

Royal Mail

Daily Operational Customer Statement

covering the weekend of 17th & 18th October to 08:00 Monday 19th October 2009

The following statement was issued by Royal Mail Customer Service at 10:15 on Monday 19th October.

operational general synopsis

All operational units are working as normal today, Monday 19th October, with no industrial action taking place in any parts of the country. No further industrial action is planned by the Communication Workers Union (CWU) until the national action on Thursday 22nd and Friday 23rd October.

mails network & distribution

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

rail Friday - Due to traffic congestion on the M5 on Friday afternoon, a road service from the South West Distribution Centre arrived late into the Warrington Rail Terminal on Friday evening and mail on board wasn't able to connect with a scheduled onward rail service to Scotland. Although the mail travelled on a later service, it's possible there may have been some impact on a small amount of first and second class mail from South West England to parts of Northern Scotland on Saturday morning.

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 and processing staff are working normally today in all parts of the country. Several mail centres are working hard to normalise service following recent industrial action. Amongst these are the South and Central London Mail Centres, the Tonbridge and Watford Mail Centres and the Jubilee Mail Centre in Hounslow.

delivery

Deliveries are being made today from all delivery offices (DOs) in the country, with no stoppages planned in any areas of the UK today.

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 the impact of this week's planned national industrial action on DOs are shown below.



international

No new international incidents to report. All staff involved in the collection, processing and delivery of international mail are working as normal today.

Last Posting Dates for Christmas

Tuesday 20th 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. In London, we're doing all we can to keep mail moving and deliveries and collections are taking place in all areas. Generally, we estimate delivery delays in most parts of London are around 2-4 days. In a few areas of London, a small number of items may be experiencing delays of between 5 and 8 days. More strikes in London recently, mean further service recovery work is underway in some areas this week.

No further industrial action is planned in any units by the CWU, until the national stoppages later this week.

National strike action – Thursday 22nd and Friday 23rd October

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

Date	Functions striking	General service impact
Thursday 22 nd October	Mail Centres & Network Distribution Units	Limited processing, movement and collection of ordinary mail (if local collections performed by staff at a Collections Hub).
Friday 23 rd October	Delivery Offices & Collections Hubs	Limited delivery & 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 a national stoppage is held, 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. Almost all of our delivery postmen and women will be working as normal and making deliveries on Thursday 22nd October and on Saturday 24th October.



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We'll continue to prioritise Special Delivery™ and Royal Mail Tracked™ mail on strike days, however the nature of the CWU action means we cannot guarantee doing so. In order to provide customers with clear guidance on service, we will therefore be removing the Special Delivery guarantee for items posted on Thursday 22nd and Friday 23rd which would be due for delivery on Friday 23rd October and Saturday 24th respectively. We will restore the guarantee of delivery as soon as we can be sure of being able to honour the service promise. We expect to be able to do this by Monday 26th.

Post Office Counters and Parcelforce Worldwide are not affected by this dispute and customers can still use Post Offices to access Royal Mail services. 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 and click on the regional link most appropriate for you.

Royal Mail apologises for the inconvenience caused by the CWU's disruption to your service.

