

Message

From: Jane MacLeod [GRO]
on behalf of Jane MacLeod [GRO]
Sent: 10/06/2016 12:00:31
To: Paula Vennells [GRO]
CC: Avene Regan [GRO]
Subject: 1:1 on Monday

Paula

I have the following points for Monday. Please let me know if there is anything else you would like to discuss?

1. Contract Management Framework

- IACCM training has initiated – we have 25 people enrolled across FD in the first cohort
- Obligations mapping – this is the work that the ARC expressed concerned about at the May meeting. My proposal is that we identify the 20 most material contracts and require each contract owner to confirm by [end August] that in relation to each such contract they have mapped all obligations and have a documented process to demonstrate:
 - obligations on Post Office
 - obligations on Supplier/Client
 - frequency of obligations, and
 - processes by which performance of obligations are monitored (including MI to demonstrate performance (both quantitative and qualitative) of obligations.

This work will need to be done by the contract owners and I suspect will not be well received given the amount on at the moment, so I will need your support on this. Further, we should then ensure that the performance data around these contracts is captured as part of the monthly performance reports.

2. Corporate Services Restructures – status

- Restructures are currently underway in Risk & Assurance, and Legal. I will update you on issues arising from these, and the expected timeframes.

3. Sparrow/Litigation/Chairman's Review

- We met with Tony Robinson QC last night, and among other things discussed whether the work underway to complete the Chairman's review should continue. His view was that it shouldn't. I have already flagged this to Tim and will brief you on the rationale and consequences in our meeting.

4. Communication of Strategy

- During various engagement meetings with my wider CS team, concern has been raised as to the lack of visibility of the forward strategy and what that means. Unfortunately, while 'simpler to run/better for customers/ great to work for' strapline is understood at a high level, there is a concern about how this is being delivered. I know Mark is working on the communication plan for the strategy, but I think it would be helpful if we could provide (at a high level) reassurance that we are working on a wider strategy and what the timetable for development and then communication will be.

5. Objectives – see below for brief summary against Q1 objectives. I assume we will agree Q2 objectives at our July meeting?

- Establishment of group compliance function:
Role profile developed and benchmarked, however I am reluctant to proceed with this role until there is greater clarity on the future plans for sales of (in particular) FS products in branches as this will fundamentally affect the shape of the role.

- Manage AML compliance audit and progress remediation plans (Q1-3)
On track, although we are struggling with resource to undertake the risk assessment. We are looking at alternate resourcing options and the cost of these.
- Scope impact & develop implementation plan for new Data Protection Regulations
Underway
- Scope impact & develop implementation plan for Network/ Information Security Directives
Underway
- Review Cost initiatives and develop plans to implement
The P2 reports show that Corporate services is well within budgets for both staff and non-staff costs. Further work is ongoing to develop and improve MI, as well as progressing initiatives.

Jane



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