

Royal Mail

Daily Operational Customer Statement

covering incidents in the 24 hours up to 08:00 Friday 23rd October and any anticipated service disruption

The following statement was issued by Royal Mail Customer Service at 09:45 on Friday 23rd October.

operational general synopsis

Staff are returning to work today at all mail centres and network distribution units, following yesterday's strikes. The processing and distribution of mail in most parts of the country were adversely affected by yesterday's action, as were a small number of delivery and collection services.

Today, Friday 23rd October, members of the Communication Workers Union (CWU) are taking industrial action at nearly all delivery offices in all parts of the UK, the exceptions being those DOs attached to a mail centre and which took action yesterday. Many collections of mail will also be affected today, by stoppages at most collections hubs; the small number of collections staff who took action yesterday, will be working as normal today.

See 'National strike action' below for further details.

mails network & distribution

road rail & air – No incidents reported last night.

distribution & vehicle centres – Industrial action was taken yesterday by most staff at all distribution and network distribution hubs. All staff taking action yesterday will be working as normal today, Friday. The movement and distribution of mail in many parts of the country was adversely affected by yesterday's stoppages.

collections and mail centre processing

Collection and processing staff at all mail processing and distribution centres in the country should be working as normal today, following yesterday's industrial action. It may take a little time before all mail centres are working as normal again.

Collections staff based in delivery offices will be taking industrial action today, affecting the collection of domestic and business mail in many parts of the country. An outline of the planned national industrial action by the CWU and its impact on collections and processing, including details of where to access alternative means of posting mail into our pipeline, is shown below in 'National strike action'.

delivery

Deliveries will be affected by stoppages at almost all delivery offices today. Deliveries of mail will be very limited across most parts of the UK today. A number of DOs which are co-located on mail centre sites, will be working as normal today, after taking action as part of the mail centre stoppages yesterday.



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Further details are shown below.

international

No new international incidents to report.

All staff involved in the processing and distribution of international mail should be working as normal today; deliveries of international mail will be limited by the strikes in delivery offices.

National strike action by the Communication Workers Union (CWU)

Although details have yet to be confirmed by the CWU, the union has announced the intention to hold three further 24 hour stoppages next week, affecting different parts of the operation on Thursday 29th, Friday 30th and Saturday 31st October. Further information about these stoppages will be posted onto our 'service updates' web pages later today.

Members of the CWU at most mail centres and network distribution centres across the country took strike action yesterday but should be working as normal today. Today, delivery offices and collections hubs across most of the UK will be holding stoppages.

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.

Staff at most delivery offices will be taking strike action today, Friday 23rd October. DOs located in a mail centre took action yesterday but should be working as normal today, Friday. The nature of the CWU strike action means we aren't able to provide absolute clarity on which areas this issue is affecting.

Where DOs 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 be limited today. If a mail centre usually performs customer collections, these should be made as normal today following yesterday's stoppage. 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.



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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 are moving mail in the network during the two days of strikes.

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 yesterday and today, 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 over the two days 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 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 Offices® 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.

