International Post Corporation

Appointment of Chief Executive Officer of Royal Mail Group

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Emma Gilthorpe appointed as Chief Executive Officer of Royal Mail Group

International Distributions Services plc (IDS) today announces the appointment of Emma Gilthorpe as Chief Executive Officer (CEO) of Royal Mail Group. Emma will join the company on 1 May 2024 and will work closely with Martin Seidenberg, Group CEO of IDS plc, during an intensive induction process before taking over responsibility for Royal Mail Group in the summer. During this period Martin Seidenberg will continue as interim CEO of Royal Mail Group.

Emma is currently Chief Operating Officer at Heathrow Airport where she is responsible for the running of one of the world's busiest hub airports. Emma brings extensive experience of working in large, complex and high profile regulated infrastructure businesses and has a proven track record of delivering successful change programmes whilst improving operational performance and productivity.

Emma has held a variety of senior roles at Heathrow since joining in 2009 including leading Strategy, Regulation and Sustainability. Emma established and led Heathrow's expansion programme as well as overseeing the airport's response to the pandemic, ensuring demand could be met safely, sustainably and efficiently whilst driving up service levels. She previously worked in a variety of strategy, policy and commercial roles in the telecommunications sector at BT and Cable and Wireless.

Commenting on the appointment, Martin Seidenberg, Group CEO IDS plc, said: "I am delighted to announce the appointment of Emma as CEO of Royal Mail Group. Emma has an impressive track record of delivering major strategic change programmes whilst driving up performance. She will bring a customer and employee-centric approach to delivering Royal Mail's transformation for the benefit of all our stakeholders, and I look forward to working closely with her to ensure Royal Mail reaches its true potential."

Emma Gilthorpe said: "It is an exciting time to be joining Royal Mail at this crucial period for the company. Royal Mail is a great British brand with a long and proud history. Now is the time to ensure it has a successful future too, working in partnership with our employees, customers and all our stakeholders to continue to modernise Royal Mail and deliver the high standards of service our customers rightly expect."

Source: International Distributions Services