

covering the 24 hours to 08:30 Thursday 15th October 2009

The following statement was issued by Royal Mail Customer Service at 09:45 on Thursday 15th October.

operational general synopsis

All collection, processing and delivery units will be operating in all parts of the country today, Thursday 15th October. Only staff at the London Airmail Unit will be holding a stoppage today, affecting the movement of international mail into and out of the capital.

mails network & distribution

road – A road service from Milton Keynes Mail Centre, en-route to Stansted airport, broke down last night near Amphill and was unable to connect with a scheduled flight to Scotland. The mail was transferred to the road distribution network and will arrive in Scotland later this morning. There is likely to be some effect on a small amount of first class mail from areas served by the Milton Keynes Mail Centre, to addresses in many parts of Scotland today.

air – No major service-affecting incidents reported last night.

rail – A small number of containers of mail arrived late yesterday into the Scottish Distribution Centre from the Bristol area. There is likely to be some impact upon a small amount of first class mail from Bristol and the surrounding areas, for addresses in the North of Scotland today.

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

All collection and processing units are working today, with no stoppages being held in any 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. Among these are the three London mail centres (East, Central and South) along with the Croydon Mail Centre.

delivery

Deliveries are being made today from all DOs in the country. Deliveries are being made in all parts of London following yesterday's strike action.

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 along with yesterday's details are shown below.



international

No new international service-affecting incidents to report.

Staff at our London Airmail Unit are taking industrial action today, affecting the movement of international mail into and out of London today.

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, along with yesterday's details, are shown below.

Yesterday, 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 ordinary 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 today will be those at the London Airmail Unit, affecting the processing of international mail into and out of London only.

Friday 16th to Tuesday 20th October

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



Royal Mail

Daily Operational Customer Statement

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.

