



Address Line 1

Address Line 2

Address Line 3

Address Line 4

Address Line 5

Dear Post Office Manager

I am pleased to send you the Post Office® branch standards booklet. This is a summary of some of the instructions we have sent to you and the company you work for in the past, and which are set out in operational instructions such as Operational Focus.

Branch standards are therefore not new, and they cover the things the majority of branch teams do successfully every day. The booklet summarises many of them and we hope it will be useful in helping you ensure:

- You provide a great customer service
- Your branch is secure
- You sell products compliantly
- Your branch cash is managed correctly
- You are controlling costs and reducing losses

Although it is not a substitute or a replacement for the more detailed operational instructions you already have, we hope the booklet will help you see more easily where you may need to make changes to ensure you are running the branch efficiently and compliantly.

Applying branch standards consistently across the network will reduce the risk of regulator fines and customer complaints. It will also help reduce our costs, as non-compliance with some branch standards can result in a direct cost to Post Office. Given the competitive environment we operate in we have to keep these costs to an absolute minimum.

As you will see, one of the branch standards deals with anti money laundering procedures. In June last year we told subpostmasters, franchisees and company operators about our decision to stop remunerating non compliant bureau de change transactions. We are now introducing further measures to reflect some of the costs of non-conformance with some of the other branch standards included in the booklet. Full details of these measures have been provided to your company. Please contact your company for information regarding how these changes may affect you.

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Getting all the branch standards right in your branch will help you run your Post Office business efficiently, professionally and securely. Please take the time to read the booklet and to share and discuss it with your teams.

Thank you for your continued support as we work together to create a more successful and sustainable Post Office network for the future.

GRO

Lynn P Hobbs
General Manager, Network Support

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