

Message

From: Calum Greenhow [GRO]
Sent: 24/04/2018 21:13:56
To: Keith Richards [GRO]; Sharon Merryweather [GRO]; Lynda Willoughby [GRO]; Ian Park [GRO]; jim nott [GRO]; Nilesch Joshi [GRO]
Subject: FW: RE: Branch Refresh

Hi All,

Just for info .

One question that wasn't answered is the single point of contact for good will payments.

Will keep pushing for this as colleagues have lost income and incurred costs, which should be recognised.

Calum

Sent from my Xperia™ by Sony smartphone

----- Original Message -----

Subject: RE: Branch Refresh

Sent: 24 Apr 2018 21:46

From: Rob Houghton [GRO]
To: Calum Greenhow [GRO]
Cc: Mick Mitchell [GRO]; Catherine Hamilton [GRO]

Thanks for the comprehensive note and thoughts. Our complete aim is to restore confidence - its natural for the first major transition in c20 years of service that you will see some disruption; especially when moving to 4 new suppliers from 1! However - we set high standards and we have customers to serve and aim for minimal disruption to service so we will continue our efforts - its our number 1 priority! We will be reaching out to you to see if you can attend our suppliers day - I think its key that our suppliers hear from the front line and a discussion with you for them would be very valuable. I'll share this note confidentially with them as a context but Catherine will be checking whether you can attend.

Thanks again - lets keep talking.

Rob

-----Original Message-----

From: Calum Greenhow [GRO]
Sent: 24 April 2018 14:10
To: Rob Houghton [GRO]
Subject: Branch Refresh

Hi Rob,

It was literally good to bump in to you on Thursday as contacting you about the ongoing issues being faced by the network has been very much on my mind.

There are a number of aspects that I feel that I need to highlight with you but most pressing is the growing loss of confidence by colleagues in the system due to both a mixture of hardware and software issues during and after installation of the new system and/or router. Add to this that there have now been 4 system faults over the last month, which have caused nationwide access problems thus I am concerned that we are handing Freeths a stronger case to bring to court in November as "the present is a guide to the past" is a strong argument.

Given the length of time that the new system has been being installed into office's, we should now have ironed out any bugs or issues and be in a plug and play type place where everything is working like clockwork. That both the scanner and barcode reader issues are still happening raises doubts and concerns. Add in that engineers from Computacentre continue to fail to turn up with colleagues not being kept informed shows a lack of appreciation for the negative impact this type of failure has not only on our colleagues but most importantly our customer base.

I am encouraged that there is now a task force in place at Chesterfield with Keith Richards from the NFSP feeding in to this team to enable solutions to be implemented. I would however, expect now to see an increase in the number of remedial calls being carried out to office's where they have a mix of new and old systems in place.

As I am sure you will appreciate this is affecting mostly these office's that have converted under Network Transformation and are therefore on fully variable pay. As such, if they are unable to trade, they are unable to earn, yet continue to have all the costs associated with providing Post Office service's from their premises.

I haven't mentioned Hull yet as I appreciate that it was a unique issue affecting those on the Kingston Communication network. However, I would like to understand more about what caused the issue and why it took so long to identify the problem before it was rectified.

Worryingly, Post Office Ltd does not seem inclined to make goodwill payments to these affected offices in line with the loss of business and costs incurred through no fault of the Sub-Postmaster. In several cases, despite being unable to trade for a significant period of time, many office's still await any form of financial recognition for their loss of business or incurred costs. It is important that Post Office Ltd sympathises with its agents affected and offers a goodwill payment on a case by case basis that reflects truly the impact that the Branch Refresh is having on these affected office's. Evidence of this would be a single point of contact that we can approach on behalf of affected members with the authority to process goodwill payments. This would be coordinated from Shoreham.

I believe also that it is important for both the Post Office and NFSP to work together to restore confidence in the computer system agents use as matter of course. The retail world is a difficult place at present with competition rife and therefore it is important for the business to keep its agents very much on side for it to maintain its network size as well as grow and thrive within a challenging market place.

Yours,

Calum

CEO Designate
NFSP

Mobile - **GRO**

Sent from my iPad

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