

Royal Mail

Daily Operational Customer Statement

covering the 24 hours to 09.00, Wednesday 30th September

The following statement was issued by Royal Mail Customer Service at 09:30 on Wednesday 30th September.

mails network and distribution – general synopsis

Almost all units are working as normal today, following yesterday's stoppages across London, in parts of East Anglia, Scotland, Hampshire, Kent and in Bristol & Middlesbrough. Action was also taken at several of our network centres, affecting the movement of mail between our mail centres

road – No major incidents to report.

air – East Midlands Airport

Last night, some road services arrived later than expected at East Midlands Airport. The late arrival of this first class mail resulted in missed outbound air services to some parts of Scotland and the South West England. All mail was transferred to alternative road services via the North West Distribution Centre in Warrington. There is likely to be some impact to the delivery of this mail in some parts of Scotland and South West England this morning.

rail –

Yesterday evening, several containers of first class mail posted in the Gatwick, Chelmsford, Romford and Twickenham areas, missed an outbound despatch from the Princess Distribution Centre, in North London. All mail has been forwarded on later services although there may be some impact to the delivery of this mail for some addresses in Scotland and North Western parts of England today.

distribution & vehicle centres –

There is no industrial action at any of the distribution and vehicle operating centres today. The distribution and vehicle operating centres who took official industrial action yesterday are working normally today.

collections and processing

All collection and processing staff are working normally today.



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delivery

Deliveries are returning to normal in several offices who took official industrial action yesterday.

Official industrial action continues today in the SW1 and SW3 postcode areas. All other Delivery Offices have returned to work this morning.

international

No new international incidents to report.

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.

Wednesday 30th September

Today, staff at London's Victoria and Chelsea Delivery Offices are continuing to take industrial action, prolonging the stoppage which began in those offices on yesterday 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 yesterday will have an impact on services on today.

Thursday 1st October

Tomorrow, 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.

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.



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Saturday 3rd October

Units affected	Services affected
17 SW London Delivery Offices	Limited deliveries in SW London except in SW1, SW3 and SW19
Plymouth Mail Centre	Processing of mail in Plymouth
Rutherglen Delivery Office	Limited delivery of mail in G72-73

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 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.

