



**DIRECTION OF THE JERSEY COMPETITION
REGULATORY AUTHORITY (“JCRA”) TO JERSEY POST
LIMITED (“JERSEY POST”) CONCERNING QUALITY OF
SERVICE**

7 FEBRUARY 2009

On 1 July 2006, the JCRA issued a Class II Licence to Jersey Post Limited under Article 15 of the Postal Services (Jersey) Law 2004 (the “Law”). Condition 15.7 of Jersey Post’s licence states:

“The Licensee shall comply with any Directions issued by the JCRA from time to time regarding any other quality of service indicators and measurement methods for Postal Services and shall, as and when required, supply to the JCRA, in a form specified by the JCRA, the results of its measurements of actual performance against any quality of service indicators and measurements so specified, and the JCRA may publish or require publication of such Information as it considers appropriate.”

Whereas:

- a) The JCRA published a consultation (Consultation Document 2008-P1) on Jersey Post’s Quality of Service on 25 June 2008. The goal of this consultation was to solicit views on Jersey Post’s quality of service, on whether the JCRA should introduce various quality of service targets and indicators, and the scope and form on those targets and indicators.
- b) The consultation period closed on 29 August 2008. The JCRA received three responses to the consultation, which it has fully considered in the formulation of this Direction.
- c) In the light of the points made by the consultees, the JCRA has adopted this Direction to Jersey Post on quality of service. It should be noted that the JCRA will develop with Jersey Post those quality of service indicators which are to have priority.

The JCRA hereby directs as follows:

1. The J+1 (next working day delivery, where ‘J’ is the day of posting) formula shall apply in setting of quality of service targets as specified in Paragraphs 4, 5 and 6 below.
2. The quality of service targets are based on J+1, are annualised and apply to fully-paid mail. They shall be set according to 5 end-to-end routes below:
 - a. Local-Local
 - b. UK-Jersey (applies to Royal Mail first class mail)
 - c. Jersey-UK
 - d. Jersey-Guernsey
 - e. Guernsey-Jersey
3. The ‘tail of the mail’ (portion of the mail that is delivered late) target for all mail for the above 5 routes is set at J+3 (delivery within 3 working days, where ‘J’ is the day of posting).

4. A 95% target is set for the Local-Local route with the 'tail of the mail' set at 99%. This shall be implemented with immediate effect.
5. An 82% target is set for UK-Jersey and Jersey-UK routes, with the 'tail of the mail' set at 97%. This shall be implemented with immediate effect.
6. An 84% target is set for the Jersey-Guernsey and Guernsey-Jersey routes with the 'tail of the mail' set at 97%. This shall be implemented with immediate effect.
7. An 87% target of J+3 is set for the bulk mail priority product to the UK with the 'tail of mail' set at 90% for J+5 (delivery within 5 working days, where 'J' is the day of posting). This is to be implemented no later than 1 July 2009.
8. Jersey Post's internal efficiency for both delivered¹ and dispatched² mail shall be 98%. This shall be implemented with immediate effect.
9. Jersey Post shall appoint an independent research company which will measure on Jersey Post's behalf the quality of service performance for end-to-end routes identified in Paragraphs 4 to 7 above.
10. Jersey Post shall provide a Compensation Scheme ('the Scheme') to postal users, at 100 times the cost of a stamp for the minimum weight step for lost and damaged mail, subject to the conditions set out in the Scheme. The Scheme shall also cover Articles for the Blind. No compensation is required for bulk mail products. This Scheme will require approval by the JCRA and is to be implemented by no later than 1 April 2009.
11. Jersey Post shall publish its quality of service performance for end-to-end targets at Paragraphs 3 to 7 above at the same time as the report is submitted to the JCRA. The report shall also detail the amount of compensation (if any) JP has paid under the Scheme set out in Paragraph 10. The report shall be in a format acceptable to the JCRA and shall be published in accordance with Condition 15.6 of Jersey Post's Class II Public Operator's Licence.
12. The JCRA reserves the right to review Jersey Post's quality of service targets at the end of each year.

7 February 2009

By Order of the JCRA Board

¹ *Internal efficiency for delivered mail means mail that is received before the latest acceptance times, to be sent on delivery on the due date, and which is measured by the percentage of items still on hand after deliveries have left the sorting office.*

² *Internal efficiency for dispatched mail means mail that is posted by the latest acceptance times, due for dispatch on the due date, and which is measured by the percentage of items still on hand following dispatch.*