

ROYAL MAIL HOLDINGS plc

BOARD PERFORMANCE EVALUATION 2007

ACTIONS AGREED BY BOARD ON 2 JULY 2007

Q3 – risks:

- Board agreed that risks need to be more prominent on its agenda
- will look to the newly re-formed Risk Committee under Ian Duncan, and the GET with its closer scrutiny of the corporate risk scorecard, to make regular reports to the Board **JE**

Q4 – time spent on business strategy:

- Board agreed that it needs to talk more about customers than it had been able to do over the past 12 months
- ensure that customer-oriented sessions are on the agenda – eg Crispin Beale's research **JE**

Q5 – business performance:

- no specific actions here – Board content to see how the new KPI reporting pack works in practice

Q6 – meeting frequency:

- agreed to continue to put 12 meetings a year in the diary, but be prepared to cancel if not needed **JE**

Q18 – relationship with shareholder:

- agreed that the relationship needs improving. Allan/Adam to keep under review, taking into account impact of new SoS **AL/AC**
- could consider a meeting/dinner with the Board and the SoS **AL/AC**

Q12 and 13 – more executive involvement in board discussions

- Chairman noted **AL**

Q15 - Nomco role goes too deep into organisation

- Nomco will review this, and aim to cut down on amount of Nomco interviews **RH**

Q16 - little formal reporting from Remco

- agreed that inappropriate to circulate minutes on a regular basis, so Remco chair will continue to report committee's activities verbally to the Board

Jonathan Evans
Company Secretary
July 2007