

8 June 2022

## RMT strike dates announced on the Southeastern network

### Dear Stakeholder

As you may be aware, the RMT Union recently voted in favour of industrial action on the Southeastern network. This means it has a mandate to call its members out on strike, or to take actions short of a strike, at any point over the next 6 months.

Yesterday, the RMT has announced that strike action will take place between 00:01 and 23:59 on Tuesday 21<sup>st</sup>, Thursday 23<sup>rd</sup> and Saturday 25<sup>th</sup> June. As a result, we expect significant disruption across our whole network on these dates and on the dates in-between. We are sorry for the inconvenience this will cause.

Following yesterday's notification of action, we are working hard to understand what level of service we can run on these dates, and we will advise our customers as soon as possible. Our expectation is that we will only be able to operate a severely reduced service and **we therefore advise customers that they do not travel** and make alternative plans instead.

Our [website](#) will have the most up-to-date information about what services will be available during industrial action. We will also keep passengers updated via our [email alerts](#), [Twitter](#), [app](#), and at stations.

Disruption will not be confined to the Southeastern network. This is a national dispute and the RMT has a mandate for industrial action across 14 train operators and Network Rail. Therefore, industrial action and disruption will impact train services across many parts of the country.

Any customers who need to contact us during this period please need to visit our website help and contact page: <https://www.southeasternrailway.co.uk/help-andcontact/get-in-touch/contact-us>

**Please see the Q&A below for further information.**

If you have other questions about the strike and the impact on railway services, please email [George.paterson@southeasternrailway.co.uk](mailto:George.paterson@southeasternrailway.co.uk).

Yours sincerely

George Paterson  
**Senior Stakeholder Engagement Manager**  
Southeastern

## Questions and Answers

*\*These answers are based on the current situation and are subject to change*

What should customers do on strike dates?

**Our advice is do not travel as we are only able to provide a severely limited service.**

Those limited trains running may be subject to short notice cancellation or delay and could be extremely busy

Passengers who decide to travel on days during industrial action must check before they travel and allow extra time for journeys

When will details of the services you are planning to run be available?

All the latest information about what services will be running on the days of industrial action will be published on our [website](#) as soon as possible before the strike days. We will keep passengers updated via our [website](#), [email alerts](#), our [App](#), [Twitter](#) and at stations. As always please check before you travel.

Where trains are not running will there be a replacement bus service or replacement taxis?

No, there will be no replacement bus or taxi services running on during the day(s) of industrial action. The availability of buses and taxis is extremely limited and far short of what we would require.

Why has the RMT balloted for industrial action?

The RMT has balloted their members at 14 train companies and Network Rail on potential industrial action relating to pay, terms and conditions and job security.

What does the outcome of the ballot mean?

The recent ballot gives the RMT a mandate to call for industrial action at any point during the next 6 months. Industrial action means it can call its members out on strike, or to take action short of a strike, such as a ban on rest day working or overtime (both of which would also cause service disruption).

How does industrial action affect train services?

Generally speaking, the more industrial action there is, the more significant the impact on the railway, which relies upon its drivers, conductors, signallers, and platform staff among a vast number of other roles to operate the system.



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If fewer workers go on strike, there is less of an impact on the operation of the railway. The more people who take action, the greater the impact, and given that many roles are safety critical we have to close parts of the railway in order to dedicate resources to the parts of the network that we can run, if at all.

The union can take a decision to withdraw strike action at any time, up to 24 hours before, however a late notice withdrawal of action won't be sufficient time and notice to re-instate our full service.

#### Does this only affect Southeastern?

This is a national dispute - members of the RMT have voted in favour of industrial action across the country. The RMT has a mandate for industrial action on 14 train operator networks and Network Rail. There will be disruption on the railway across the country.

#### What happens if people can't travel during industrial action?

Refunds will be available:

Daily ticket holders can claim a full refund with no administration fee if they choose not to travel.

Advance ticket holders can surrender their ticket to the original retailer in exchange for an eVoucher for use purchasing a future ticket until 30 September 2022

Season ticket holders can use Delay Repay to claim a day travel back if they choose not to travel making sure to select the reason for delay as Industrial Action

For customers travelling and arriving 15 minutes or more late at their destination because of a delay to the advertised service then they will be able to claim Delay Repay in the usual way

If passengers have booked a ticket, they should contact our [Customer Services](#) for a refund if they don't travel.

#### Further information

A more detailed Q&A will be [available on our website](#) and will be updated regularly as more information becomes available.



Let's talk