

Royal Mail

Daily Operational Customer Statement

covering incidents in the 24 hours up to 08:00 on Friday 30th October and any anticipated service disruption

The following statement was issued by Royal Mail Customer Service at 10:10 on Friday 30th October.

operational general synopsis

Members of the Communication Workers Union are taking the second of three days of industrial action today. Staff at our Manual Data Entry Centres, who code poorly addressed mail for sorting, will be taking action today, although there will be no direct impact on services to customers. Collections staff at London collections hubs will be striking also, disrupting some collection services for customers in the capital.

Mail Centres and Network Distribution Centres are getting back to normal today, following yesterday's strike action. Tomorrow, most delivery offices will be affected by industrial action, disrupting deliveries and some collection services across much of the country.

See 'National strike action' below for further details of services affected.

mails network & distribution

road - No major incidents reported last night.

rail - Princess Royal Distribution Centre - Warrington - Scottish DC

This 16:26 rail service was held up by a points failure in Cheshire yesterday evening for nearly 2 hours, causing the delayed arrival of the train into the Scottish DC. There is likely to be some impact on some second class mail from many parts of England and Wales to addresses in the North of Scotland today.

air - East Midlands Airport - Edinburgh 23:30

Several containers of mail for the Glasgow area were unable to be loaded on this flight from East Midlands to Edinburgh last night, due to the heavier than normal volume of mail received at East Midlands. There is likely to be some impact on a small amount of first class mail from across central & southern England, for addresses in parts of western Scotland today.

distribution & vehicle centres - Staff at all vehicle and network distribution hubs are returning to work today, following yesterday's strike action. However, all centres will be very busy today, working hard to normalise the distribution of mail following yesterday's strike action.

collections and mail centre processing

Staff at all Mail Centres are returning to work today, after yesterday's strike action. Collections will be made in nearly all areas today as normal, although action at London's collection hubs will disrupt many collection services in London today. See table below for postcodes affected.



Most Mail Centres will be working hard to normalise service today, with many adversely affected by yesterday's strike action. Most notable amongst these are the: London South, Manchester, Preston, Swindon, Birmingham and Edinburgh Mail Centres.

An outline of the planned national industrial action by the CWU and its impact on collections and processing, is shown below in 'National strike action'.

delivery

Staff at all delivery offices should be working normally today, Friday 30th but will be holding stoppages tomorrow, Saturday, disrupting deliveries in many parts of the country.

A small number of DOs which are co-located at their local Mail Centre took strike action yesterday and so will be working as normal tomorrow. Details of which DOs this involves can be found at the regional 'service update' pages on our website (See below for more details).

international

No new international incidents to report.

Staff at the international mail handling centre at Heathrow and the London Airmail Unit should be working as normal today, Friday.

National strike action by the Communication Workers Union (CWU)

Today, members of the CWU are holding the second of three 24 hour stoppages. Staff at our MDEC units, which code poorly addressed mail for sorting will be taking action, although this will have no direct impact on services to customers. Staff at collections hubs in London will also be holding a stoppage, disrupting collections services in those parts of the capital which were not affected yesterday. Details of the three days of strike action are shown below:

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 were performed by staff at a Mail Centre. In London there were limited collections in the SW1 to SW10, E3, E6, E7, and E12 to 16 postcode areas, as well as all EC postcodes. In all other areas of London collections should have been made as normal.
	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	Limited delivery of ordinary mail in most parts of the country. Limited collections if those local collections are performed by the Delivery Office on Saturday.



Deliveries

A small number of delivery offices (DOs) are located in our mail centres and staff at these DOs held stoppages yesterday as part of the mail centre action. The nature of the CWU strike action means we aren't able to provide absolute clarity on which areas this issue affected, however a number of DOs gave notice of strike action on Thursday and details of these can be found on our regional service update page at: www.royalmail.com/serviceupdates. At these offices, delivery times may vary from normal today due to the unusual volumes of mail to handle.

On Saturday, most other DOs will be affected by strike action and deliveries here will be limited to premium services, such as Special Delivery™ and Royal Mail Tracked™ items.

Collections

Many collection services were affected by strike action in mail centres yesterday. Details of these can be found on the regional service update web pages at: www.royalmail.com/serviceupdates. Where collections have been disrupted yesterday, pick up times today are likely to vary from normal, due to the unusual levels of mail to handle.

In London, collection services operated out of collections hubs in the capital, (which operated as normal yesterday), will be affected today, Friday 30th. Details of areas affected in London on specific days are shown in the table above.

Saturday collections normally made by striking delivery office staff, will be limited on Saturday 31st. Where collections are affected by strike action, these are likely to be very limited.

Details of where to access alternative means of posting mail into our pipeline, 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 this week's 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.

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.

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 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.

