

From: Richard Taylor
Sent: Thur 22/12/2022 1:09:53 PM (UTC)
To: Elliot Jacobs [GRO]; Henry Staunton [GRO]; Saf ismail [GRO]; Cooper, Tom - UKGI [GRO]; Brian Gaunt [GRO]; Lisa Harrington [GRO]; Zarin Patel; Carla Stent; Benjamin Tidswell [GRO]
Cc: Nick Read [GRO]; Alisdair Cameron [GRO]; Rachel Scarrabelotti [GRO]
Subject: RE: Thank you to Postmasters from the Board to be sent tomorrow - Friday 23 December

Elliot

We can include a covering message acknowledging difficult Christmas trading, which we will talk more specifically about to Postmasters in the New Year.

I recommend that showing progress over the year with the thank you message is valid and important.

We can remove the link to the video from the message if you prefer (and have that solely on the One website).

Richard

From: Elliot Jacobs [GRO]
Sent: 22 December 2022 12:44
To: Richard Taylor [GRO]; Henry Staunton [GRO]; Saf ismail [GRO]; Cooper, Tom - UKGI [GRO]; Brian Gaunt [GRO]; Lisa Harrington [GRO]; Zarin Patel [GRO]; Carla Stent [GRO]; Benjamin Tidswell [GRO]
Cc: Nick Read [GRO]; Alisdair Cameron [GRO]; Rachel Scarrabelotti [GRO]
Subject: RE: Thank you to Postmasters from the Board to be sent tomorrow - Friday 23 December

Richard

Whilst this has a jolly theme and positive messages it is going to land on some on the worst Christmas trading that Postmasters have ever experienced.

There is no acknowledgement of how bad it is or that we know they are struggling...

I am deeply concerned this missing the mood of the front line by about a zillion miles.

Elliot

From: Richard Taylor [GRO]
Sent: 22 December 2022 11:54
To: Henry Staunton [GRO]; Saf ismail [GRO]; Elliot Jacobs [GRO]; Cooper, Tom - UKGI [GRO]; Brian Gaunt [GRO]; Lisa Harrington [GRO]; Zarin Patel [GRO]; Carla Stent [GRO]; Benjamin Tidswell [GRO]
Cc: Nick Read [GRO]; Alisdair Cameron [GRO]; Rachel Scarrabelotti [GRO]
Subject: Thank you to Postmasters from the Board to be sent tomorrow - Friday 23 December
Importance: High

We will be sending Festive Greetings from the Board to Postmasters tomorrow to thank them for all of their work serving customers and communities.

Similar to last year, the 'card' includes some key highlights from the year and is complemented by this short video: <https://vimeo.com/783375104/e02f657266>.

Best wishes

Richard



Easy ID launched



Platinum Jubilee 50p coin released



Support for Ukraine

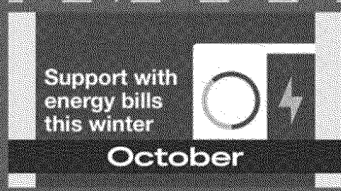


Launched EBRS campaign to extend energy bill relief beyond March 2023

EVRI

November

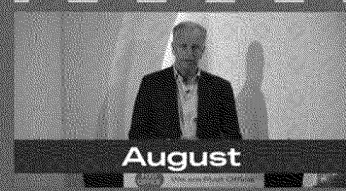
Announced Evri trial - our first end-to-end mails partner in over 370 years



Began issuing 8 million vouchers to 1.3 million pre-pay energy customers



DHL becomes third new carrier since MDA 2 agreement in 2021



Special update announced remuneration rises and immediate help with cost of living

Festive Greetings

The Post Office Board thanks you for all that you have done for Post Office, your communities and your customers this year.

GRO

Henry Staunton, Chairman

GRO

Nick Read, Chief Executive

Saf Ismail, Elliot Jacobs, Alisdair Cameron, Tom Cooper, Brian Gaunt, Lisa Harrington, Zarin Patel, Carla Stent, Ben Tidswell

Richard Taylor

Group Corporate Affairs, Communications and Brand Director

Corporate Affairs, Communications and Brand

GRO

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