

covering the 24 hours to 09:00, Friday 2nd October 2009

The following statement was issued by Royal Mail Customer Service at 09:40 on Friday 2nd October.

operational general synopsis

Almost all units are working as normal today, following yesterday's stoppages in three delivery offices in East Anglia: Bury St Edmunds, Thetford and Stanton & Woolpit.

Although we're doing all we can to keep mail moving, delays to mail are likely to continue in areas affected by industrial action, particularly in London. A delay to mail of around 1-2 days is currently being experienced in many parts of the capital. Delays in the SW and SE postal districts are running at around 3-4 days. This information is intended as a guideline though; delays in individual London offices may be shorter or slightly longer depending on local recovery plans. Some delays to mail are also being experienced in Edinburgh, following recent industrial action.

mails network & distribution

road - The northbound and southbound carriageways of the M1 motorway were both closed last night from about 21:30 between junctions Jct16 & 18 due to an overturned lorry. The motorway remained closed until 02:30 in the morning and long delays were caused in both directions. As a contingency, the North West, South West, Swindon and Yorkshire Vehicle Centres provided additional services to the National Distribution Centre (NDC) at Daventry to clear delayed mails traffic, but the hold ups had an impact upon some first class mail to and from the NDC and London's Princess Royal Distribution Centre.

air & rail - No major incidents to report.

distribution & vehicle centres - There is no industrial action planned at any of the distribution and vehicle operating centres today.

collections and mail centre processing

All collection and processing staff are working normally today, with the exception of those in Bridgwater (TA5-7) and the areas of Bristol listed below. Collections will be made today in all areas of East Anglia following disruption at the Bury St Edmunds and Thetford units yesterday. Several mail centres are still working hard to normalise service, following recent instances of industrial action. Notable amongst these are the mail centres in Central London, South London, Croydon and Swindon, plus the Jubilee Mail Centre near Hounslow.

delivery

Deliveries are being made today from almost all delivery offices (DOs) in the country, following the return to work of staff at three offices in East Anglia: Thetford, Bury St Edmunds and Stanton & Woolpit. Staff are, however taking action today at the Bridgwater DO in



Somerset and at 18 DOs in and around the Bristol area; details of offices affected are shown below in the 'planned industrial action' section. Deliveries are likely to be limited in these areas today; collections will be affected in Bridgwater and some areas of Bristol also (see below).

Delivery times may be subject to some variation in areas where industrial action has taken place recently. In London and Edinburgh managers are working in many delivery offices alongside staff to help deliver as much mail to customers as quickly as we can.

international

No new international incidents to report. All centres handling international mail will be working as normal today.

planned industrial action by the Communication Workers Union (CWU)

Details of planned industrial action likely to have an impact on mail services over the coming days are shown below. We are really sorry for the impact these stoppages are having on our customers and we are continuing to do everything we can to keep mail moving normally. Managerial resource is being used extensively in delivery offices and other centres in London this week, to help reduce the delays to mail currently being experienced by customers in some parts of the capital.

Friday 2nd 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 TA5-7 postcode area.

Saturday 3rd October

Units affected	Services affected
17 SW London Delivery Offices	Limited deliveries in all SW London postcode areas, except SW1, SW3 and SW19
Plymouth Mail Centre	Processing of mail for the PL postcode

Industrial action originally proposed for the Rutherglen (G72 & G73) DO on Saturday has now been withdrawn.

Monday 5th October

Staff at the Glasgow G13-14 Delivery Office will be taking industrial action, affecting deliveries in those postcode areas of the city on Monday.



Royal Mail

Daily Operational Customer Statement

Tuesday 6th & Wednesday 7th October

No industrial action planned at any units in the country on these days.

Thursday 8th October

Units affected	Services affected
Peterborough Delivery Office	Limited deliveries in the PE1, PE3-PE6 and PE 8 postcode areas
Bristol Collections Unit	Limited collections in the BS1-10, BS13, BS14, and BS34 postcode areas

Friday 9th October

Units affected	Services affected
Peterborough Delivery Office	Limited deliveries in the PE1, PE3-PE6 and PE 8 postcode areas
Bristol Mail Centre	Processing of mail for the BS, BA & TA postcodes

For the latest information about services in your area, please go to our website at 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 dispute 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.

