

# Royal Mail

## Daily Operational Customer Statement

**covering the 24 hours to 08:30 Friday 16<sup>th</sup> October 2009**

The following statement was issued by Royal Mail Customer Service at 10:15 on Friday 16<sup>th</sup> October.

### **operational general synopsis**

All collection, processing and delivery units will be operating in all parts of the country today, Friday 16<sup>th</sup> October.

### **mails network & distribution**

**road** – Last night a vehicle travelling between the National Distribution Centre, in the Midlands and the Preston Mail Centre broke down on the M6 motorway. The vehicle was recovered and all first class mail on board was transferred and forwarded to the Preston Mail Centre, using a contingency road service. There should be little or no impact to the delivery of mail for addresses served by the Preston Mail Centre this morning.

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

**rail** – Several containers of first class mail missed a scheduled rail service operating between the Warrington Rail Terminal and the Scottish Distribution Centre, due to an accident on the M6 motorway near Birmingham. A special road service was used to transfer the mail from the Warrington Rail Terminal to the Edinburgh Mail Centre to minimise any impact to the delivery of this mail this morning, in the Edinburgh and surrounding areas.

**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 planned stoppages 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 London and the rest of the country.

Delivery times may be subject to some variation in areas where DOs are working, but where industrial action has recently taken place.



# Royal Mail

## Daily Operational Customer Statement

### international

No new international service-affecting incidents to report.

Staff at our London Airmail Unit are working as normal today following the return to work after yesterday's strike action.

### Last Posting Dates for Christmas

Tuesday 20<sup>th</sup> October is the last recommended posting date for surface mail to: Hong Kong, Singapore, Canada, the USA and South Africa.

### industrial action by the Communication Workers Union (CWU)

All collection, processing and delivery services are operating in all areas of the country today, including London. Industrial action this week by the Communication Workers Union (CWU) is continuing to disrupt mail services in London. We are doing all we can to maintain services, minimise delays and keep customers informed about the impact of this strike action upon mail services, especially in the capital. No further industrial action is planned in any units by the CWU until the national stoppages announced for next week.

### Announcement of national strike action

The CWU has announced the intention to hold two national strikes next week, following their recent ballot of members. The details of the national industrial action are as follows:

Date	Function striking	General service impact
Thursday 22 <sup>nd</sup> October	Mail Centres, Network Distribution Units and Collections Hubs across the country.	Limited processing, movement and collection of ordinary mail (if local collections performed by staff at a Collections Hub).
Friday 23 <sup>rd</sup> October	Delivery Offices in all areas.	Limited delivery and collection of ordinary mail (if local collections performed by the Delivery Office).

Whilst this is a further, serious development, national strike action is not inevitable and concentrated talks between Royal Mail and the CWU are continuing to take place.

In the event national strikes do take place, mail services on strike days will be very limited and as a consequence, some delay to the collection, sorting, distribution and delivery of mail will be inevitable.

### Friday 16<sup>th</sup> to Wednesday 21<sup>st</sup> October

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



# Royal Mail

## Daily Operational Customer Statement

### Thursday 22<sup>nd</sup> October

Staff at Collections Units, all national Network and Distribution Centres and all Mail Centres will be taking industrial action.

### Friday 23<sup>rd</sup> October

Staff at Delivery Offices in the country will be taking industrial action.

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.

For the latest information about services in your area, please go to our website at [www.royalmail.com/serviceupdates](http://www.royalmail.com/serviceupdates) and click on the regional link most appropriate for you. Alternatively if you have any further queries about services affected by industrial action, please get in touch with your usual Royal Mail contact or call 08457 950950.

