

Royal Mail

Daily Operational Customer Statement

covering the 24 hours to 08:30 Wednesday 14th October 2009

The following statement was issued by Royal Mail Customer Service at 09:40 on Wednesday 14th October.

operational general synopsis

Almost all operational units are working across the country as normal today, Wednesday 14th October. In London however, members of the Communication Workers Union (CWU) will be taking action affecting the collection, processing and delivery of mail in almost all parts of the capital.

No industrial action is being taken by staff outside of the London area today.

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 in either London or the rest of the country.

collections and mail centre processing

Collection and processing staff are working normally today in all parts of the country except London. Staff at nearly all collection hubs in the capital and at the three mail centres (East Central and South) will all be taking industrial action today, Wednesday 14th October.

Several mail centres are working hard to normalise service, following recent stoppages in several parts of the country and in the mails network. Among these are London South, London Central and London East Mail Centres.

delivery

Deliveries are being made today from all DOs in the country, with the exception of many of those in London. Only a limited number of DOs in the SW postal district of the capital will be working today; details shown below.

Delivery times may be subject to some variation in areas where DOs are working, but where industrial action has recently taken place. Details of all 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 at our international centres are working as normal today. Strike action is planned for the London Airmail Unit tomorrow, Thursday 15th.



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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 for strike action. Whilst this is disappointing news, this is not a notification of strike action and we have not been notified of any dates when national industrial action may take place.

Details of planned industrial action likely to have an impact on mail services over the next few days are shown below.

Today, 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 the N, E, SE, SW, WC, EC and W postal districts of London. Processing in NW district as normal.

Thursday 15th October

Following the cancellation yesterday of the industrial action planned for the Southwark DO, the only staff taking action in any part of the country on Thursday will be those at the London Airmail Unit, affecting the processing of international mail into and out of London only.

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.

