
From: Owen Woodley [GRO]
Sent: Thur 18/04/2024 1:14:46 PM (UTC)
To: Saf ismail [GRO]
Subject: RE: Postmaster Listening events - Culture

Thanks for sharing Saf. That is disappointing. I will follow up.

Best wishes.

Owen

Owen Woodley
Deputy CEO

3rd Floor,
100 Wood Street
London, EC2V 7ER

[GRO]



From: Saf ismail [GRO]
Sent: Thursday, April 18, 2024 2:13 PM
To: Owen Woodley [GRO]
Subject: FW: Postmaster Listening events - Culture

Hi Owen,

I hope all is well, see below - FYI – apologies I forgot to add you to the original email.

Regards

Saf Ismail
Non-Executive Director

100 Wood Street,
London, EC2V 7ER
postoffice.co.uk

From: Saf ismail [GRO]
Sent: Thursday, April 18, 2024 11:18 AM
To: Benjamin Tidswell [GRO]; Lorna Gratton [GRO]
Elliot Jacobs [GRO]; Brian Gaunt [GRO]; Andrew Darfoor
[GRO]; Simon Jeffreys [GRO]; Nick Read
[GRO]; Amanda Burton [GRO]
Subject: Postmaster Listening events - Culture

Dear all,

I would like to bring to your attention an issue regarding the postmaster events. We have recently received invites with very short notice, which is a disappointment on the part of our retail team. Once again, the team has failed to keep the board up to date and also keep me and me and Elliot informed about these Postmaster Listening events to ensure PM's NEDS are present.

To provide some context, a postmaster contacted me on Tuesday 16th and asked about my attendance at the Postmaster Listening event in Leeds, which I had no knowledge of. As a result, I inquired about who was organizing the event. Eventually, I received an invite, and the rest of the board did too.

Our business is keen to promote two PM NEDs on the board to show we have transformed our culture but fails to invite its PM NEDS to Postmaster Listening events.

This contradicts our businesses ethos of change in culture and being postmaster-centric. This is not the first time this has happened, and it is both unsurprising to me and deeply disappointing. This is another example of the lack of engagement the retail team has had with me and Elliott whilst we have been on the board.

On a positive note, I would urge all board members to attend these events as they will give you a great understanding of what postmasters are thinking and feeling on the ground.

Regards

Saf Ismail
Non-Executive Director

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