

covering the 24 hours to 09:00 Wednesday 7th October 2009

The following statement was issued by Royal Mail Customer Service at 09:25 on Wednesday 7th October.

operational general synopsis

All operational units are working as normal today, Wednesday 7th October. No planned industrial action is being taken in any operational units today. Further industrial action has been announced by the Communication Workers Union (CWU) to take place later this week in Peterborough, Bristol, in three Scottish Delivery Offices (DOs) and in most parts of London.

Although 90% of our network continues to operate normally, we apologise for the continuing disruption to mail services within and into London. We are doing all we can to maintain services, minimise delays and keep customers informed about the consequences of strike action. Last week we utilised several thousand of our managers from across the country to deliver mail to customers and to reduce the delays in the most affected offices, where industrial action continues to cause disruption.

In most areas of London there are currently delays of around 1 to 2 days. More frequent industrial action in South London means delays in the SW and SE postal districts are around 3 to 4 days. This information is intended as a guideline. Whilst considerable efforts last week reduced mail delays, additional strike activity means that further service recovery work is required in a number of the most affected SW London offices this week. In these offices it's more difficult to predict service delays and recovery timescales accurately.

mails network & distribution

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

air – East Midlands Airport – Belfast. The aircraft operating this service suffered a technical failure and was unable to fly last night. All traffic was transferred to the surface distribution network and will arrive in Belfast later today. There is likely to be some impact on several containers of first class mail from parts of England and Wales to addresses in Northern Ireland today.

distribution & vehicle centres – There is no industrial action planned at any of the distribution and vehicle operating centres today. However, the (CWU) 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 though, following recent instances of industrial action. Notable amongst these are the Central London, South London and East London Mail Centres 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 DOs 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.

international

All Royal Mail centres handling international mail will be working as normal today, however, staff at the London Airmail Unit are taking action on Friday 9th October, affecting the processing of international mail into and out of the capital.

Philippines - The state of emergency declared following the storms of late September in the Philippines is continuing. The island of Luzon and the capital city, Manila, have been badly affected by the natural disaster. Delivery of all classes of inbound international mails to all parts of the country is subject to delay, particularly in the worst affected areas. Further storms are hindering efforts to restore mail services in many parts of the country.

Indonesia - The postal operator of Indonesia is endeavouring to provide as normal a service as possible following the recent earthquakes in the country. Some postal infrastructure suffered serious damage during the earthquakes and deliveries of mail into and out of the worst affected areas have been badly disrupted. The following parts of the country are worst affected: Padang, Pariaman, Bukit Tinggi, Pasaman Barat, Agam & Solok.

Belgium - The industrial action affecting mail services in Belgium is continuing. On Sunday 4th October direct action by Belgian postal employees closed the offices of exchange at Brussels and Charleroi airports. Although these re-opened on Monday, no mail deliveries took place in the city of Brussels and the provinces of Brabant, Hainaut and Namur on Monday, 5th October. Since the evening of Monday 5th October, normal processing operations have been running in all domestic sorting centres, however a limited number of delivery offices remain on strike.



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.

Wednesday 7th October

No industrial action is planned at any units in the country today.

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

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
Victoria (SW1) Delivery Office	Limited deliveries in the SW1 postcode area

Saturday 10th October

Units affected	Services affected
Most 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 district and in SW1
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



Royal Mail

Daily Operational Customer Statement

Monday 12th October

Units affected	Services affected
12 London Delivery Offices in SW district	Limited deliveries in affected London postcode areas Deliveries as normal in all other parts of London
Hadfield Delivery Office	Limited deliveries in the SK13 (sectors 1 & 2) postcode area
14 Delivery Offices in the Chelmsford area	Limited deliveries in the following postcode areas: CM1 to CM3, CM5 to CM9, CM11 to CM15, CM17 to CM24
Irvine Delivery Office	Limited deliveries in the KA11 & KA12 postcode areas
18 Delivery Offices in the Bristol area	Limited deliveries in the following postcode areas: BS1, BS3-11, BS13-16, BS20 & 21, BS26, BS30 & 31, BS37, BS41, BS48 & 49. Limited collections in the BS11, BS15 & 16, BS20 & 21, BS26, BS30 & 31, BS37, BS41, BS48 & 49 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.

