

covering incidents in the 24 hours up to 08:00 on Wednesday 28th October and any anticipated service disruption

The following statement was issued by Royal Mail Customer Service at 10:00 on Wednesday 28th October.

operational general synopsis

All operational units across the country are working today, Wednesday 28th October and all deliveries and collections should be made as normal.

Further, national strikes are planned by the Communication Workers Union for tomorrow, Thursday 29th, Friday 30th and Saturday 31st October. Action affecting collections is also planned on Friday 30th in London. See 'National strike action' below for further details of services affected should the strikes go ahead.

mails network & distribution

road - The road service from the South West Distribution Centre to the Warrington Rail Terminal suffered a breakdown yesterday evening, which meant a number of containers of mail were unable to be loaded onto the scheduled rail service to Scotland last night. All the mail was forwarded on a later rail service, however due to this late running, some mail for the Aberdeen and Inverness Mail Centres was unable to connect with scheduled road services for the remainder of the journey north. There is likely to be some impact on a small amount of first class standard mail from South West England, to addresses in parts of the North of Scotland today.

rail - The breakdown of a southbound rail freight service near Carstairs last night, caused a delay of over three hours to a Royal Mail rail service from the Scottish Distribution Centre to the Warrington Rail terminal last night. Much of the mail on board the train missed connections to several distribution centres around the country; all delayed mail was transferred either to alternative rail services or to the road distribution network. There is likely to be some impact on a small amount of first and second class standard mail, plus a small number of first class packets from Scotland to addresses across parts of England and Wales today.

A late arriving service from the National Distribution Centre at Daventry to the Warrington Rail Terminal last night, meant several containers of mail were unable to connect with a scheduled rail service to the Scottish Distribution Centre. The mail travelled forward either on a later train or via a contingency road service. There is likely to be some affect on a small amount of first and second class standard mail and some Mailsort® 1 traffic from parts of Wales and southern & central England today.

air - No major incidents reported last night.

distribution & vehicle centres - Staff at all vehicle and network distribution hubs are working as normal today, however tomorrow most



centres will be affected by a 24 hour stoppage affecting the movement of mail in many parts of the country.

collections and mail centre processing

Staff at all collection and mail processing centres in the country are working as normal today. Tomorrow staff at all Mail Centres and Network Distribution Units are planning to take industrial action, affecting the processing and movement of mail in many parts of the country and collections and deliveries in a small number of areas, where these functions are co-located with a Mail Centre.

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 and most will be working as normal tomorrow (Thursday) and on Friday 30th. See below the list of known delivery offices planning to strike on Thursday 29th and an outline of this week's proposed national industrial action by the CWU and its potential impact on deliveries.

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. All international mail on hand has been cleared and there are currently no inward or outward delays to international mail. Staff at the international mail handling centre at Heathrow and in other parts of the country are planning to take further industrial action tomorrow, Thursday.

National strike action by the Communication Workers Union (CWU)

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

Date	Functions striking	General service impact
Thursday 29 th October	Mail Centres & Network Distribution Units	Limited processing and movement of mail in all parts of the country. Limited collections where these are performed by staff at a Mail Centre / Collections Hub. In London there will be Limited collections in the SW1 to SW10, E3, E6, E7, and E12 to 16 postcode areas, as well as all EC postcodes. All other areas of London collections will be as normal.



Friday 30 th October	Manual Data Entry Centres (coding of poorly addressed mail)	No direct impact on mail services
	London Collections Hubs	Limited collections in all parts of the SE, N, NW & WC postal districts of London. 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.
Saturday 31 st October	Delivery Offices & Collections Hubs	Limited delivery of ordinary mail in most parts of the country. Limited collections if those local collections are performed by the Delivery Office.



If the strikes take place, delivery and collection services which are affected in most parts of the UK on Thursday 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. Collections of mail in London will be limited on the specific days shown above.

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, however the following DOs have given formal notice of strike action on Thursday:

Broadstone DO (BH18)	Canterbury DO (CT1-4)	Cardiff DO (CF10, 11, 24)
Carlisle DO (CA1- 6)	Chelsea DO (SW3)	Crewe DO (CW1 - 3)
Darlington DO (DL1-3)	Edinburgh West DO (EH11, 12, 29, 30)	Glasgow G1-4 DO
Inverness DO (IV1,- 5, 13)	Liverpool L1-8 DO	Maidstone DO (ME14-17)
Middlesbrough DO (TS1- 5, 90)	Newtownabbey DO (BS36, 37)	Victoria (SW1)
Tonbridge DO (TN9-12)	Truro DO (TR1 - 6)	Victoria Docks DO (E16)

We will update this list as the situation become clearer and post details of DOs affected on the regional 'service update' web pages later today.

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

Although redeliveries of mail should be available for Thursday 29th and Friday 30th October, we cannot guarantee them across all areas. We are also unable to arrange any redeliveries on Saturday 31st October and Monday 2nd November.



Royal Mail

Daily Operational Customer Statement

Collections

Most Saturday collections normally made by delivery office and collection hub staff will be limited on Saturday 31st. If a mail centre usually performs customer collections, these are likely to be affected on Thursday 29th 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 postcode areas affected by strike action in London on Friday (see above), 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.

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 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.

