
From: Kevin Gilliland [GRO]
Sent: Tue 04/07/2017 3:45:56 PM (UTC)
To: Paula Vennells [GRO]
Cc: Avene Regan [GRO]; Martin Edwards [GRO]; Jane Hill [GRO]; Mark R Davies [GRO]; Thomas P Moran [GRO]
Subject: Re: Quarry Bank - request from Margot's office
Attachment: image001.png

Hi Paula,

This is v unfortunate. I've now personally reviewed this and there are 2 more opportunities that have been identified: a Londis and a non symbol independent. We are visiting them tomorrow and will update then.

We have been and are using the new pitch pack.

We can offer HNGa but this could throw doubt on the integrity of HNGx. We took the prospective pmr to meet and speak to other pmrs who were positive about the local model and the integrity of Horizon. However, 2 of the 3 brothers who are owners of the store believed that running a PO still presented too big a risk (including space issues and who would run it).

Regards,

Kevin

Kevin Gilliland
Chief Executive, Retail

GRO

On 4 Jul 2017, at 16:25, Paula Vennells [GRO] wrote:

Thanks.

Kevin, this sounds v tough - are we deploying the sales narrative which is used for multiples?

Do you think it would be helpful to ask Margot to help find one?

Also how might we reassure re Horizon - we could offer the new HNGA system?

Paula

Paula Vennells
Group Chief Executive
Post Office Ltd
2017 Winner of the Global Postal Award for Customer Experience

T: [GRO]

[GRO]

Sent from my iPad

On 4 Jul 2017, at 15:50, Avene Regan [GRO] wrote:

Dear all,

The update on Quarry from Neil Ennis is:

2 PNOs have expressed interest but pulled out (the second one because of concerns around Horizon unfortunately) and there are no other applicants in the pipeline currently. As before they will continue to try to secure a PNO but to set expectations Karl's field team have already visited every potential site so there is no easy solution. (note to us: To put this into context of how hard it is to find PNOs there are over 400 NT branches with no interest that we are working on still in NT as we close out the programme.)

Paula – rather than send an email, Jane's team will reach out to the person in Margot's office to explain the situation. We can also suggest to them if they have any local influence then we would be happy to hear from any prospects. Does that sound ok?

Avene

<image001.png> Avene Regan
2017 Winner of the Executive Assistant
Global Postal Award for to the Group Chief Executive,
Customer Experience Paula Vennells

Post Office Customer Support Centre
Finsbury Dials
20 Finsbury Street
London, EC2Y 9AQ

Tel: [GRO]

From: Avene Regan
Sent: 04 July 2017 10:08
To: Paula mobile [GRO]
Martin Edwards [GRO]
[GRO] Jane Hill [GRO]; Kevin
Gilliland [GRO]
Cc: Mark R Davies [GRO]
Subject: Quarry Bank - request from Margot's office

Dear all,

I've just had a call from Margot James parliamentary office enquiring about the status of the new Post Office in Quarry Bank. They mentioned Margot would love to open it, if

diaries/timings allow.

I've asked Kevin's office to provide an update so we can go back to them.

Paula – would you like the update to come from you?

Avene

<image001.png> Avene Regan
2017 Winner of the Executive Assistant
Global Postal Award for to the Group Chief Executive,
Customer Experience Paula Vennells

Post Office Customer Support Centre
Finsbury Dials
20 Finsbury Street
London, EC2Y 9AQ

Tel: **GRO**