

covering incidents over the weekend of 31st October & 1st November to 08:00 Monday 2nd November and any anticipated service disruption

The following statement was issued by Royal Mail Customer Service at 09:05 on Monday 2nd November.

operational general synopsis

Services are getting back to normal today, Monday, 2nd November, following the three days of strike action last week, culminating in strike action at most delivery offices on Saturday 31st October. Delivery times may vary today in many areas due to the unusual volumes of mail to handle following the strikes last week. Mail Centres and Distribution Centres are also working hard to normalise service and reduce delays to mail.

mails network & distribution

road & rail - No major incidents reported over the weekend.

air - On Friday evening, the aircraft operating between Guernsey and Bournemouth suffered technical difficulties with the left hand engine before departure. The aircraft could not be repaired, and no alternative aircraft was available. All mail was despatched to Bournemouth on Saturday morning, so there is likely to have been some impact to some first class mail posted in Guernsey on Friday for delivery throughout the country today.

distribution & vehicle centres - Staff at all vehicle and network distribution hubs are working as normal today.

collections and mail centre processing

Staff at all Mail Centres should be working as normal today; collections will be made in all areas. See also 'National strike action' below.

delivery

Staff at all delivery offices should be working as normal today; deliveries will be made in all areas. See also 'National strike action' below.

international

All staff involved with the handling of international mail should be working as normal today.

Kenya. Severe flooding in the Kanagoni area of Kenya has made many roads impassable this week. The road to Lamu has been cut off and mail movement badly disrupted in the Coastal and North Eastern provinces.



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National strike action by the Communication Workers Union (CWU)

The Communication Workers Union has notified Royal Mail of the intention to hold two further days of strike action on Friday 6th & Monday 9th November. We will share further details of the likely impact this proposed strike action will have on mail services as soon as we can.

Deliveries

Staff at all delivery offices should be working normally today, Monday 2nd November, following Saturday's stoppages at many DOs around the country. Delivery times may vary from normal today, due to the unusual volumes of mail to handle following the industrial action over the weekend.

Collections

All collections should be made in all areas as normal today, Monday 2nd November.

Collections performed by delivery offices on Saturday were disrupted by stoppages at many delivery offices. All collections should be made as normal today, but pick up times may vary due to the unusual volumes of mail to handle following the weekend's action.

Details of where to access alternative means of posting mail into our pipeline on strike days, including office locations, can be found on the regional service update web pages.

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 will continue to accept, prioritise and guarantee Special Delivery™ and Royal Mail Tracked™ mail during any fresh stoppages.

Over 900 managerial and contract drivers are available to keep 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.

On strike days, customers who use a franking machine and usually have their mail collected, can take their mail to any Post Office® or to a large Royal Mail centre on strike days (see web pages for location details). 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 after this round of 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.



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Further information

For the latest information, in greater detail about services in your area and where mail can be posted during any strike action, please go to our website at www.royalmail.com/serviceupdates and click on the regional link most appropriate for you.

Royal Mail would again like to apologise for the inconvenience and disruption to your service caused by the industrial action being taken by the CWU this week.

