

08/2010



## Agency Changes Communiqué (ACC)



To: Franchise Contract Advisor  
Contract Advisors  
Network Support Admin Teams  
Agency Network Change Team

CC: Rod Ismay  
Keith Woollard  
John M Scott  
Marianne Burgess  
Regional Sales Managers  
Area Sales Managers  
Distribution list

From: Gayle Peacock  
Network Efficiency Programme Manager

Date: Monday 29<sup>th</sup> March 2010

### **Subject: Branch Standards and Financial Consequences for Franchisees.**

#### **Introduction and Purpose**

The Branch Standards booklet and supporting contract amendment were communicated to subpostmasters on the 5<sup>th</sup> March 2010. The purpose of this document is to outline the approach that will be taken with individuals and companies who operate their branch or branches under an Independent Franchise Agreement (IFPO) or Company Franchise Agreement (CFPO),

#### **Background**

All of the Branch Standards and consequences outlined in ACC 05/ 2010 apply to franchisees. However, they will receive different communications as they should not be addressed as subpostmasters and their contractual obligations are different. The financial consequences are being introduced as an addition to the Franchise Manual and not to the Franchise Agreement.

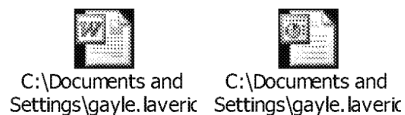
#### **Scope**

The communications will be received by and will apply to all franchisees, with the exception of WH Smith.

#### **Process**

All franchise branches will receive the Branch Standards booklet, which is designed to act as a reminder of instructions that have been previously communicated. This is not a replacement for existing operating procedures.

The following covering letter and the addition to the Franchise Manual will be received by all franchisees including Multiple Partners.



Multiple partner branches that operate under a franchise agreement will receive the same communication as outlined in ACC 05/2010.

Franchisees will also receive the performance scorecard on a monthly basis. The current corrective action process will apply to franchisees that fail to meet the Branch Standards.

### **New Franchisees.**

On appointment, new franchisees should receive a copy of these communications from the Franchise Contract Advisor along with all other documents pertaining to the appointment. .

### **Contacts**

Gayle Peacock – Network Efficiency Programme Manager

Gayle.a.laverick **GRO** - **GRO**