

Veronica Branton
Finsbury Dials
20 Finsbury Street
London
EC2Y 9AQ

PRIVATE AND CONFIDENTIAL

06th May 2021

GRO

Dear Elliot,

Letter of appointment as Postmaster Non-Executive Director

As an operator of your post office branches under the Standard Conditions for the Operation of a Local Post Office Branch (a "Postmaster") you have applied for and been successful in being recommended for appointment as a Postmaster Non-Executive Director of the Company. Following your success at interview, through assessments and your election by your fellow Postmasters, the approval of the Special Shareholder and the recommendation of the Nominations Committee to the Board, I am pleased to issue this letter which sets out the main terms of your appointment as a Postmaster Non-Executive Director. The Board will be asked to formally ratify your appointment at its meeting on 3rd June 2021.

By accepting this appointment, you agree that this letter is a contract for services and is not a contract of employment and you confirm that you are not subject to any restrictions which prevent you from holding office as a director.

This appointment as a Postmaster Non-Executive Director is conditional on you remaining a Postmaster throughout this appointment. Should you cease to be a Postmaster for any reason you agree to step down from this appointment.

However, your ongoing role as a Postmaster will be unaffected if your appointment as a Postmaster Non Executive Director ceases for any reason and you will continue to be a Postmaster subject to and in accordance with the Standard Conditions for the Operation of your post office branches.

1. APPOINTMENT

Subject to the remaining provisions of this letter, your appointment shall be for a term of three years commencing on 3rd June 2021 until the Board meeting occurring approximately three years from that date unless terminated earlier by either party giving to the other six months' prior written notice.

- 1.1 Your appointment is subject to the Company's articles of association, as amended from time to time (**Articles**). Nothing in this letter shall be taken to exclude or vary the terms of the Articles as they apply to you as a director of the Company. Your appointment is subject to the prior written consent of the Special Shareholder (as defined within the Articles), which has been obtained.
- 1.2 Continuation of your appointment is contingent on your continued satisfactory performance and any relevant statutory provisions relating to the removal of a director. If you are retired from office under the Articles, your appointment shall terminate automatically, with immediate effect and without compensation.
- 1.3 You may be required to serve on one or more Board committees. You will be provided with the relevant terms of reference on your appointment to such a committee. You also may be asked to serve as a non-executive director on the board of any of the Company's subsidiaries or joint ventures. Any such appointment will be covered in a separate communication.
- 1.4 Notwithstanding paragraph 1 to paragraph 1.3, the Company may terminate your appointment with immediate effect if you have:
 - (a) ceased to be a Postmaster operating a local post office branch on the terms of the Standard Conditions for the Operation of a Local Post Office Branch
 - (b) committed a material breach of your obligations under this letter;
 - (c) committed any serious or repeated breach or non-observance of your obligations to the Company (which include an obligation not to breach your statutory, fiduciary or common-law duties);
 - (d) been guilty of any fraud or dishonesty or acted in any manner which, in the Company's opinion, brings or is likely to bring you or the Company into disrepute or is materially adverse to the Company's interests;
 - (e) been convicted of an arrestable criminal offence other than a road traffic offence for which a fine or non-custodial penalty is imposed;

- (f) been declared bankrupt or have made an arrangement with or for the benefit of your creditors, or if you have a county court administration order made against you under the County Courts Act 1984;
- (g) been disqualified from acting as a director;
- (h) not complied with the Company's anti-corruption and bribery policy and procedures or the Bribery Act 2010.

1.5 On termination of your appointment, you shall, at the Company's request, resign from your office as Postmaster Non-Executive Director of the Company and any offices you hold in any of the Company's group companies.

1.6 If matters arise which cause you concern about your role, you should discuss these matters with the Senior Independent Director or Chairman. If you have any concerns which cannot be resolved, and you choose to resign for that, or any other, reason, you should provide an appropriate written statement to the Senior Independent Director or the Chairman for circulation to the Board.

2. TIME COMMITMENT

2.1 You will be expected to devote such time as is necessary for the proper performance of your duties as a director. Overall we anticipate that you will spend a minimum of 24 days a year on work for the Company. This will include attendance at eight scheduled Board meetings per year, the AGM (if one is called), one annual Board away day event a year (which may span over two days), at least one site visit a year, Board dinners, meetings with the non-executive directors, meetings with representatives of the Special Shareholder, meetings forming part of the Board evaluation process and training meetings. In addition, you will be required to consider all relevant papers before each meeting. Unless urgent and unavoidable circumstances prevent you from doing so, it is expected that you will attend such of the meetings outlined in this paragraph as may be required.

2.2 The nature of the role makes it impossible to be specific about the maximum time commitment. You may be required to devote additional time to the Company in respect of preparation time and ad hoc matters which may arise and particularly when the Company is undergoing a period of increased activity. At certain times it may be necessary to convene additional Board or committee meetings.

- 2.3 The overall time commitment stated in paragraph 2.1 will increase if you become a committee member or chair, or if you are given additional responsibilities, such as being appointed as non-executive director on the board of any of the Company's subsidiaries or joint ventures. Details of the expected increase in time commitment will be covered in any relevant communication confirming the additional responsibility.
- 2.4 By accepting this appointment, you confirm that, taking into account all of your other commitments, you are able to allocate sufficient time to the Company to discharge your responsibilities effectively. You should obtain the agreement of the Chairman before accepting additional commitments that might affect the time you are able to devote to your role as a Non-Executive Director of the Company.

3. ROLE AND DUTIES

- 3.1 The Board as a whole is collectively responsible for the success of the Company. The Board's role is to:
 - (a) provide entrepreneurial leadership of the Company within a framework of prudent and effective controls which enable risk to be assessed and managed;
 - (b) set the Company's strategic aims, ensure that the necessary financial and human resources are in place for the Company to meet its objectives, and review management performance; and
 - (c) set the Company's values and standards and ensure that its obligations to its shareholders and others are understood and met.
- 3.2 As a Non-Executive Director you shall have the same general legal responsibilities to the Company as any other director. You are expected to perform your duties (whether statutory, fiduciary or common law) faithfully, diligently and to a standard commensurate with the functions of your role and your knowledge, skills and experience.
- 3.3 You shall exercise your powers in your role as a Non-Executive Director having regard to relevant obligations under prevailing law and regulation, including the Companies Act 2006 and the UK Corporate Governance Code and associated guidance.
- 3.4 You shall have particular regard to the general duties of directors in Part 10 of the Companies Act 2006, including the duty to promote the success of the Company under which all directors must act in the way they consider, in good faith, would be most likely to promote the success of the Company for the benefit of its members as a whole. In doing so, as a director, you must have regard (among other matters) to:

- (a) the likely consequences of any decision in the long term;
- (b) the interests of the Company's employees;
- (c) the need to foster the Company's business relationships with suppliers, customers and others;
- (d) the impact of the Company's operations on the community and the environment;
- (e) the desirability of the Company maintaining a reputation for high standards of business conduct; and
- (f) the need to act fairly as between the members of the Company.

3.5 You shall have regard to the Financial Reporting Council's UK Corporate Governance Code and associated Guidance on Board Effectiveness in respect of the role of the Board and the role of the non-executive director and to the Code of Conduct for Board Members on Public Bodies.

3.6 In your role as Postmaster Non-Executive Director, you shall also be required to:

- (a) constructively challenge and help develop proposals on strategy;
- (b) scrutinise the performance of management in meeting agreed goals and objectives and monitor the reporting of performance;
- (c) satisfy yourself on the integrity of financial information and that financial controls and systems of risk management are robust and defensible;
- (d) be responsible for determining appropriate levels of remuneration of executive directors and have a prime role in appointing and, where necessary, removing senior management and in succession planning;
- (e) devote time to developing and refreshing your knowledge and skills;
- (f) uphold high standards of integrity and probity and support the executive directors in instilling the appropriate culture, values and behaviours in the boardroom and beyond;
- (g) satisfy yourself as to the Company's ongoing and consistent compliance with any regulatory responsibilities;
- (h) insist on receiving high-quality information sufficiently in advance of Board meetings;
- (i) take into account the views of shareholders and other stakeholders where appropriate;
- (j) make sufficient time available to discharge your responsibilities effectively;

- (k) exercise relevant powers under, and abide by, the Articles;
- (l) disclose the nature and extent of any direct or indirect interest you may have in any matter being considered at a Board or committee meeting and, except as permitted under the Articles you will not vote on any resolution of the Board, or of one of its committees, on any matter where you have any direct or indirect interest;
- (m) immediately report your own wrongdoing or the wrongdoing or proposed wrongdoing of any employee or other director of the Company of which you become aware to the senior independent director;
- (n) exercise your powers as a director in accordance with the Company's policies and procedures, internal control framework and the Bribery Act 2010; and
- (o) not do anything that would cause you to be disqualified from acting as a director.

3.7 Unless the Board specifically authorises you to do so, you shall not enter into any legal or other commitment or contract on behalf of the Company.

3.8 You shall be entitled to request all relevant information about the Company's affairs as is reasonably necessary to enable you to discharge your duties.

3.9 Information supplied to you in your capacity as a Postmaster Non-Executive Director should not be used for any other purpose and is given to you in strictest confidence. In particular, such information should not be applied in relation to your role as a Postmaster, nor should it be shared with any other Postmaster and the terms of Clause 7 shall apply.

4. FEES AND EXPENSES

4.1 You shall be paid an annual fee of £35,000 (current at the date of this letter), which shall be paid in equal instalments monthly in arrears.

4.2 The Company shall reimburse you for all reasonable and properly documented expenses that you incur in performing the duties of your office. The procedure and other guidance in respect of expense claims is available from the Company Secretary.

4.3 On termination of your appointment, you shall only be entitled to such fees as may have accrued to the date of termination, together with reimbursement in the normal way of any expenses properly incurred before that date.

5. INDEPENDENT PROFESSIONAL ADVICE

In some circumstances you may consider that you need professional advice in the furtherance of your duties as a director and it may be appropriate for you to seek advice from independent advisers at the Company's expense. The Company shall reimburse the reasonable cost of expenditure incurred by you in accordance with its policy. Please note that the Company will not cover the cost of advice for you in a personal capacity or in relation to your role as a Postmaster pursuant to this Clause, but only in relation to the performance of your role as a Postmaster Non-Executive Director.

6. OUTSIDE INTERESTS

- 6.1 You have already disclosed to the Board the commitments you have outside your role in the Company. You must inform the Chairman in advance of any changes to these commitments. In certain circumstances, you may have to seek the Board's agreement before accepting further commitments which either might give rise to a conflict of interest or a conflict with any of your duties to the Company, or which might impact on the time that you are able to devote to your role at the Company.
- 6.2 It is accepted and acknowledged that you have business interests other than those of the Company and have declared any conflicts that are apparent at present. If you become aware of any further potential or actual conflicts of interest, these should be disclosed to the Chairman and Company Secretary as soon as you become aware of them and again you may have to seek the agreement of the Board.
- 6.3 It is further acknowledged that conflicts of interest may arise from your role as a Postmaster. Where you consider that such a conflict may arise you are required to disclose the actual or potential conflict to the Chairman and the Company Secretary and agree with them any steps or protocols necessary to prevent, minimise or mitigate the risk of such conflict of interest, which may include recusing yourself from meetings or parts of meetings of the Board, agreeing not to receive information on specific topics or agreeing not to participate in Board discussions or vote in relation to specific topics.

7. CONFIDENTIALITY

- 7.1 You acknowledge that all information acquired during your appointment is confidential to the Company and should not be released, communicated or disclosed to third parties or used for any reason other than in the interests of the Company in the course of the performance of your duties

as a Postmaster Non-Executive Director, either during your appointment or following termination (by whatever means), without prior clearance from the Chief Executive. This restriction shall cease to apply to any confidential information which may (other than by reason of your breach) become available to the public generally.

- 7.2 You acknowledge the need to hold and retain Company information (in whatever format you may receive it) under appropriately secure conditions.
- 7.3 Nothing in this paragraph 7 shall prevent you from disclosing information which you are entitled to disclose under the Public Interest Disclosure Act 1998, provided that the disclosure is made in accordance with the provisions of that Act and you have complied with the Company's policy from time to time in force regarding such disclosures.

8. TRAINING

On an on-going basis, and further to the annual evaluation process, the Company may arrange for you to develop and refresh your skills and knowledge in areas which are mutually identified as being likely to be required, or of benefit to you, in carrying out your duties effectively. You should try to make yourself available for any relevant training sessions which may be organised for the Board.

9. INSURANCE AND INDEMNITY

The Company has directors' and officers' liability insurance and it intends to maintain such cover for the full term of your appointment. The indemnity limit is £60m (current at the date of this letter). A copy of the policy document is available from the Company Secretary.

10. CHANGES TO PERSONAL DETAILS

You shall advise the Company Secretary promptly of any change in your address or other personal contact details.

11. RETURN OF PROPERTY

On termination of your appointment with the Company however arising, or at any time at the Board's request, you shall immediately return to the Company all documents, records, papers or other property belonging to the Company which may be in your possession or under your control, and which relate in any way to the Company's business affairs and you shall not retain any copies thereof.

12. MORAL RIGHTS

You hereby irrevocably waive any moral rights in all works prepared by you, in the provision of your services to the Company, to which you are now or may at any future time be entitled under Chapter IV of the Copyright Designs and Patents Act 1988 or any similar provisions of law in any jurisdiction, including (but without limitation) the right to be identified, the right of integrity and the right against false attribution, and agree not to institute, support, maintain or permit any action or claim to the effect that any treatment, exploitation or use of such works or other materials, infringes your moral rights.

13. POST-TERMINATION RESTRICTION

By countersignature of this letter and in consideration for the fees payable to you under the terms of this letter, you agree that, in order to protect the confidential information, trade secrets and business connections of the Company to which you have access as a result of your appointment, you will not (without the previous consent in writing of the Company), for the period of six months immediately after the termination of your appointment, whether as principal or agent and whether alone or jointly with, or as a director, manager, partner, shareholder, employee consultant of, any other person, carry on or be engaged, concerned or interested in any business which is similar to or which is (or intends to be) in competition with any business being carried on by the Company or any company in the Company's group.

14. DATA PROTECTION

Post Office Limited is the Data Controller for the information about you that we use and hold. We comply with the UK Data Protection Act and respect your privacy in everything we do. We collect information from you such as name, bank details, NI number in order to pay expenses in accordance with this letter. We collect information for justifiable purposes such as providing you with access to Post Office systems and providing training.

For more information please contact our Data Protection Officer by sending an email to [GRO">data.protection@ GRO](mailto:data.protection@<span style=)

15. THIRD PARTY RIGHTS

No one other than you and the Company shall have any rights to enforce the terms of this letter.

16. ENTIRE AGREEMENT

- 16.1 This letter constitutes the entire terms and conditions of your appointment and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between you and the Company, whether written or oral, relating to its subject matter.
- 16.2 You agree that you shall have no remedies in respect of any representation, assurance or warranty (whether made innocently or negligently) that is not set out in this letter and you shall not have any claim for innocent or negligent misrepresentation or negligent misstatement based on any statement in this letter.

17. VARIATION

No variation of this letter shall be effective unless it is in writing and signed by you and the Company (or respective authorised representatives).

18. GOVERNING LAW AND JURISDICTION

Your appointment with the Company and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales and you and the Company irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with this appointment or its subject matter or formation (including non-contractual disputes or claims).

Please indicate your acceptance of these terms by signing and returning to the attached copy of this letter to me.

Yours sincerely

GRO

Veronica Branton (Company Secretary)
For and on behalf of Post Office Limited

I agree to the above terms of my appointment as Non-Executive Director of Post Office Limited as set out in this letter.

Signed on May 6, 2021

GRO

Elliot Jacobs
Non-Executive Director