

Royal Mail

Daily Operational Customer Statement

covering the 24 hours to 09:00 Friday 9th October 2009

The following statement was issued by Royal Mail Customer Service at 09:15 on Friday 9th October.

operational general synopsis

The great majority of operational units are working as normal today, Friday 9th, across most of the country. However, members of the Communication Workers Union (CWU) will be holding stoppages today at the Bristol and Thames Valley (Swindon) Mail Centres and at most collections and processing units across London. Deliveries in Burslem (Stoke) will also be affected today, as will those in the EC district and SW1 postcode area in London.

Tomorrow, Saturday 10th October, staff at most London Delivery Offices (DOs) will be taking industrial action; deliveries will be made in the EC postal district and the SW1 postcode area. Deliveries will also be affected by stoppages at the Bathgate, Hadfield and Irvine DOs on Saturday. See the 'planned industrial action' section below for further details.

mails network & distribution

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

distribution & vehicle centres – Members of the CWU will be taking industrial action today in several national network centres. Although the National Distribution Centre at Daventry and a number of other distribution and vehicle centres will be working as normal, these stoppages will have an impact upon the movement of mail around the country today.

collections and mail centre processing

Processing of mail will be affected today by industrial action at the Bristol, Greenford, and Thames Valley (Swindon) Mail Centres, affecting the handling of mail for the BS, BA, TA, UB, HA, London NW, SL, SN, OX and RG postcodes. Processing will also be disrupted at the three London Mail Centres: South, East and Central (Mount Pleasant), affecting the processing of mail for all London postal districts.

Nearly all collection staff are working normally today, however most collections in London will be disrupted today, as staff at all London Collection Hubs are taking industrial action. Collections staff based at the Thames Valley (Swindon) and Greenford Mail Centres will also be holding a stoppage today, affecting collections in the following postcode areas: SN1-7, UB1-5, HA1-3.

delivery

Deliveries are being made today from nearly all delivery offices (DOs) in the country, however staff at the SW1 (Victoria) and EC DOs in London, and the Burslem DO will be taking action today. Action previously planned for the Kilmarnock DO has been called off, all deliveries and collections will be made in the Kilmarnock area as normal today.



Tomorrow, Saturday 10th, members of the CWU will be taking action at most DOs in London and a number of others in various parts of the country. Details of DOs affected by stoppages for the next few days are shown below in the 'planned industrial action' section.

Delivery times may be subject to some variation in areas where delivery offices are working, but where industrial action has recently taken place.

international

Staff at the London Airmail Unit are taking industrial action today, affecting the movement of international mail into and out of the capital.

Philippines - The state of emergency in the Philippines is continuing. Delivery of all classes of inbound international mails to many parts of the country is subject to delay, particularly in the worst affected areas.

Indonesia - The postal infrastructure of some parts of Indonesia is continuing to suffer following the recent earthquakes. Deliveries of mail into and out of 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 has ended. All services are getting back to normal, although it is likely to be a few days before the service normalises fully.

Samoa - In the areas affected by the recent tsunami in Samoa, three sub-post offices have been destroyed and mail services in many areas are badly disrupted. Emergency postal centres have been set up to ensure mail deliveries to these areas are able to continue.

planned industrial action by the Communication Workers Union (CWU)

Although 90% of our network continues to operate normally, we apologise for the continuing disruption to mail services, especially in the London area. 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 were made last week by Royal Mail managers to reduced mail delays, additional strike activity means 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.

Details of planned industrial action likely to have an impact on mail services over the coming days are shown below.



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 and SL postcodes. Limited collection in the UB1-5, HA1-3, W5, W7 & W13 areas
Thames Valley Mail Centre	Processing of mail for SN, OX & RG areas. Limited collections in SN1-7
London East, South and Central (Mount Pleasant) Mail Centres	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
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 EH28, EH47, EH48 & EH52 postcodes
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), and 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), and Yatton (BS49). Limited collections in the BS11, BS15 & 16, BS20 & 21, BS26, BS30 & 31, BS37, 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.

Wednesday 14th October

Units affected	Services affected
Most London Delivery Offices (not all DOs in SW district)	Limited deliveries in the following London postal districts: E, EC, N, NW, SE, W and WC. Deliveries as normal in much of the SW district
8 delivery offices in SW London	Limited deliveries in Victoria (SW1) Brixton (SW2), Chelsea (SW3), Clapham (SW4), South Lambeth (SW8), Balham (SW12), Putney (SW15), and Tooting (SW17)
All London collection hubs	Limited collections in all postal districts except in W5, W7 & W13 postcode areas
London East, South and Central (Mount Pleasant) Mail Centres	Processing of mail for North, East, South, Central & West London

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.

