International Post Corporation

Royal Mail statement in response to Ofcomâ€™s consultation on securing the future of the universal postal service

30-01-2025

Emma Gilthorpe, Chief Executive Officer, Royal Mail said: â€œOfcom has recognised the urgent need for change so that the future of the Universal Service can be protected for all.

“Our proposal was developed after speaking to thousands of people across the country and is designed to preserve what matters most for our customers - maintaining a one-price-goes-anywhere service to 32 million UK addresses and First Class deliveries six days a week.

“As Ofcom’s analysis shows, it is no longer financially sustainable to maintain a network built for 20 billion letters when we are now only delivering 6.7 billion. Reform is crucial to support a modern, sustainable, and reliable postal service for our customers, our company and our people.”

Source: Royal Mail