

Royal Mail

Daily Operational Customer Statement

covering the 24 hours to 08:30 Tuesday 13th October 2009

The following statement was issued by Royal Mail Customer Service at 09:25 on Tuesday 13th October.

operational general synopsis

All operational units are working as normal today, Tuesday 13th October, with no industrial action taking place in any parts of the country.

Staff have returned to work at the delivery offices (DOs) taking action in London and Bristol yesterday, as well as at the Brentwood, Hadfield and Irvine DOs. Further industrial action is planned by the Communication Workers Union (CWU) in many parts of London tomorrow (Wednesday) affecting the collection, processing and delivery of mail in all parts of the capital.

mails network & distribution

road, rail & air – No major service-affecting incidents reported last night.

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

collections and mail centre processing

Collection and processing staff are working normally today in all parts of the country. Several mail centres are working hard to normalise service, following recent stoppages in several parts of the country and in the mails network. Most notable amongst these are the three London Mail Centres (East, South and Central) and the Thames Valley Mail Centre at Swindon.

Processing and collections across London will be disrupted by further stoppages on Wednesday of this week.

delivery

Deliveries are being made today from all DOs in the country, following the return to work after yesterday's strikes in parts of London and Bristol and in Brentwood, Irvine and Hadfield.

Delivery times may be subject to some variation in areas where DOs 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

No new international incidents to report. All staff involved in the collection, processing and delivery of international mail are working as normal today. Strike action is planned for the London Airmail Unit on Thursday.



industrial action by the Communication Workers Union (CWU)

We're doing all we can to keep mail moving and the great majority of deliveries and collections are taking place in all areas. There is however, a delay to mail at the moment of around 1-2 days in most parts of London and around 3-4 days in parts of the SW & SE postal districts of the capital. This information is intended as a guide though and in some of our offices delays are shorter or slightly longer than this.

National Ballot Update

The CWU has notified Royal Mail of the results of the recent national ballot. The result was in support of industrial action, although nearly 60% of all postal workers did not vote in favour of strikes. This result is not a notification of strike action, nor does it mean there will be national action. Further strikes are not needed or justified and talks between Royal Mail and the CWU leadership are continuing.

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.

Details of planned industrial action likely to have an impact on mail services over the coming week are shown below, along with yesterday's details.

Yesterday, 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.

Today, Tuesday 13th October

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



Royal Mail

Daily Operational Customer Statement

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

Friday 16th, Saturday 17th and Monday 19th October

No stoppages are planned in any parts of the country on any of these days.

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.

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.

