

Royal Mail

Daily Operational Customer Statement

covering the weekend of 3rd & 4th October, to 09:00 Monday 5th October

The following statement was issued by Royal Mail Customer Service at 09:45 on Monday 5th October.

operational general synopsis

Almost all operational units are working as normal today, only staff at the Glasgow G13-14 Delivery Office are taking action today, affecting deliveries and collections in those postcode areas. Further industrial action has been announced by the Communication Workers Union (CWU) to take place later this week in most parts of London.

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, rail & air - No major service-affecting incidents reported over the weekend.

distribution & vehicle centres - There is no industrial action planned at any of the distribution and vehicle operating centres today. However, the Communication Workers Union has given notice of industrial action in national network centres on Friday 9th October for a period of 24 hours. This will affect the movement of mail around the country on Friday.

collections and mail centre processing

All collection and processing staff are working normally today, with the exception of collections staff in the G13 & G14 postcode areas.

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 and the Tonbridge Mail Centre.

delivery

Deliveries are being made today from almost all delivery offices (DOs) in the country with the exception of those in the G13 - G14 Delivery Office. Details of offices affected for the coming week are shown below in the 'planned industrial action' section.



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

All Royal Mail centres handling international mail will be working as normal today.

Belgium - Industrial action is currently affecting the Belgian national postal service (De Post / La Poste). Strikes are taking place across much of the southern half of the country (Wallonia) with the sorting centre in Liège currently closed, as is the domestic sorting centre in Brussels. Mail delivery is being badly disrupted in Wallonia and there was no delivery of mail in the Brussels area on Friday 2nd October.

As the Brussels centre is the major mail interchange point for all of Belgium's domestic sorting centres, deliveries of mail in the whole of Belgium are being affected by the stoppage.

Brazil - The strike by postal workers in Brazil, which has been affecting mail services since Wednesday, 16th September is now over. The resulting backlog of mail is expected to be cleared in 7 to 10 days.

Philippines - Tropical storm Ondoy, which struck the Philippines on 26 September 2009, has caused the most severe flooding in over 40 years. A state of disaster has been declared in 26 areas of the island of Luzon. This includes the metropolitan area of the capital, Manila. Delivery of all classes of inbound international mails to all parts of the country is subject to delays, particularly in the worst affected areas. Further storms are hindering efforts to restore mail services across the country.

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.

Monday 5th October

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

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 PE8 postcode areas
Bristol Collections Unit	Limited collections in the BS1-10, BS13, BS14, and BS34 postcode areas



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Friday 9th October

Units affected	Services affected
National Network and Vehicle Operating Centres	Movement of mail between mail centres across the country.
Peterborough Delivery Office	Limited deliveries in the PE1, PE3-PE6 and PE8 postcode areas
Bristol Mail Centre	Processing of mail for the BS, BA & TA postcodes
Greenford Mail Centre	Processing for UB, HA, NW, SL postcodes. Limited collection in the UB1-5 and HA1-3, W5, W7 & W13 postcode areas
Thames Valley Mail Centre	Limited processing of mail for SN, OX & RG areas. Limited collections in SN1-7
Central, East and South London Mail Centre	Processing of mail in all postal districts of London.
London Collection Hubs	Collections of mail in all postal districts of London
London Airmail Unit	International mail into and out of London
Kilmarnock Delivery Office	Limited deliveries in the KA1-4, KA16 & KA17 postcodes
Burslem Delivery Office	Limited deliveries in the ST6 postcode area.

Saturday 10th October

Units affected	Services affected
All London Delivery Offices	Limited deliveries in all London postal districts: E, EC, N, NW, SE, SW, W and WC.
Hadfield Delivery Office	Limited deliveries in the SK13 (sectors 1 & 2) postcode area

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.

