

### covering incidents in the 24 hours to 08:00 Tuesday 3<sup>rd</sup> November and any anticipated service disruption

The following statement was issued by Royal Mail Customer Service at 10:00 on Tuesday 3<sup>rd</sup> November.

#### operational general synopsis

All Royal Mail operational units are working as normal today, Tuesday 3<sup>rd</sup> November. The CWU has announced the intention to take further, planned national industrial action on Friday 6<sup>th</sup> and Monday 9<sup>th</sup> November. Further details of this proposed action are shown below and on our service update web pages. We're doing everything possible, and making good progress, in getting mail affected by last week's industrial action delivered to customers as quickly as possible.

#### mails network & distribution

**road & rail** - No major incidents reported last night.

#### air - East Midlands - Edinburgh & Newcastle

A small amount of mail was unable to be loaded onto each of these two air services last night, due to the late arrival of a road service from the Thames Valley Mail Centre at Swindon. There is likely to be some impact on a small number of first class items from parts of Wiltshire, Berkshire & Oxfordshire to addresses in North East England and South East Scotland 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. Several Mail Centres are reported as busy following last week's stoppages and are working hard to normalise the processing operation. Notable amongst these are the three London Mail Centres: Central (Mount Pleasant), South and East.

See also 'National strike action' below.

#### delivery

Staff at all delivery offices will be working as normal today; deliveries will be made in all areas.

See also 'National strike action' below.

#### international

No new international incidents reported.



# Royal Mail

## Daily Operational Customer Statement

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

### 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. Details of the services that will be affected if the strikes go ahead are as follows:

Date	Functions striking	General service impact
Friday 6 <sup>th</sup> November	All operational functions involved in strike action.	Limited collection, processing and delivery of mail in all parts of the country.
Saturday 7 <sup>th</sup> November	All operational functions – normal Saturday working.	Deliveries and collections to be made as normal, but times are likely to vary due to the unusual volumes of mail to handle.
Monday 9 <sup>th</sup> November	All operational functions involved in strike action.	Limited collection, processing and delivery of mail in all parts of the country.

### Deliveries

Staff at all delivery offices will be working normally today, Tuesday 3<sup>rd</sup> November. A number of delivery offices are continuing to feel the effects of Saturday's strike action. Amongst these are several DOs in the London areas, especially the in the SW and SE postal districts, which are working hard to normalise the delivery service.

### Collections

Collections will be made in all areas as normal today, Tuesday 3<sup>rd</sup> November.

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

### What we are doing to maintain and recover service

If the planned industrial action goes ahead this week, Royal Mail has strong contingency plans in place and we are doing everything possible to keep mail moving and minimise disruption for our customers.

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.



# Royal Mail

## Daily Operational Customer Statement

We're advising customers in all areas to, where possible, post mail either before or 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 any strike action, 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.

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.

