

# Royal Mail

## Daily Operational Customer Statement

### covering incidents in the 24 hours up to 08:00 Tuesday 27<sup>th</sup> October and any anticipated service disruption

The following statement was issued by Royal Mail Customer Service at 10:15 on Tuesday 27<sup>th</sup> October.

#### operational general synopsis

All operational units across the country are working today, Tuesday 27<sup>th</sup> October and all deliveries and collections should be made as normal today. We're doing everything possible to deliver all mail delayed by last week's industrial action.

No further stoppages are planned by the Communication Workers Union until the national action on Thursday of this week. See 'National strike action' below for further details.

#### mails network & distribution

**road** - A serious accident on the M6 motorway yesterday, meant two lanes of the southbound carriageway were closed for re-surfacing between junctions 3A and 3. Heavy tailbacks were caused by the lane closures and as a consequence several road services arrived late into the National Distribution Centre (NDC).

**rail** - The late arrival of a road service from the National Distribution Centre, into the Warrington Rail Terminal yesterday afternoon, meant several containers of mail were unable to be loaded onto the 16:26 scheduled rail service to the Scottish Distribution Centre. Although all mail on board travelled on a later rail service, there is likely to be some impact on an amount of Mailsort 1 traffic from the NDC to some addresses in Scotland today.

**air** - No major incidents reported last night.

**distribution & vehicle centres** - Staff at all vehicle and network distribution hubs are working as normal today. The National Distribution Centre was reported as busy last night following several late arrivals due to the traffic congestion on the M6 and the impact of last week's national industrial action.

A vehicle service from the Chester Mail Centre into the Warrington Rail Terminal suffered a technical fault last night, which meant mail on board was unable to be loaded onto several scheduled rail services. Several containers of mail were transferred to the road distribution network but there is likely to be some impact on a small amount of first class standard tariff mail from the Chester and North Wales areas, to addresses in parts of Scotland, Yorkshire and North East England today.



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### collections and mail centre processing

Staff at all collection and mail processing centres in the country are working as normal today. A number of mail centres are working hard to normalise processing operations, following last week's national stoppage. Amongst these are the three London Mail Centres (South, East and Central) as well as the Glasgow and Swindon Mail Centres.

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 if this week's planned action goes ahead, is shown below in 'National strike action'.

### delivery

Staff at all delivery offices are working normally today. An outline of this week's planned national industrial action by the CWU and its potential impact on deliveries, is shown below.

### international

No new international incidents to report.

All staff involved in the processing, distribution and delivery of international mail should be working as normal today.

### National strike action by the Communication Workers Union (CWU)

The CWU, has announced the intention to hold three further 24 hour stoppages, affecting different parts of the operation on Thursday 29<sup>th</sup>, Friday 30<sup>th</sup> and Saturday 31<sup>st</sup> October. The CWU in London has also announced the intention to take strike action in many collections units in the capital on Friday 30<sup>th</sup> October. Talks between representatives of the CWU and Royal Mail are continuing.

Date	Functions striking	General service impact
Thursday 29 <sup>th</sup> October	Mail Centres & Network Distribution Units	Limited processing, movement and collection (if local collections performed by staff at a Collections Hub) of ordinary mail in most parts of the country.
Friday 30 <sup>th</sup> October	MDEC (Coding of poorly addressed mail)	No direct impact on mail services
	London Collections Hubs	Limited collections in all parts of the SE, N, NW and WC postal districts.  Limited collections in the E1, E2, E4, E5, E8 to E11, E17, E18, SW11 to SW20 postcode areas and all parts of the W district (except W5, W7, W13).  Collections in EC district as normal.



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Saturday 31 <sup>st</sup> October	Delivery Offices & Collections Hubs	Limited delivery & collection of ordinary mail (if local collections performed by the Delivery Office).
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Mail services which are affected on Thursday, Friday and Saturday will be very limited and some delay to the collection, sorting, distribution and delivery of mail will be inevitable on these two days.

### Deliveries

A small number of delivery offices (DOs) are located in our mail centres and staff at these DOs may be holding stoppages as part of the mail centre action on Thursday. All others will be taking action on Saturday. The nature of the CWU strike action means we aren't able to provide absolute clarity on which areas this issue will affect.

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

### Collections

Most Saturday collections normally made by delivery office and collection hub staff will be limited on Saturday 31<sup>st</sup>. If a mail centre usually performs customer collections, these are likely to be affected on Thursday 29<sup>th</sup> 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.

Collections in the above postcode areas affected by strike action in London on Friday, are likely to be very limited.

### 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.

We'll continue to prioritise and deliver Special Delivery™ and Royal Mail Tracked™ mail during stoppages.

Over 900 managerial and contract drivers will be moving mail in the network on strike days. Around 5000 managerial and support people will be helping to maintain premium services, open callers' offices and to collect from Post Office® branches and as many posting boxes as possible when industrial action is being taken. We also 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 on strike days. 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.



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We're advising customers in all areas to, where possible, post mail before or after any 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 any action is being taken at DOs.

### Further information

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](http://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 industrial action being taken by the CWU this week.

