

Royal Mail

Daily Operational Customer Statement

covering the 24 hours to 08:00 Wednesday 21st October 2009

The following statement was issued by Royal Mail Customer Service at 09:25 on Wednesday 21st October.

operational general synopsis

All operational units are working as normal today, Wednesday 21st October, with no industrial action taking place in any parts of the country. Industrial action will be taking place at all mail centres and network centres on Thursday of this week; almost all delivery offices and collection hubs will be affected by stoppages on Friday 23rd.

mails network & distribution

road – Last night, heavy traffic congestion on the M6 motorway delayed two road services operating between the Chester and Preston Mail Centres and the National Distribution Centre in the Midlands. Both vehicles were carrying first class mail from the Preston and Chester areas for distribution to most parts on the county today. There is likely to be some impact on the delivery of first class mail posted in the Chester, North Wales, Preston and Lancs areas yesterday, to most parts of the country today.

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 London (Central, South & East), and Watford Mail Centres.

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.

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.



Royal Mail

Daily Operational Customer Statement

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.

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

The CWU intends 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. Deliveries on Friday 23rd October in most places will be limited to premium services such as Special Delivery™ and Royal Mail Tracked™ items.

Almost all mail deliveries will take place as usual on Thursday 22nd October. However, in a small number of areas where a delivery office is located on the same site as a mail centre, staff at those delivery offices are likely to take action which will affect mail deliveries on Thursday 22nd. In these areas, deliveries will resume on Friday 23rd. We will provide further details where possible but the nature of the CWU strike action means we may not be able to provide absolute clarity on which areas this affects, ahead of any strike action.

Whilst we expect to deliver Special Delivery™ and Royal Mail Tracked™ mail on strike days, the nature of the CWU action means we cannot guarantee to do so. In order to provide customers with clear guidance on service, we will be removing the Special Delivery guarantee for items due for delivery on Friday 23rd October and Saturday 24th. We will restore the guarantee of delivery as soon as we can be sure we can honour the service promise. We expect to be able to restore the guarantee by Monday 26th.



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Daily Operational Customer Statement

Our ability to perform business collections on Friday 23rd October will be very limited. If a mail centre usually performs customer collections, these may be affected on Thursday 22nd, rather than Friday 23rd. Collections normally made by staff at a Delivery Office or Collections Hub are likely to be affected on Friday.

Customers who use a franking machine and usually have their mail collected, can take their mail to any Post Office or to a Mail Centre. Customers who choose to hold their mail until their next collection do not need to re-frank their mail with the new date, as Royal Mail will not penalise customers if inaccurate posting dates are franked onto mail as a consequence of industrial action.

We're advising customers, where possible, to post mail before or after industrial action takes place in any area.

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, in much greater detail about services in your area and where mail can be posted during the national action, 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 and disruption to your service caused by the national industrial action being taken by the CWU this week.

