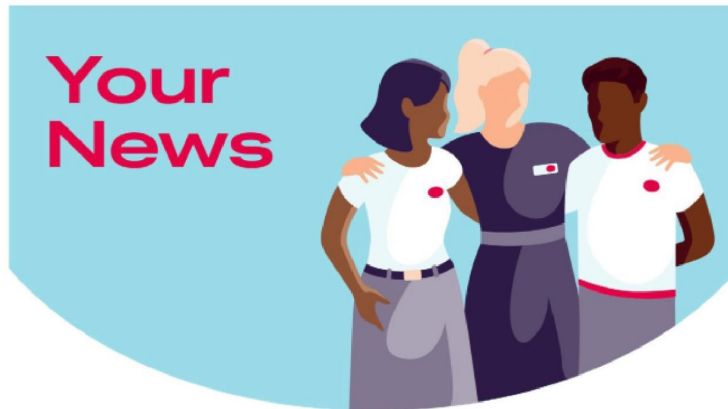


No images? [Click here](#)



24/02/2023 Issue no. 5 Reading time: 4 mins

Hello everyone,

Following my note last week on International Customs Data Capture (ICDC), the process has now launched successfully in branches. I know there are a few issues to iron out, but overall, it's been a very successful rollout. I wanted to thank you all for working so hard to ensure a smooth process, for providing feedback which will allow us to refine and improve the solution, and your patience during what has been a very difficult situation.



The Guardian
News website of the year

Royal Mail resumes overseas deliveries via post offices after cyber-attack

Branches to get payments to cover lost international income as postal workers threaten further strikes



📰 The cyber-attack led to 11,500 Post Office branches being unable to handle international mail. Photograph: Tolga Akmen/AFP/Getty

Royal Mail has restarted international parcel and letter deliveries through Post Office branches almost six weeks after it revealed it **had been affected by**

BBC NEWS

Royal Mail resumes overseas mail at post offices after cyber-attack

🕒 20 hours ago



INTERNET IMAGES

International mail services have finally been reinstated at UK post offices, more than a month after Royal Mail was hit by a cyber attack.

Part and Parcel: The Economic and Social Value of Post Office



This week, we launched our report into the economic and social value of Post Office to the UK. I've summarised the key findings below, but you can [read more here](#) and also [watch this video of our Postmasters](#).

For me, this report is incredibly important to demonstrate to Government the significant role we have across communities in the UK. The economic and social value is clearly evidenced and should not be overlooked or taken for granted by Government. This value is something we will be reiterating in our on-going conversations with Government about our funding.

Read on for more detail on the key findings:

The research found that Post Office generates an economic impact of £4.7 billion across the United Kingdom a year. In fact, for every £1 spent by Post Office, an additional £1.51 is generated across the wider economy. That's more than the economic impact of Heathrow Airport.

Post Office's branch network also supports communities at a local level. The expenditure of Post Office's branches resulted in an average annual economic impact on the UK economy of £5.8 million per parliamentary constituency, which is equivalent to an economic contribution of £57 per person.



Post Office supports around 50,000 full-time equivalent jobs across the United Kingdom – and as many as 5,500 jobs in some regions. That is equivalent to the number of full-time employees in a city the size of Lincoln or Exeter.

Key findings: the unseen part of the United Kingdom's economic infrastructure

- Small and medium-sized businesses regularly rely on their local post offices to operate – in fact, nearly three in 10 SMEs use Post Office at least once a week – and more than half use it at least once a month.
- SMEs hugely value the convenience that the Post Office network brings to their businesses – **worth almost £1 billion** per year overall to SMEs, which equates to over £175 per SME per year.
- SMEs use postal services almost every time they visit their local post office and greatly value the convenience of having a post office nearby.
- With more than 5,000 bank branches closing since 2015, Post Office is also increasingly a **lifeline for SMEs** by providing essential banking services, such as depositing cash without needing to shut up shop and travel to find a bank in a neighbouring town (if it still has one).

Additionally, for the first time, this research also illuminates what had previously been less well understood: Post Office's role as part of the underlying

economic infrastructure of the United Kingdom and as an enabler of small and medium-sized enterprises (SMEs). It illustrates that, as well as being an important backstop for the most vulnerable and excluded groups, Post Office also stimulates and facilitates economic activity at a national, regional and local level.

I'd encourage you to read the report – it's very interesting and showcases the huge contribution you all have on your communities.

Post Office loneliness campaign

This week we shared our latest research into loneliness in the UK. The findings demonstrate the role we play and how getting out of the house for a simple task at the Post Office can help people feel part of their community.

Our research showed that two thirds of people think loneliness is a bigger issue now than before the pandemic. Around half of the population have felt lonely in the last 6 months - 1 in 5 said they take a trip to the local Post Office when they do feel lonely to help them connect with their local community. Money



worries are also an issue for people with 44% saying financial challenges make them anxious or depressed.

We used this research to highlight that a third of people are turning to cash to help them manage their money in the cost-of-living crisis and promote our Everyday Banking services in branch, adding that until the end of March we are partnering with the Trussell Trust to give 1p to the charity for every cash withdrawal.

Mark Cazaly, Head of Corporate Responsibility, featured alongside some of our Postmasters in a series of local radio interviews, including BBC Radio Leeds which you can [listen to here](#). We also had a supportive quote from Civil Society Minister, Stuart Andrew MP.

Postmasters in the media



Adam Jackson, Postmaster at Earlham House Post Office in Norwich, featured on BBC Radio Norfolk earlier this week, in a segment where he shared his experience of taking on his new branch. Listen to Adam talk about [his learning curve, the many services we provide and the role Post Office plays in his community, here](#) (from 1:36).

Operational updates to note this week:

Don't forget the important update on SmartIDs:

Correct use of SmartIDs help us combat money laundering and means you can be confident your login is secure, unique to you, and that only you are responsible for the work you carry out. It really is important that each counter colleague has their own, which only they use.

[Please see more information here.](#)

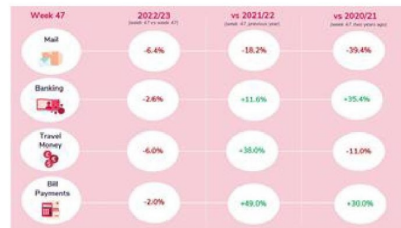
Investigating discrepancies in branch and changes to the Review or Dispute Button:

Post Office is committed to supporting you to investigate and resolve discrepancies in your branch. If you find a discrepancy at the end of your monthly trading period, we ask that as far as possible, you or your team undertake your own investigations in branch.

There is a useful Investigating Discrepancies digital work aid that can be found on Branch Hub (navigate to the

work aids tile from this link) and is also available via our Learning Management System.

If you're unable to resolve the discrepancy yourself, you can select the Review or Dispute option on Horizon. If you do, it's important you call BSC on **GRO** 7 to follow up. They will support you in understanding how the discrepancy has happened and how it can be resolved. If they can't resolve it on the call, they will pass it to colleagues who will look into it for you. [Find out more information here.](#)



Business Trading Performance

Week 47 (13 - 19 Feb 2023)

[Read more](#)

Do you find my weekly email useful? Please let me know

Yes, I find it useful

No, I don't find it useful

Have a good weekend.

GRO

Martin Roberts
Group Chief Retail
Officer



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