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POST OFFICE LIMITED BOARD
Status Report

No.	REFERENCE	ACTION	BY WHOM	STATUS
		1. Network Transformation and Crown Offices		
1a	October 2013 POLB 13/100(d)	Consider more radical options post-2015 to drive automation and further reduce the property requirement.	Harry Clarke	The CTP programme, together with the Crowns network team, will review the post-2015 Crowns strategy once detailed planning for FY14/15 is finalised, and report back in Q4. An update will be provided to the February Board.
1b	October 2013 POLB 13/100(e)	Provide an update on the development of the Retail Offer available in Crown branches, including the possibility of introducing a third party offer or renting out the space.	Martin George	Update to the January Board
		2. Finance		
2a	July 2013 POLB 13/48(g)	Produce analysis to explain economics of the Crown and agents network models and set up a workshop for those NEDs who would find it helpful.	Chris Day	Crown Complete (October Board). Agents – date tbd.
2b	October 2013 POLB 13/106(b)	Provide a detailed report as part of the financial report tracking the second half of the year with more detail on costs.	CFO	Will be covered in January Performance Update. Work ongoing to produce a suitable tracking report.
2c	October 2013 POLB 13/106(f)	A detailed budget debate to come to the January Board.	CFO	An interim view will be provided at the January Board meeting; this will give as full a picture as possible at this stage in the budget process, to be signed off in March.
2d	November 2013 POLB 13/127(c)	Prepare plan for consideration on Operating Model and Strategic Cost Reduction.	Lesley Sewell	The programme team are in the process of being established, there are high level time lines and plans

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				being developed and the intention is to update the Board with these high level plans in February. The programme will then come back in March to seek approval to proceed to market. Several briefing sessions have taken place with the ExCo sub group and Paula Vennells has also been briefed on progress to date.
2e	November 2013 POLB 13/135(b)	Detailed paper on revenue generation, including performance against plan, and new initiatives.	Martin George/ Nick Kennett/ Kevin Gilliland	January Board
2f	November 2013 POLB 13/135(c)	Include in CFO report revenue position in the current month compared to the previous month and the effect of the changes on the full year forecast.	Chris Day	January Board
		3. Strategy		
3a	September 2013 POLB 13/87(e) & October 2013 POLB 13/104(e)	Provide a paper for January Board covering the opportunities in the Energy market.	Martin George	March Board
3b	November 2013 POLB 13/131(c)	Produce a 5 and 7 year plan setting out the transformation, highlighting the milestones and commitments.	Sue Barton	January Board
		4. NFSP & Trade Association		
4a	May 2013 POLB 13/33	Present the detail of the subpostmaster engagement satisfaction measure when available.	Kevin Gilliland	January Board
4b	October 2013 POLB 13/98(c)	Ensure that the final legal framework agreement with the NFSP includes specific termination rights.	Sue Barton	End January 2014
		5. Information Security		
5a	July 2013 POLB 13/51(g) September 2013 POLB 13/95(b)	Review of Second Sight report to be provided to ARC explaining how we awarded and managed the contract and include an internal 'lessons learned' review for Project Sparrow.	Belinda Crow/Alwen Lyons	To February ARC
5b	September 2013 POLB 13/93(b)	Produce a noting paper to clarify whether any claims on the Business from the Horizon work would be covered by Professional Indemnity or Directors & Officers insurance and whether we had alerted our underwriters. Ensure that the appropriate notifications are made.	CFO/Alasdair Marnoch	Appropriate notification to underwriters has been made. Work assessing claims is continuing. This is taking

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				longer than expected due to a large number of claims from agents being received on the deadline date and a view of the extent of the claims is now expected by the end of February.
5c	November 2013 POLB 13/126(e)	Consider future approach to prosecutions alongside the improved support processes for sub-postmasters.	Chris Aujard/ Angela V-D-Bogerd	Underway; being led by Hugh Flemington
6. Board Effectiveness				
6a	July 2013 POLB 13/48(i)	Advise Board members of dates of SLT programme and Quarterly Business Updates	Alwen Lyons	SLT programme – TBC. QBU – 2014: March 5 th & 6 th July 23 rd & 24 th September 17 th & 18 th November 19 th & 20 th
7. Risk				
7a	November 2013 POLB 13/128(d)	Provide update of mitigation of risk of delivering poor customer outcomes through FS mis-selling. Consider at FS Sub Committee meeting in January.	Chris Aujard/ Nick Kennett	FS Committee 27 January
7b	November 2013 POLB 13/128(f)	ARC to review the top 6+4 risks at its February meeting. Include in Board agenda for March meeting.	Alasdair Marnoch/ Alwen Lyons	To February ARC and March Board.
8. Mutualisation				
8a	November 2013 POLB 13/133(a)	Public Purpose Statement to be submitted to the January Board.	Mark Davies	To February Board