



Confidential

Post Office Limited
Atria
Spa Road
BOLTON
BL1 4AG

«Proposed_New_Operator_Salutation» «Proposed_New_Operator_First_Name»
«Proposed_New_Operator_Last_Name»
«New_Operator_Mailing_Address_Line_1»
«New_Operator_Mailing_Address_Line_2»
«New_Operator_Mailing_Address_Line_3»
«New_Operator_Mailing_Address_Line_4»
«New_Operator_Mailing_Address_Line_5»
«New_Operator_Mailing_Address_Postcode»

Friday, 09 August 2024

Dear «Proposed_New_Operator_Salutation» «Proposed_New_Operator_Last_Name»,

**Post Office Limited, «Branch_Name_» branch at «Branch_Address_1»,
«Branch_Address_2», «Branch_Address_3», «Branch_Address_4»,
«Branch_Address_5», «Branch_Post_Code»**

I am delighted to inform you that «Proposed_New_Operator_Salutation»
«Proposed_New_Operator_First_Name»
«Proposed_New_Operator_Last_Name» /
«Full_company_name_of_operator_Name_of_P» (Partnership) /
«Full_company_name_of_operator_Name_of_P» (Company No.
«Company_Registration_Number») (delete as appropriate) meets our criteria for
appointment as operator at the branch. I am, therefore, writing to offer the appointment
as Subpostmaster of the branch, explain the conditions that apply, and tell you what you
need to do next.

1 The Contract

- 1.1 The subpostmaster's appointment will be subject to the terms of this letter and the following documents (referred to collectively as the **Contract**), which form part of the enclosed Appointment Pack:
 - 1.1.1 Sole Trader/Partnership/Company (delete as appropriate) to Company Contract: Standard Terms and Conditions
 - 1.1.2 Paystation Instructions/terms
 - 1.1.3 «Outreach_Addendum_required» [Delete if there is no outreaches attached to the Branch] Operator outreach addendum
 - 1.1.4 [Delete if there is no AEI at the Branch Premises] AEI terms
 - 1.1.5 «Post_Office_ATM» [Delete if there is no POL/BOI ATM at the Branch Premises] Post Office Limited / Bank of Ireland ATM terms



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- 1.2 The subpostmaster's appointment is also subject to the terms of the Remuneration Booklet sent to you by email.
- 1.3 Upon Post Office Limited's request, the performance of the subpostmaster obligations under the Contract must be guaranteed by two guarantors acceptable to Post Office Limited, each of whom must execute a deed of indemnity and guarantee in the form required by Post Office Limited

2 Accepting the Contract

- 2.1 To confirm acceptance of this offer of appointment on the terms of the Contract, the subpostmaster must complete, sign and return the enclosed copy of this letter to the On-boarding Team, together with the original duly executed deeds of indemnity and guarantee required under paragraph 1.3 above, by «**PAK_Return_Date**».

3 Transfer Date

- 3.1 The subpostmaster must take up its appointment as subpostmaster on TBC (**Transfer Date**). This means that from the Transfer Date the subpostmaster must begin operating the Branch from the premises stated in condition 4 below, in accordance with the terms of the Contract, including this letter.
- 3.2 If Post Office Limited needs to change this date for any reason, we will notify the Operator in writing of the new Transfer Date within a reasonable time in advance of such date.

4 Branch Premises

- 4.1 The Operator must have the right to operate the Branch from the premises at «**Branch_Address_1**», «**Branch_Address_2**», «**Branch_Address_3**», «**Branch_Address_4**», «**Branch_Address_5**», «**Branch_Post_Code**» (**Branch Premises**) in accordance with the Contract by the Transfer Date.

5 Conditions of Appointment

- 5.1 The Branch is currently operated by **insert name of current subpostmaster** (**Existing Subpostmaster**). The existing contract for the operation of the Branch between Post Office Limited and the Existing Subpostmaster (**Subpostmaster Contract**) may have contained certain conditions of appointment (as defined in the Subpostmaster Contract) that the Existing Subpostmaster was required to fulfil (**Conditions of Appointment**).
- 5.2 By accepting the terms of this letter the Subpostmaster warrants and represents to Post Office Limited that it has obtained from the Existing Subpostmaster a copy of the Conditions of Appointment (if any) and details of the extent to which any Conditions of Appointment will remain unfulfilled as at the Transfer Date (**Unfulfilled COAs**).
- 5.3 The subpostmaster undertakes to comply with and fulfil all Unfulfilled COAs within 6 months after the Transfer Date.
- 5.4 The subpostmaster will comply with and fulfil the additional conditions of appointment set out in the Schedule to this letter.

Post Office Limited will not proceed with the appointment of the subpostmaster until all the conditions in points 1 to 5 above have been met. If the subpostmaster fails to meet



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any of the conditions set out in this letter within the specified timescales and such failure amounts to a repudiatory breach this offer of appointment may be withdrawn at the discretion of Post Office Limited

If any of the information submitted to Post Office Limited by the subpostmaster in support of the subpostmasters appointment has changed since it was submitted, for example, if you or any additional director of the Operator or any guarantor has been charged with a criminal offence or has had a County Court judgment made against you/them, then the Operator must notify Post Office Limited immediately in writing.

It is important that you carefully read the documents in the Appointment Pack and take any actions required in it and this letter without delay.

Should you have any questions about this offer of appointment, or the transfer process, please contact postmaster.onboarding@postoffice.co.uk **GRO** for help and advice.

Yours sincerely

Support Advisor

YOUR COPY

Postmaster On-boarding Team, Post Office Ltd, Atria, Spa Road, Bolton, BL1 4AG.

CONDITIONS OF APPOINTMENT FOR
POST OFFICE LIMITED «Branch_Name_» BRANCH

Schedule

Additional Conditions of Appointment

1 Opening Hours

1.1 The office opening hours will be:

Monday «Proposed_Retail_Monday_Opening_Time» to
«Proposed_Retail_Monday_Closing_Time»
Tuesday «Proposed_Retail_Tuesday_Opening_Time» to
«Proposed_Retail_Tuesday_Closing_Time»
Wednesday «Proposed_Retail_Wednesday_Opening_Time» to
«Proposed_Retail_Wednesday_Closing_Time»
Thursday «Proposed_Retail_Thursday_Opening_Time» to
«Proposed_Retail_Thursday_Closing_Time»
Friday «Proposed_Retail_Friday_Opening_Time» to
«Proposed_Retail_Friday_Closing_Time»
Saturday «Proposed_Retail_Saturday_Opening_Time» to
«Proposed_Retail_Saturday_Closing_Time»
Sunday «NTM1NTLP1__DP8_Sunday_closed1»
«NTM1NTLP1__DP8_Sunday_closed2»

1.2 It was also noted that it is proposed that the subpostmaster will, on a voluntary basis and without any additional payment other than traffic related payments due from sales, provide counter services at the following times:

Not Applicable

2 Additional Requirements

The following conditions will also be attached to the subpostmasters appointment and must be completed within any timescales indicated

- To adhere to Post Office Limited's retail standards internally and externally within one month of the Transfer Date
- To comply with the non-compete restrictions on private business activities on the premises in which the post office branch is situated on and from the Transfer Date
- To provide the official branch telephone by means of the continuation of the existing Split-Billing facility. If there is no Split-Billing currently at this branch, the Subpostmaster to provide this by either transferring the existing line over to Post Office Limited or where the existing line has services incompatible with Split-Billing by allowing a new line to be installed on and from the Transfer Date
- To complete the Self-Assessment form included in the Equality Act Accessibility Guidance Pack by the Transfer Date, and having done so, to agree and deliver a

branch action plan to resolve any issues identified within two months of the Transfer Date

- To purchase and install the latest signage which must consist of a fascia, lozenge and menu board. This must be completed within three months of the Transfer Date
 - The Subpostmaster or person validly appointed to act on your behalf will, for up to four training events per financial year, attend training events at a time and location as notified by Post Office Limited on not less than two weeks' notice, or will ensure that their nominated registered post office assistant/s attends the same. Any costs caused by or associated with the attendance, other than the cost of the training provision will be met by the Operator on and from the Transfer Date
 - On the Saturday after Good Friday ("Easter Saturday") the branch will open as normal for the contracted Saturday hours from the Transfer Date
 - To establish and maintain recruitment files for all Assistants working in the branch on and from the Transfer Date
 - To comply with mails integrity and segregation requirements you must ensure mail is always protected from the risk of delay, loss, theft or interference. You are required to segregate all mail prior to collection. Further details relating to mails integrity and mails segregation can be found in your copy of the Branch Standards booklet
 - The Subpostmaster will confirm to Post Office Limited a suitable email address for receiving Post Office Limited correspondence and will ensure that that email account is accessed on not less than a daily basis during opening hours (as set out in paragraph 1 above) either by the Subpostmaster or his registered Post Office Limited assistant/s. The subpostmaster and/or his registered assistant/s will inform Post Office Limited with regards to any change to the email address to be used
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RETURN COPY

Postmaster On-boarding Team, Post Office Ltd, Atria, Spa Road, Bolton, BL1 4AG.

CONDITIONS OF APPOINTMENT FOR
POST OFFICE LIMITED «Branch_Name_» BRANCH

Schedule

Additional Conditions of Appointment

The Subpostmaster agrees to contract with Post Office Limited on the terms and conditions of this letter.

SIGNED by «Proposed_New_Operator_Salutation» «Proposed_New_Operator_First_Name»
«Proposed_New_Operator_Last_Name»

for and on behalf of

«Full_company_name_of_operator_Name_of_P»

Signature:.....

Date:.....