
From: Jane Davies
Sent: Tue 02/05/2023 6:57:32 AM (UTC)
To: Elliot Jacobs [GRO]; Benjamin Tidswell [GRO]; Saf ismail [GRO]
Cc: Saf ismail [GRO]; Ben Foat [GRO]; Nick Read [GRO]
Subject: Re: Racism and employment practices

Dear Saf and Elliot,

We have all been disturbed by this feedback, it's shocking and it needs to be appropriately investigated and dealt with. We are taking action, but as Ben's suggests, we should all get on a call so we can update and agree appropriate steps.

With regards to the recent incident, I would like further details @Elliot Jacobs [GRO] I will call you.

@Saf ismail [GRO] apologies for not updating you on this. Your points are well made, please be assured that going forward you will included /updated.

Regards,
Jane

Jane Davies

Group Chief People Officer

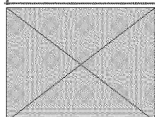
People Team

[GRO]

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From: Elliot Jacobs [GRO]
Sent: Monday, May 1, 2023 6:44:03 PM
To: Benjamin Tidswell [GRO]
Cc: Saf ismail [GRO]; Jane Davies [GRO]; Ben Foat [GRO]; Nick Read [GRO]
Subject: Re: Racism and employment practices
Anything that can bring positive change has my full support.

Sent from [Outlook for iOS](#)

From: Benjamin Tidswell [GRO]
Sent: Monday, May 1, 2023 6:43:13 PM
To: Elliot Jacobs [GRO]
Cc: Saf ismail [GRO]; Jane Davies [GRO]; Ben Foat [GRO]; Nick Read [GRO]
Subject: Re: Racism and employment practices
Thanks Saf and Elliot.
I think there are a number of strands here:

- there is highly disturbing evidence from the Inquiry about historical racism.
- there is a question about hiring practices to ensure POL is alert to rehiring people who have a history at POL, whether relating to racism, approach to shortfalls, approach to criminal prosecutions or otherwise. This was discussed briefly at the board and clearly needs further discussion.
- there is the important need to ensure we have a business today in which racism is not tolerated at any level.

The report from Elliot about recent incidents is very concerning.
I think the first item is mainly one for Ben and the Inquiry team (copying Ben). The second is presumably a joint Ben/Jane issue. The third is I suspect primarily a point for Jane, though I suspect Nick will have some strong views (copying Nick as well).
It may be that a call with Ben, Jane, Saf, Elliot and me might be a useful way forward?
Best wishes
Ben

Sent from my iPad

On 1 May 2023, at 17:31, Elliot Jacobs [GRO] wrote:

Jane,

I would add that I don't believe this is exclusive the IT helpdesk.

I have had recent reports from an Asian colleague in my business who complained to me at the way he was "talked down to" by the team member on the helpdesk that handles TC queries. When he challenged the TC and claimed it was inaccurate and asked to organise a visit for me to the cash centre to see the evidence, he claims he was repeatedly obstructed and told to accept the TC.

I would add, having visited the cash centre and watched the CCTV he was 100% correct - despite the claim by POL that the matter had been reviewed by a supervisor.

On many levels, this is extremely worrying.

Elliot

From: Saf ismail [GRO]
Sent: Monday, May 1, 2023 16:54
To: Jane Davies [GRO]
Cc: Elliot Jacobs [GRO]; Benjamin Tidswell [GRO]
Subject: Racism and employment practices

Dear Jane,

Hope all is well, I am writing to express my deep concerns about recent issues regarding racism and employment practices at our company.

Firstly, I was deeply troubled to learn from recent articles that racism has been identified within our business. As the D&I board member, I am particularly concerned that I was not informed of these issues until a PM brought them to my attention. I believe that we

must address these issues head-on and ensure that our company is a welcoming and inclusive environment for all employees.

Additionally, I am concerned that the board's enquiry report did not mention employment practices such as the rehiring of staff members or mentioned the racist language used at our IT help desk. We must be transparent and open in addressing any issues that arise, and correct any procedural business points at the enquiry to show we are serious about moving forward.

(<https://www.computerweekly.com/news/365532063/IT-worker-evidence-reveals-a-toxic-Post-Office-IT-helpdesk-that-discriminated-against-subpostmasters>)

I would like to know what steps we have taken to investigate the individuals responsible for the racist "I've got another Patel" comments.

Is racism taken seriously or not by POL? If yes then why was this not mentioned in the board report?

I am deeply concerned also about recent decisions made regarding staff being rehired. Based on my past experiences, I believe that these decisions were not appropriate and that the staff recruiting may have been aware of their previous connections with POL. Rehiring staff members who have previously worked at the company does not align with the cultural reset that we are striving to achieve.

What are we doing to address this and will there be any retrospective decisions regarding individuals rehired?

I urge the business to reconsider these decisions and take the necessary steps to address racism and show what has been done to address this issue. We must ensure that our Postmasters are being treated fairly and with respect, and create a positive work environment for all employees. It is critical that we put our Postmasters first and take all necessary steps to create a welcoming and inclusive work environment.

Thank you for your attention to these important matters and I am happy to discuss these further.

Regards

Saf Ismail

Non-Executive Director

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