

# **BTS Négociation et Digitalisation de la Relation Client**

**ANGLAIS OBLIGATOIRE**

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## **Royal Mail strikes: Shops say don't risk buying Christmas gifts online**

**People should go into stores rather than rely on online shopping if they want to get Christmas gifts on time, retailers have said, as postal strikes delay parcel deliveries.**

"That's the advice we're giving," the boss of bookseller Waterstones said.

5 Shopping in store will ensure "certainty", the British Independent Retailers Association (Bira) said.

It comes as Royal Mail staff continue strike<sup>1</sup> action, in a row over pay and conditions.

Postal workers are walking out again on Thursday, marking the fourth of six strike days across the festive season. As a result, letters and parcel deliveries are being delayed. [...]

10 Andrew Goodacre, the chair of Bira, said that if customers want to be confident of getting their Christmas gifts on time, their best bet was to go and buy them in person.

"To ensure you get your Christmas gifts on time, we are advising people to go into shops," Mr Goodacre told the BBC.

15 "We would always say that anyway as we'd always promote a healthy vibrant High Street, but when there's so much disruption, not just with postal strikes, but rail strikes too, if customers want certainty on Christmas orders, best to order online, and collect in store."

But Mr Goodacre warned that it was a difficult situation for small retailers, many of whom will be reliant on Royal Mail to make deliveries.

He said retailers would have been hoping to maximise sales at Christmas time, and the strikes could make that harder.

20 "They will do their best but it's a challenge they could do without."

Meanwhile, the Booksellers Association said the "uncertainty" around parcel delivery dates was likely to push people into shops to get their Christmas gifts.

"This could have the positive consequence of creating more traffic on High Streets and more footfall for bricks-and-mortar retailers," said Meryl Halls, managing director of the group.

25 The postal worker walkouts coincide with the busiest time of year for Royal Mail when people and businesses are sending Christmas cards and presents.

15 December 2022; By Noor Nanji & Charlotte McDonald, Business reporters, BBC News

<sup>1</sup> **A strike** : a form of protest during which workers stop working.