



18 July 2022

**Royal Mail Wholesale**

4<sup>th</sup> Floor  
185 Farringdon Road  
London  
EC1A 1AA

**DISRUPTIVE EVENT NOTIFICATION IN RESPECT TO EXTREMELY HOT WEATHER**

Dear Customer,

The Met Office has issued a **red weather warning** – indicating that extremely hot temperatures with the potential to break records are expected across multiple regions of the UK on **Monday 18 July** and **Tuesday 19 July**.

A red weather warning indicates that ‘dangerous weather is expected’ and that we should all take action to keep ourselves and others safe from its impact.

We put the safety of our people first and our health and safety team has been working in consultation with our unions on a risk assessment that takes into account the Met Office advice.

We are asking colleagues to attend work on Monday and Tuesday but recognise that because of the weather warning there will need to be some additional checks and processes in place. This will include checking the Met Office website and **recalling colleagues to the office if the temperature reaches 35 degrees C or above** as follows:

- For any geographical area that has a **Red** weather warning the Met Office website will be checked hourly and during the time that the hourly temperature indicates **Red** (35 degrees C or above) all outdoor operational activity will be **suspended**.
- For an **Amber** warning, suspension decisions will be **reviewed** locally through the Severe Weather Risk Assessment

The reason I wanted to write to you about this now is that this extreme weather situation constitutes a Disruptive Event under the Access Letters Contract (ALC) and Wholesale Parcels Contract (WPC) which will impact on Royal Mail’s ability to meet some of its obligations to you in our ALC and WPC.

In particular, we anticipate that it will negatively impact upon our ability to deliver all Mailing Items in line with the timescales specified in the ALC (i.e. D+2 for standard letters and D+5 for Economy mail) and the WPC (i.e. D+2 for parcels).

At present our expectation is that the Disruptive Event will apply to all Mailing Items which are in any part of our network at any time between 18 July and 19 July 2022 (both dates inclusive). However, we will let you know if the actual impact extends beyond this or is more contained. For example, we accept that there may be some areas of the UK where the temperatures do not reach levels where they have an impact on our operation. At present we cannot be certain how things will pan out but will update further on the detailed impact when we can.

We are of course doing all we can to minimise the impact of this weather on our customers wherever possible, but as stated above the health and safety of our people is of paramount importance.

A handwritten signature in black ink, appearing to read 'Tim Cable', with a large circular flourish at the end.

Yours sincerely,  
Tim Cable  
Wholesale Products Director  
Royal Mail Wholesale