

Royal Mail

Daily Operational Customer Statement

covering the 24 hours to 09:00 Thursday 8th October 2009

The following statement was issued by Royal Mail Customer Service at 09:25 on Thursday 8th October.

operational general synopsis

Almost all operational units are working as normal today, Thursday 8th October. Industrial action is being taken at just the Bristol Collections Unit, affecting collections in some parts of the city today. Stoppages planned for the Peterborough Delivery Office for today and tomorrow have been called off.

Tomorrow, members of the Communication Workers Union (CWU) will be holding stoppages at the Bristol and Swindon (Thames Valley) Mail Centres and in most collections and processing units across London. Deliveries in Burslem (Stoke), Kilmarnock will also be affected tomorrow, as will those in the EC district and SW1 postcode in London. See the 'planned industrial action' section below for further details.

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.

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 only. 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 & air – No major service-affecting incidents reported yesterday.

distribution & vehicle centres – There is no industrial action planned at any of the distribution and vehicle operating centres today. However, members of the CWU will be taking 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 tomorrow.

collections and mail centre processing

All collection and processing staff are working normally today, except collection drivers in some parts of Bristol (see below for details). No stoppages are planned at any mail centres today. Processing and some collections will be affected by stoppages at the Bristol, Swindon and



Greenford Mail Centres tomorrow. Processing at the three London Mail Centres: South, East and Central (Mount Pleasant) will also be affected as will collections in the EC postal district.

Several mail centres are still working hard to normalise service following recent instances of industrial action. Notable amongst these are the Central and South London Mail Centres and the Jubilee Mail Centre near Hounslow.

delivery

Deliveries are being made from all delivery offices (DOs) in the country today, there are no stoppages taking place at any delivery office today. Action previously planned for the Peterborough DO for today and tomorrow has been called off.

Tomorrow, Friday 9th, staff at the Kilmarnock, Burslem, London EC and London SW1 delivery offices will all be taking industrial action. Details of DOs affected by stoppages for the remainder of this week are shown below in the 'planned industrial action' section below.

Delivery times may be subject to some variation in areas where delivery offices are working, but 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.

Thursday 8th October

Industrial action is being taken at just the Bristol Collections Unit today, affecting 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 |
| 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 |



Monday 12th October

| Units affected | Services affected |
|--|--|
| 12 London Delivery Offices in SW district | Limited deliveries in Barnes (SW13), Battersea (SW11), Earls Court (SW5), Fulham (SW6), Mortlake (SW14), South Kensington (SW7), Stockwell (SW9), Streatham (SW16), Wandsworth (SW18), West Brompton (SW10), West Wimbledon (SW20) and Wimbledon (SW19). 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: Billericay (CM11-12), Bishops Stortford (CM22-24), Boreham (CM3), Braintree (CM7), Brentwood (CM13-15), Chelmsford (CM1-3), Dunmow (CM6), Harlow (CM17-20), Maldon (CM9), Ongar (CM5), Sawbridgeworth (CM21), South Woodham Ferrers (CM3), Stansted (CM24), Witham (CM8). Deliveries as normal in all other parts of the region. |
| Irvine Delivery Office | Limited deliveries in the KA11 & KA12 postcode areas |
| 18 Delivery Offices in the Bristol area | Limited deliveries in: Avonmouth (BS11), Axbridge (BS26), Bristol East (BS5), Bristol South (BS3, 13 & 41), Bristol North (BS6 & 7), Bristol South East (BS4 & 14), Bristol City (BS1), Clevedon (BS21), Clifton (BS8), Fishponds (BS16), Keynsham (BS31), Kingswood (BS15 & 30), Nailsea (BS48), Portishead (BS20), Westbury (BS9 & 10), Woolavington, Yate (BS37), Yatton (BS49). Limited collections in the BS11, BS15 & 16, BS20 & 21, BS26, BS30 & 31, BS37, BS41, BS48 & 49 postcode areas. |

Tuesday 13th October

No industrial action affecting services on Tuesday, although in areas where action was taken on Monday, delivery and collection times may vary, due to the unusual volumes of mail to handle.

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 and all callers' offices at our delivery offices will be open as usual when action is being taken.

