



## DPD Christmas Update

With the festive trading period well underway, as reflected in the unprecedented level of parcels being shipped, I wanted to provide you with a clear update and ask for your support with trailer departure times.



*M6 - major overnight traffic disruption*

**Positive Pull** - We have instigated Project Positive Pull, which means we need the DPD trailers to leave your premises on time. If your trailer leaves late there is every possibility that your parcels will not be processed for next day delivery, and I know this is something that we all want to avoid. **Rather like an airport, if the trailer arrives late it will miss its time slot** and we will have no choice but to put your parcels to the end of our sortation operation, with the risk that your parcels may not be processed until next day. Therefore it is critical that your trailers depart on time.

**UK Road Network** - There are major roadworks taking place overnight on two of the busiest motorways close to our Hub. Both the M6 (junction 6) and M5 (junctions 3 – 4a) are undergoing extensive overnight repairs with lanes reduced from three to one, leading to **severe congestion and delays of up to 40 minutes**, which is impacting on our trailer arrival times. We are, of course, doing everything possible to reroute our trailers to avoid the problem area but this can take longer than planned and have a knock on effect on the time that parcels are able to leave the Hub for next day delivery.

**Weekend Operation** - We have also implemented an extensive weekend operation which will ensure that we are able to deal with any carryover from the prior week, although we expect this to be minimal.

**Adverse Weather** - We are aware that today **deliveries and collections in Scotland and the north of England** will be affected due to adverse weather conditions. Winds of 80mph are expected and consequently this will impact on roads and travel. We will attempt delivery and collection wherever possible but we wanted to make you aware of the potential disruption, specifically in these areas.

Despite these issues, which are largely outside our control, we will do everything in our power to ensure we **deliver great service throughout the festive season**. Our plans combined with the trailers leaving your premises on time will ensure we are able to do just that.

**What would also help is if, where possible, you were able to release your trailers 10 - 15 minutes early.**

Many thanks for your support with this initiative. If you would like to discuss any of the areas outlined above in more detail, please **contact your Account Manager**.

Elaine Kerr

**Director of Sales & CRM**

