

covering the weekend of 26<sup>th</sup> & 27<sup>th</sup> September to 09:00, Monday 28<sup>th</sup>

The following statement was issued by Royal Mail Customer Service at 10:10 on Monday 28<sup>th</sup> September.

## mails network and distribution – general synopsis

No staff in the national network are involved with industrial action today, although collections, processing and delivery staff in parts of the Midlands and South West England will be involved in a number of stoppages today (see below).

**road (Friday) –** Severe delays on the M5 and M6 northbound resulted in a number of services arriving late into the Warrington Rail Terminal on Friday evening. The M1 Southbound between Junctions 29 and 28 was also closed at approx 23:00 for several hours, resulting in the late arrival of several services into the National Distribution Centre (NDC).

Several containers of mail from the NE postcode area arrived late into the NDC on Friday night, due to the closure of the M1. This traffic was forwarded on alternative road services to London's Princess Royal DC and the Northern Home Counties DC, but there may have been some impact on some first class mail from North East England to addresses in London and the South East on Saturday.

## air (Friday) –

**East Midlands Airport – Exeter:** Due to the late arrival of a road service from the Yorkshire Distribution Centre into East Midlands Airport on Friday because of the M1 closure, a small amount of first class mail was unable to fly on this scheduled service and was transferred to the road distribution network. There is likely to have been some impact on a small number of items from parts of Yorkshire to the far South West of England on Saturday.

**East Midlands Airport – Bournemouth:** Due to the M1 closure on Friday, a road service from Bolton Mail Centre arrived late into East Midlands. All mail was transferred to road services but there is likely to have been some impact upon a small amount of mail from Bolton and other parts of South Lancashire to addresses in the Bournemouth and Hampshire area on Saturday.

**rail –** No reported service-affecting incidents.

## distribution & vehicle centres –

All distribution and vehicle centres operated as normal over the weekend.

Several containers of mail from London's Princess Royal DC to addresses in Northamptonshire, arrived late on Saturday morning into the Northampton Mail Centre. There is likely to have been some effect on some first class items from London and the South East on Saturday morning.



# Royal Mail

## Daily Operational Customer Statement

### **collections and processing**

Collections in all parts of the country were made as normal on Friday and Saturday last week. There are several planned stoppages affecting collections today. See 'planned industrial action' below. Staff at the Glasgow Mail Centre have called off the 24 hour stoppage planned at that centre for today and tomorrow; all processing and collection of mail should operate as normal in the Glasgow area today.

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

### **delivery**

Deliveries are returning to normal at the Scottish offices involved in industrial action on Saturday 26<sup>th</sup>; these included: several offices in Edinburgh and Glasgow, plus DOs in Stirling, Alloa and Cowdenbeath.

Staff at several delivery offices (DOs) in parts of South West England and the Midlands are taking action today - Monday, affecting deliveries and some collections locally. All delivery offices involved are shown below. The stoppage planned by staff at the Newport West DO (NP10 & 20) for today has been called off and all staff are working as normal today.

Many DOs in the London area and in Glasgow are continuing to work hard to normalise the delivery of mail today, following the industrial action last week. We're doing all we can to keep mail moving with near normal deliveries taking place in London today. There is however likely to be 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 and West London. This information is intended as a guideline and in some of our offices delays are likely to be shorter.

### **international**

No new international incidents to report. All international operations are working as normal today.

### **planned industrial action by the Communication Workers Union (CWU)**

Today, Monday 28<sup>th</sup> Sept. members of the CWU are taking industrial action in parts of the Midlands and South West England, affecting collection, processing and delivery services as shown in the table below. In several parts of Scotland a local bank holiday is being observed today. Where the holiday is traditionally taken today, Royal Mail will generally be observing this and mail services will not operate. In other parts of Scotland, all mail services are operating normally.



### Monday 28<sup>th</sup> September

Units affected	Services affected
Coventry MC Distribution, Coventry City Delivery Office (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
Plymouth Mail Centre	Processing of mail for the PL postcode area. Limited collections in parts of the PL postcode area
Looe & St Austell DOs	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

The 24 stoppage previously notified for the Glasgow Mail Centre from 19:00 on Monday 28<sup>th</sup> has now been called off.

### Tuesday 29<sup>th</sup> September

Units affected	Services affected
Bristol Mail Centre	Processing of mail for the BS, TA, BA areas
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
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 deliveries in London
Huntington & Peterborough DOs	Limited deliveries in PE1, PE3-6, PE8 & PE28-29
Boston, Kings Lynn & Skegness DOs	Limited deliveries in PE20-22; PE24-25 & PE30-35
Cambridge & Ely (inc Soham, Isleham & Haddenham) DOs	Limited deliveries in CB1-7, & CB23-24
Middlesbrough Delivery Office	Limited deliveries in TS1-5
Portsmouth, Bognor Regis & Newport I-O-W Dos	Limited deliveries in PO1-5, P021-22 & P030-32



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

### Wednesday 30<sup>th</sup> September

On Wednesday, staff at London's Victoria and Chelsea DOs will be taking industrial action, prolonging the stoppage which began in those offices on Tuesday morning by 24 hours. Deliveries in the SW1 and SW3 postcode areas will be limited in these postcode areas of London. Services should operate as normal in all other parts of the country, although industrial action at the above units on Tuesday will have an impact on services today.

### Thursday 1<sup>st</sup> October

On Thursday, staff at the Bury St. Edmunds, Thetford and Stanton & Woolpit DOs will all be taking industrial action, affecting deliveries in the IP24, IP25 and IP28 to IP33 postcode areas. Services should operate as normal in all other parts of the country.

For the latest information about services in your area, 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.

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.

