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**From:** Callard, Richard - UKGI <[redacted]>  
**Sent:** 31 July 2017 17:36  
**To:** James MPST  
**Subject:** RE: Post Office catch up

Hi Sophia

Regarding live issues, in brief, we have:

- Ministerial approval for remuneration – always difficult every year and provokes a lot of interest. I need to take you through that.
- Overall comms – we need to coordinate how we announce funding, which will also encompass the response to the consultation, Network Report (which last year was subject to significant delay), release of the Company accounts, and generally how do we get across the message that POL is performing much better now than the public tends to give it credit
- Need to ensure that the minister is aware of the difficult handling aspects of the strategy. These were flagged in the slides, and we have shared them with the Minister previously, but I want to make sure they have been clocked
- Financial inclusion – we are pushing the business to raise awareness of POL’s offering on that front, but it might benefit from a bit of ministerial pressure
- Verify – Conservative manifesto was clear that it wanted to increase the online ID verification service, which POL is the market leader of. But Government is slow to roll it out and Ministerial pressure might pressure may help get things moving faster, for POL’s benefit
- General update on where official discussions are on funding, state aid applications etc
- Unions – the CWU is making noises about holding a consultative ballot on the pay deal struck by the business. This is non-binding, but will inevitably be negative with regard to the company – not clear on timescales as yet.

Kind regards

Richard

Richard Callard | Executive Director | Post Office and Green Investment Bank Shareholder Teams

**UK Government Investments**

1 Victoria Street | London | SW1H 0ET

T: [redacted]  
M: [redacted]  
E: [redacted]

PA: [redacted] [redacted]

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**From:** James MPST [mailto:[redacted]]  
**Sent:** 31 July 2017 15:35  
**To:** Callard, Richard - UKGI <[redacted]>  
**Subject:** RE: Post Office catch up

Hi Richard,

I do remember that we said we’d have a meeting however I unfortunately won’t be able to meet this week.

Would be very helpful if you could send an e-mail outlining the key, live issues for now. We can then look to follow-up with a meeting in a couple of weeks.

All the best,  
Sophia

**Sophia Nikolaou**

Private Secretary to Margot James MP

Parliamentary Under Secretary of State for Small Business, Consumers and Corporate Responsibility

GRO

GRO

**Boxes close on Monday and Wednesday at 1200**

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**From:** Callard, Richard - UKGI [mailto: ] GRO

**Sent:** 31 July 2017 13:30

**To:** James MPST

**Subject:** Post Office catch up

Hi Sophia

If you recall we agreed it would be worthwhile having a catch up on Post Office once we got to recess. There are a few live issues that are worth talking you through and which could be heading private office's way either over recess or on the Minister's return.

I am on leave for two weeks after the end of this week. Wednesday either side of lunchtime is looking reasonable free for me. Does that work (if you would still like to meet of course)?

Thanks

Richard

Richard Callard | Executive Director | Post Office and Green Investment Bank Shareholder Teams

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