

Royal Mail

Daily Operational Customer Statement

covering the 24 hours to 08:00 Tuesday 20th October 2009

The following statement was issued by Royal Mail Customer Service at 09:30 on Tuesday 20th October.

operational general synopsis

All operational units are working as normal today, Tuesday 20th 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, 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.

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, most notable of these being the three London Mail Centres (Central, South and East), the Tonbridge Mail Centre and the Jubilee Mail Centre near Hounslow. Details of the impact of this week's planned national industrial action on collections and processing are shown below.

delivery

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

Delivery times may be subject to some variation in areas where industrial action has recently taken place. Details of the impact of this week's planned national industrial action at 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

Today, 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, distribution and delivery services are operating in all areas of the country today. 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. Further additional service recovery work is underway in some areas of London 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, the details of which 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).

Concentrated talks between Royal Mail and the CWU about the dispute are continuing to take place.

In the event a national stoppage is held, mail services on strike days will be very limited; 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.

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 be removing the Special Delivery guarantee for items posted on Thursday 22nd October 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.



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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.

