

Royal Mail

Daily Operational Customer Statement

covering incidents in the 24 hours to 08:00 Wednesday 4th November and any anticipated service disruption

The following statement was issued by Royal Mail Customer Service at 10:00 on Wednesday 4th November.

operational general synopsis

All Royal Mail operational units are working as normal today, Wednesday 4th November. The CWU has announced the intention to take further, planned national industrial action on Friday 6th and Monday 9th 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 & air - No major incidents reported last night.

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

collections and mail centre processing

All Mail Centres will 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. 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

The Philippine Islands are recovering after the third major tropical storm to hit the country in just under a month. Many minor roads across much of the archipelago are impassable to vehicular traffic and mail services in many parts have been badly disrupted by the unusually extreme weather.

The transfer of all classes of inbound international mail has either been re-routed or temporarily discontinued in many parts of the country, until such time as the main network of roads can be repaired. The national postal authorities have advised of delays to mail dating from 2nd October.



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. Talks between Royal Mail and the CWU are continuing. Whilst this latest planned strike action is not inevitable, if the stoppages do take place, there will be some delay to the collections, processing, distribution and delivery of mail.

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

Date	Functions striking	General service impact
Friday 6 th November	All operational functions involved in strike action.	Limited collection, processing and delivery of mail in all parts of the country.
Saturday 7 th November	No strikes taking place.	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 th 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, Wednesday 4th November. A number of delivery offices are continuing to feel the effects of recent industrial action. In most parts of London we estimate delivery delays to be a few days, with a small number of items in a few areas experiencing a slightly longer delay. In those areas most affected by stoppages, including: Southwark SE1, East Dulwich SE22, Clapham SW4, Streatham SW16, Tooting SW17, Wandsworth SW18 and Wimbledon SW19, we are continuing to concentrate a significant amount of managerial resource on keeping delays to an absolute minimum.

If the next round of stoppages goes ahead, we will continue to prioritise and expect to deliver Special Delivery™ and Royal Mail Tracked™ mail on Friday 6th and Monday 9th November. However, the nature of the CWU strike action means we cannot guarantee to do so. Because of this and in order to provide customers with clear guidance on service, we will be removing the Special Delivery guarantee for items posted from Thursday 5th November to Monday 9th.

We will continue to accept and prioritise Special Delivery™ mail and will restore the guarantee of delivery as soon as we can assure customers we can honour the service promise. We expect this to be for items posted on Tuesday 10th November, but will confirm this as soon as we can.

Collections

Collections will be made in all areas as normal today and tomorrow. Collections are likely to be very limited across many parts of the country on Friday 6th and Monday 9th November.

Further details of what the planned industrial action will mean for collections services and 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 will do 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.

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 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.

