

Royal Mail

Daily Operational Customer Statement

covering incidents in the 24 hours up to 08:00 Thursday 22nd October and any anticipated service disruption

The following statement was issued by Royal Mail Customer Service at 09:40 on Thursday 22nd October.

operational general synopsis

Industrial action is being taken today, Thursday 22nd October, by members of the Communication Workers Union (CWU), at all mail centres and network distribution units across the country. The processing and distribution of mail in many parts of the country is likely to be affected today, as will all collections that are performed by staff based at mail centres. Although working normally today, Thursday 22nd, almost all delivery offices and collection hubs will be affected by a national stoppages on Friday 23rd. See 'National strike action' below for further details.

mails network & distribution

road – Several road services were held up last night by incidents on both the A12 in Essex and the M6 motorway. These two incidents had an impact on a small amount of first class mail into and out of the National Distribution Centre at Daventry and the Princess Royal Distribution Centre in London. There may be some affect on a small amount of first class mail posted in the Lancs & South Cumbria area and from Chelmsford and parts of Essex to addresses in the rest of the UK today.

rail – A late arriving vehicle from the Chelmsford Mail Centre into London's Princess Royal Distribution Centre last night, meant several containers of mail were unable to be loaded onto a scheduled rail service to Scotland. All the mail was transferred to either the surface or air distribution networks but there is likely to be some impact on a small amount of second class mail from Chelmsford and parts of Essex to some addresses in Scotland today.

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

distribution & vehicle centres – No other major service-affecting incidents reported last night (see above),

Industrial action is being taken today, Thursday, by staff at all our distribution and vehicle centres, affecting the movement and handling of mail across large parts of the country.

collections and mail centre processing

Although no service-affecting incidents were reported yesterday, collection and processing staff at all mail processing and distribution centres in the country are taking industrial action today.



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An outline of the planned national industrial action by the CWU and its impact on collections and processing is shown below.

delivery

Deliveries are being made today from almost all delivery offices (DOs) in the country. A number of DOs which are co-located on mail centre sites, will be taking strike action today, Thursday and not Friday. Tomorrow, staff at all other delivery offices will be holding a stoppage, affecting the delivery of ordinary mail across most of the country.

An outline of the planned national industrial action by the CWU and its impact on deliveries is shown below.

international

No new international incidents to report.

All staff involved in the processing and distribution of international mail are taking industrial action today. International mail on hand in delivery offices should be delivered as normal today.

National strike action by the (CWU) - Thursday 22nd & Friday 23rd October

Members of the CWU at most mail centres and network distribution centres across the country will be taking strike action today, Thursday 22nd October, impacting upon the processing and distribution of mail and collections where performed by mail centre staff.

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).

As a consequence of this industrial action, mail services which are affected will be very limited and some delay to the collection, sorting, distribution and delivery of mail will be inevitable over the two days.

In almost all parts of the country mail deliveries should be made as normal today. Staff at most delivery offices will be taking strike action tomorrow, Friday 23rd October. The exception to this is where a delivery office is located on the same site as a mail centre. Where this is the case, delivery staff are striking with mail centre staff and mail deliveries in those areas are likely to be affected today, Thursday 22nd October but will resume on Friday. The nature of the CWU strike action means we aren't able to provide absolute clarity on which areas this



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issue will affect.

Where delivery offices are affected by strike action, deliveries will be limited to premium services such as Special Delivery™ and Royal Mail Tracked™ items.

Most collections normally made by delivery office and collection hub staff will take place as usual today but most mail collections are likely to be affected on Friday 23rd October, when services will be very limited in most areas. If a mail centre usually performs customer collections, these may be affected today, Thursday 22nd, rather than Friday 23rd October. Again, the nature of the CWU strike action means we aren't able to provide absolute clarity on which areas are affected by this issue.

What we are doing to maintain and recover service

Royal Mail has strong contingency plans in place and we are doing everything possible to keep mail moving and minimise disruption for our customers.

Over 900 managerial and contract drivers will move mail around the country during the next two days.

We'll continue to prioritise and deliver Special Delivery™ and Royal Mail Tracked™ mail on strike days, however the nature of the CWU action means we cannot guarantee to do so. In order to provide customers with clear guidance on service, we have removed the Special Delivery guarantee for items posted today and Friday 23rd October. We will restore the guarantee of delivery as soon as we can be sure we can honour the service promise, which we expect will be by Monday 26th October.

Use of around 5000 managerial and support people today and tomorrow to maintain premium services, open callers' offices and to collect from Post Office branches and as many posting boxes as possible.

We have 5 additional dedicated sorting centres set up to aid the distribution of packets through our network.

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 in all areas to, where possible, post mail after the current industrial action.

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 on Friday.

For the latest information, in 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.

