



**Department for
Business, Energy
& Industrial Strategy**

Nick Read
Group Chief Executive
Post Office Limited
Finsbury Dials
20 Finsbury Street
London
EC2Y 9AQ

9 January 2020

Dear Nick,

RE: FUTURE OF THE POST OFFICE BEYOND 2021

Thank you for your letter dated 4 December 2019 informing me of Post Office Limited's progress towards commercial sustainability.

I am grateful to POL's leadership, staff and the thousands of postmasters for their tireless work in delivering both a stable network of post offices and profitability ahead of the original Three-Year Plan. I also welcome your confirmation that POL will not require further investment funding beyond 2021. Taken together this represents a significant shared achievement.

Looking ahead, the Department will expect POL to maintain this positive trajectory, while continuing to improve its relationship with postmasters.

I look forward to discussing your plans for the future of the Post Office in the coming months. In light of the recent settlement, I also remain keen to hear about the implementation of further improvements in the culture of the Company, including training and support for postmasters and any consequential action required from the litigation. In addition, I have said to Tim that I would find it helpful to receive a presentation from you about the results of your Purpose, Strategy and Growth work at some point early this year.

Yours ever,

GRO

Alex Chisholm

Alex Chisholm
Permanent Under-Secretary of State
1 Victoria Street
London
SW1H 0ET

T: GRO
E: permanentsecretary@ GRO

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