

Current Actions and Decisions Log**ExCo Meeting 23 April - Actions and Decisions**

23/04/13	Action 2	<u>Risk</u> <ul style="list-style-type: none"> • Redefine TOR for RCC to cover FS risk • Consider the training necessary for the RCC with heightened awareness for FS as the Business moves into Current Accounts • Define compliance in FS and the relationship with the bank. <i>Update 27/06/13: Ongoing - in progress.</i>	SC SC/FH/NK SC/NK	End Oct
23/04/23	Action 7	<p>Explore the opportunity using the Alarm response centre to provide care for customers; possibly as part of the home insurance market.</p> <p><i>Update 07/08/13 – currently in discussion – NK to be involved HC to meet with SC</i></p> <p><i>Update 08/11/13 - Alarm monitoring – discussions can take place once contracts have been signed with the selected vendor for the provision of Grapevine and alarm monitoring services as part of the separation from RMG. This is likely to be April 2014.</i></p>	HC/MM (PB)	Ongoing

ExCo 18 June - Actions and Decisions

18/06/06	Action 1	<u>Information Security</u> Policies need to come back to ExCo for review and agreement with solutions for areas where compliance is difficult. eg acceptable use policy. <i>Update 25.02.2014 – Acceptable use policy presented at 13th Feb ExCo. Exceptions to be discussed at ARC.</i>	LS	Complete
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ExCo 23 July - Actions and Decisions

23/07/16	Action 2	<u>Forecast</u> After decisions are taken on 1 August, announce the big decisions about cost reduction and changing the business, small central function (ways of working – new HQ), then position the cost reductions which will affect people e.g. Christmas stamps. <i>Update: 30/10 in progress – ongoing.</i>	MD/FH/CD	Ongoing Series of comms underway (MD 17/10)
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ExCo 20 August - Actions and Decisions

20/08/17	Action 1	<u>ExCo Cascade</u> Put in place a process for cascade of ExCo decisions and update on discussions. <i>Update: 30/10 in progress – ongoing.</i>	MD/AL/AR	Ongoing
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ExCo 16 September – Actions and Decisions

16/09/23	Action 3	<u>Strategy & Funding</u> Need to start to reconsider targets for this year STIP & LTIP – because of the delay in getting agreement. Start to communicate this with Will & Tim. - Also need to consider communication to colleagues for STIP.	ME/FH/CD/SB	Closed
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ExCo Meeting 22 October - Actions and Decisions

22/10/06	Action 4	<u>Maypole</u> Need to return to ExCo for final sign off of the approach and delivery plan. Use the ExCo subgroup for governance. <i>Update: DWP have advised that they would like to make a joint announcement in December although BIS are pushing for an earlier announcement.</i> <i>Discussions with DWP about the future of POca have moved on since the presentation to ExCo in the autumn. DWP decision-making was slower than expected and POL did not receive feedback on its proposed approach until a meeting of officials in January. At this meeting, DWP confirmed a replacement service (“POca2”) was needed and Post Office Ltd was asked to develop a costed proposal to be presented to DWP on 20th March. A subsequent meeting of DWP Secretary of State (SoS) with BIS SoS and the Chief Secretary to the Treasury took place in late January and was inconclusive (although the need for a future service was acknowledged).</i> <i>A degree of scepticism has emerged from discussions with</i>	NK, KS	Ongoing (on ExCo agenda)
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		<p><i>DWP and in particular HMT officials about whether NS&I will truly offer the best 'value for money' (this is obviously surprising given that NS&I is an executive agency of HMT). In addition, our state aid discussions have recently commenced and it is clear that scrutiny of how the future service is procured will extend to our suppliers. These issues may affect our decision to appoint NS&I directly with the implication that Post Office now needs to plan for possibility of having to run a public procurement for the new supplier.</i></p> <p><i>The Maypole Project is continuing to focus on developing a proposal for DWP by the 20 March deadline, taking due consideration of the procurement risks outlined. As agreed with the Board, the ExCo sub-group is being used for governance and will be the approval route before submission.</i></p>		
22/10/08	Action 6	<p>Maypole Carry out a contract comparison between the existing POCA contract and FOCS contract to assess any implications and risks. Update: Work in progress.</p>	KS/CA	Mid Nov
22/10/25	Action 5	<p>Horizon Include a risk assessment of introducing the local's model in the process improvement work being undertaken as staff subpostmaster relationships may be different. <i>Update 5th Feb: All post office operating models are included in the Business Improvement Programme considerations. Each of the 9 work streams that make up BIP will detail their future state implementation and milestone plan by end of Feb 2014. A further update can be given in March.</i> Update 12th March - the milestone plans have been developed to include all post office models. These plans will be reviewed in detail over the next few weeks to ensure the new ways of working accommodate the variances of each of the models.</p>	AVDB	Mid March

ExCo Meeting 19 November - Actions and Decisions

19/11/02	Action 2	<u>Update on Horizon</u> Develop a comms strategy regarding the expectation gap	MD	10 Dec
19/11/04	Action 4	<u>Update on Horizon</u> Conclude legal advice on obtaining documents from SS <i>Update: Chris Aujard has formally written to SS requesting disclosure. We are waiting for their formal response.</i>	CA	Completed
19/11/13	Action 2	<u>Project Wave</u> Produce a case for the additional resource for an experienced programme manager and additional resource to deliver and manage Wave and bring back to ExCo to sign off.	MG	Mid Jan (on MARCH 18 TH Agenda)
19/11/14	Action 3	<u>Project Wave</u> Produce a more detailed sales model, including payments options for customers, and including branch role. 2 or 3 options with what we need to believe to deliver each option, e.g. no. of referrals required, fallout. Expectations from crowns, mains and locals. Work with Michael Larkin.	MG	Update at next ExCo
19/11/16	Action 2	<u>Subpostmaster survey</u> Look back at the communications and strategy questions in the survey at the time of forward 5to11 to see if we can learn from what went well	MD	Jan

ExCo Meeting 8 January 2014- Actions

08/01/05	Action 2	<u>Energy Proposition</u> ExCo subgroup of MG, NK, KG, CD to agree the strategic principles including the operating model & sales model and then discuss with PV before returning to the ExCo in March for sign off.	MG/PB	In progress (on MARCH Agenda)
08/01/07	Action 3	<u>Energy Proposition</u> Ensure contract proposals include:- Protection on price (benchmarking other providers) Exit clause if POL wants to hold its own energy licence.	MG/PB	

08/01/09	Action 1	Subpostmaster Engagement Satisfaction Measure Set up a programme approach as part of culture change and mutual ways of working.	MD/FH	End of Feb
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ExCo Meeting 14 January 2014- Performance Update - Actions and Decisions

14/01/01	Action 1	Easy to do Business with Stuart Fox Mills to provide the analysis to show what issues are driving the results – to then discuss with ExCo members who own each area being measured to agree on the actions to be included in the plan. <i>ExCo paper on customer measures being taken to 13th February ExCo to inform business scorecard discussion. This includes the current understanding that the branch queuing experience, staff attitude and salience and digital awareness and experience continue to be the most significant drivers. A refreshed view of easy to business with drivers will be presented by the end of February.</i>	PB/SFM/ALL	Ongoing
14/01/02	Action 1	Employee Engagement Index ExCo members to discuss functional results with their HR Business Partner – to understand what is affecting individual scores and agree what actions will be taken.	ExCo	End Jan

ExCo Meeting 13 February - Actions and Decisions

13/02/03	Action 2	Project Sparrow (Business Improvement Process) Report back to ExCo on the effectiveness of HORice pilot	AVDB	June ExCo
13/02/06	Action 5	Project Sparrow (Business Improvement Process) Discussion on future ExCo agenda on the cash ownership and business model for the network.	AL	July
13/02/08	Action 2	Project Sparrow (Prosecutions Policy) Introduce a new management metric to measure the Business – losses Support – spmr engagement Programme – efficiency cost	AVDB	June

		Possibly covering To report to ExCo every quarter		
13/02/14	Action 2	<u>Business Transformation</u> Provide an internal communications and external stakeholder management plan for strategic sourcing – recognising the timing of the general election, refer to the Board paper.	MD	End March
13/02/17	Action 5	<u>Business Transformation</u> Identify the key 6-8 people necessary to deliver the project, and bring back to the ExCo discuss privatisation of projects including NT, CT, Sparrow and IT.	LS/FH	13/03
13/02/19	Action 7	<u>Business Transformation</u> Invite guest to ExCo who has delivered this change to share their journey.	LS	13/03
13/02/22	Action 1	<u>Business Scorecard 2014/2015</u> Martin George, Nick Kennett and Kevin Gilliland to recommend the customer measure to Paula Vennells for Sign off. Update 12th March. In progress	MG, NK, KG	Ongoing
13/02/26	Action 1	<u>NFSP Agreement</u> Dispute resolution process and framework termination to be presented to the ARC to fulfil an earlier action point. Include to effect of the change in legal status of the NFSP. Update 12th March - In Progress	CA/KG	Ongoing
13/02/27	Action 1	<u>CTP</u> Analysis of additional open plan or FS rooms to be taken offline.	KG/MG/NK	End Mar

ExCo Meeting 18 February - Actions and Decisions

18/02/01	Action 1	<u>Financial Report</u> SH to send a note to ExCo members whose teams need to make decisions on accruals, before the year end. <i>Update 12/03/14: Finance team dealing directly with directorates as required.</i>	SH	Closed
18/02/03	Action 3	<u>Financial Report</u> Produce a Comms plan to feed into the brief for NFSP conference and report and accounts with the 'story' of new product opportunities to strengthen the top line next year.	AR/MD	End March
18/02/04	Action 4	<u>Financial Report</u>		

		Produce a communication update on the Business Scorecard and likely outturn for key performance measures and the effect on bonus payments and a plan for communication.	AR/MD	End Feb
18/02/06	Action 1	<u>Transformation Board</u> Communicate to SLT the new Governance structure and their role in holding ExCo to account.	AL/AT/MD	End March
18/02/07	Action 2	<u>Transformation Board</u> Network Transformation check the 12 – 24 month Mains as they look out of kilter - are these 21 offices a problem – HC to investigate.	HC	End Feb
18/02/11	Action 4	<u>Independence & Separation</u> Martin G to instigate a group to focus on the RM relationship, and its effect on separation, mails preference, finance and communication.	MG	End March

ExCo meeting 13 March – Actions and Decisions

13/03/01	Action 1	<u>Business Transformation</u> ExCo to feed in comments on the 2020 transformation vision document to Martin Edwards	All	18/03
13/03/02	Action 2	<u>Business Transformation</u> Circulate a copy of the vision document to the team working on Bus Tran	ME	18/03
13/03/03	Action 3	<u>Business Transformation</u> All to consider the questions which need to be answered to make the 'journey to June' clear and feed into MG and ME	All	End March
13/03/04	Decision 1	<u>Business Transformation</u> Set up an ExCo subgroup for Bus Trans (CD, NH, MG, PV [MD & CA when required		
13/03/05	Action 4	<u>Business Transformation</u> Presentation changes:- <ul style="list-style-type: none">• Need new titles for slide 4 categories	LS	

		<ul style="list-style-type: none"> • Refine slide 6 to align with the visions and ensure it relates to the Public purpose statement • Rewrite slide 8 to include the new PO models and the different skills required in a transactional and relationship business • Slide circulated with options and saving, add in the current run-rate including any saving in the budget, to show where we would be without Bus Tran • Market engagement slide – if using this slide consider removing option 3 as it isn't really an option • Produce a communications timeline and stakeholder engagement slide for the pack 	MG/ME ME LS LS AR/MD	
13/03/06	Action 5	<u>Business Transformation</u> Produce an appendix to slide 5 to show the dependencies and influences on the process to bring back to the Business Trans sub group BTSG	LS/AT	
13/03/07	Action 6	<u>Business Transformation</u> Need to be clear about what the Transformation Partner delivers and who owns the transformation, who is responsible for designing and delivering BTSG	LS	
13/03/08	Action 7	<u>Business Transformation</u> Produce a narrative to explain the Target Operating Model (TOM) to the Board. A paper with 6 to 8 slides showing the CORE Business/TOM and the amended circulated slide with the different options and savings relating back to the visions 2 page document	ME/CD	18/3
13/03/09	Action 8	<u>Business Transformation</u> Need to identify the risks in the paper and take to BTSG	LS/CA	
13/03/10	Action 9	<u>Business Transformation</u> Need to be able to respond to the issues raised by Tim Franklin and explain why option 5 is not the preferred ExCo option, not for	LS	

		inclusion in the Board pack but available to answer questions.		
13/03/11	Action 10	<u>Business Transformation</u> Discuss strengthening the team with Neil Hayward and take back to BTSG	LS/NH	
13/03/12	Action 11	<u>Business Transformation</u> Paula to discuss with Richard Callard at their next meeting	PV	
13/03/13	Action 1	<u>IR update</u> Provide a Board paper, to be signed off at the next ExCo setting out the offer, its relation to the existing mandate, how it helps with the journey to breakeven, and explaining next steps	TM	17/03
13/03/14	Action 1	<u>Corporate Governance</u> Circulate the Internal NEDs Job Description for comment	AL	17/03
13/03/15	Action 2	<u>Corporate Governance</u> Include in committee TOR information requirements to and from other committee and risk reporting requirements	AL	End of March
13/03/16	Action 3	<u>Corporate Governance</u> Produce a calendar for all ExCo committees and meetings to ensure information and reports flow effectively	AL	End of March
13/03/17	Action 4	<u>Corporate Governance</u> AL to meet with KG and MG to decide on the future of the 'operating Board'	AL/KG/MG	
13/03/18	Action 5	<u>Corporate Governance</u> Change the R&CC TOR to include it being a filter for the Audit plan and to monitor against the RAG audit findings.	CA	End of March
13/03/19	Action 6	<u>Corporate Governance</u> CA to share the internal audit plan with ExCo	CA	End of March
13/03/20	Action 7	<u>Corporate Governance</u> Rewrite ExCo TOR to include leadership behaviours	AL	End of March

13/03/21	Action 8	<u>Corporate Governance</u> AL and CA to review Board and ExCo TOR	AL/CA	18/03
13/03/22	Action 1	<u>Commercial Committee</u> Circulate Commercial Committee TOR to ExCo	MG	18/03
13/03/23	Action 1	<u>Sparrow</u> CA to check with Jessica Madron, and feed into Linklaters, whether the Business is able to give sub-postmasters three months' notice and whether this should be used as a benchmark in the mediation process.	CA	
13/03/24	Decision 1	<u>Sparrow</u> A sub-group of the ExCo would be set up to consider the Linklaters paper and sign off the paper for the Board on behalf of the ExCo. The Sub Group would consist of CD,MF,PV,NH and CA (sparrow sub group SSG)		
13/03/25	Action 2	<u>Sparrow</u> CA to ask LL if they can get benchmark what we are doing with sparrow against any other business who had had to deal with similar claims eg standard life	CA	
13/03/26	Action 3	<u>Sparrow</u> After receiving the LL report, SSG to consider where the Business stands on consequential loss and whether there is a need to communicate to claimants to highlight the expectations gap, as staying silent may be seen as acceptance of the level of claims	CA/SSG	
13/03/27	Decision 1	<u>Project Slaid</u> ExCo approved the Business Case to move from Old Street to Finsbury Dials		

13/03/28	Action 1	<u>Project Slaid</u> Reduce the cost by recycling furniture wherever possible	HC	
13/03/29	Action 2	<u>Project Slaid</u> Produce a timeline for the move	HC	
13/03/30	Action 3	<u>Project Slaid</u> Produce an internal communication explaining the decision to me to a cheaper, smaller HO to the staff, and circulate asap	MD/AR	
13/03/31	Action 4	<u>Project Slaid</u> Find out if the least enables us to have input to the choice of tenants on the other two floors	HC	
13/03/32	Action 1	<u>Strategic Risk</u> Circulate draft ARC minutes to ExCo	AL	
13/03/33	Action 2	<u>Strategic Risk</u> Risk to return to Monday ExCo for a discussion on how we raise profile of risk and embed it in the ExCo sub committees and the business	AL/CA	
13/03/34	Action 1	<u>Pensions</u> Email to ensure the ExCo that the Business can deliver the pension changes in the timescale proposed having taken into account all the risks. Also include the costs to the Business if the date is not achieved .Agreement to go ahead in principle after this email is circulated	NH/CD	
13/03/35	Decision 1	<u>Pensions</u> Recommend to the Board the removal of the lower 3% contribution tier and replace it with a 4% employee, 7% employer contribution rate and to add an upper contribution rate of 6% employee, 9% employer.		
13/03/36	Decision 2	<u>Pensions</u> Recommend to the Board that the Business cease to participate in the RMDCP wef 1 April 2015 and for a new Post Office Defined		

		Contribution arrangement to be put in place from that date.		
13/03/37	Action 2	<u>Pensions</u> Next steps of the Pension project to come back to the ExCo	NH	
13/03/38	Decision 1	<u>Reward - STIP</u> Agree with the removal of the engagement score index threshold and making 55% the target.		
13/03/39	Decision 2	<u>Reward – STIP</u> Agree to replace the existing measure for Crown Profit with exit run-rate and a target of breakeven.		
13/03/40	Action 1	<u>Reward – STIP</u> Produce a robust run rate measure which can be tracked throughout the year and is auditable with a target of breakeven.	CD/NH	1/4
13/03/41	Action 2	<u>Reward – STIP</u> NH to feed in ExCos preferred position to retain the crown profit at 12.5%.	NH	18/4
13/03/42	Action 3	<u>Reward – STIP</u> Amended scorecard to come back to the ExCo on the 18 th March	NH	18/04
13/03/43	Action 1	<u>Reward – LTIP</u> NH to feedback that ExCo would prefer to remain with access criteria as the measure and not move to access points	NH	18/04
13/03/44	Action 1	<u>BPMA</u> Request from BPMA to ask colleagues if they would like to contribute to the funds being sought to deliver the Mail rail project.	PV/MD	
13/03/45	Action 1	<u>Diversity</u> Consider an ally scheme in the Business to support diversity	NH	
13/03/46	Action 1	<u>SLT Leadership day 4th April</u> All asked to respond to the note to be circulated on the theme for the SLT day, and the role the ExCo will take	All	
13/03/47	Decision 1	<u>Team talk Live</u> An ExCo member will be the sponsor for future team talk live events – Martin G leading the next one, including an ExCo session to prepare.	MG	

13/03/48	Action 1	<u>Team talk Live</u> Feedback from the last team talk live to be circulated when available	MD	
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