

Royal Mail

Daily Operational Customer Statement

covering the 24 hours to 09:00, Thursday 24th September 2009

The following statement was issued by Royal Mail Customer Service at 09:30 on Thursday 24th September.

mails network and distribution – general synopsis

No major incidents to report.

road, & air – No major service-affecting incidents to report.

rail – A late arriving vehicle from the Romford Mail Centre, meant several containers of second class mail for Scotland, missed a rail connection at the Princess Royal Distribution Centre. However, all mail was transferred to Stansted airport and continued via air outlets. All mail on board should have connected in time for delivery today.

distribution & vehicle centres – No industrial action is planned at any of our distribution or vehicle operating centres today or tomorrow.

collections and processing

Collections should be made as normal today in all parts of London, following yesterday's stoppages at both the East London Mail Centre and most of the capital's collections units. Only collections in the EC and SW districts and the W5, W7 and W13 postcode areas were made as normal yesterday.

Several Mail Centres continue to work hard to normalise their processing operation, following recent industrial action. Amongst these are the London South, East London, Glasgow and London Central Mail Centres.

Collections should be made as normal today in all parts of the country, with the exception of those in the following Edinburgh postcode areas: EH1 to EH17.

See also 'industrial action' below.

delivery

Deliveries are returning to normal today in London following industrial action yesterday in all delivery offices except those in the EC postal district.

Deliveries should be made as normal in all parts of the country today, although several London offices are continuing to be affected by recent industrial action. These include the West DO and West Central DOs, Wimbledon DO, Docklands, Chiswick, Wandsworth Paddington and West Kensington DOs.



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international

Staff at the London Airmail Unit (LAMU), will be working as normal for the rest of this week. There have been no fresh notifications received of further action at LAMU.

Australia - Visibility at Sydney airport is reported as being severely limited by dust storms blowing in from the interior of the country. All flights are being diverted to Melbourne or Brisbane for the duration of the storms. There may be some slight delay to mail into and out of Sydney for the next few days.

planned industrial action by the Communication Workers Union (CWU)

Almost all of Royal Mail's delivery and collection services are operating as normal today. Members of the CWU have signalled their intention to take further industrial action in the following units over the next few days.

Today, Thursday 24th September

Units affected	Services affected
Edinburgh Mail Centre	Limited processing of mail for the DD, EH, KY, PH & TD postcode areas. Limited collections in the EH1 to EH17 postcode areas

Friday 25th September

All services should be operating as normal in all parts of the country on Friday, with no planned stoppages at any units.

Saturday 26th September

Units affected	Services affected
Delivery offices as follows: Edinburgh (EH4, EH8, EH10, EH22-23, EH28, EH36-38, EH47-48 & EH51-52) Glasgow (G33-34, G67-70, G72-73) Grangemouth (FK3) Stirling (FK7-9) Alloa (FK10-14) Cowdenbeath (KY4) Lochgelly (KY5) Anstruther (KY10) Dunfermline (KY11-12)	Limited deliveries of mail in all of these listed areas.



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Monday 28th September

Units affected	Services affected
Newport West Delivery Office	Limited deliveries in the NP10 & 20 postcode areas
Coventry MC Distribution, Coventry City DO	Limited collections in the Coventry CV1-8 areas Limited deliveries in CV1-7 & parts of CV8
Bristol MC Distribution	Limited collections in parts of the BS postcode area
Glasgow Mail Centre	Limited processing of mail for G, FK, KA, ML, PA postcodes
Plymouth Mail Centre	Processing of mail for the PL postcode area. Limited collections in parts of the PL postcode area
Looe & St Austell Delivery Offices	Limited deliveries in PL13 & PL24-26 postcode areas
Plymouth Central, Park & North Central DOs	Limited deliveries in the PL1-9 postcode area
Nottingham City, Eastwood & Grantham DOs	Limited deliveries in NG3 & NG16. Limited deliveries & collections in the NG31-33 postcode area.
Burslem Delivery Office	Limited deliveries in the ST6 postcode area
Leamington Spa Delivery Office	Limited deliveries in the CV31 to 33 postcode area.

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 industrial action 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.

