



## Postmaster Contracts – Decision Making RACI

Decision/Stakeholder	Contract Advisor	Head of Contract Management & Deployment	Postmaster Suspension Decision Governance Committee*	Postmaster Contract Termination Decision Committee**	Post Office Legal Services***	Decision Review Panel****	Retail Engagement Director
Postmaster Contract Suspension Decision	Responsible	Accountable	Consulted	---	---	---	Informed
Postmaster Contract Termination Decision	Responsible	Consulted	---	Accountable	Consulted	---	Informed
Postmaster Contract Reinstatement Decision	Responsible	Consulted	---	Accountable	---	---	Informed
Postmaster Contract Termination Challenge Decision	---	Responsible	---	---	---	Accountable	Informed

\* Head of Contract Management & Deployment (Chair; non-voting Member), Head of Assurance & Complex Investigations, Head of Group Assurance, Retail Operations Director, Head of Network Support & Resolution, Head of Postmaster Engagement, Head of Legal – Dispute Resolution (non-voting member) and Head of Risk (non-voting member)

\*\* Head of Contract Management & Deployment (Chair; non-voting Member), Banking Director, Postmaster Experience Director, Supply Chain Director and Head of Legal – Dispute Resolution (non-voting member)

\*\*\* Post Office Legal services conduct an assurance review on decisions to terminate

\*\*\*\* Panel made up of two former postmasters (one a chair and non-voting member) and two senior Post Office employees (who cannot be members of the Postmaster Contract Termination Decision Committee)

<b>Responsible</b> Person working on the activity	<b>Accountable</b> Person with decision authority	<b>Consulted</b> Key stakeholder who should be included in decision or work activity	<b>Informed</b> Need to know of decision or action
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Version	Classification	Description	Author	Date	Status
V2.3	Confidential	Postmaster Contracts – Decision Making RACI	David Southall	25APR24	Final