

Royal Mail

Daily Operational Customer Statement

covering the weekend of 10th & 11th October to 09:00 Monday 12th October

The following statement was issued by Royal Mail Customer Service at 09:45 on Monday 12th October.

operational general synopsis

The great majority of operational units are working as normal today, Monday 12th October, across most of the country. However, members of the Communication Workers Union (CWU) will be holding stoppages today at a number of delivery offices (DOs) in the Bristol area, at several offices in the SW London postal district and at the Brentwood, Hadfield and Irvine DOs. All other operational units in the country will be working as normal, however industrial action in many delivery offices in London on Saturday will mean delivery times may vary today in many parts of London, due to the unusual volumes of mail to handle.

mails network & distribution

road, rail & air – No major service-affecting incidents reported over the weekend.

distribution & vehicle centres – No major service-affecting incidents reported over the weekend. No industrial action is being taken today by staff at any of our distribution or vehicle centres.

collections and mail centre processing

Collection staff are working normally today in all parts of the country, with the exception of those taking industrial action in some parts of Bristol today. Areas affected are listed below in the 'planned industrial action' section.

delivery

Deliveries are being made today from nearly all delivery offices (DOs) in the country, however members of the CWU in the Bristol area, at several offices in the SW London postal district, and at the Brentwood, Hadfield and Irvine DOs, are all holding stoppages today. The postcodes affected are shown below.

Strike action originally called by the CWU for 13 other offices in the Chelmsford area, has been cancelled.

All delivery offices should be operating as normal tomorrow, Tuesday, with no stoppages planned for any offices in the country.

Delivery times may be subject to some variation in areas where delivery offices are working, but where industrial action has recently taken place. Details of DOs affected by stoppages for the next few days are shown below in the 'planned industrial action' section.



international

Philippines - The state of emergency in the Philippines is continuing. Delivery of all classes of inbound international mails to many parts of the country is subject to delay, particularly in the worst affected areas.

Indonesia - The postal infrastructure of some parts of Indonesia is continuing to suffer following the recent earthquakes. Deliveries of mail into and out of the following parts of the country are worst affected: Padang, Pariaman, Bukit Tinggi, Pasaman Barat, Agam & Solok.

Samoa - In the areas affected by the recent tsunami in Samoa, three sub-post offices have been destroyed and mail services in many areas are badly disrupted. Emergency postal centres have been set up to ensure mail deliveries to these areas are able to continue.

planned industrial action by the Communication Workers Union (CWU)

Although 90% of our network continues to operate normally, we apologise for the continuing disruption to mail services, especially in the London area. We are doing all we can to maintain services, minimise delays and keep customers informed about the consequences of strike action.

In most areas of London there are currently delays of around 1 to 2 days. More frequent industrial action in South London means delays in the SW and SE postal districts are around 3 to 4 days. This information is intended as a guideline only. Whilst further efforts are being made this week by Royal Mail managers to reduced mail delays, additional strike activity means service recovery work is required in a number of the most affected SW London offices this week. In these offices it's more difficult to predict service delays and recovery timescales accurately.

Details of planned industrial action likely to have an impact on mail services over the coming week are shown below.

Monday 12th October

Units affected	Services affected
12 DO in SW district of London	Limited deliveries in Barnes (SW13), Battersea (SW11), Earls Court (SW5), Fulham (SW6), Mortlake (SW14), South Kensington (SW7), Stockwell (SW9), Streatham (SW16), Wandsworth (SW18), West Brompton (SW10), West Wimbledon (SW20) and Wimbledon (SW19). Deliveries as normal in all other parts of London
Hadfield Delivery Office	Limited deliveries in the SK13 (sectors 1 & 2) postcode area
Brentwood DO*	Limited deliveries in the Brentwood (CM13-15) area.
Irvine Delivery Office	Limited deliveries in the KA11 & KA12 postcode areas
18 Delivery Offices in the Bristol area	Limited deliveries in: Avonmouth (BS11), Axbridge (BS26), Bristol East (BS5), Bristol South (BS3, 13 & 41), Bristol North (BS6 & 7), Bristol South East (BS4 & 14), Bristol City (BS1), Clevedon (BS21), Clifton (BS8), Fishponds (BS16), Keynsham (BS31), Kingswood (BS15 & 30), Nailsea (BS48), Portishead (BS20), Westbury (BS9 & 10), Woolavington, Yate (BS37), and Yatton (BS49). Limited collections in the BS11, BS15 & 16, BS20 & 21, BS26, BS30 & 31, BS37, BS48 & 49 postcode areas.

*Strike action originally called for 13 other offices in the Chelmsford area has been cancelled.



Tuesday 13th October

No industrial action affecting services on Tuesday, although in areas where strike action was taken on Monday, delivery and collection times may vary, due to the unusual volumes of mail to handle.

Wednesday 14th October

Units affected	Services affected
Most London Delivery Offices (not all DOs in SW district)	Limited deliveries in the following London postal districts: E, EC, N, NW, SE, W and WC. Deliveries as normal in much of the SW district
8 delivery offices in SW London	Limited deliveries in Victoria (SW1) Brixton (SW2), Chelsea (SW3), Clapham (SW4), South Lambeth (SW8), Balham (SW12), Putney (SW15), and Tooting (SW17)
All London collection hubs	Limited collections in all postal districts except in the W5, W7 & W13 postcode areas
London East, South and Central (Mount Pleasant) Mail Centres	Processing of mail for North, East, South, Central & West London

Thursday 15th October

Units affected	Services affected
Southwark Delivery Office	Limited deliveries in the SE1 postcode area. Times of deliveries in the rest of London will be affected by Wednesday's stoppages.
London Airmail Unit	Processing of international mail into and out of London

For the latest information about services in your area, please go to our website at www.royalmail.com/serviceupdates and click on the regional link most appropriate for you.

We're really sorry for the inconvenience and disruption being caused to you and your customers by this industrial action. We have contingency plans in place, with Royal Mail managers working in all affected areas, to keep as many services running for customers as possible.

Post Office Counters are not affected by this dispute and customers can still use Post Offices to access Royal Mail services. We will also be delivering Special Delivery™ and Royal Mail Tracked™ items as usual in all areas and all callers' offices at our delivery offices will be open as usual when action is being taken.

