

## Message

**From:** Jo Milton [GRO]  
**on behalf of** Jo Milton [GRO]  
**Sent:** 26/05/2021 16:02:08  
**To:** Keith Richards [GRO]  
**CC:** Calum Greenhow [GRO]; Tim Perkins [GRO]; David Southall [GRO]  
**Subject:** RE: Policies  
**Attachments:** Audit Opening Script.pdf; A short guide to the Audit Reporting Tool.pdf; Audit Closing Script.pdf; Postmaster Contract Suspension Policy v3.0.pdf; Postmaster Contract Termination Policy v3.0.pdf; Postmaster Guide to Policies V1.2.pdf; Postmaster Onboarding Policy 1.4.pdf; Postmaster Termination Decision Review Policy V2.3.pdf; Postmaster Training Policy 1.5.pdf; Network Cash and Stock Management Policy V1.4.pdf; Network Monitoring and Audit Support Policy V1.5.pdf; Network Transaction Corrections Policy V1.4.pdf; Postmaster Account Support Policy V1.5.pdf; Postmaster Accounting Dispute Resolution Policy V1.4.pdf; Postmaster Complaint Handling Policy V1.3.pdf; Postmaster Contract Performance Policy v3.0.pdf; Responses to Policy Questions.docx

Hi Keith,

I hope both you and Calum are well.

I had spoken to David after he met with you and we said we'd wait until the policies were final before sending through. I've just finished updating them, so here they are. All 12 postmaster support policies and the Postmaster Guide to Policies.

The 12 policies are intended for internal Post Office use, but the Postmaster Guide to Policies, which summarises them all, will be released to postmasters in the next couple of months.

We have also gone through your questions and answered them. I've attached a table to show the questions and answers. I've also attached, as requested:

1. Audit Opening (Reason for Audit) Script (amended to include asking the postmaster to contact NFSP)
2. Audit Closing Script
3. A short Guide to the Audit Reporting Tool

Outstanding actions:

- The questions you had on the Complaint Handling policy will be answered by Mel Fischer and Bella Liu when they attend an NFSP session on 8<sup>th</sup> June. Calum is already an attendee and I believe they will send out documentation in advance.
- Your request for audit data - I am going to try and get a dashboard created to give you the data.

I hope this response helps you, but you might well have follow up questions - if so, please let us know.

Thanks  
Jo

---

**From:** Keith Richards [GRO]  
**Sent:** 07 May 2021 11:27  
**To:** Jo Milton [GRO]; David Southall [GRO]  
**Cc:** Calum Greenhow [GRO]; Tim Perkins [GRO]  
**Subject:** RE: Policies

Thankyou all

Regards



Keith Richards  
Compliance and Network Support Advisor  
The National Federation of SubPostmasters

**GRO**

M: **GRO**  
E: **GRO**  
W: [www.nfsp.org.uk](http://www.nfsp.org.uk)



This email (and any attachment) is confidential, may be legally privileged and is intended for the addressee only. If you have received it in error please inform us immediately by email responding to the sender and then delete this message. Please do not copy it, disclose its contents to any other person or use it for any purpose. Thank you for your cooperation.

We have taken reasonable precautions to ensure that this email and any attachments have been scanned for software viruses. We cannot accept liability for any damage sustained as a result of software viruses and would advise you to carry out your own virus checks before opening any attachment.

You can view our privacy policy online at [www.nfsp.org.uk/privacy](http://www.nfsp.org.uk/privacy)

National Federation of SubPostmasters is a company limited by guarantee (incorporated in England, company number 9771284)

---

**From:** Jo Milton **GRO**  
**Sent:** 07 May 2021 10:54  
**To:** Keith Richards **GRO** David Southall **GRO**  
**Cc:** Calum Greenhow **GRO** Tim Perkins **GRO**  
**Subject:** RE: Policies

Hi Keith,

I've attached the Onboarding policy which was just finalised on Tuesday this week. Tracy Marshall said she's happy to answer any questions you might have on that one.

In fact, most of the policies we sent you have been through various reviews since. We should be able to send you the final versions next week.

Thanks  
Jo

---

**From:** Keith Richards **GRO**  
**Sent:** 07 May 2021 08:09

**To:** David Southall [GRO]  
**Cc:** Calum Greenhow [GRO]; Tim Perkins [GRO]; Jo Milton [GRO]  
**Subject:** RE: Policies

Thanks David

Regards



Keith Richards  
Compliance and Network Support Advisor  
The National Federation of SubPostmasters

[GRO]

M: [GRO]

E: [GRO]

W: [www.nfsp.org.uk](http://www.nfsp.org.uk)



This email (and any attachment) is confidential, may be legally privileged and is intended for the addressee only. If you have received it in error please inform us immediately by email responding to the sender and then delete this message. Please do not copy it, disclose its contents to any other person or use it for any purpose. Thank you for your cooperation.

We have taken reasonable precautions to ensure that this email and any attachments have been scanned for software viruses. We cannot accept liability for any damage sustained as a result of software viruses and would advise you to carry out your own virus checks before opening any attachment.

You can view our privacy policy online at [www.nfsp.org.uk/privacy](http://www.nfsp.org.uk/privacy)

National Federation of SubPostmasters is a company limited by guarantee (incorporated in England, company number 9771284)

---

**From:** David Southall [GRO]  
**Sent:** 06 May 2021 22:07  
**To:** Keith Richards [GRO]  
**Cc:** Calum Greenhow [GRO]; Tim Perkins [GRO]; Jo Milton [GRO]  
**Subject:** FW: Policies

Hi Keith

Thanks for your email and your observations. Tim is on leave this week but I'm sure will be happy to set up a call when he is back.

It may be that we can answer some of your questions without a call. Let Jo and I take a look through your Q&A and see what we can address. We'll also get a copy of the onboarding policy sent across.

Thanks,

David



WE'RE STRONGER TOGETHER

David Southall  
Head of Contract Management & Deployment

GRO

---

**From:** Keith Richards [GRO]

**Sent:** 06 May 2021 16:11

**To:** Tim Perkins [GRO] David Southall [GRO]

**Cc:** Calum Greenhow [GRO]

**Subject:** Policies

Good afternoon both

Calum and myself have had a couple of meetings to discuss the policies you sent us, (we are still waiting for the Onboarding policy). As a result we have set out in the attachment a number of observations, questions and also need some clarifications on a number of points. Is it possible to set up a team meeting in the near future to discuss these further?

Many thanks

Regards



Keith Richards

Compliance and Network Support Advisor

The National Federation of SubPostmasters

GRO

M: [GRO]

E: [GRO]

W: [www.nfsp.org.uk](http://www.nfsp.org.uk)



This email (and any attachment) is confidential, may be legally privileged and is intended for the addressee only. If you have received it in error please inform us immediately by email responding to the sender and then delete this message. Please do not copy it, disclose its contents to any other person or use it for any purpose. Thank you for your cooperation.

We have taken reasonable precautions to ensure that this email and any attachments have been scanned for software viruses. We cannot accept liability for any damage sustained as a result of software viruses and would advise you to carry out your own virus checks before opening any attachment.

You can view our privacy policy online at [www.nfsp.org.uk/privacy](http://www.nfsp.org.uk/privacy)

National Federation of SubPostmasters is a company limited by guarantee (incorporated in England, company number 9771284)

\*\*\*\*\*

This email and any attachments are confidential and intended for the addressee only. If you are not the named recipient, you must not use, disclose, reproduce, copy or distribute the contents of this communication. If you have received this in error, please contact the sender by reply email and then delete this email from your system. Any views or opinions expressed within this email are solely those of the sender, unless otherwise specifically stated.

POST OFFICE LIMITED is registered in England and Wales no 2154540. Registered Office: Finsbury Dials, GRO  
GRO

\*\*\*\*\*

"Post Office Limited is committed to protecting your privacy. Information about how we do this can be found on our website at [www.postoffice.co.uk/privacy](http://www.postoffice.co.uk/privacy)"