

# Royal Mail

## Daily Operational Customer Statement

### covering the 24 hours to 09:00, Tuesday 29<sup>th</sup> September

The following statement was issued by Royal Mail Customer Service at 10:10 on Tuesday 29<sup>th</sup> September.

#### mails network and distribution – general synopsis

Staff at several national network centres are taking industrial action today, affecting the movement of mail around the country. Several delivery offices, collections hubs and a number of mail centres are also involved with official industrial action today – see details below.

**road** – An accident on the M1 between junctions 23 & 24 early yesterday evening, caused delays to some network services into and out of the National Distribution Centre last night.

#### **air** – Edinburgh – Kinloss (Inverness)

A capacity issue caused by unofficial industrial action in the Edinburgh area yesterday, meant a small amount of mail was unable to be flow to Inverness from Edinburgh last night. There may be some impact on some first class items from Edinburgh and South East Scotland for the more remote parts of northern Scotland today.

#### **Belfast – East Midlands Airport**

Heavier than anticipated arrivals of mail at Belfast, meant several containers of first class mail were unable to be loaded onto the 19:20 flight from Belfast last night. There may be some impact on some items of mail from Northern Ireland to parts of southern and central England and Wales today.

#### **Bournemouth – Guernsey & Jersey**

Several containers of mail for the Channel Islands from Bournemouth Mail Centre arrived too late to connect with flights from the airport yesterday morning. There may be a slight delay to some first class mail to the islands from the mainland today.

#### **East Midlands Airport – Isle of Man**

A technical fault with the aircraft operating this service this morning, meant a two hour delay to take off at East Midlands. There may be some impact on some first class mail to the island from the mainland today.

**rail** – No major incidents to report.

#### **distribution & vehicle centres –**

Industrial action is affecting service at several distribution and vehicle operating centres today. Please see the table below for details of units involved in the 24 hour stoppage.



## **collections and processing**

Unofficial action was taken yesterday by staff at the Edinburgh Mail Centre. Processing for the EH, DD, PH, TD and KY postcodes was affected by the stoppage. Staff at the Dundee and Perth collections centres also took industrial action in connection with the action at Edinburgh. As a result, mail collections in the PH1, PH2 and DD1 to DD5 postcode areas were limited yesterday. The dispute spread further to several delivery offices in Edinburgh and deliveries in the following postcode areas were also affected yesterday: EH4 & 5, EH10-12, EH15-17, EH29 and 30. All collection and processing staff involved in this dispute will be returning to work today.

There are several planned stoppages affecting collections today. Staff at the three main London Mail Centres: Central (Mount Pleasant), East and South are taking action today, as well as those at the Thames Valley Mail Centre in Swindon, the Greenford Mail Centre in Uxbridge and the Bristol Mail Centre. Collections will also be affected in the Peterborough area today. All processing and collection of mail should operate as normal in the Glasgow and Edinburgh areas today.

## **delivery**

Deliveries are returning to normal at the Edinburgh offices involved in industrial action on Monday 28<sup>th</sup> (see above). All staff have returned to work today.

Further official action is planned today in all London DOs, in delivery offices in parts of East Anglia and Kent, at five delivery offices in Scotland, as well as in parts of the PO postcode area and at the Middlesbrough DO. Details of all affected delivery offices are listed below.

## **international**

No new international incidents to report. Staff at the London Airmail Unit will be taking industrial action today, affecting international mail into and out of the capital.

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

We are really sorry for the impact industrial action is having on customers and we are continuing to do everything we can to keep mail moving normally. However delays to mail are likely to continue in areas affected by industrial action this week, particularly in London. A delay to mail of around 1-2 days is currently being experienced in many parts of London. Delays in the SW and SE postal districts are currently running at around 3-4 days.

Today, Tuesday 29<sup>th</sup> September, members of the CWU are taking industrial action in all postal districts of London, affecting collections and deliveries in most units. Several units in East Anglia are also involved in stoppages as are a number of others, in parts of England and Scotland. Several network centres are also holding stoppages today, affecting the movement of mail around the country between mail centres.



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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 P01-5, 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. 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 on Wednesday.

### 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-IP33 postcode areas. Services should operate as normal in all other parts of the country.



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Friday 2<sup>nd</sup> October

Units affected	Services affected
18 Bristol DOs: Bristol East, North, City, South East, South, Axbridge, Avonmouth, Clifton, Clevedon, Yatton, Yate, Woolavington, Westbury on Trym, Portishead, Nailsea, Kingswood, Keynsham, Fishponds	Limited deliveries in the following postcode areas: BS1, 3-11, 13-16, 20, 21, 26, 30, 31, 37, 41, 48 & 49  Limited collections in the following areas: BS11, 15, 16, 20, 21, 31, 37 & 48.
Bridgwater DO	Limited deliveries & collections in the TA1-5 postcode area.

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.

