

Royal Mail

Daily Operational Customer Statement

covering the 24 hours to 09.00, Friday 25th September 2009

The following statement was issued by Royal Mail Customer Service at 09:30 on Friday 25th September.

mails network and distribution – general synopsis

All network services should be operating as normal in all parts of the country today. There are no stoppages planned by the CWU in any units today.

road – Chester Mail Centre – East Midlands Airport A vehicle breakdown on the M56 last night and the time spent sourcing a replacement, meant several containers of mail from the Chester and North Wales areas missed scheduled air connections at East Midlands. All mail was transferred to the surface distribution network but there may be some impact on a small number of first class items posted from those areas, to addresses in some parts of the country today.

air & rail – No reported service-affecting incidents.

distribution & vehicle centres –

All distribution and vehicle centres operated as normal yesterday. Normal operations will also be in place today and over the weekend.

collections and processing

Collections in all parts of the country should be made as normal today; there are no stoppages planned by the CWU at any mail centres or collections units today. Yesterday, staff at three collections units in Scotland: Livingston, Perth and Dundee, took unofficial action as a consequence of yesterday's planned stoppage at the Edinburgh Mail Centre. Collections in the DD1-6, EH54 and PH1-2 postcode areas were all affected by the industrial action in the collections units; it is anticipated that all collections staff will return to work today at the start of today's shift.

All staff have returned to work at the Edinburgh Mail Centre and processing of all mail for postcodes DD, EH, KY, PH & TD postcodes will take place as normal today.

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

See also 'industrial action' below.



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delivery

Deliveries in all parts of the UK should be made as normal today; no stoppages are planned by the CWU at any Delivery Offices today.

Yesterday the Livingston and Edinburgh South East Delivery Offices took unofficial industrial action, affecting deliveries in the EH16 & EH17, EH27 and EH53 to EH55 postcode areas. Deliveries from these offices yesterday were limited to those of Special Delivery™ and Royal Mail Tracked™ items which were delivered by managerial volunteers.

Several Delivery Offices in the London area, are continuing to work hard to normalise the delivery of mail today, following the industrial action earlier in the week. We're doing all we can to keep mail moving with near normal deliveries taking place. There is however a delay to mail during this week of around 1-2 days in most parts of London and around 3 days in parts of South West London. This information is intended as a guideline and in some of our offices delays are shorter.

See also 'industrial action' below.

international

The Portuguese postal authority - CTT Correios de Portugal - has informed Royal Mail that a union strike of the TAP Portugal pilots took place yesterday and is continuing today (24th and 25th September). This strike may affect both outbound and inbound mail flown on TAP Portugal flights to and from the country.

planned industrial action by the Communication Workers Union (CWU)

All of Royal Mail's network, processing, delivery and collection services are operating as normal today.

Friday 25th September

There are no planned stoppages in any Royal Mail units today. All service should be operating as normal.

Saturday 26th September

Units affected	Services affected
Edinburgh (EH4, EH8, EH10, H22-23, 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



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Monday 28th September

Units affected	Services affected
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.

Tuesday 29th September

Units affected	Services affected
Bristol Mail Centre	Processing of mail for the BS, TA, BA areas
Glasgow Mail Centre	Limited processing G, FK, KA, ML, PA postcodes. Limited collections in G1-5 & G11-84
Mount Pleasant, South London, East London MCs	Limited processing of mail in London
Thames Valley Mail Centre	Processing of mail in SN, OX, RG TBC - collection of mail in SN1-7
Greenford Mail Centre	Processing of mail in NW, SL, UB, HA Collections in parts of HA & UB
London Collection Hubs	Limited collection of mail in London except in W5, W7, W13
Peterborough MC Distribution	TBC - limited collection of mail in PE1-8
LAMU	International Mail Processing
PRDC, East London, Northern Home Counties DC, Essex DC, South West RDC	Processing, collection & transportation of network mail



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Network centres at: Nine Elms, Greenford, Yorkshire DC, National DC (NDC) North West RDC, East Mids, P'Boro, Birmingham, Bridgend, Carlisle Network Hub, Swindon Warehouse	Bulk collection & transport of mail
London Delivery Offices	Limited delivery of mail in London
Huntington & Peterborough DOs	Limited delivery of mail in PE1, PE3-6, PE8 & PE28-29
Boston, Kings Lynn & Skegness DOs	Limited delivery of mail in PE20-22; PE24-25 & PE30-35
Cambridge Delivery Office	Limited delivery of mail in CB1-5, CB23-24
Ely DO including SPDOs in Soham, Isleham & Haddenham	Limited deliveries in CB6-7
Middlesbrough Delivery Office	Limited deliveries in TS1-5
Portsmouth, Bognor Regis & Newport I-O-W DOs	Limited deliveries in PO1-5, PO21-22 & PO30-32
Maidstone, Sheerness, Chatham, Faversham & Medway Valley DOs	Limited deliveries in ME4-6, ME11-17 & ME19-20
Ayr, Kilmarnock, Kilwinning, Irvine DOs	Limited deliveries in KA1-4, KA6-8, KA11-13, KA16-17
Johnstone Delivery Office	Limited deliveries in PA5-6, PA-10, PA12

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.

