

---

**From:** Ben Cooke [GRO]  
**Sent:** Wed 11/12/2019 6:22:27 PM (UTC)  
**To:** Ben Foat [GRO]  
**Subject:** Re: A message from Nick Read

Haha, don't worry, I'd not forgotten

Benjamin T. Cooke  
IT Operations Director  
[GRO]

---

**From:** Ben Foat [GRO]  
**Sent:** Wednesday, December 11, 2019 3:01:22 PM  
**To:** Ben Cooke [GRO]  
**Subject:** RE: A message from Nick Read

Thanks Benjamin! Much appreciated!!

We will need to touch based on the Horizon Issues Judgment next week alas...

Ben



**Ben Foat**

Group General Counsel  
Ground Floor  
20 Finsbury Street  
LONDON  
EC2Y 9AQ

**Mobile :** [GRO]

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, 20 Finsbury Street, London, EC2Y 9AQ.

---

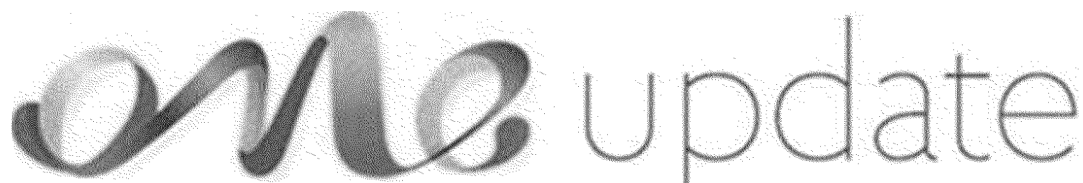
**From:** Ben Cooke  
**Sent:** 11 December 2019 12:34  
**To:** Ben Foat [GRO]  
**Subject:** Fwd: A message from Nick Read

Well done Ben!

Benjamin T. Cooke  
IT Operations Director  
[GRO]

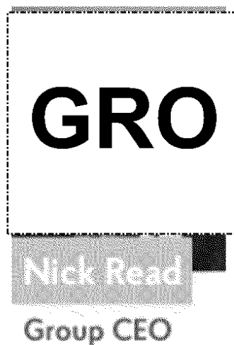
---

**From:** one post office <[redacted] GRO [redacted]>  
**Sent:** Wednesday, December 11, 2019 9:50:41 AM  
**To:** Communications Team <[redacted] GRO [redacted]>  
**Subject:** A message from Nick Read



**11 December 2019 | Reading time 2 minutes | For information**

Dear all,



At last week's 10@10, I mentioned that we had started mediation with the claimants involved in the Group Litigation Order and I said that I would keep you updated on this.

I am very pleased we have been able to find a resolution to this longstanding dispute. Our business needs to take on board some important lessons about the way we work with postmasters, and I am determined that it will do so.

We are committed to a reset in our relationship with postmasters, placing them alongside our customers at the centre of our business. As we agree to close this difficult chapter, we look forward to continuing the hard work ahead of us in shaping a modern and dynamic Post Office, serving customers in a genuine commercial partnership with postmasters, for the benefit of communities across the UK.

As you know I'm working on our purpose, strategy and future growth for Post Office. Our postmasters will be kept abreast of this process, so they can input into it, and be at the heart of the Post Office's future. I will keep you updated as this work progresses but I have one clear message for us all today – in everything you do at work, please challenge yourselves to make sure that you consider how it will benefit our branches and those that run them. Without Post Offices up and down the country, we don't have a business – we all have a part to play in resetting the relationship with our postmasters and their teams.

Further information is available [here](#) including our joint statement and if you have any further questions please contact **communications.team** <[redacted] GRO [redacted]>



**Nick Read, Group Chief Executive Officer**

one update is a single-issue email sent ad hoc to a selected group of Post Office colleagues.  
This email has been sent to all Post Office colleagues' email addresses.

