

From: Saf ismail [GRO]
Sent: Wed 01/05/2024 12:27:55 PM (UTC)
To: Alexandra Burrell [GRO]
Cc: Tracy Marshall [GRO] Elizabeth Street [GRO] Stefanie Rush [GRO] Martin Roberts [GRO] Shaun Kerrison [GRO] Elliot Jacobs [GRO]
Subject: RE: NED recruitment process

Dear Tracy & Alex

I trust this email finds you well. I am writing on behalf of myself and Elliot to address our engagement in the NED election process.

Over the past three years, we have been significantly hindered from engaging with Postmasters at the desired level due to a lack of response from the Retail Engagement and Comms teams, despite repeated requests. Additionally, we are firmly opposed to the way in which the replacement process is being handled which we have both been vocal about. Specifically with regards to the lack of continuity, corporate memory, and effective postmaster oversight that will be lost in this hand-over process.

After much consideration, we do not feel that we can endorse the process with our commentary in your communication at this time.

Thank you for your understanding.

Regards

Saf & Elliot

Saf Ismail
Non-Executive Director

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

From: Alexandra Burrell <[GRO]>
Sent: Wednesday, May 1, 2024 11:03 AM
To: Elliot Jacobs [GRO] Saf ismail [GRO]
Cc: Tracy Marshall [GRO] Elizabeth Street [GRO] Stefanie Rush [GRO] Martin Roberts [GRO] Shaun Kerrison [GRO]
Subject: FW: NED recruitment process
Importance: High

Hi Saf and Elliot,

I wanted to check if you had any comments / thoughts about the attached note? Happy to chat through if easier?

Thank you,
Alex

From: Tracy Marshall [GRO]

Sent: Tuesday, April 30, 2024 10:36 AM

To: Elliot Jacobs [GRO]; Saf ismail [GRO]
Cc: Alexandra Burrell [GRO]; Elizabeth Street [GRO]
Stefanie Rush [GRO]; Martin Roberts [GRO]; Shaun Kerrison [GRO]

Subject: RE: NED recruitment process

Importance: High

Hi both,

Hope you're well.

Further to my email last week, we've drafted a short note for you both to review. If you're comfortable with the content of the attached, then we'd propose to send this to postmasters as soon as possible, given the fact that the closing date for applications is on 7th May.

There are a couple of comments in here for both of you to take a look at and as always, we'd welcome any final thoughts or amends from you. Important that this is a true reflection of your thoughts.

If you'd like to jump on a call later with some of the team, then we can arrange that. You should already have 4.00pm blocked in your diary anyway so we could potentially use this time.

Thanks again for your support with this and do let us know if a call would be helpful.

Best Wishes,

Tracy

From: Elliot Jacobs [GRO]
Sent: Friday, April 26, 2024 11:21 AM
To: Tracy Marshall [GRO]; Saf ismail [GRO]
Cc: Alexandra Burrell [GRO]; Elizabeth Street [GRO]
Subject: Re: NED recruitment process

Happy to help.

Sent from [Outlook for iOS](#)

From: Tracy Marshall [GRO]
Sent: Friday, April 26, 2024 11:14:48 AM
To: Saf ismail [GRO]; Elliot Jacobs [GRO]
Cc: Alexandra Burrell [GRO]; Elizabeth Street [GRO]
Subject: NED recruitment process

Hi Saf/Elliot,

Hope you're both well and thank you Saf for attending the event on Monday evening. Positive feedback received and looking forward to the next event in Leeds on 7th May.

I'm writing to ask for your help please with the ongoing NED recruitment campaign. You may have seen in Martin Roberts' email yesterday that we've taken the decision to extend the application window through to 7th May to provide potential applicants with additional time to get their CVs submitted. This is as a result of direct feedback from postmasters.

The other piece of feedback received is that postmasters want to understand a bit more about the role itself from your perspective, perhaps along the lines of why it's an important role, what you've contributed to the Board over the last few years and that you Saf who will be here until next year, will be working closely with the new NED.

On that basis and having reflected on the best communication approach here, I do think that a note directly from you to be sent early next week would be the right way forward. We'd be happy to help draft a note for your review if you'd be amenable to this. I really think it will help and encourage more applicants to apply.

Many thanks in advance.

Tracy

Tracy Marshall (She/Her)
Retail Engagement Director
Retail Team

GRO

100 Wood Street, London, EC2V 7ER.

GRO

