

Royal Mail

Daily Operational Customer Statement

covering the 24 hours to 09:00, Thursday 1st October 2009

The following statement was issued by Royal Mail Customer Service at 10:40 on Thursday 1st October.

operational general synopsis

Almost all units are working as normal today, following yesterday's stoppages in two delivery offices in London: Victoria and Chelsea. Today, planned industrial action will be limited to three delivery offices in East Anglia: Bury St Edmunds, Thetford and Stanton & Woolpit. Although we're doing all we can to keep mail moving, delays to mail are likely to continue in areas affected by industrial action this week, particularly in London. A delay to mail of around 1-2 days is currently being experienced in many parts of the capital. Delays in the SW and SE postal districts are currently running at around 3-4 days. This information is intended as a guideline and the delays in individual London offices may be shorter or slightly longer depending on local recovery plans. There are also some mail delays in Edinburgh following several days of industrial action over the weekend and on Monday.

mails network & distribution

road - Swansea Mail Centre to London's Princess Royal Distribution Centre (PRDC)

The vehicle operating this service suffered a breakdown last night on the M4 motorway, near Newport, causing a delay in its return to PRDC. Although most of the traffic on board was transferred to mail centres in time to connect this morning, there is likely to be some impact on some 1st class mail between South West Wales and addresses in the areas served by the Ipswich and Cambridge Mail Centres today.

air - East Midlands Airport - Edinburgh

A late arriving road service from the Bolton Mail Centre to the East Midlands Airport last night, meant several containers of mail were unable to be loaded onto the 01:20 flight to Edinburgh. All mail on the service was transferred to the road distribution network, but there is likely to be some effect on some first class mail from the Bolton and South Lancs. areas to addresses in some parts of Scotland today.

rail - No major incidents to report.

distribution & vehicle centres - There is no industrial action planned at any of the distribution and vehicle operating centres today. A number of centres continue to be busy following recent industrial action in the network; these include London's PRDC and the North West RDC at Warrington.



collections and mail centre processing

All collection and processing staff are working normally today. However several mail centres are still working hard to normalise service, following recent instances of industrial action. Notable amongst these are the three London Mail Centres: East, South and Central.

delivery

Deliveries are being made today from all London offices, following the return to work of staff at Victoria (SW1) and Chelsea (SW3) Delivery Offices today. All other delivery offices (DOs) are working today with the exception of the three listed below in the 'planned industrial action' section.

Delivery times may be subject to some variation in areas where industrial action has taken place recently. In London and Edinburgh managers are working in many delivery offices alongside staff to help deliver as much mail to customers as quickly as we can.

international

No new international incidents to report. All centres handling international mail will be working as normal today.

planned industrial action by the Communication Workers Union (CWU)

Details of planned industrial action likely to have an impact on mail services over the coming days are shown below. We are really sorry for the impact these stoppages are having on our customers and we are continuing to do everything we can to keep mail moving normally. Managerial resource is being used extensively in delivery offices and other centres in London this week, to help reduce the delays to mail currently being experienced by customers in some parts of the capital.

Thursday 1st October

Today, staff at the Bury St. Edmunds, Thetford and Stanton & Woolpit DOs will be taking industrial action, affecting deliveries and collections in the IP24, IP25 and IP28-IP33 postcode areas. Services should operate in all other parts of the country today.

Friday 2nd October

Units affected	Services affected
18 Bristol DOs: Bristol East, North, City, South East, South, Axbridge, Avonmouth, Clifton, Clevedon, Yatton, Yate, Woolavington, Westbury on Trym, Portishead, Nailsea, Kingswood, Keynsham, Fishponds	Limited deliveries in the following postcode areas: BS1, 3-11, 13-16, 20, 21, 26, 30, 31, 37, 41, 48 & 49 Limited collections in the following areas: BS11, 15, 16, 20, 21, 31, 37 & 48.
Bridgwater DO	Limited deliveries & collections in the TA5-7 postcode area.



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Saturday 3rd October

Units affected	Services affected
17 SW London Delivery Offices	Limited deliveries in all SW London postcode areas, except SW1, SW3 and SW19
Plymouth Mail Centre	Processing of mail for the PL postcode
Rutherglen Delivery Office	Limited delivery of mail in G72-73 postcode area

Monday 5th October

Staff at the Glasgow G13-14 Delivery Office will be taking industrial action, affecting deliveries in those postcode areas of the city on Monday.

Tuesday 6th & Wednesday 7th October

No stoppages are planned at any units in the country on these days.

Thursday 8th & Friday 9th October

Staff at the Peterborough Delivery Office have signalled their intention to take 48 hours of industrial action at this office, affecting the delivery of mail in the PE1, PE3-PE6 and PE8 postcode areas for two 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.

We're really sorry for the inconvenience and disruption being caused to you and your customers by this industrial action. We have contingency plans in place, with Royal Mail managers working in all affected areas, to keep as many services running for customers as possible.

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.

