



23/24 STIP plans and the out-turn of the 22/23 is likely to be dealt with in one communication.

102. **CWU Pay Dispute:** [REDACTED]

4

103. **POL NED Search:** A candidate has been identified for the ARC Chair position and due diligence is taking place to allow for Ministerial approval to be sought ahead of an offer being made. The recruitment process for the NED Remuneration Chair and Senior Independent Chair provides us with an opportunity for more diversity on the Board.

104. **Contractor Managed Service Provider:** During December we transferred c140 contractors from Intelligent Resource (IR) to Morson International, as we stood up the contract for our new managed service provision. We faced some challenges around contractual terms which meant that contractors had to be moved at short notice and with little opportunity to engage the business. c140 contractors will be remaining with IR for payroll due to conduct regulations. Lessons learnt have been reviewed to prevent similar challenges in four years' time.

**Conclusion**

105. Finally I would like to finish by highlighting a major risk for Post Office as we ramp up the compensation process for OHC and the 555. Yesterday I met with Alison Henderson and her husband. [REDACTED]

[REDACTED] This was a difficult and harrowing meeting. 12 years on from her conviction she is still visibly distressed, unable to open communication from POL – all emails and letters were opened and actioned by her very capable husband. She talked of the humiliation of her community service and the mental stress that forced her to move village. She also described the impersonal way she has been treated through the reconciliation process. The brutality and lack of trust displayed by HSF and the 'trauma' of attempting to recover compensation. Our culture and whether or not we have 'changed' will be a big issue in the later phases of the Inquiry. On this evidence it will be difficult to suggest it has. We need to think more carefully how we can demonstrably show we have changed – Truth and Reconciliation meetings or something similar. We are not doing enough.