

Royal Mail

Daily Operational Customer Statement

covering the 24 hours to 09:00 Tuesday 6th October 2009

The following statement was issued by Royal Mail Customer Service at 09:30 on Tuesday 6th October.

operational general synopsis

Almost all operational units are working as normal today, Tuesday 6th October. No planned industrial action is being taken in any operational units today. Deliveries are returning to normal in the Glasgow G13-14 Delivery Office (DO) following yesterday's stoppage. Further industrial action has been announced by the Communication Workers Union (CWU) to take place later this week in Peterborough, Bristol and 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 to 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 to 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.

mails network & distribution

road & rail – No major service-affecting incidents reported yesterday.

air – East Midlands Airport – Edinburgh & Newcastle.

Due to traffic problems last night, a road service from the Thames Valley Mail Centre at Swindon arrived late into East Midlands Airport and as a result, several containers of mail were unable to connect with two northbound flights. All mail was transferred to the surface distribution network but there is likely to be some impact on a small amount of first class mail from areas served by the Thames Valley Mail Centre (SN, RG & OX postcodes) for addresses in North East England and South East Scotland today.

Edinburgh – Kinloss (Inverness) Technical problems with the aircraft performing this flight, meant it was unable to operate last night. All mail was transferred to the road network for the rest of the journey but there is likely to be some impact on a small amount of first class mail from areas around the UK for addresses in the more remote parts of northern Scotland today.

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 several national network centres on Friday 9th October for a period of 24 hours. Although the National Distribution Centre at Daventry and a number of other units will be working as normal, these stoppages will have an impact upon the movement of mail around the country on Friday.



collections and mail centre processing

All collection and processing staff are working normally today. No stoppages are planned at any mail centre or collections unit today.

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, East London, the Gatwick Mail Centre and the Jubilee Mail Centre near Hounslow.

delivery

Deliveries are being made today from all delivery offices (DOs) in the country. No stoppages are planned at any DO today. Details of delivery offices affected by action for the remainder of this 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, 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.

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.

Tuesday 6th & Wednesday 7th October

No industrial action is planned at any units in the country today and tomorrow. Deliveries in G13 & G14 are returning to normal today, following yesterday's stoppage in that part of Glasgow.

Thursday 8th October

Units affected	Services affected
Peterborough Delivery Office	Limited deliveries in the PE1, PE3-PE6 and PE 8 postcode areas
Bristol Collections Unit	Limited collections in the BS1-10, BS13, BS14, and BS34 postcode areas



Royal Mail

Daily Operational Customer Statement

Friday 9th October

Units affected	Services affected
Several Network and Vehicle Operating Centres	Movement of mail between some parts of the country
Peterborough Delivery Office	Limited deliveries in the PE1, PE3-PE6 and PE 8 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	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. Limited deliveries in the EC postal district
London Collection Hubs	Limited collections of mail in all postal districts of London
London Airmail Unit	Processing of 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 the following London postal districts: E, N, NW, SE, SW, W and WC. Deliveries as normal in the EC postal district
Hadfield Delivery Office	Limited deliveries in the SK13 (sectors 1 & 2) postcode area
Bathgate Delivery Office	Limited deliveries in the EH28, EH47, EH48 & EH52 postcode areas
Irvine Delivery Office	Limited deliveries in the KA11 & KA12 postcode areas

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.

