working day immediately after Christmas. The custom of a reduced level of commercial activity is reflected in some of the advice offered to tourists from abroad. Good Friday, for example, is a day described as one on which "*banks and a number of public institutions in the Republic are closed on this day* [further confusing the issue], *but the main retail businesses stay open*".⁵ An Post must be cognisant of such trends in order to properly align Universal Service Provision with actual demand levels as business delivery points account for approximately 80% of all mail delivered.

For example, while Good Friday is not a public holiday under the terms of the OWT the following organisations are invariably closed:

- Civil Service (or at best a severely curtailed or 'skeleton' service)
- Main banking and financial institutions
- Majority of white collar staff employed in unionised establishments
- Courts
- Public houses and some restaurants
- Betting shops
- Majority of museums and art galleries
- Schools

It is not possible to be precise about the extent of business closures but there is certainly many businesses closed on the day as evidenced by the above.

On Christmas Eve the task of affecting routine and timely collections, particularly at 17.30, can be problematic in many urban areas due to severe traffic congestion and to parking restrictions and the early closure of many businesses.

In relation to the first working day after Christmas, An Post staff have consistently, without fail, demonstrated their commitment to processing the

⁵ <http://goireland.about.com/od/easter-and-lent/a/Good-Friday-Not-An-Irish-Holiday.htm>

extra volumes by consenting to work substantially longer hours in the weeks before Christmas. This is to fulfil the objective of having the network cleared by Christmas Eve. There is little volume posted on this day and consequently there is no compelling rationale to maintain a staff presence across the national mails network on the first day after Christmas. An Post see this as a well earned rest period for its staff in reward for their dedication in the peak period prior to Christmas, when staff are required to work significantly longer hours than the average working week

6.3 Economic Environment

The cost of providing the Mails Service is c. €~~2~~ per day. If An Post is required to provide the service on the relevant days (acknowledging the limited service provided on Good Friday), depending on the number of instances in a year that public holidays fall on the weekend, the Company could incur a cost of between €~~2~~ and €~~2~~ per annum (based either on no public holidays falling on a weekend or two in any particular year). Collections of almost empty boxes on Christmas Eve incur an additional cost of €~~2~~. This is at a time of declining mail volumes which places an onus on An Post to achieve substantial reductions in operating expenditure. Adding cost to the network now will only result in even more cost savings being required elsewhere which risks compromising the high levels of service quality which customers enjoy.

6.4 Technical Environment

With the emergence of electronic alternatives and the significant decline in mail volumes over the last 5 years it is clear that postal users have alternatives to the postal system as a means of communication and are using these. ComReg's large business users postal survey states that a fifth of mail has been replaced by electronic means in two years⁶.

Alternative communication channels include:

- Broadband internet connections: There are 1.67m subscribers which is equivalent to a household penetration rate of 67%⁷. A consumer survey undertaken by ComReg shows that 84% of respondents have access to the internet.⁸
- Mobile phone services: Ireland's mobile penetration rate was 122.2% in Q3 2013⁹.
- Fixed line services.

⁶ ComReg 13107 "Large Postal Users Survey" (page 8)

⁷ ComReg CP76 "ComReg Chairperson's end of year review 2013"

⁸ ComReg 1367b "Consumer Postal User Survey" (page 21)

⁹ ComReg PR 18122013 "ComReg issues Market Report for Q3/2013"

6.5 Staff Holiday Entitlements

When staff holidays are given by way of a day on which no postal service is provided there is no disruption to the service as a result. In contrast, staff holidays availed of during periods when a normal service is provided inevitably results in casual staff, who in general are postal operatives with less experience, having to be utilised. This has an unavoidable adverse impact on quality of service levels.

The period immediately before Christmas, up to and including deliveries on the morning of Christmas Eve, constitutes the busiest time of the year for An Post. Many postal staff work extended hours and on Saturdays. This is to meet a public demand that all mail is delivered before Christmas. The provision of a day off immediately after the Christmas pressure period is a timely break for those staff which results in no adverse impact to normal service.

These are appropriate matters for ComReg to consider having regard to the provisions of Article 5 of the First Postal Directive as amended.

An account of the main legal requirements imposed on An Post in respect of the holiday leave entitlements of its staff under Irish labour law and the EU Postal Directive is to be found in **Appendix 7**.

7. ROYAL MAIL APPLICATION In respect of working day after the 12 July Holiday in Northern Ireland

ComReg will be aware that Royal Mail submitted an application in 2012 to Ofcom, the UK Regulator, to have the day after the July 12th holiday in Northern Ireland designated as an exception to the Universal Service.¹⁰

On customer expectations Royal Mail declared that it believed that “it remains in the interest of the majority of its customers in the area concerned, in regard to mail expectations, to align (the) day with the holiday taken by local authorities and other local businesses.....if the day after Battle of the Boyne holiday is being observed by the mail recipient, i.e. they are taking the day as a holiday, it is less likely that the mail will be expected or acted upon”.

There were 5 responses to Ofcom’s consultation, three were in favour, one generally accepted the application and only one raised issues for consideration. Neither Royal Mail nor Ofcom received any customer complaints in relation to this issue. Consequently Ofcom made a decision to accede to Royal Mail’s request and issued a direction designating the day as an exception to the universal service.

¹⁰ Ofcom - An exception to Royal Mail’s universal service obligation - exception under Designated Universal Service Provider Condition 1.3.2 for the day after the Battle of the Boyne holiday in Northern Ireland (Statement 13 February 2013)

A similar situation throughout the rest of the island of Ireland pertains to traditional holiday arrangements for postal services that is characterised by broad acceptance by both businesses and householders.

8. INTERNATIONAL BEST PRACTICE

As reported by universal service providers in other EU Member States and under CEN postal standards

No service on Good Friday in 7 EU-15 Member States:

A total of 7 out of the EU-15 Member States do recognise Good Friday as a non working day, albeit as an official 'public holiday'¹¹. However the very fact that it is a holiday demonstrates that the commercial and social life of the Member Countries involved is not undermined by the additional day's holiday over the Easter period.

CEN Standard recognises both non-working days and public holidays:

Annex B of I.S. EN 13850: 2012 provides instruction on how the working week transit time calculation rule is to be applied. Two categories of non working days are recognised. The Annex declares that "*the results for domestic and cross-border mail shall be based on a working-week calculation rule that excludes all weekly non-working days and all national public holidays in the country of delivery after the date of posting*".

9. SECURITY ARRANGEMENTS

Normal security procedures, which have been demonstrated to be both adequate and robust to cater for holiday periods, will remain in place.

The reduced volumes posted over the holiday periods, as evidenced by the average traffic figures highlighted in Section 6.1, do not pose a risk of public collection boxes overflowing due to the regular daily collection not being performed.

10. COMMUNICATIONS PLAN

An Post proposes a number of actions in order to ensure that customers are fully aware of the days on which the service is impacted.

The An Post website will be updated with the relevant details and these will be highlighted in advance of the relevant days.

The Christmas period notices will contain the details for the exceptions at Christmas (i.e. Christmas Eve collections and the first working day after St. Stephen's Day)

¹¹ EU-15 Member States declaring Good Friday to be a public holiday: Denmark, Finland, Germany, Greece, Portugal, Spain and Sweden.

http://en.wikipedia.org/wiki/Public_holidays_in_the_European_Union

Notices will be displayed prominently in all Post Offices alerting customers of the details.

When it becomes necessary for An Post to replace notice plates on public collection boxes the text shall draw the customer's attention to the fact that there are no collections on certain designated days in addition to public holidays. They will be directed to the An Post website for further information.

11. CONCLUSION

In view of the aforementioned considerations An Post requests that ComReg give effect both to the long standing customary arrangements in place at holiday periods and to the strong underlying rationale for a cessation of mail collections on Christmas Eve and accordingly grant the exceptions sought.

APPENDICES

Appendix 1 - List of specific dates for which exceptions are sought

(a) For both Collections and Deliveries

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Good Friday		18 April	3 April	25 March	14 April	30 March	19 April	10 April	2 April	15 April	7 April
New Years Day*					2 Jan					3 Jan	2 Jan
St Patrick's Day*						19 March	18 March				
Christmas Day*				27 Dec					27 Dec	27 Dec	
St.Stephen's Day*			28 Dec					28 Dec	28 Dec		
First Working Day after St Stephen's Day**		29 Dec	29 Dec	28 Dec	27 Dec	27 Dec	27 Dec	29 Dec	29 Dec	27 Dec	27 Dec

*falling on a weekend

** or day derogation sought where St Stephens' Day falls on a weekend

This table extends to 2023, the year up to which An Post is currently designated as the Universal Service Provider

(b) Collections only

24 December (Christmas Eve) each year.

Appendix 2 - Summary of Collection and Delivery Operations on Good Friday

COLLECTION & DELIVERY - EASTER ARRANGEMENTS 2013

Good Friday 29th March 2013

Deliveries

- Delivery routes part covered	170 (4%)
- Delivery routes covered:	1,920 (46%)
- Delivery routes not covered:	<u>2,109</u> (50%)
Usual Friday delivery routes:	4,199

Collections

- Collections undertaken:	1,779 (20%)
- Collections not covered:	<u>7,052</u> (80%)
Usual Friday collections:	8,831

Appendix 3 - Collection and Delivery Operations undertaken on Good Friday

Refers to situation on 29 March 2013

DSUs - Delivery Service Units	Number of deliveries part covered	Number of deliveries not covered	Number of deliveries covered	Sum of Total Routes
Dublin	13	130	1136	1279
Balbriggan	0	0	45	45
Belturbet	3	0	3	6
Blackrock	0	0	42	42
Carrickmacross	0	7	5	12
Castleblayney	5	6	0	11
Cavan	0	16	7	23
Cootehill	1	7	1	9
Drogheda	1	20	26	47
Dublin 1	0	0	24	24
Dublin 10	0	0	22	22
Dublin 11	0	0	43	43
Dublin 12	0	0	41	41
Dublin 13	0	0	35	35
Dublin 14	0	0	33	33
Dublin 15	0	0	64	64
Dublin 16	0	0	42	42
Dublin 17	0	0	15	15
Dublin 18	0	0	39	39
Dublin 2	0	0	71	71
Dublin 22	0	0	37	37
Dublin 24	0	0	64	64
Dublin 3	0	0	33	33
Dublin 4	0	0	33	33
Dublin 5	0	0	31	31
Dublin 6	0	0	35	35
Dublin 6w	0	0	26	26
Dublin 7	0	0	38	38
Dublin 8	0	0	31	31
Dublin 9	0	0	33	33

Dundalk	0	26	27	53
Dunshaughlin	0	0	33	33
Glenageary	0	0	48	48
Kells	2	19	0	21
Lucan	0	0	30	30
Malahide	0	0	22	22
Monaghan	0	14	8	22
Navan	1	15	19	35
Swords	0	0	30	30
East	88	676	494	1258
Arklow	0	7	10	17
Athlone	6	16	15	37
Athy	6	15	0	21
Ballinacollig	2	5	9	16
Bandon	4	10	0	14
Bantry	0	9	2	11
Birr	2	17	5	24
Bray	0	5	27	32
Cahir	0	7	3	10
Carlow	0	19	14	33
Carrick-On-Suir	0	9	5	14
Carrigaline	0	9	11	20
Cashel	2	7	2	11
Clonakilty	0	11	1	12
Clonmel	0	10	17	27
Cobh	0	2	9	11
Cork North City	0	12	32	44
Cork South City	0	23	70	93
Dungarvan	1	8	6	15
Enniscorthy	2	25	10	37
Fermoy	0	10	5	15
Gorey	0	21	7	28
Greystones	0	11	12	23
Kilkenny	6	19	20	45
Kinsale	1	10	1	12
Little Island	0	9	39	48
Longford	3	28	0	31
Macroom	1	12	2	15
Mallow	0	26	8	34
Maynooth	4	38	0	42
Midleton	0	17	8	25

Mitchelstown	2	4	4	10
Muine Bheag	0	5	2	7
Mullingar	10	13	5	28
Naas	14	39	0	53
Nenagh	0	15	8	23
New Ross	0	9	9	18
Newbridge	8	34	0	42
Portlaoise	1	7	14	22
Roscrea	2	6	3	11
Skibbereen	0	9	3	12
Thurles	0	20	8	28
Tipperary	0	17	4	21
Tullamore	1	22	12	35
Waterford	8	13	37	58
Wexford	0	14	21	35
Wicklow	2	14	8	24
Youghal	0	8	6	14
West	69	424	290	783
Athenry	5	4	2	11
Ballina	0	6	11	17
Ballinasloe	4	9	6	19
Ballinrobe	0	11	0	11
Ballyhaunis	1	7	1	9
Ballymote	0	9	1	10
Boyle	0	15	2	17
Caherciveen	0	12	0	12
Carrick-On-Shannon	0	21	2	23
Castlebar	0	13	11	24
Castlerea	2	28	0	30
Charleville	1	11	1	13
Claremorris	0	16	1	17
Clifden	3	2	0	5
Donegal	1	19	0	20
Ennis	19	0	20	39
Galway	10	9	66	85
Killarney	0	17	11	28
Kilmallock	1	27	0	28
Kilrush	3	8	2	13
Letterkenny	0	20	16	36
Lifford	0	20	1	21

Limerick	0	42	59	101
Listowel	2	6	4	12
Loughrea	4	1	3	8
Newcastlewest	0	24	0	24
Roscommon	4	11	0	15
Shannon	0	10	11	21
Sligo	0	28	13	41
Tralee	4	4	24	32
Tuam	0	14	7	21
Westport	5	0	15	20
Grand Total	170	1230	1920	3320

In addition, there are 879 routes in DSOs (Delivery Sub Offices) - mainly rural - which are not covered

In summary -

	Routes part covered	Routes not covered	Routes fully covered	Total
DSUs	170	1,230	1,920	3,320
DSOs	-	879	-	879
	170	2,109	1,920	4,199

COLLECTIONS UNDERTAKEN AND NOT UNDERTAKEN ON GOOD FRIDAY

<u>REGION</u>	<u>DSU or DSO</u>	<u>OFFICE</u>	<u>TOTAL FRIDAY COLLECTIONS DUE</u>	<u>TOTAL GOOD FRIDAY COLLECTIONS DONE</u>	<u>TOTAL GOOD FRIDAY COLLECTIONS NOT DONE</u>	<u>NOTES</u>
Dublin	DSU	Balbriggan	55	47	8	
Dublin	DSU	Blackrock	126	95	31	
Dublin	DSU	Belturbet	4	0	4	
Dublin	DSU	Cootehill	27	0	27	
Dublin	DSU	Castleblayney	16	0	16	
Dublin	DSU	Cavan	64	0	64	
Dublin	DSU	Carrickmacross	16	0	16	
Dublin	DSU	Dunshaughlin	14	11	3	
Dublin	DSU	Drogheda	86	0	86	
Dublin	DSU	Dundalk	88	0	88	
Dublin	DSU	Dublin 1	45	33	12	
Dublin	DSU	Dublin 2	472	234	238	
Dublin	DSU	Dublin 3	96	66	30	
Dublin	DSU	Dublin 4	119	78	41	
Dublin	DSU	Dublin 5	66	37	29	
Dublin	DSU	Dublin 6	70	41	29	
Dublin	DSU	Dublin 6w	63	31	32	
Dublin	DSU	Dublin 7	117	64	53	
Dublin	DSU	Dublin 8	96	46	50	
Dublin	DSU	Dublin 9	95	62	33	
Dublin	DSU	Dublin 10	57	37	20	
Dublin	DSU	Dublin 11	117	62	55	
Dublin	DSU	Dublin 12	149	70	79	
Dublin	DSU	Dublin 13	50	32	18	
Dublin	DSU	Dublin 14	97	73	24	
Dublin	DSU	Dublin 15	153	105	48	
Dublin	DSU	Dublin 16	75	41	34	
Dublin	DSU	Dublin 17	54	27	27	
Dublin	DSU	Dublin 18	151	111	40	
Dublin	DSU	Dublin 22	93	52	41	
Dublin	DSU	Dublin 24	170	102	68	
Dublin	DSU	Glenageary	134	99	35	
Dublin	DSU	Kells	47	0	47	
Dublin	DSU	Lucan	37	23	14	
Dublin	DSU	Monaghan	67	0	67	

<u>REGION</u>	<u>DSU or DSO</u>	<u>OFFICE</u>	<u>TOTAL FRIDAY COLLECTIONS DUE</u>	<u>TOTAL GOOD FRIDAY COLLECTIONS DONE</u>	<u>TOTAL GOOD FRIDAY COLLECTIONS NOT DONE</u>	<u>NOTES</u>
Dublin	DSU	Malahide	51	42	9	Malahide DSU ceased at COB on 26/07/2013. Amalgamated with Swords DSUs into One Unit (Swords-Malahide)
Dublin	DSU	Navan	92	0	92	
Dublin	DSU	Swords-Malahide	54	39	15	
Dublin	DSO	Ardee	7	0	7	
Dublin	DSO	Ballybay	5	0	5	
Dublin	DSO	Bailieborough	6	0	6	DSO now ceased. Now in Kells DSU
Dublin	DSO	Ballyjamesduff	7	0	7	DSO now ceased. Now in Kells DSU
Dublin	DSO	Ballyconnell	2	0	2	DSO now ceased. Now in Belturbet DSU
Dublin	DSO	Collon	1	0	1	DSO now ceased. Now in Drogheda DSU
Dublin	DSO	Clontibret	1	0	1	
Dublin	DSO	Carriggallen	1	0	1	
Dublin	DSO	Dunleer	5	0	5	DSO now ceased. Now in Drogheda DSU
Dublin	DSO	Emyvale	4	0	4	
Dublin	DSO	Enfield	6	0	6	
Dublin	DSO	Killeshandra	1	0	1	
Dublin	DSO	Lobinstown	1	0	1	
Dublin	DSO	Newbliss	1	0	1	
Dublin	DSO	Oldcastle	3	0	3	DSO now ceased. Now in Kells DSU
Dublin	DSO	Shercock	2	0	2	DSO now ceased. Now in Carrickmacross DSU
Dublin	DSO	Slane	3	0	3	
Dublin	DSO	Shantonagh	1	0	1	
Dublin	DSO	Trim	2	0	2	
Dublin	DSO	Virginia	8	0	8	DSO now ceased. Now in Kells DSU

<u>REGION</u>	<u>DSU or DSO</u>	<u>OFFICE</u>	<u>TOTAL FRIDAY COLLECTIONS DUE</u>	<u>TOTAL GOOD FRIDAY COLLECTIONS DONE</u>	<u>TOTAL GOOD FRIDAY COLLECTIONS NOT DONE</u>	<u>NOTES</u>
East	DSU	Athy	31	0	31	
East	DSU	Athlone	73	0	73	
East	DSU	Arklow	29	0	29	
East	DSU	Bandon	34	0	34	
East	DSU	Bray	48	2	46	
East	DSU	Birr	55	0	55	
East	DSU	Bantry	49	0	49	
East	DSU	Cobh	18	0	18	
East	DSU	Clonmel	71	0	71	
East	DSU	Carrick-On-Suir	27	0	27	
East	DSU	Clonakilty	34	0	34	
East	DSU	Carlow	101	0	101	
East	DSU	Cashel	19	0	19	
East	DSU	Cahir	14	0	14	
East	DSU	Dungarvan	24	1	23	
East	DSU	Enniscorthy	84	0	84	
East	DSU	Fermoy	37	0	37	
East	DSU	Greystones	29	0	29	
East	DSU	Gorey	62	0	62	
East	DSU	Kinsale	20	0	20	
East	DSU	Kilkenny	115	0	115	
East	DSU	Little Island	581	0	581	
East	DSU	Longford	81	0	81	
East	DSU	Mullingar	67	0	67	
East	DSU	Mallow	114	0	114	
East	DSU	Maynooth	10	0	10	
East	DSU	Mitchelstown	4	0	4	
East	DSU	Muine Bheag	18	0	18	
East	DSU	Midleton	44	0	44	
East	DSU	Macroom	45	0	45	
East	DSU	Nenagh	60	0	60	
East	DSU	Naas	144	0	144	
East	DSU	New Ross	37	0	37	
East	DSU	Newbridge	54	0	54	
East	DSU	Portlaoise	79	0	79	
East	DSU	Roscrea	16	0	16	
East	DSU	Skibbereen	42	0	42	
East	DSU	Tullamore	69	0	69	

<u>REGION</u>	<u>DSU or DSO</u>	<u>OFFICE</u>	<u>TOTAL FRIDAY COLLECTIONS DUE</u>	<u>TOTAL GOOD FRIDAY COLLECTIONS DONE</u>	<u>TOTAL GOOD FRIDAY COLLECTIONS NOT DONE</u>	<u>NOTES</u>
East	DSU	Thurles	88	0	88	
East	DSU	Tipperary	42	0	42	
East	DSU	Wexford	101	0	101	
East	DSU	Waterford	157	4	153	
East	DSU	Wicklow	38	0	38	
East	DSU	Youghal	10	0	10	
East	DSO	Castletownkinneigh	3	0	3	
East	DSO	Crookstown	8	0	8	
East	DSO	Dunmanway	12	0	12	
East	DSO	Donoughmore	1	0	1	
East	DSO	Drimoleague	4	0	4	
East	DSO	Enniskean	3	0	3	
East	DSO	Rylane	2	0	2	
East	DSO	Rosscarbery	3	0	3	
East	DSO	Timoleague	1	0	1	
East	DSO	Watergrasshill	1	0	1	
East	DSO	Conna	1	0	1	
East	DSO	Cappoquin	8	0	8	
East	DSO	Castletownbere	6	0	6	
East	DSO	Durrus	1	0	1	
East	DSO	Glengariff	1	0	1	
East	DSO	Kanturk	2	0	2	
East	DSO	Lismore	1	0	1	
East	DSO	Millstreet	3	0	3	
East	DSO	Newmarket	4	0	4	
East	DSO	Rathmore	1	0	1	
East	DSO	Ballynacargy	1	0	1	
East	DSO	Cloughjordan	1	0	1	
East	DSO	Edenderry	2	0	2	
East	DSO	Kinnegad	2	0	2	
East	DSO	Rathowen	4	0	4	
East	DSO	Rhode	1	0	1	DSO now ceased. Now in Tullamore DSU
East	DSO	Ardfinnan	1	0	1	
East	DSO	Abbeyleix	8	0	8	
East	DSO	Baltinglass	2	0	2	DSO now ceased. Now in Athy DSU

<u>REGION</u>	<u>DSU or DSO</u>	<u>OFFICE</u>	<u>TOTAL FRIDAY COLLECTIONS DUE</u>	<u>TOTAL GOOD FRIDAY COLLECTIONS DONE</u>	<u>TOTAL GOOD FRIDAY COLLECTIONS NOT DONE</u>	<u>NOTES</u>
East	DSO	Carbury	22	0	22	
East	DSO	Dunlavin	1	0	1	DSO now ceased. Now in Newbridge DSU
East	DSO	Mountmellick	1	0	1	
East	DSO	Mountrath	5	0	5	
East	DSO	Portarlinton	13	0	13	
East	DSO	Rathdowney	3	0	3	
East	DSO	Tullow	4	0	4	
East	DSO	Campile	4	0	4	
East	DSO	Ferns	5	0	5	
East	DSO	Fethard On Sea	3	0	3	
East	DSO	Kilmacthomas	5	0	5	
East	DSO	Mullinavat	2	0	2	
East	DSO	Mooncoin	1	0	1	DSO now ceased. Now in Waterford DSU
East	DSO	Tramore	2	0	2	
West	DSU	Athenry	8	0	8	
West	DSU	Ballyhaunis	9	0	9	
West	DSU	Boyle	36	0	36	
West	DSU	Ballinrobe	6	0	6	
West	DSU	Ballina	91	0	91	
West	DSU	Ballinasloe	69	0	69	
West	DSU	Ballymote	14	0	14	
West	DSU	Castlerea	61	0	61	
West	DSU	Castlebar	47	0	47	
West	DSU	Charleville	19	0	19	
West	DSU	Carrick-On-Shannon	90	0	90	
West	DSU	Claremorris	72	0	72	
West	DSU	Donegal	77	0	77	
West	DSU	Ennis	126	0	126	
West	DSU	Galway	254	11	243	
West	DSU	Kilmallock	66	0	66	
West	DSU	Killarney	109	1	108	
West	DSU	Kilrush	42	0	42	
West	DSU	Loughrea	31	0	31	
West	DSU	Lifford	81	0	81	
West	DSU	Limerick	307	0	307	

<u>REGION</u>	<u>DSU or DSO</u>	<u>OFFICE</u>	<u>TOTAL FRIDAY COLLECTIONS DUE</u>	<u>TOTAL GOOD FRIDAY COLLECTIONS DONE</u>	<u>TOTAL GOOD FRIDAY COLLECTIONS NOT DONE</u>	<u>NOTES</u>
West	DSU	Letterkenny	125	0	125	
West	DSU	Listowel	30	0	30	
West	DSU	Newcastlewest	24	0	24	
West	DSU	Roscommon	49	0	49	
West	DSU	Sligo	109	0	109	
West	DSU	Shannon	34	0	34	
West	DSU	Tralee	79	0	79	
West	DSU	Tuam	40	0	40	
West	DSU	Westport	48	0	48	
West	DSO	Achill Sound	4	0	4	
West	DSO	Bofeenau	1	0	1	
West	DSO	Belmullet	1	0	1	
West	DSO	Clare Island	1	0	1	
West	DSO	Foxford	1	0	1	
West	DSO	Geesala	2	0	2	
West	DSO	Killala	2	0	2	
West	DSO	Mulranny	4	0	4	
West	DSO	Newport Westport	1	0	1	DSO now ceased. Now in Westport DSU
West	DSO	Rosspport	5	0	5	
West	DSO	Hollymount	4	0	4	
West	DSO	Swinford	3	0	3	
West	DSO	Athleague	1	0	1	
West	DSO	Ballinamore	1	0	1	
West	DSO	Doocastle	2	0	2	
West	DSO	Dromahair	4	0	4	
West	DSO	Glenfarne	5	0	5	
West	DSO	Mohill	1	0	1	
West	DSO	Manorhamilton	9	0	9	
West	DSO	Strokestown	2	0	2	
West	DSO	Tubbercurry	2	0	2	
West	DSO	Arranmore	1	0	1	
West	DSO	Annagry	1	0	1	DSO now ceased. Now in Dungloe DSO
West	DSO	Bundoran	1	0	1	
West	DSO	Buncrana	2	0	2	
West	DSO	Carndonagh	6	0	6	

<u>REGION</u>	<u>DSU or DSO</u>	<u>OFFICE</u>	<u>TOTAL FRIDAY COLLECTIONS DUE</u>	<u>TOTAL GOOD FRIDAY COLLECTIONS DONE</u>	<u>TOTAL GOOD FRIDAY COLLECTIONS NOT DONE</u>	<u>NOTES</u>
West	DSO	Carrick	5	0	5	
West	DSO	Cloghan	1	0	1	
West	DSO	Derrybeg	2	0	2	
West	DSO	Dunkineely	1	0	1	
West	DSO	Glenties	2	0	2	
West	DSO	Lettermacaward	5	0	5	
West	DSO	Kilfenora	2	0	2	
West	DSO	Miltown Malbay	1	0	1	
West	DSO	Gort	1	0	1	
West	DSO	Headford Galway	2	0	2	
West	DSO	Inishmaan	2	0	2	
West	DSO	Inishbofin	2	0	2	
West	DSO	Inishere	1	0	1	
West	DSO	Kylebrack	5	0	5	
West	DSO	Kilronan	2	0	2	
West	DSO	Leenane	1	0	1	
West	DSO	Oughterard	5	0	5	
West	DSO	Recess	4	0	4	
West	DSO	Roundstone	1	0	1	
West	DSO	Tynagh	2	0	2	
West	DSO	Broadford Rathluirc	1	0	1	
West	DSO	Beaufort	6	0	6	
West	DSO	Farranfore	4	0	4	
West	DSO	Kenmare	5	0	5	
West	DSO	Killorglin	1	0	1	
West	DSO	Kilgarvan	2	0	2	
West	DSO	Askeaton	1	0	1	
West	DSO	Abbeyfeale	1	0	1	
West	DSO	Cappamore	1	0	1	DSO now ceased. Now in Limerick DSU
West	DSO	Feakle	1	0	1	
West	DSO	Killaloe	1	0	1	
West	DSO	Newport Limerick	2	0	2	
West	DSO	Pallasgreen	12	0	12	
West	DSO	Scarriff	6	0	6	
West	DSO	Annascaul	3	0	3	
West	DSO	Brosna	10	0	10	
West	DSO	Castlegregory	8	0	8	

<u>REGION</u>	<u>DSU or DSO</u>	<u>OFFICE</u>	<u>TOTAL FRIDAY COLLECTIONS DUE</u>	<u>TOTAL GOOD FRIDAY COLLECTIONS DONE</u>	<u>TOTAL GOOD FRIDAY COLLECTIONS NOT DONE</u>	<u>NOTES</u>
West	DSO	Dingle	12	0	12	
West	DSO	Knocknagoshel	1	0	1	
West	DSO	Rockchapel	2	0	2	
TOTALS	TOTALS	TOTALS	8,831	1,779	7,052	

Appendix 4 - Background to Staff Leave Arrangements on relevant days

1. Good Friday

Good Friday has been a common law holiday since medieval times. It was one of four bank holidays retained by the Bank of England when the medieval feast days ceased to be holidays in 1834. Section 3 of the Bank Holidays Act 1871 expressly presumes Good Friday to be a Bank Holiday as does Section 14(1)(b) of the Bills of Exchange Act 1882. This remained the position until the passing of Section 132 of the Central Bank Act 1989 which introduced the concept of “business” and “non business days” instead of bank holidays. Good Friday is a business day within the meaning of that Act.

The postal service has provided a service limited to town delivery on Good Friday since before 1935. An illustration on the practice observed on the foundation of the State is the wording used in the 1924 *Eolaí an Phoist* guide. This informed the public that “*on Good Friday a town delivery only is afforded in the more important towns*”. Subject to minor variations this information was reproduced in subsequent editions of the *Eolaí an Phoist* guide.

2. Mondays after a public holiday falling on a weekend

The following public holidays fall on different days of the week each year:- New Year’s Day, St Patrick’s Day, Christmas Day and St Stephen’s Day.

2.2.1 New Year’s day is a comparatively new public holiday. It was introduced in Regulation 2 of the Holidays (Employees) Act 1973 (Public Holidays) Regulations 1974 (SI 341/1974) which provided that “*The first day of January if falling on a week day or, if not, the next day is hereby appointed to be a public holiday for the purposes of the Holidays (Employees) Act 1973 (No 25 of 1973)*”.

2.2.2 St. Patrick’s Day was declared to be a Bank Holiday under the provisions of the Bank Holiday (Ireland) Act 1903 which provided that the 17th day of March when a week day and, if a Sunday, the next day following should be a bank holiday. Under the Holidays (Employees) Act 1973 St. Patrick’s Day if falling on a weekday or, if not, the next day was declared to be a public holiday.

2.2.3 Christmas Day has been a common law holiday since medieval times. It was one of the four bank holidays retained by the Bank of England when the medieval feast days ceased to be holidays in 1834. Section 3 of the Bank Holidays Act 1871 expressly presumed Christmas Day to be a Bank Holiday as does Section 14(1)(b) of the Bills of Exchange Act 1882. This remained the position until the passing of the Holidays (Employees) Act 1973 which provided that Christmas Day should be a public holiday if falling on a weekday and, if not, the following Tuesday.

- 2.2.4 St. Stephen's Day was declared to be a Bank Holiday by Section 1 of the Bank Holidays Act 1871. The Holidays Employees Act 1973 provided that St. Stephen's Day if falling on a weekday or, if not, the next day should be a public holiday.
- 2.2.5 Under Section 132 of the Central Bank Act 1989 the concept of "bank holiday" was replaced with the concept of "non business day". A non Business Day was defined as a Saturday, Sunday or a public holiday within the meaning of the Holiday Employees Act 1973. Thus the concept of "bank holiday" and "public holiday" became closely allied and almost interchangeable for practical purposes.
- 2.2.6 Under the Organisation of Working Time Act 1997 (the "OWT") the Holidays (Employees Act) 1973 was repealed. Section 21 of the OWT provided that an employee was entitled to a day off on a public holiday or to be compensated for not getting the day off in the manner prescribed in the Act. Public Holidays are listed in schedule two and include New Year's Day, St. Patrick's Day, Christmas Day and St. Stephen's Day. Since an employee who did not get a day off on the public holiday or who was not required to work on that day got compensation by way of additional leave or additional pay there was no need from an employee welfare point of view to provide that the Monday after a public holiday which fell on a weekend should itself be a public holiday.

However most employers and employees were quite content to continue with the former practice of taking the Monday after a public holiday, where it fell on a weekend, as a day off. This allowed the employer to fulfil its obligations under the OWT Act and met the employees' needs. An Post followed this practice in 1998 and in subsequent years.

3. First Working Day after Christmas

The first working day after Christmas is the 27th December where that day is a Wednesday, Thursday or a Friday. It is the 28th December where that day is a Wednesday and the 29th December where that day is a Monday. This first working day was a 'privilege day' in the civil service. Under the provisions of Section 45 of the Postal and Telecommunications Services Act 1983 staff who transferred to An Post from the civil service were entitled to this day as a day off. This remains the legal position. For other staff this is a compulsory shut down day in An Post and is deducted from their annual leave.

(Attempts were made in 2011 by the Government to rationalise the traditional entitlements of civil servants to 'privilege days' but these were rejected by the Civil Service Arbitration Board. Please see http://www.rte.ie/news/2011/0321/298884-pay_civil/)

Appendix 5 - Extract from Iarnród Éireann Timetable for Easter 2013

Easter Timetable Tráthchlár na Cásca

Valid 29th March to 1st April 2013
Bailí ó 29 Márta go 1 Aibreán, 2013



 Iarnród Éireann
Irish Rail

LAST UPDATED 22ND MARCH 2013

Information

Eolas



GOOD FRIDAY 29TH MARCH, 2013

A Normal Weekday service will operate on all InterCity Routes, with the exception of: 05.45 Sligo/Connolly, 16.00 Connolly/Sligo, 18.05 Connolly/Longford, 05.40 Longford/Pearse, 05.55 Gorey/Connolly, 05.35 Rosslare Europort/Dundalk, 16.37 Connolly/Rosslare Europort, 17.36 Connolly/Wexford, 14.45 Connolly/Dundalk, 16.05 Dundalk/Connolly. An additional 06.45 Gorey/Dundalk will operate.

CORK/COBH SERVICES:

A Saturday service will operate.

CORK/MIDDLETON SERVICES:

A Saturday service will operate.

LIMERICK/ENNIS SERVICES:

Due to Engineering Works between Limerick and Ennis all services will be substituted by buses. Limited services to and from Sixmilebridge will operate on this day, please see www.irishrail.ie before travelling.

DROGHEDA/DUNDALK SERVICES:

A Saturday service will operate to/from Drogheda/Dundalk.

MAYNOOTH SERVICES:

A Saturday service will operate to/from Maynooth.

M3 PARKWAY:

A Saturday service will operate.

DOCKLANDS:

Docklands Station will be closed on this day.

DUBLIN/SLIGO/LONGFORD SERVICES:

A normal Friday service will operate with the following alterations: 05.45 Sligo/Connolly, 16.00 Connolly/Sligo, 05.40 Longford/Pearse and 18.05 Connolly/Longford are cancelled.

DUBLIN/ROSSLARE EUROPORT/DUBLIN SERVICES:

A normal Friday service will operate with the following alterations: 05.55 Gorey/Connolly, 05.35 Rosslare Europort/Dundalk, 16.37 Connolly/Rosslare Europort and 17.36 Connolly/Wexford are cancelled. An additional 06.45 Gorey/Dundalk will operate.

DART:

A Saturday service will operate on the DART.

SATURDAY 30TH MARCH, 2013

A Normal Saturday service will operate on all routes.

🚌 Bus Link (Route 747) to Dublin Airport

🚌 Bus Link (Route 145) to/from Dublin City Centre

🚊 LUAS Tram Link to/from Dublin City Centre

🚲 Limited Bicycle accommodation, check Irishrail.ie/your_journey/bicycle_information.

🍷 Premium Class

🍷 Snacks/Drinks

🍷 Restaurant Car or Buffet Bar

railgourmet
...it's easier on-board

🚢 First Class

🚢 Standard Class

🚢 Ferry Links to Great Britain

🚢 Ferry Links to EU

follow us on...



**PASSENGERS SHOULD ALLOW AT LEAST ONE HOUR TRANSFER TIME BETWEEN HEUSTON AND CONNOLLY STATIONS.
THE LUAS CONNECTS BOTH STATIONS. STATION PLATFORM GATES CLOSE 2 MINS PRIOR TO DEPARTURE.**

Appendix 6 - Bank of Ireland - Christmas 2013 Opening Hours

Bank of Ireland Christmas Opening hours

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CHRISTMAS OPENING HOURS

	In Branch	Banking 365 1890 365 365 / 0932 365 365	Call your Branch	Twitter @bankofireland	Facebook www.facebook.com/BankofIreland	Boards www.bankofireland.com/boards
Monday -- 23rd December	Normal Hours	Normal Hours	Normal Hours	Normal Hours	Normal Hours	Normal Hours
Tuesday -- 24th December <i>Christmas Eve</i>	10.00 - 12.30	08.00 - 18.00	09.30 - 12.30	08.00 - 18.00	08.00 - 16.00	08.00 - 16.00
Wednesday -- 25th December <i>Christmas Day</i>	Closed	Closed	Closed	Closed	Closed	Closed
Thursday -- 26th December <i>St Stephen's Day</i>	Closed	Closed	Closed	10.00 - 14.00	10.00 - 14.00	10.00 - 14.00
Friday -- 27th December <i>Bank Holiday</i>	Closed	09.00 - 18.00	Closed	10.00 - 16.00	10.00 - 16.00	10.00 - 16.00
Monday -- 30th December	Normal Hours	Normal Hours	Normal Hours	Normal Hours	Normal Hours	Normal Hours
Tuesday -- 31st December	Normal Hours	08.00 - 20.00	Normal Hours	08.00 - 16.00	08.00 - 16.00	08.00 - 16.00
Wednesday -- 1st January <i>Bank Holiday</i>	Closed	Closed	Closed	Closed	Closed	Closed
Thursday -- 2nd January	Normal Hours	Normal Hours	Normal Hours	Normal Hours	Normal Hours	Normal Hours

Normal Hours

	In Branch	Banking 365	Call your Branch	Twitter	Facebook	Boards
Monday - Friday	See branch locator	08.00 - 00.00	09.30 - 17.15	08.00 - 00.00	09.00 - 17.00	09.00 - 17.00
Saturday	Ways to Bank	09.00 - 18.00	Closed	Closed	Closed	Closed
Sunday	Closed	09.00 - 18.00	Closed	Closed	Closed	Closed

For Christmas we will also accept coin on:

- Monday 23rd December 10.00am - 4.00pm
- Monday 30th December 10.00am - 4.00pm

Open a 365 Deposit account in minutes
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Other BoI Sites:
 Bank of Ireland Life Online NIIB Finance Private Banking New Ireland Bristol & West Financial

<http://personalbanking.bankofireland.com/ways-to-bank/phone-banking/useful-contac...> 10/01/2014

Appendix 7 - Organising Leave arrangements to safeguard Universal Services

‘Essential Requirements’

Under Article 5 of the First Postal Directive (97/67/EC) An Post is obliged to provide a postal service which complies with “*essential requirements*”. Directive 2008/6/EC extended the definition of essential requirements contained in Article 2(19) of the First Postal Directive to include “*respect for the terms and conditions of employment*”. This provision is directly effective¹² and forms part of Irish law. It qualifies the obligation to provide a postal service every working day.

An Post obligations to staff regarding holidays

Under the Organisation of Working Time Act 1997 if An Post does not provide a day off for staff on the Monday following a public holiday, which falls on a weekend, it is obliged to give an additional day’s holiday to staff. Certain holiday arrangements for staff who transferred to An Post from the Civil Service under Section 45 of the Postal and Telecommunications Services Act 1983 are codified in an internal staff circular¹³. This circular contains a number of commitments on days which are to be treated as holidays:

- ‘public holidays’ was defined as including Good Friday;
- the Monday following a weekend where a public holiday has fallen on the previous Saturday or Sunday; and
- one day’s leave immediately after Christmas.

Under the provisions of Section 16 of the 2011 Act it is provided that a postal service shall be provided on every working day save in conditions which the Commission considers to be exceptional. The 2011 Act implemented Directive 2008/6/EC (The “Third Postal Directive”). An Post’s obligations under Section 16 of the 2011 Act are subject to its duties under Article 5 of Directive 97/67/EC (The “First Postal Directive”).

¹² Direct Effect: Direct effect is a principle of European Law whereby a right conferred by European Union legislation can be relied upon by a person against a Member State (vertical direct effect) or against another person or company (horizontal direct effect). The European Court of Justice (the “ECJ”) laid down the criteria for establishing direct effect in the 1963 *Van Gend en Loos* case (Case 26/62 *Van Gend en Loos v. Nederlandse Administratie der Belastingen* [1963] ECR 11). The provision concerned must:

- be sufficiently clear and precisely stated;
- be unconditional and not dependent on any other legal provision; and
- confer a specific right on which a citizen can base a claim.

¹³Office Circular 5/84