

**From:** Veronica Branton [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=BFEDF028DFC94450BF6DF6543948ECBA-VERONICA BR]  
**Sent:** Mon 29/06/2020 11:54:32 AM (UTC)  
**To:** Thomas Cooper [GRO]; Zarin Patel [GRO]; Lisa Harrington [GRO]; Nick Read [GRO]  
**Cc:** Tim Parker [GRO]; Carla Stent [GRO]; Ken McCall [GRO]; Alisdair Cameron [GRO]  
**Subject:** RE: Draft Board minutes 25th June 2020

Thanks, Tom

I will check with Julie and ask about timescales. I had thought that the points you raise would tie in with what Julie said about presenting a paper on KELs to the Group Executive and then including standing metrics in the Post GLO Implementation Plan Report to the Board but I don't think the timeline for that was mentioned so I will check and find out what the metrics would cover.

Best wishes

Veronica

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**From:** Thomas Cooper  
**Sent:** 29 June 2020 12:41  
**To:** Veronica Branton [GRO]; Zarin Patel [GRO]; Lisa Harrington [GRO]; Nick Read [GRO]  
**Cc:** Tim Parker [GRO]; Carla Stent [GRO]; Ken McCall [GRO]; Alisdair Cameron [GRO]  
**Subject:** Re: Draft Board minutes 25th June 2020

Veronica

I think a number of us are very keen to understand how issues with Horizon (such as the presence of some bugs currently) and related process issues (eg around outstanding dispute and time to resolution) are going to be reported so that we can get comfort that issues are being resolved in a timely way. I don't remember the conversation exactly but I think there's an action for Julie and the team to come back to us on this isn't there?

Tom

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**From:** Veronica Branton [GRO]  
**Sent:** Friday, June 26, 2020 4:42:17 PM  
**To:** Thomas Cooper [GRO]; Zarin Patel [GRO]; Lisa Harrington (1) [GRO]; Nick Read [GRO]  
**Cc:** Tim Parker [GRO]; Carla Stent [GRO]; Ken McCall [GRO]; Alisdair Cameron [GRO]  
**Subject:** Draft Board minutes 25th June 2020

Dear all,

Please find attached the draft minutes of the Board meeting held on 25<sup>th</sup> June 2020. If you have any comments please

let me know.

Best wishes

Veronica



WE'RE STRONGER TOGETHER

**Veronica Branton**  
**Company Secretary**  
Company Secretariat  
Legal, Compliance & Governance  
Finsbury Dials  
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London  
EC2Y 9AQ

**GRO**

See the Company Secretariat Intranet Page for: [Our Group Governance Framework](#), [Post Office Group Board & Committee Dates & Deadlines](#), [Board Paper Templates & Guidance](#) & [Guidance on the Contract Approval Process](#).  
For Contract Approval Form (CAF) enquiries, please email [caf@postoffice.co.uk](#) **GRO**