

Schedule 1

SERVICES

1. This Schedule 1 sets out the following Services:

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[TOC \o "1-3" \h \z \t "TitleTOC,1"]

2. Unless stated otherwise in this Schedule 1, all policies and processes referred to in this Schedule 1 shall be the current policies and processes of the relevant Party as at the date of this Agreement. Subject to Schedule 5 (Change Control), these policies and processes may change from time to time.
3. Unless stated otherwise in this Schedule 1, the terms "Group", "Royal Mail" and "RM" shall mean Provider and the terms "POL" and "Post Office" shall mean Recipient.

Section A: Finance Services

(i) NAME OF SERVICE: FINANCE – INTERNAL AUDIT AND RISK MANAGEMENT	
FIN01	Internal Audit and Risk Management
Description of Service	<p>A. Provider shall provide the following Group independent assurance and risk management services:</p> <ul style="list-style-type: none">a) independent assurance of high level risks, priority processes and projects within Recipient, including execution of the annual audit plan;b) risk management: providing support to the development and maintenance of risk management in Recipient e.g. Recipient and directorate risk registers;c) critical business processes: provide support to the development and facilitation of the critical business process assurance exercise; andd) other: checking Recipient's compliance with Group policy, data analytics, forensic audit, business continuity assurance, risk and audit training as required. <p>B. Delivery of independent assurance and risk management plan. Measure: number of assignments published from the plan agreed by Provider's Audit Risk Committee and Recipient.</p> <p>C. Delivery within budget. Measure: man-days charged to assignment compared to planned man-days.</p> <p>D. Provider to provide 500 man-days (on an annual basis) of work covering the agreed Recipient work plan for 2012/13, the scheduled routine work, and risk management support and ad hoc assurance activity,</p>

	<p>as required by Recipient.</p> <p>E. Provider to provide support as Recipient establishes its own internal audit function, including access to specialist advice and resources; and delivery of Recipient's audit files and historical data to the extent that such audit files and historical data are held manually or can be produced using standard reports only.</p> <p>F. Provider to continue to provide current 'Speak Up' employee disclosure line together with all associated support (including provision of management information ("MI")).</p> <p>G. Provider to provide support relating to transition to the new Recipient specific employee disclosure line, including delivery of historical MI to the extent that such historical MI is held manually or can be produced using standard reports only.</p>
Service End Date	31/03/2013
(ii) NAME OF SERVICE: FINANCE – CHIEF ACCOUNTANT	
FIN02	Chief Accountant: Pensions Accounting
Description of Service	<p>A. Pensions accounting provided at Group level for Recipient as follows:</p> <p>a) pensions accounting provided at Group level for Provider's operating units: "Letters" and "Parcel Force Worldwide" and Recipient;</p> <p>b) prepare journals for Recipient covering notional interest charge; incremental adjustment as payroll system and settlement rate differ; and support functions balance sheet impact allocation to operating units;</p> <p>c) at half year and year end, take deficit numbers provided by actuary, and allocate to operating</p>

	<p>units based on historical headcount;</p> <p>d) reconcile long term liability held in operating units to explain movements;</p> <p>e) provide disclosure notes for statutory accounts; and</p> <p>f) calculate Recipient's pension protection levy, taking into account the size of the pension deficit, risk assessment, Dun & Bradstreet rating and number of employees.</p> <p>B. Prepare and arrange input of journals on a monthly basis.</p> <p>C. Complete journal accurately and submit for processing in line with Group finance processing timescales.</p>
FIN03	Chief Accountant: Consolidation
Description of Service	<p>A. Consolidation:</p> <p>(a) Group consolidation of Recipient's accounts into Group accounts;</p> <p>(b) consolidation of Recipient's subsidiaries into Recipient's accounts; and</p> <p>(c) provide annual tax pack information for provisions and accruals.</p> <p>B. Prepare consolidated management accounts on a monthly basis.</p> <p>C. Submit consolidated management accounts to Recipient finance in line with published Group finance deadlines.</p> <p>D. Prepare tax packs for provisions and accruals in line with published timescales.</p>

FIN04	Chief Accountant: Completing Accounts
Description of Service	<p>A. Completion and submission of Recipient's accounts to Recipient finance for onward submission to Companies House.</p> <p>B. Provide annual consolidated accounts for Recipient within 7 weeks of year end.</p>
(iii) NAME OF SERVICE: FINANCE – FACILITIES MANAGEMENT	
FIN05	Facilities Management Finance: Royal Mail Engineering and Construction and Utilities
Description of Service	<p>A. Process and settle Royal Mail Engineering and Construction application for payment for jobs carried out across whole Group for planned maintenance, reactive maintenance, fees, waste, office management, furniture repair and cleaning. For shared buildings, user-business is not identified. For electricity, gas and catering, journal costs to user-businesses cost centres.</p> <p>B. Facilities management finance to validate and process the Royal Mail Engineering and Construction application for payment (including Recipient's elements), in accordance with the agreed timescales set out in the ROMECE contract.</p> <p>C. Facilities management finance to ensure that all payments to Royal Mail Engineering and Construction are made in accordance with the timescales set out in the ROMECE contract.</p> <p>D. At period-end, facilities management finance to journal the invoiced electricity, gas and catering charges to the nominated Recipient cost centre by end of day +1.</p> <p>E. At period-end, facilities management finance to provide Recipient with electricity, gas and catering accruals by end of day +1.</p>

FIN06	Facilities Management Finance: General
Description of Service	<p>A. Facilities management finance:</p> <ul style="list-style-type: none"> a) for non-facilities management products (including print, street furniture, fittings and wheeled equipment) journal to user-business cost centres. For facilities management helpdesk related jobs, charge to user-business based on prior year actuals; b) central requisitioning team prepare requisitions and coding for service entry sheets and CPC (Corporate Purchasing Card) purchases; and c) variance analysis against budget and prior year for facilities management leadership team, plus monthly inter-business charging, quarterly forecasting process, provision of strategic plan and annual budget which is based on strategic plan overlaid with known changes from planned property moves. <p>B. For non-facilities management Royal Mail Engineering and Construction charges, facilities management finance to circulate the charges to the nominated Recipient individuals for checking and provide a date by which the charges need to be received back by facilities management finance.</p> <p>C. Facilities management finance to reflect responses received from Recipient in the AfP (Application for Payment) return to Royal Mail Engineering and Construction and journal costs to Recipient on receipt of the invoice from Royal Mail Engineering and Construction.</p>
(iv) NAME OF SERVICE: FINANCE – PROCESSING	
FIN07	Finance Processing: Customer Accounts
Description of Service	A. Customer accounts processing bills for external customers for Recipient.

	<p>B. All billing requests to be processed within 2 Business Days of receipt.</p> <p>C. Invoices issued to customers in line with Provider's standard system processes.</p>
FIN08	Finance Processing: Payment Processing
Description of Service	<p>A. Payment processing.</p> <p>B. Manage receipts and reconcile bank accounts for Recipient.</p> <p>C. All receipts banked on day of receipt or next Business Day, and cleared to normal banking timescales.</p> <p>D. Subject to Recipient having sufficient funds, bank accounts funded in line with Group policy and reconciled on a weekly basis.</p> <p>E. Probity sign-off of bank balances completed by day 10 after period end.</p> <p>F. Minimise the number and value of 'uncleared' items in Recipient's general ledger banking codes beyond 7 days.</p>
FIN09	Finance Processing: Credit Management Centre
Description of Service	<p>A. Provider's credit management centre shall manage billing and provide reporting in respect Recipient's clients, including:</p> <p>a) chasing debt;</p> <p>b) referring bad debts to Provider's Third Party Provider of litigation services; and</p> <p>c) handling billing enquiries from Recipient's customers. Recipient's customers are split into</p>

	<p>Recipient's clients and cash carrying customers for monitoring purposes.</p> <p>B. Chase debt in line with Recipient's policy and processes.</p> <p>C. Handle all queries within 2 Business Days of receipt, escalating to Recipient as required.</p>
FIN10	Finance Processing: Accounts Payable
Description of Service	<p>Accounts payable:</p> <p>A. Invoices will be paid in line with Group policy and in accordance with the reasonable payment terms set out in the contracts which have been entered into by a member of Recipient Group provided those payment terms have been approved in writing (including by email) by Provider. Where Provider approval has been provided the payment terms shall be deemed to be reasonable. Without prejudice to Clause 20.13, Recipient shall provide Provider with a copy of any contract entered into by a member of Recipient Group which is reasonably required by Provider in order for Provider to pay the relevant invoices.</p> <p>B. Subject to Recipient having sufficient funds, bank accounts funded in line with Group policy and reconciled monthly.</p> <p>C. Probity sign-off of bank and trade creditor balances completed by day 10 after period end.</p> <p>D. Accounts payable manage payments to vendors (using cheques, BACS and CHAPS) and reconcile bank accounts.</p> <p>E. Upload invoices to finance system ES-FS, deal with queries and perform invoice matching for Post Office shops and business expenses.</p> <p>F. Pay vehicle parts and spares by matching with M4 vehicle workshop system for the period during which</p>

	<p>the M4 vehicle workshop system is provided in accordance with Section N (IT Services).</p> <p>G. Manage payment bank accounts and payment bank reconciliations.</p>
FIN11	Finance Processing: Financial Accounting Services
Description of Service	<p>A. Financial accounting services provided to Recipient as follows:</p> <ul style="list-style-type: none">a) maintain general ledger for Recipient and oversee inter business accounting;b) maintain asset register for Recipient;c) maintain master data for Recipient on corporate systems; andd) issue corporate purchasing cards, reporting on usage and upload spend onto finance systems. <p>B. Journal vouchers processed accurately within 2 Business Days of receipt.</p> <p>C. Ledgers closed in line with Group finance timescales – as at the date of this Agreement, being on day 1 and day 3 after period end.</p> <p>D. Assets loaded onto asset register within 5 Business Days of receipt of appropriate information from Recipient.</p> <p>E. Master data requests processed within 2 Business Days of when the requests are raised.</p> <p>F. CPC Amex and Visa files loaded into finance system (ES-FS) within current accounting period.</p>
FIN13	Finance Processing: Central Finance Functions

Description of Service	<p>A. Provide financial decision support on shared enterprise-wide systems.</p> <p>B. Variance analysis against budget and prior year carried out, plus monthly inter-business charging, quarterly forecasting process, provision of strategic plan and annual budget based on strategic plan.</p>
(v) NAME OF SERVICE: FINANCE – TREASURY AND TAXATION – CORPORATION TAX	
FIN12	Corporation Tax
	<p>A. The following tax services shall be provided by Provider to Recipient:</p> <ul style="list-style-type: none"> a) preparing corporation tax returns and related compliance submitted in line with regulations for financial years up to March 2013 on the basis of comprehensive and timely input and data received from Recipient, and the determination, submission and finalisation of all claims, surrenders, consents and elections of Recipient for these years. Recipient may review the returns before submission and will inform Provider in advance (and by no later than 8 months after the year end) if it intends to use external advisors (at Recipient's cost) to review returns prior to submission; b) HMRC corporation tax correspondence on Recipient's issues for financial years up to March 2013; c) support for tax accounting for financial years up to March 2013 and statutory accounts tax disclosures for years up to March 2013; d) support for corporation tax instalment payments (if any) for financial years up to March 2013 and re consortium relief issues with First Rate Exchange Services Limited; e) preparation of capital allowance and capital gains computations as well as the capital goods scheme adjustment for financial years up to March 2013. This includes, to the extent

	necessary, processing of Recipient's property and fixed asset data (via the TAAP (Tax Analysis of Accommodation Projects) process) for financial years up to March 2013 to the extent Provider has such data available to it.
Service End Date	This Service shall be provided for the financial years up to March 2013, and will end by 31/03/2014.
(vi) NAME OF SERVICE: FINANCE – TREASURY AND TAXATION – VAT	
FIN14	VAT
Description of Service	A. Provider shall undertake VAT filings and associated computations for Recipient as part of Royal Mail Holdings plc or other VAT Group including Recipient and other members of the current VAT Group submitted in line with regulations subject to comprehensive and timely input and data from Recipient received and management of VAT aspects of HMRC relationship with the VAT Group.
Service End Date	This Service shall continue until the end of the month next following the end of the VAT prescribed accounting period in which Recipient ceases to be a member of the same VAT group as Provider or until such other date as agreed in writing by the Parties (acting reasonably taking into account the annual adjustment falling to be made under regulation 107 of the VAT Regulations 1995 in respect of the longer period (for the purposes of such regulation) in which Recipient ceases to be a member of the same VAT group as Provider).
(vii) NAME OF SERVICE: FINANCE – TREASURY AND TAXATION – EMPLOYMENT TAX	
FIN15	Employment tax
Description of Service	A. Provider shall provide employment tax and related support including: <ul style="list-style-type: none"> a) PAYE Settlement Agreement – compiling the necessary information, agreeing the items to be included with HMRC, calculating the liability and submitting the return to HMRC (which may

	<p>include a separate return for Recipient);</p> <p>b) Benefits/Payroll – providing support based on changes in tax legislation, policy, working practices, initiatives and new/existing issues raised by Recipient;</p> <p>c) Dispensation – maintaining the version of the PAYE dispensation for the Group used as at the date of this Agreement (a separate one may be needed for Recipient) and amend and agree with HMRC where necessary;</p> <p>d) HMRC contact – being the first port of call on all issues raised by HMRC, other than day to day matters;</p> <p>e) P35, P11d & Class1A NIC – providing input on items to include and compilation and submission of these returns;</p> <p>f) Agreements with HMRC – maintaining and refreshing agreements as necessary;</p> <p>g) Agents – supporting Recipient and liaising with HMRC on status and remuneration aspects;</p> <p>h) Inputting on CIS (Construction Industry Scheme) issues as required; and</p> <p>i) General – providing support, guidance and training on all employment tax aspects.</p>
Service End Date	31/03/2014
(viii) NAME OF SERVICE: FINANCE – TREASURY AND TAXATION – STAMP DUTY LAND TAX	
FIN16	Stamp Duty Land Tax

Description of Service	A. Provider shall provide periodic high level review over Recipient's controls for Stamp Duty Land Tax filing processes.
Service End Date	31/03/2013
(ix) NAME OF SERVICE: FINANCE – TREASURY AND TAXATION – TREASURY	
FIN17	Treasury
Description of Service	<p>A. Treasury:</p> <ul style="list-style-type: none"> a) Recipient will participate in foreign currency transactions and commodity purchase arrangements if agreed beyond March 2012 and Recipient will provide clear forecasts of amounts to be hedged, for which incremental costs will be charged; b) foreign currency transactions and commodity purchase arrangements will be based upon forecasts from Recipient of exact currency hedge requirements over the coming month. Group Treasury will either place hedges with Provider or external hedges for Recipient and pass back the incremental cost/saving to Recipient on maturity; c) foreign currency transactions and commodity purchase arrangements transactions effected up to at least March 2012 which may extend up to the year ending March 2015 for which Recipient's commitments have been included will continue to be settled via Fuel Services/Property Management Services as appropriate following the termination of this part of Service FIN17(A)(c) under this Agreement. Where Recipient volumes have been included in derivatives, and the supply of the underlying asset to Recipient has been terminated, the derivatives will continue to be accounted for in connection with normal settlement procedures (usually monthly); and d) Subject to Schedule 5 (Change Control), if Recipient wishes new foreign currency transactions

	and commodity purchase arrangements to be placed beyond April 2012 these must be agreed with Provider in advance.
Service End Date	Service terminates on 3 months' written notice by either Party.
(x) NAME OF SERVICE: FINANCE – TREASURY AND TAXATION – TREASURY (INSURANCE)	
FIN18	Treasury (Insurance)
Description of Service	<p>A. Provider shall provide insurance within existing policies and participation in current broker contract (until 30 June 2012) as part of Provider Group cover and access to Postcap Guernsey Limited (Royal Mail owned insurance company) with charges at market rates. The insurance contract expires on 30 September 2012. Without prejudice to Clause 20.7 of this Agreement, any renewal of insurance or participation in the broker contract post this date will be at the discretion of Provider and Postcap Guernsey Limited dependent on acceptable terms and charges and full disclosure of information to Insurers, Provider and Postcap Guernsey Limited.</p> <p>B. The insurance services comprise:</p> <ul style="list-style-type: none"> a) management of the relationship with brokers, external insurers, internal stakeholders and the Group's captive insurance company; b) management of the renewal process which involves the collation of renewal data from all of Recipient's business units/stakeholders and presenting this to brokers and insurers; c) responding to insurance related queries and issues from Recipient ranging from contractual insurance requirements through to property, liability, D&O and crime insurance questions; and d) the management of major loss claims to include liaising with Provider's or Recipient's internal or

	external loss adjusters, lawyers and business stakeholders, as appropriate.
Service End Date	30/09/2012; or, if the Parties agree to renew the insurance contract on a joint basis and subject to Applicable Law, such later date that the Parties may agree in writing.
(xi) NAME OF SERVICE: FINANCE – TREASURY AND TAXATION – TREASURY DISCLOSURES	
FIN19	Treasury disclosures
Description of Service	A. Provider will support appropriate treasury disclosures in statutory accounts for the financial years up to March 2013 including those required by FRS 25, 26 and 29 (or equivalent international standards IAS 32 and 39 and IFRS 7) for the appropriate financial instruments.
Service End Date	This Service will be provided for financial years up to March 2013, to end by 31/03/2014.
(xii) NAME OF SERVICE: FINANCE – TREASURY AND TAXATION – HR SUPPORT	
FIN20	HR Support
Description of Service	A. Provider will provide support to Provider's HR services with regard to the Personal Accident Benefit Scheme.
Service End Date	31/03/2013.
(xiii) NAME OF SERVICE: FINANCE – TREASURY AND TAXATION – MEDICAL INSURANCE ARRANGEMENTS	
FIN21	Medical insurance arrangements

Description of Service	A. Provider will allow Recipient to participate in AXA (or other medical insurance) arrangements organised by Provider with charges made as appropriate for Third Party Costs attributable to the share of relevant employees of Recipient.
Service End Date	31/03/2013 or, if the Parties agree to renew the insurance contract on a joint basis and subject to Applicable Law, such later date that the Parties may agree.

Section B : Facilities Management Services

(xiv) NAME OF SERVICE: FACILITIES MANAGEMENT	
FCM01	Field Operations
Description of Service	<p>A. Provider shall deliver strategic and tactical facilities management and buildings services to ensure there is business continuity for Recipient, specifically including:</p> <ul style="list-style-type: none">a) ensuring a safe and compliant estate;b) ensuring business continuity;c) management of the overall reactive maintenance process within facilities management;d) delivering a strategic, customer focused and proactive facilities management service;e) leading stakeholder engagement and relationship management process;f) working with procurement and contracts teams to drive continuous improvement of facilities, management category procurement and contract management; andg) driving supplier performance through cross business collaborative supplier performance management techniques. <p>B. Subject to paragraph C below of FCM01, the field services AFM (Area Facilities Manager) service and</p>

	<p>contract management service for specific Recipient facilities management contracts will cease in accordance with Section M (Services to Cease) of this Schedule 1.</p> <p>C. In the event that the three new area facilities managers and one facilities management contract manager roles identified in relation to the field service AFM service and contract management service for the facilities management contracts within FCM01 which are exclusive to Recipient are not filled, and Provider's relevant employees are not transferred onto the Recipient's payroll before 1 April 2012, that service will continue until such time as they are filled.</p>
Service End Date	31/03/2014
FCM02	Energy, Environment and Technical
Description of Service	<p>A. Provider shall define and deliver carbon reduction initiatives, technical design and compliance authority to Recipient, specifically including:</p> <ul style="list-style-type: none">a) risk mitigation;b) duty holder responsibility of Recipient's staff;c) management of contractor to ensure safe and compliant estate;d) effective supplier performance management to drive contractor performance;e) networking opportunities to drive best practice and innovation;f) energy management engagement and training; andg) effective cost and spend management.

Service End Date	31/03/2014
FCM03	Policy, Regulation and Compliance
Description of Service	<p>A. Provider shall provide to Recipient health, safety and legal compliance across property and facilities management services, subject matter experts and providing advice to Group property and facilities management, specifically including:</p> <ul style="list-style-type: none">a) legislation monitoring and review, resulting in the development and/or amendment of policies and standards, process and guidance development, review and deployment;b) monitoring and audit of employee and supplier safety performance;c) leading the response to enforcement interventions concerning premises, contractor and fire related issues;d) leading business continuity planning for facilities management; ande) leading facilities management risk management process.
Service End Date	31/03/2014
FCM05	Projects on shared property and Planning
Description of Service	<p>A. Provider shall construct the facilities management capex and opex programmes plan. Provider shall deliver the plan to target, including providing the following specific activities:</p> <ul style="list-style-type: none">a) project and programme management;

	<ul style="list-style-type: none"> b) managing the business planning process – lead role within facilities management; c) managing and deploying the annual building condition survey programme; d) effectively managing Recipient's supplier performance to drive contractor performance; and e) effectively managing cost and spend.
Service End Date	31/03/2014
FCM06	Projects on Recipient Owned Property
Description of Service	<ul style="list-style-type: none"> A. Provider shall perform maintenance projects for Recipient standalone estate. B. Provider shall manage and deploy the annual building condition survey programme for Recipient standalone estate. C. Provider shall provide project and programme management.
Service End Date	31/03/2014
(xv) NAME OF SERVICE: FACILITIES MANAGEMENT – CHARGES	
FCM07	Facilities Management Third Party Supplier and Royal Mail Engineering and Construction
Description of Service	<ul style="list-style-type: none"> A. Provider will procure, manage and make bill payments for facilities management services that Recipient receives from third party suppliers in accordance with Provider's policy. B. Provider shall manage the Royal Mail Engineering and Construction contract.

	<p>C. Provider shall provide, or manage the provision of, the following products and associated services:</p> <ul style="list-style-type: none"> a) daily cleaning; b) window cleaning; c) reactive maintenance (via Provider's facilities management help desk); d) building fabric and BES (Building Engineering Services) maintenance; e) electronic security (ARC, Intruder Alarms , CCTV and access controls) – reactive and planned; f) planned maintenance routines (PMRs); g) building condition surveys; h) building hazard risk assessments; i) project maintenance; j) utilities – Provider shall negotiate the contracts for gas, electric, heating oil and water; k) catering services (provided by Quadrant) - Provider shall negotiate the price of this service; l) general trade, confidential waste and recycling; m) landscaping and grounds maintenance; n) pest control services;
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	<p>o) washroom services;</p> <p>p) furniture and fittings;</p> <p>q) NPI (non-planned improvements);</p> <p>r) FLF (first line fix);</p> <p>s) churn;</p> <p>t) annual checks on asbestos; and</p> <p>u) fire risk assessments.</p> <p>D. Provider shall provide to Recipient the carbon reduction programme.</p> <p>OUT OF SCOPE</p> <p>Provider is not required to provide services in respect of:</p> <p>a) Recipient's capex / "Staying in Business" Projects, being small capital improvement projects that are operationally driven by Recipient, as opposed to being part of the maintenance and compliance of the estate.</p> <p>b) Recipient's equipment, being equipment such as counter chairs and leaflet dispensers which is linked to Recipient's operations rather than being related to the services described in this Section B (Facilities Management Services).</p>
Service End Date	31/03/2014

Section C : Fuel Services

(xvi) NAME OF SERVICE: FUEL	
FLT01	Fuel supply
Description of Service	<p>A. Provider shall provide fuel at Recipient's 7 bunkered sites, provide fuel keys for Recipient to fuel up at Royal Mail sites and provide fuel cards for Recipient to use on forecourts and provide timeplan administration services.</p> <p>B. Provider shall provide equipment repairs and maintenance services to ensure that Provider is able to meet all fuel requirements for all of Provider's depots including forecourt fuelling.</p>
Service End Date	31/03/2014

Section D: Fleet Support Services

(xvii) NAME OF SERVICE: FLEET SUPPORT	
FLT02	Vehicle excise licensing
Description of Service	<p>A. Provider shall undertake steps necessary (including arranging for the renewal of licences) to tax Recipient's vehicle fleet (including Recipient's mobile post offices) once per year using pre-printed paperwork from DVLA .</p> <p>B. Provider shall carry out the initial registration on brand new vehicles in Recipient's vehicle fleet (including Recipient's mobile post offices) via a Vehicle Registration Office and undertake steps necessary to tax these new vehicles (including arranging and administering the necessary paperwork).</p>
Service End Date	31/03/2014
FLT03	Intra business reports/KPIs (Key Performance Indicators)
Description of Service	<p>A. Production of various MI reports from existing system including in respect of road traffic collisions, vehicle maintenance, fuel and driver training.</p> <p>B. Production of bespoke customer MI, monthly datapack and backing reports.</p>
Service End Date	31/03/2014
FLT04	Notice of impending prosecutions for driving offences

Description of Service	A. Administration of notice of impending prosecutions received by Recipient plus administration of driver assessor training resource for Recipient's supply chain and mobile post offices, including weekly report production and posting to any Post Office supply chain depot and/or the Fleet central support team in Salford.
Service End Date	31/03/2014
FLT05	Administration of M4 fleet management database system
Description of Service	A. Amendment of the M4 database each time a vehicle is introduced, moved, disposed of etc. for all of Recipient's vehicle fleet (including Recipient's mobile post offices). B. Access to M4 database for Recipient's security field engineers ("SFEs") to enable them to capture work orders in relation to repairs to all Recipient vehicles including mobile post offices.
Service End Date	31/03/2014
FLT06	Vehicle disposals
Description of Service	A. Administration of vehicle disposal of Recipient's vehicles at the end of their life including Recipient's mobile post offices.
Service End Date	31/03/2014
FLT07	Vehicle paperwork admin

Description of Service	A. Maintain a hard copy file for each vehicle containing a copy of MOT, plating certificates, type approval etc. in Recipient's vehicle fleet (including Recipient's mobile post offices).
Service End Date	31/03/2014
FLT08	Vehicle procurement/supporting admin
Description of Service	<p>A. Supplier management: heavy vehicle supplier, light vehicle supplier, tracking systems supplier, security vehicle conversion/coachbuilder supplier(s).</p> <p>B. Managing supplier performance issues and modifications to spec and other issues. The management of each tender process takes up to a year to complete and therefore is an ongoing process involving five suppliers.</p> <p>C. Provider will provide appropriate management to the relevant Recipient stakeholders and Recipient finance business partners during the agreed procurement activity.</p> <p>D. Provider shall provide the relevant SRM (Supplier Relationship Management) strategy/actions/plans to the relevant suppliers for Recipient that Provider is managing (in-line with the Group procurement SRM strategy).</p> <p>E. Provider will provide the services described in FLT08 (Vehicle procurement/supporting admin) in accordance with Recipient's processes and governance with respect to Recipient sourcing council, GIC (Group Investment Committee), and any other governance to be agreed between the parties.</p> <p>F. Provider shall provide subject matter experts to be a source of knowledge and expertise for Recipient stakeholders on any suppliers managed by Group procurement.</p> <p>G. Provider shall provide status updates on Recipient's activities on a monthly basis to the Group</p>

	<p>procurement planning and performance or best practice team.</p> <p>H. Each of Provider and Recipient's nominated representatives shall review operational service levels each month or as agreed by both parties.</p> <p>I. Provider shall provide vehicle life history to Recipient to inform Recipient's vehicle replacement planning.</p> <p>J. Provider shall manage the end to end process for Recipient's vehicle requisitions.</p> <p>K. Provider shall manage the provision of vehicle orders and delivery schedules with suppliers and Recipient.</p>
Service End Date	31/03/2014
FLT09	Specialist Vehicle Services time
Description of Service	<p>A. Where a Recipient vehicle is at any of Provider's vehicle service centres, Provider shall continue, upon Recipient's request, to provide access (where practical within Provider's production plan) to Recipient's SFEs to undertake specialist maintenance work on Recipient's vehicles (including the provision of reactive repairs, planned modifications and vehicle training sessions for Recipient's SFE staff). Such access shall be in accordance with the RM site's 'contractor' rules provided that Provider has provided a copy of such rules to Recipient. Provider will continue to provide existing access profiles to the M4 fleet system in order for Recipient's SFEs to create and manage work orders of all vehicular work performed.</p>
Service End Date	31/03/2014
FLT10	Central Postal Control

Description of Service	A. Co-ordination of breakdown recovery response for Recipient's vehicle fleet (including mobile post offices), including out of hours support. Provider shall determine whether roadside repair or recovery is required.
Service End Date	31/03/2014
FLT11	Parts & Warranty (Standard fleet)
Description of Service	A. Supply and provision of standard parts. B. Management of claims for standard parts to manufacturers for Recipient's vehicle fleet (including Recipient's mobile post offices) under warranty.
Service End Date	31/03/2014
FLT12	Road Traffic Collision management
Description of Service	A. Administration and legal management of all road traffic collisions involving any of Recipient's vehicle fleet (including Recipient's mobile post offices).
Service End Date	31/03/2014
FLT13	Maintenance provision
Description of Service	A. Provision of all aspects of vehicle maintenance, service and inspection for Recipient's vehicle fleet (including Recipient's mobile post offices). Management of third party specialists including body repair specialists. B. Maintenance of legally required records and maintenance planning in line with Recipient's operators

	licence undertakings in respect of Recipient's vehicle fleet (including Recipient's mobile post office).
Service End Date	31/03/2014
FLT14	Provider Fleet Policy – info share on legally driven market changes
Description of Service	A. Provider to continue to provide advice to Recipient as to the impacts of legally driven vehicle modifications and legislation and cascade fleet policy changes to Recipient.
Service End Date	31/03/2014
FLT15	Parts & Warranty (Specialist fleet)
Description of Service	A. Supply and provision of specialist parts. B. Management of claims for specialist parts to manufacturers for Recipient's vehicle fleet (including Recipient's mobile post offices) under warranty.
Service End Date	31/03/2014

Section E: Company Secretary Services

(xviii) NAME OF SERVICE: COMPANY SECRETARY	
COS01	Freedom of Information Act and Data Protection Act
Description of Service	<p>A. Data Protection: Provider shall provide an end-to-end administrative service for managing data protection subject access requests and complaints relating to Recipient as provided as at the date of this Agreement, including tracking tool and MI. Provider shall process the receipt and logging of DPA requests.</p> <p>B. Freedom of Information: Provider shall provide end-to-end FOIA services on same basis as Provider provides to Recipient as at the date of this Agreement including provision of appeals panel (whose decision shall be binding on Recipient) until such time as Recipient establishes its own panel, and existing administrative support, including the Provider publication scheme to provide the public access/gateway to include Recipient related information. Provider shall continue to provide the tracking tools and all related MI as Provider provides to Recipient as at the date of this Agreement and process the receipt of FOIA requests.</p>
Service End Date	30/09/2012
COS02	Archive Service
Description of Service	<p>A. Provider shall:</p> <p>a) continue to manage the relationship with the British Postal Museum and Archive ("BPMA") in order to comply with the requirements of the Public Records Act;</p>

	<ul style="list-style-type: none">b) own relationship with the National Archive relating to the Public Records Act; andc) through the BPMA provide day to day management of the supplier of long term document storage.
Service End Date	30/09/2012

Section F : HR Services

(xix) NAME OF SERVICE: HR	
HRS01	Advice and support
Description of Service	A. Provider shall provide timely provision of bullying and harassment investigators from within Provider to investigate complex sex and/or race harassment claims within required timescales as per Provider's policy.
Service End Date	31/03/2013
HRS03	Administration of PaLMS (Performance and Learning Management System)
Description of Service	A. Provider shall provide: a) PaLMS support covering user technical support provided through the PaLMS helpline such as resolving incorrect alignment to line manager or problems with user access to correct records; b) assistance on reporting data held from PaLMS; and c) Recipient with access to PaLMS.
Service End Date	30/06/2012
HRS04	Corporate Responsibility and Engagement

Description of Service	<p>Provider shall provide:</p> <p>A. Claims management services to Recipient being the management of all personal injury claims received from members of the general public and Recipient's employees, including:</p> <ul style="list-style-type: none">a) the facilitation of claims handled by Provider's external lawyers;b) the investigation of claims assigned to Provider's internal team;c) the assessment, negotiation and settlement of all claims handled internally;d) the management and collation of all accidents and incident reports and investigations; ande) forwarding the details of all incidents and reportable injuries involving third parties (e.g. members of the public) to Recipient to enable Recipient to report as required to the Health & Safety Executive under RIDDOR regulations (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995) within legal timescales.
Service End Date	31/03/2013
HRC01	Reward: Pensions
Description of Service	<p>A. Provision of pension scheme management including in respect of scheme changes and the structure of the scheme, the policies associated with the scheme and pension queries at senior and executive management level, including REMSEPP (Royal Mail Senior Executive Pension Plan) advice.</p>
Service End Date	31/03/2014
HRC02	Reward: Benefits and Colleague Shares

Description of Service	<p>A. Provider shall design the contractual and voluntary benefits for Recipient's employees and provide ongoing contract management for all levels of Recipient's employees which includes but is not limited to:</p> <ul style="list-style-type: none"> a) the AXA PPP healthcare scheme, lease plan 'Perk Cars' (both of which are contractual benefits for senior managers (including band 3a and 4 in Recipient only); b) childcare vouchers, Bike2 Work, gym membership discounts (which is voluntary for all of Recipient's employees); and c) long service awards. <p>B. Provider shall design Recipient's senior employee's pay packages including bonus schemes and administration (for Remco, SLP (Senior Leadership Population) and Recipient's senior managers).</p> <p>C. Provider shall manage the contract with BMI Healthcare for the annual health assessments for Recipient's senior management (being Remco and SLP).</p> <p>D. Provider shall manage the "Colleague Share Scheme" until the end of the scheme. The "Colleague Share Scheme" is a ghost share scheme that all of Recipient's employees have an opportunity to join. The "Colleague Share Scheme" is part of the overall benefits package and pays dividend and longer term bonuses periodically.</p>
Service End Date	31/03/2013
HRC03	Employee assistance and wellbeing
Description of Service	<p>Provider shall provide:</p> <p>A. Management of the 24 hour bullying and harassment helpline via a Third Party Provider (as at the date</p>

	<p>of this Agreement, ATOS)</p> <p>B. HELP employee assistance helpline which is provided via a Third Party Provider (as at the date of this Agreement, ATOS) and available to all employees 24 hours per day. The HELP employee assistance helpline provides an access route to the Rowland Hill Fund.</p> <p>C. Health, wellbeing and attendance services being the central management of Group occupational health contracts and delivery of occupational health and wellbeing services to Recipient (including the services provided by ATOS).</p>
Service End Date	31/03/2013

Section G: Storage and Print Management Services

(xx) NAME OF SERVICE: PRINT MANAGEMENT	
IRD01	Print Management Services
Description of Service	<p>Provider shall provide the print management services set out below:</p> <ul style="list-style-type: none">A. Management of the print services that were provided by iRed and/or Provider to Recipient during the 12 month period prior to the date of this Agreement including but not limited to those outlined below . The Service Level Standards shall continue to apply to all print management services, including in respect of print jobs dispatched, jobs and proofs provided according to the specification, schedule and maintenance of job folders.B. Creation and distribution of SMS, email, barcode only and printed payout letters. Provider shall maintain a secure web portal and SFTP (Secure File Transfer Protocol) for secure transmission of payout files.C. Provision of the secure printing services (e.g Post Office postal orders and payslips).D. Provision of the current EA – (environment agency) print services including planning for next season's licences and renewal letters, incorporating all literature amends to approval, attendance at monthly service reviews and delivery of daily MI and Service Level Standard information. Provider shall maintain an integrated system to receive and convert data into a usable format for mailing.E. Production of single trip pouches for remittances.

	<p>F. Provision of direct mail – on demand campaigns.</p> <p>G. Provision of point of sale materials – including DL slips, A0 posters including multiple fold items, perforated, crash numbered etc.</p> <p>H. Provision of stationery – including compliment slips, letterheads and envelopes.</p> <p>I. Production of NCR forms (being multiple part paper forms) – which are utilised by Recipient's supply chain CVIT units in the event of scanner failures.</p>
Service End Date	<p>This service shall terminate on the earlier of:</p> <p>(i) 30/06/2012; or</p> <p>(ii) the date a Third Party is obliged pursuant to a written agreement, to provide services that are the same or substantially similar to the print management services that are described in this Service (IRD01) to Recipient.</p>
(xxi) NAME OF SERVICE: STORAGE	
IRD02	Storage Services
Description of Service	A. Provider shall provide Iron Mountain document storage and archiving services.
Service End Date	<p>This service shall terminate on the earlier of:</p> <p>(i) 31/07/2012; or</p> <p>(ii) the date a Third Party is obliged pursuant to a written agreement, to provide services that are the same or substantially similar to the storage services that are described in this Service</p>

	(IRD02) to Recipient.
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Section H: Procurement Services

(xxii) NAME OF SERVICE: PROCUREMENT	
PCT01	Category Layer
Description of Service	<p>A. Provider shall provide procurement processes in line with Recipient's business requirements. This includes full management of the process from investment committee approval to contract signature.</p> <p>B. Provider shall manage any changes to contracts, including managing the process of sign-off and renegotiation of mid contract changes.</p> <p>C. Provider will focus on category-specific procurement, which includes property and utilities, business services, Group IT and telecoms, vehicles, assets, logistics, facilities management and tactical sourcing.</p> <p>D. Provider shall manage all of Recipient's suppliers, with the exception of the core 13 strategic contracts (which shall be reviewed on a 6 monthly basis) in respect of the following suppliers: BT Wholesale (from 2012), Fujitsu, HP, Logica, WH Smith, ISA Retail Services, Bank Of Ireland, J P Morgan Europe Ltd, Cogent inc, Ingenico (UK) LTD, Wincor Nixdorf Limited, Barclays and Qmatic. Contract award or amendment for the "Strategic Contracts" is still subject to the agreed Delegated Authority process in place as at the date of this Agreement, under which the current RMG CPO has the delegated authority, rather than the POL Procurement Director.</p> <p>E. Provider will undertake the entire sourcing process for Recipient unless Recipient decides to run the procurement process itself.</p> <p>F. Provider will provide appropriate management to the relevant Recipient stakeholders and Recipient finance business partners during the agreed procurement activity.</p> <p>G. Provider shall provide the relevant SRM (Supplier Relationship Management) strategy, actions and</p>

	<p>plans to the relevant suppliers for Recipient that Provider is managing (in-line with the Group procurement SRM strategy).</p>
H.	Provider will ensure that eSourcing is up to date and accurate.
I.	Provider will provide the services described in Section H (Procurement Services) in accordance with Recipient's processes and governance with respect to Recipient sourcing council, GIC (Group Investment Committee), and any other governance to be agreed between the Parties.
J.	Provider shall provide subject matter experts to be a source of knowledge and expertise for Recipient stakeholders on any suppliers managed by Group procurement.
K.	Provider shall provide status updates on Recipient's activities on a monthly basis to the Group procurement planning and performance or best practice team.
L.	Provider shall provide support in the up skilling programme of Recipient, in line with Group procurement training, to enable Recipient to operate its procurement needs autonomously.
M.	Provider shall provide resourcing according to the pre-agreed worklist and manage any amendments through a change control process.
N.	Provider shall provide a response to Recipient within 7 Business Days of Recipient's request, for additional procurement resource to be provided by Provider (including the cost of such additional procurement resource). If accepted by Group procurement, Recipient shall confirm within 7 Business Days whether or not it wishes to proceed with its request for additional procurement resources at the agreed cost. Requests by Recipient for additional procurement resource will be provided by Provider in accordance with Schedule 5 (Change Control).
O.	Each of Provider and Recipient's nominated representatives shall review operational service levels each

	month or as agreed by both Parties.
Service End Date	31/03/2014
PCT02	Procurement Service Centre
Description of Service	<p>A. Provider shall provide customer and supplier support for requisitions and transition to purchase orders.</p> <p>B. Provider shall provide low value sourcing for one time vendors.</p> <p>C. Provider shall provide procurement processes in line with Recipient's business requirements for all activity that falls outside of the scope of the service described in Category Layer (PCT01) or POL's strategic suppliers (being, as at the date of this Agreement, BT Wholesale (from 2012), Fujitsu, HP, Logica, WH Smith, ISA Retail Services, Bank Of Ireland, J P Morgan Europe Ltd, Cogent inc, Ingenico (UK) LTD, Wincor Nixdorf Limited, Barclays and Qmatic).</p> <p>D. Provider shall provide management and maintenance of the SAP SRM (R2P) system, e.g. on-boarding and exiting of suppliers and delegated approvals process. Note: The R2P feeds into the governance process and levels of authority therefore need to ensure correct governance is applied and adhered to under procurement process.</p> <p>E. Provider will ensure that eSourcing is up to date and accurate.</p>
Service End Date	31/03/2014
PCT03	Planning Performance & Governance or Best Practice
Description of Service	<p>A. Provider shall manage and maintain the shared eSourcing systems that exist as at the date of this Agreement.</p>

	<p>B. Provider shall ensure that the shared eSourcing system that exists as at the date of this Agreement is up to date and accurate including Recipient's contracts database.</p> <p>C. Provider shall provide support in the up skilling programme of Recipient, in line with Group procurement training, to enable Recipient to operate its procurement needs autonomously.</p> <p>D. Provider shall ensure that Recipient is included in all Group procurement subscriptions.</p> <p>E. Provider shall ensure that its development of governance and processes considers Recipient's requirements and manages impact to a mutually agreeable solution.</p> <p>F. Provider shall ensure that SOPs (Standard Operating Procedures) are up to date, accurate and accessible.</p>
Service End Date	31/03/2014

Section I: Property Management Services

(xxiii) NAME OF SERVICE: PROPERTY MANAGEMENT	
PRP01	Property Accounting Services
Description of Service	<p>A. Provider shall manage Recipient's property portfolio data on the SAP real estate module as follows:</p> <ul style="list-style-type: none">a) process updates from external estates consultants;b) maintain control processes;c) produce agreed suite of reporting including review;d) produce ad hoc reports as agreed; ande) measure and report KPIs. <p>B. Provider shall provide property accounting services for Recipient as follows:</p> <ul style="list-style-type: none">a) bill, receive and account for income and control debt;b) pay rents, service charges and rates;c) maintain control processes;d) manage, resolve and advise on any accounting policy issues;

	<ul style="list-style-type: none">e) produce agreed reporting;f) facilitate review meetings with consultants; andg) measure and report KPIs.
Service End Date	31/03/2014
PRP03	Estate Management Contract
Description of Service	<p>A. Royal Mail estates management and rating consultants shall provide a day-to-day estates management service for Recipient. Provider shall process estate data changes and make recommendations for amounts due to be paid on behalf of Royal Mail finance, which performs property accounting on behalf of Recipient, therefore enabling both data management and property accounting services.</p> <p>B. These services and standards are defined under the external estates management contract between Provider and BNP Paribas, Sanderson Weatherall, Osborne King and J&E Shepherd (the "Estates Management Contract") and performance managed with inputs from both Parties.</p> <p>C. Separate estates management contracts for Recipient and Provider will be put in place when the Estates Management Contract expires. Recipient undertakes to specify in its new estate management contract that supplier(s) will work to the same data and transaction processing process model specified in the Estates Management Contract for the period during which Provider provides property accounting services for Recipient.</p>
Service End Date	30/09/2012
PRP04	Rating Contract

Description of Service	<p>A. Royal Mail estates management and rating consultants shall provide a day-to-day estates management service for Recipient. Provider shall process estate data changes and make recommendations for amounts due to be paid on behalf of Royal Mail finance, which performs property accounting on behalf of Recipient, therefore enabling both data management and property accounting services.</p> <p>B. These services and standards are defined under the Rating Contract between Provider and DTZ and performance managed with inputs from both Parties.</p>
Service End Date	31/03/2014
PRP05	Estates
Description of Service	Provider shall ensure that a panel of 26 estates consultants are available to Recipient to call off for project related work including in respect of lease regears. Recipient shall order and pay the estate consultants directly but Recipient shall receive the benefit from Provider contract rates.
Service End Date	07/12/2012

Section J: Physical Security Services

(xxiv) NAME OF SERVICE: PHYSICAL SECURITY	
SEC01	Physical Security
Description of Service	<p>A. Provider shall provide transactional intelligence services, i.e. Equifax checks, national security clearance checks, Inland Revenue checks, PNC (Police National Computer) checks and debarment checks.</p> <p>B. In respect of changes in legislation, Provider shall update Provider's criminal investigation policy and standards and notify Recipient of any updates that it makes to its criminal investigation policy and standards.</p> <p>C. Provider shall provide advice on how to construct an investigation training course and provide copies of existing course material.</p> <p>D. Provider shall provide up to two forensic examinations of computers a year.</p> <p>E. Provider shall notify Recipient of changes in the national security strategy, provide departmental security officer, update the security policy framework in accordance with such changes, apply government security standards (IT, vetting, business continuity, security), provide an annual report to government covering security policy framework, CPNI (Critical Physical National Infrastructure), updating the counter-terrorism policy, threat reporting/alert states, CBRNE, (Chemical, Biological, Radiological, Nuclear and high yield Explosive) vetting for prospective employees, input into insurance for kidnap and/or extortion.</p>
Service End Date	30/09/2012

Section K: Information Security Services

(xxv) NAME OF SERVICE: INFORMATION SECURITY	
SEC02	Information Security (1)
Description of Service	<p>A. Provider shall notify Recipient of any training that may be required or is recommended by Provider in respect of any changes in Provider's information security policies which are applicable to Recipient. Recipient shall carry out any training required or recommended by Provider for Recipient's staff in respect of such changes to Provider's information security policies provided that Provider makes available to Recipient Provider's existing resources and delivery channels for training (excluding Provider's personnel). Provider will not audit or otherwise monitor Recipient's training methods, content, delivery, effectiveness or efficiencies however measured.</p> <p>B. Provider shall continue to interpret the implications of changes in government legislation using reasonable efforts and notify Recipient of the changes Recipient is required to make to Recipient's processes as Provider has undertaken in the 12 month period prior to the date of this Agreement.</p> <p>C. Provider shall manage the following contracts: Qualys – vulnerability scanning, QinetiQ – penetration testing, Portcullis – penetration testing, The Security Company – information security awareness training.</p> <p>D. Provider shall continue to manage the sensitive waste contract with Reisswolf in respect of the waste that is collected from both Crown Post offices and Recipient's administration buildings as Provider has undertaken in the 12 month period prior to the date of this Agreement.</p>
Service End Date	31/10/2012

SEC03	Information Security (2)
Description of Service	<p>A. Provider shall acquire data under Provider's P6 data acquisition process (process owned by information security, policy owned by HR).</p> <p>B. Provider shall provide incident management on shared infrastructure.</p> <p>C. Provider shall continue to facilitate the provision of all information security related administration activities via its Third Party Providers as it has undertaken during the 12 month period prior to the date of this Agreement including network administration, monitoring, reporting, vulnerability management and network firewall policy change authorisation (periodic meeting shall be established to apprise Recipient information security of significant security related changes implemented in the previous period and planned for the next).</p> <p>D. Provider shall manage Group contracts with specific information security and data protection input in respect of CSC, BT, Capgemini and Steria.</p> <p>E. Provider shall provide services in respect of security architecture for Group projects.</p> <p>F. Provider shall provide the following corporate desktop services laptop security (hard disk encryption), end point security, antivirus, filesafe – secure data transfer service and digital certificate authority for the period during which such IT services are provided in accordance with Section N (IT Services).</p> <p>G. Provider shall notify Recipient of any changes in Provider's information security policies which are applicable to Recipient.</p>
Service End Date	31/03/2014

Section L: Contact Centre Services

(xxvi) NAME OF SERVICE: CONTACT CENTRE	
CON01	Contact Centre
Definitions	<p>In this schedule, unless the contrary intention appears:</p> <p>"Contact Centre Service Level" means each of the service levels set out in paragraphs 11 to 15 (inclusive) and "Contact Centre Service Levels" means all such service levels;</p> <p>"Contact Centre Services" means the services set out in paragraphs 1 and 2;</p> <p>"Incident" means an incident where Provider does not respond to or process a query, complaint or request on the day that such query, complaint or request is received by Provider.</p>
Description of Service and Reporting	<p>1. Existing Contact Centre Services</p> <p>Provider shall provide Recipient with the following services:</p> <p>A. Post office external helpdesk ("POEX") services, being the management of all customer or prospective customer queries, and lower level complaints (being complaints received from any member of the general public) relating to Recipient, Recipient's products and services and any other matters as may be advised by the Recipient from time to time and lead generation for Recipient's products and services from customers and prospective customers ("POEX Services");</p> <p>B. Network business support centre ("NBSC") services, being the management of all enquiries from postmasters, sub postmasters and their staff, relating to the Recipient's products and services and any</p>

	<p>matters relating to the support of the provision of Recipient's products and services ("NBSC Services");</p> <p>C. NBSC customer relations services, being the management and resolution of branch complaints relating to any aspect of the Recipient's business ("NBSC Customer Relations");</p> <p>D. POEX customer care unit ("CCU") services, being the management and resolution of all customer complaints relating to any aspect of the Recipient's business, including escalation of high profile complaints within the Recipient and transfer of complaints to appropriate helpdesks as required ("CCU Services");</p> <p>E. Management of rod fishing licence telesales ("Fishing Licence Services");</p> <p>F. Management of social media enquiries made through all social media including Twitter, Facebook, etc;</p> <p>G. Provision of the services set out in paragraphs 1A, 1D and 1E above in the Welsh language, as required by law ("Welsh Language Services");</p> <p>H. Management and support services, being the provision of such management information, recruitment, training, coaching, IT, telephony and all other support services as are necessary to support the efficient provision and development of the services described in paragraphs 1A to 1G above.</p>
	<p>2. Additional Contact Centre Services</p> <p>Subject to <u>Schedule 5</u> (Change Control) (except as expressed to the contrary in <u>Paragraph 2(B)</u>, Section L (xxvi) of this <u>Schedule 1</u> (Services)), if, in any Contract Year, Recipient requests that Provider provide to Recipient Group any or all of the additional Contact Centre Services set out in this Paragraph 2(i) to Paragraph 2(viii) and:</p> <p>A. the Costs budgeted for the provision of the Contact Centre Services in respect of that Contract Year ("Contact Centre Services Budget") has been reached or exceeded, Recipient shall pay the amount</p>

	<p>referred to in <u>Paragraph 13(C)</u> of <u>Schedule 2</u> (Charges); or</p> <p>B. the Contact Centre Services Budget has not been reached, Recipient shall not be liable to pay for such additional Contact Centre Services to the extent the Contact Centre Services Budget has not been reached and <u>Paragraph 12</u> of <u>Schedule 5</u> (Change Control) shall not apply in respect of such amount,</p> <p>then Provider shall provide:</p> <ul style="list-style-type: none">(i) Intelligent call routing and monitoring of NBSC Services (for the avoidance of doubt by product and service branch type) being the prioritisation of in-bound calls based on the type of call and branch making the call.(ii) Information set out in the Recipient's quality framework to assess Provider's provision of the Contact Centre Services to branches.(iii) Management information in respect of NBSC grade of service and the average wait to Answer on a weekly basis.(iv) Information in respect of Provider's Incident resolution process against the Contact Centre Service Level described in the first row of the table set out in paragraph 15.(v) A monthly consolidated network report for NBSC Services to include performance and proposed service improvements.(vi) Reporting to Recipient of those branches that are not conforming to process and procedures.(vii) Nursery management to proactively engage all new branches on an agreed regular basis to support/coach them through any issues that may have required them to contact NBSC.(viii) Short term care team which would analyse the inbound call data & target branches that are regularly
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	<p>contacting NBSC for direct support/training/coaching.</p> <p>The Contact Centre Services shall be provided by Provider principally via telephone, email, textphone, social media – twitter, facebook etc. and whitemail.</p> <p>Provider will be responsible for the provision and maintenance of all technology and telecoms applications necessary for the provision of the Contact Centre Services, including the Knowledge Base and Siebel applications. Provider shall procure the provision of maintenance and support services for the Remedy system (being the support platform for NBSC Services) until such system is replaced by an alternative system as agreed between the Parties.</p>			
	<p>3. Contact Centre Availability</p> <p>The contract centres will be open during the following hours ("Contact Centre Hours"):</p>			
	Customer Service			
Product	Monday to Friday (excluding bank holidays)	Saturday	Sunday	Bank Holidays¹
POEX Services	08:15 – 18:00	08:30 – 14:00	CLOSED	CLOSED

¹ Where a bank or public holiday covers all the countries of the United Kingdom, the centres will operate to the bank holiday hours detailed above. Where a bank or public holiday covers only a region or country of the United Kingdom, the centres will operate on a normal Monday – Friday basis, but Provider may adjust staffing to reflect any expected change in calls from the relevant region or country.

NBSC Services	08:00 – 18:00 (except Wednesday, where the contact centre will be open 08:00 – 20:00)	08:00 – 14:00	CLOSED	CLOSED
NBSC Voice Mail Box	00:00 – 23:59	00:00 – 23:59	00:00 – 23:59	00:00 – 23:59
NBSC Customer Relations	08:00 – 18:00	CLOSED	CLOSED	CLOSED
CCU Services	08:15 – 18:00	CLOSED	CLOSED	CLOSED
Fishing Licence Services	1 st March – 30 th September 08:30- 20:00 1 st October – 28 th February 08:30 – 18:00	1 st March – 30 th September 08:30- 20:00 1 st October – 28 th February 08:30 – 18:00	1 st March – 30 th September 08:30 – 20:00 1 st October – 28 th February CLOSED	CLOSED with the exception of Good Friday & Easter Monday when service will be available as on a normal Friday
Welsh Speaking Services	08:30 – 18:00	08:30 – 14:00	CLOSED	CLOSED
	<p>4. Reporting</p> <p>Provider will provide reporting on a weekly and monthly basis on the Contact Centre Services to Recipient, in a format provided by the Recipient. The reports will set out the following in respect of the previous week and month:</p> <ul style="list-style-type: none"> (i) Provider's performance against the Contact Centre Service Levels; (ii) such other commercial information as is required by the Recipient to understand the business and performance of the Contact Centre Services to the Recipient's reasonable satisfaction; and 			

	<p>(iii) any additional information as required by the Recipient from time to time</p> <p>(together, the “Service Performance Reports”).</p> <p>Provider shall deliver the Service Performance Reports to Recipient at the following times:</p> <p>(i) each weekly report shall be delivered to the person designated by the Recipient by close of business on the Tuesday following the end of the relevant week; and</p> <p>(ii) each monthly report shall be delivered to the person designated by the Recipient by 10am on 5th Business Day following the end of the relevant Month. ²</p>
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² Monthly/Month shall be each of Recipient's business period of which there are 12 in each business year. The business periods are of the following lengths:

- Period 1 – 5 Weeks from the commencement of 1 April.
- Period 2 – 4 Weeks from the end of Period 1.
- Period 3 - 4 Weeks from the end of Period 2.
- Period 4 – 5 Weeks from the end of Period 3.
- Period 5 – 4 Weeks from the end of Period 4.
- Period 6 – 4 Weeks from the end of Period 5.
- Period 7 – 5 Weeks from the end of Period 6.
- Period 8 – 4 Weeks from the end of Period 7.

	<p>Additional Reporting</p> <p>(i) The Recipient shall have the right to request any further information it may reasonably require to determine whether it considers such Service Performance Reports to be true and accurate (and the Provider shall use its reasonable endeavours to furnish the Recipient with such information within a reasonable period of time, being no greater than 10 Business Days from Recipient's original request).</p> <p>(ii) If such additional reporting is of a form that would be reasonably expected to be generated in the normal course of a contact centre's business (being telephony services), then the Provider shall provide the additional reporting at no extra cost to the Recipient, and in a reasonable timeframe. If such reports are not part of the existing operational suite, then the provision of the additional reporting shall be subject to the Change Control Procedure.</p> <p>5. Analysis and Corrective Actions</p> <p>(i) The Provider will provide analysis of the reporting to include any failure by Provider to meet any Contact Centre Service Level, as well as any exceptional activity, plus corrective action plans that Provider shall undertake to return any Contact Centre Service where there has been as failure of any Contact Centre Service Levels to the point where such Contact Centre Service Levels are met. The Recipient has the right in its absolute discretion to request that the Provider's proposed action plans be amended and</p>
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- Period 9 – 4 Weeks from the end of Period 8.
 - Period 10 – 5 Weeks from the end of Period 9.
 - Period 11 – 4 Weeks from the end of Period 10.
 - Period 12 – 4 Weeks from the end of Period 11.

	<p>Provider shall amend its action plans in accordance with Recipient's reasonable requests.</p> <p>(ii) The Provider will work in partnership with the Recipient to develop a problem management framework that will identify recurring Contact Centre Service Level failures to be tracked, highlighted and addressed.</p> <p>(iii) If requested by Recipient, Provider will additionally be required to provide real-time reporting (as agreed between Recipient and Provider's Customer Data and Analysis Team), where the Recipient requires Provider on foot of any incident or unplanned activity that may have, or may possibly have, an effect on the Provider's ability to achieve the Contact Centre Service Levels.</p> <p>6. Monthly Operational and Financial Review</p> <p>The Recipient and the Provider will meet within 2 weeks of the end of each Month to review Provider's operational and financial performance against the Contact Centre Service Levels for the previous Month and to discuss and plan future activity. These meetings will be held either face to face or by telephone. Senior management from Provider shall attend this meeting.</p> <p>7. Forecasting Meeting</p> <p>The Recipient and the Provider will agree on a monthly basis a forecast of calls that the contact centres are expected to receive for the Month beginning 3 Months from the end of the Month in which the meeting is held. The Provider will provide its forecast of calls for the relevant Month, and at the meeting, the Parties will agree the volumes of calls against which the Provider will be required to staff the contact centres in order to achieve the Contact Centre Service Levels. The Parties will, at such meeting, also discuss any changes to forecasts in the Months following the Month in which the meeting is held and the Provider agrees to use all reasonable endeavours to staff the centres accordingly to meet the Contact Centre Service Levels. Where Provider reasonably believes that Provider may not be able to meet any Contact Centre Service Levels in the forthcoming Months Provider will clearly articulate to Recipient within a timely period, of no less than 4 weeks prior to the date Provider believes it may not be able to meet such Contact Centre Service Levels, the reasons for this shortfall;</p>
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what preventative actions are being taken by Provider and when Provider will be able to meet the Contact Centre Service Levels. Provider shall promptly notify Recipient if Provider reasonably believes that the volume of calls received and/or made by the contact centres will, or are likely to exceed, the volume of calls forecasted for that day by 10%. Provider shall, if requested by Recipient, promptly provide data to Recipient to identify the reasons for exceeding the volume of calls forecasted.

8. Ad hoc Meetings

The Recipient and the Provider will meet or discuss by phone at any time where it is deemed by either party to be necessary to the proper provision of the Contact Centre Services.

9. Service Interruptions

- (i) Where the Provider identifies any problems, it will contact and inform the Recipient as soon as possible. A full communication (setting out the details of such problems) must also be issued by Provider to Recipient as soon as possible, but no more than 12 hours after the identification of such problem, such communication to include an overview of the cause and implications of the problem, as well as a remedial action plan.
- (ii) The contact point at the Recipient will be the Recipient's live service desk. Provider shall notify any and all problems to Recipient by phone on 0870 242 5568 then followed up by an e-mail to Recipient's duty manager.
- (iii) Where the Recipient identifies a problem, Recipient may contact the Provider's operations, who will then resolve the relevant problem and feed back action plans within an agreed time to Recipient.
- (iv) For the purposes of this paragraph 9, a "problem" is defined as an issue that arises that would either: a) have a significant impact on Provider's provision of any Contact Centre Services; or b) an issue that is likely to have future/sustained impact on Provider's provision of any Contact Centre Services.

	<p>10. Primary Channel at the Recipient</p> <p>(i) The primary point of communication with the Recipient will be the Recipient's service management team (“SMT”). The Provider shall include SMT in any communication with other Recipient departments.</p> <p>(ii) Formal or informal discussions (as agreed with Recipient's internal reporting team) at levels above Recipient's service management relationship manager or the Provider's senior relationship manager are permissible.</p> <p>The Provider shall agree to jointly scope with Recipient via the Change Control Procedure:</p> <p>(i) Call recording functionality to enhance customer service agent quality;</p> <p>(ii) Additional service requests as a result of the network transformation programme such as extended hours of opening;</p> <p>(iii) Increased operational work load as a result of FooG (Front Office of Government) or any other business acquisitions;</p> <p>(iv) Accommodation for TAM (Telephone Account Managed) team; and</p> <p>(v) Continuation/roll out of the social media programme.</p>							
Contact Centre Service Levels	<p>11. Service Availability</p> <p>This service level shall apply to POEX Services, NBSC Services, NBSC Customer Relations, CCU Services, Fishing Licence Services and Welsh Speaking Service.</p>							
Metric	<table><tr><td>Service Level</td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>	Service Level						
Service Level								

Time during the Contact Centre Hours that the centres are Available, when systems are within the Provider's control	>=99%						
	<p>12. "Available" means that a customer is able to contact the relevant contact centre and transact their business whichever channel they use, such transaction to be provided in accordance with the relevant Contact Centre Service Level.</p> <p>13. Email Service Level</p> <p>Provider shall Answer emails Received 2 Business Days after the date such email is Received.</p> <p>For the purposes of this service level:</p> <p>"Received" means that the email has arrived in Provider's domain.</p> <p>"Answer" means that the customer has received a response from Provider other than an initial automated acknowledgement.</p> <ul style="list-style-type: none"> • This service level will not apply on days where the volume of inbound calls for all contact centres in a day is greater than 5% of the agreed forecasting for such day as signed off by Recipient and Provider monthly in accordance with paragraph 7. • This service level is measured Monthly. <p>14. NBSC Scorecard Service Levels</p> <p>The service levels set out in the table below shall, unless an asterisk (*) appears, apply in respect of each of the NBSC Services, POEX Services and CCU Services. Where an asterisk (*) appears, that metric shall not apply to that Contact Centre Service.</p>						
Metric	Service level						

	NBSC Services	POEX Services	CCU Services
Average speed of answer	30 seconds from the first ring	*	*
Actual grade of service ("GoS")	70% <= 30 seconds from the first ring	80% <= 20 seconds from the first ring	*
Data integrity, being the accuracy and quality of information captured on the systems used to provide the Contact Centre Services. This service level is determined in accordance with the quality framework agreed between the Parties.	*	95%	90%
Abandonment	5% of all calls which a contact centre receives are abandoned by a customer before such call is answered by Provider.	5% of all calls which a contact centre receives are abandoned by a customer before such call is answered by Provider.	5% of all calls which a contact centre receives are abandoned by a customer before such call is answered by Provider.
Incidents resolved <24 hours from the date each incident occurs.	95%	*	*

Incidents resolved <48 hours from the date each incident occurs.	3%	*	*
Complaints resolved by Provider is less than 10 Business Days from Provider's receipt of each complaint	95%	*	95%
Recipient quality, being Provider's performance of the Contact Centre Services for the previous month (as agreed between Provider and Recipient) in accordance with Recipient's quality framework.	90%	95%	95%
Rewarding skills, being Provider's assessment of Provider's performance of the Contact Centre Services for the previous month in accordance with Provider's policies and procedures.	70%	70%	70%
<ul style="list-style-type: none"> In addition to reporting each of the service levels in the table set out above in this paragraph 14 to Recipient, Provider shall report the NSBC Scorecard Service Level, being the sum of the weighted average (where the weighted averages are determined by Recipient) of each of the above service levels in the table set out above in this paragraph 14. However, GoS will still be reported as part of the wider contact centre performance reporting. The service levels will not include inbound calls received on the days where the volume of inbound calls for all contact centres during such day is greater than 5% of the agreed forecasting for such day as signed off by Recipient and Provider monthly in accordance with paragraph 7. The NSBC Scorecard Service Level is measured Monthly. 			
	15. Complaints The Provider will, at all times, in delivering the Contact Centre Services adhere to the Recipient's complaint handling policy, which outlines Recipient's approach to complaint handling and includes the three stage process,		

	complaints model and the definition of a complaint. The service levels (except in respect of the customer handling experience satisfaction survey) set out in the table below shall apply in respect of NBSC Customer Relations Services and CCU Services.
Metric	Service level
Complaints properly closed within 10 Business Days of Provider's receipt of each complaint.	95%
Quality checking, being the accuracy and quality of information captured on the systems used to provide the Contact Centre Services.	80%
Customer handling experience satisfaction survey, which shall consist of a random sample of complaints received by Provider each month. The sample shall comprise of approximately 10% of complaints received by Provider during that month. This service level is determined by the external third party that undertakes such survey.	80% (this does not apply to NBSC customer relations services)
All complaints shall be logged on the day of receipt.	100%
An acknowledgement is issued to the customer that submitted the complaint on the day of receipt by Provider where	100%

resolution cannot be provided by Provider within 3 Business Days of receipt by Provider.	
	<p>16. Failure Reporting and Recovery Planning</p> <p>(i) If any Contact Centre Service Levels are not achieved in any particular week, the Provider will provide to Recipient supported reasons for the failure to achieve such Contact Centre Service Levels, including information around short term activities that are being undertaken by Provider to address these failures.</p> <p>(ii) If any Contact Centre Service Levels are not achieved in any particular Month, the Provider will provide supported reasons for the failure to achieve such Contact Centre Service Levels, and will provide the Recipient with robust and detailed recovery plans within 5 Business Days from the beginning of the following Month.</p> <p>(iii) If Provider fails to meet a Contact Centre Service Level as a result of the Recipient's error, then Recipient's service management will take responsibility for getting a resolution statement back to Provider within the same Business Day. If resolution is not achievable within the same Business Day, Recipient's service management will provide a robust timeline of resolution to allow informed responses to be provided by Provider to the customers.</p> <p>17. The Recipient Customer Experience Programme</p> <p>The Provider agrees to develop its agent and other quality programmes, and any other activity affecting the customer experience, to reflect and be complementary to the customer experience directions provided by the Recipient as part of Recipient's customer experience strategy.</p>

	<p>18. Planned Maintenance</p> <p>In all instances, any planned maintenance or change implementation for any element of the Contact Centre Service(s) likely to affect the Provider's performance against the Contact Centre Service Levels shall be scheduled to take place during periods of zero or low activity and shall be agreed with the Recipient in advance of each activity.</p>
Service End Date	31/03/2014

Section M: Services to Cease

If any part of the services set out in this Section M (Services to Cease) is also set out in any Section A (Finance Services) to Section L (Contact Centre Services) and Section N (IT Services), such part shall continue to be provided by Provider in accordance with Section A (Finance Services) to Section L (Contact Centre Services) and Section N (IT Services).

(xxvii) NAME OF SERVICE: SERVICES TO CEASE			
STC01	Services to Cease		
Description of Service	Ref	Workstream	Description of services to cease
	1	Company secretary	Company secretarial work
	2	Company secretary	Group policy / Co sec support
	3	Company secretary	Information management
	4	Company secretary	Chairman's & CEO's office
	5	Company secretary	Welsh Language
	6	Company secretary	Secretary Wide Charges
	7	Commercial	Strategy
	8	Facilities management	Transformation

	9	Facilities management	Field Services AFM (Area Field Manager) Service and Contract Management Service for specific Recipient FM contracts.
	10	Communications	Director of Communications
	11	Communications	Press Office
	12	Communications	Public Relations
	13	Communications	Parliamentary Affairs
	14	Communications	Regional
	15	Communications	Office manager / admin support
	16	Finance	Intercompany interest paid to RMG
	17	Finance	Finance Central – (interest paid received in relation to FX in accounts worldwide)
	18	Finance	VAT Compliance project
	19	Finance	Investment ratings project
	20	Finance	Adjustments/ reconciling accounting differences
	21	Finance	Central overheads

	22	Finance	Accounts worldwide
	23	Finance	Finance Services Management support
	24	Fleet	Vehicle tech specs, vehicle modifications, vehicle technical issues etc.
	25	Fleet	Vehicle R&D
	26	HR Centre	HR Director
	27	HR Centre	HR Talent (Remco recruitment, contracts and exit processes for top management)
	28	HR Centre	HR Graduates
	29	HR Centre	Business Partner
	30	HR Centre	Director of IR (primarily legal advice)
	31	Communications	Director of CR (ad hoc health and safety legal advice)
	32	Communications	Social Inclusion
	33	HR Centre	Projects
	34	HR Services	Director

	35	HR Services	Reward and Recognition (salary benchmarking and surveys)
	36	HR Services	Other
	37	HR Services	Income
	38	HR Services	Reconciliation
	39	HR Services	Recruitment Services
	40	HR Services	Other (Collection & Delivery / Coton House) (pay as you go room & accommodation bookings only)
	41	Legal	General Counsel
	42	Legal	Corporate & Privatisation
	43	Legal	Strategic Procurement
	44	Legal	POL Legal
	45	Legal	Commercial
	46	Legal	Business Development & Technology
	47	Legal	Operations & Modernisation (includes employment, pensions, dispute resolution)

	48	Legal	Property
	49	Legal	Criminal Law
	50	Procurement	Strategic layer – undertake non-category layer procurement
	51	Procurement	China sourcing
	52	Property	One-off costs on legacy Property projects
	53	Property	Valuation fees
	54	Property	Alignment reduction
	55	Property	Estimate for costs for vacant Rental Units formerly occupied by POL (GP/RMEsL owned)
	56	Property	Reconciling difference
	57	Property	Share of Rowland Hill House
	58	Property	Share of 100 VE
	59	Regulation & Compliance	Regulation
	60	Regulation & Compliance	LRIC (Long Running Incremental Costs)

	61	Regulation & Compliance	Accounts separation
	62	Regulation & Compliance	USO (Universal Service)
	63	Regulation & Compliance	PC4 (Price Control 4 Review)
	64	Regulation & Compliance	Postcomm
	65	Regulation & Compliance	Ofcom
	66	Regulation & Compliance	Compliance
Service End Date	31/03/2012		

Section N: IT Services

1. IT Services and Applications

(a) Provider shall provide to Recipient:

- (i) access to, and use of, the applications; and
- (ii) the IT services,

that Provider provided to Recipient during the 12 month period prior to the date of this Agreement, including the CSC Services and Telecommunications Services.

(b) To the extent that Provider was, during the 12 month period prior to the date of this Agreement, PCI compliant in respect of the IT Services, Provider shall ensure that it continues to be PCI compliant in respect of the IT Services.

(c) The Parties acknowledge and agree that the bundles of IT Services set out in Paragraph 4 of this Section N (IT Services) are indicative. The Parties will, during the development of each of the High Level Finance and IT Separation Plan and the Detailed Separation Plan pursuant to Clause 14 (Separation Plans), review and discuss whether or not the bundles of the IT Services set out in Paragraph 4 of this Section N (IT Services) are appropriate in respect of each of the Party's respective IT Separation strategies and if agreed, the Parties shall change the bundles of IT Services.

(d) The Parties acknowledge and agree that Provider may from time to time replace the Third Party Providers who provide the IT Services as at the date of this Agreement, including the CSC Services and the Telecommunications Services, with new Third Party Providers.

(e) Subject to all provisions of this Agreement, the Parties acknowledge and agree that Provider may from time to time amend, extend, re-negotiate or terminate any Contract, or enter into a replacement Contract, with any Third Party Provider who provides the IT Services as at the date of this Agreement, including the CSC Services and the Telecommunications Services.

2. CSC Services

Provider shall:

- (a) provide the services that are provided by:
 - (i) CSC Business Systems Limited ("**CSC**") pursuant to the contract TEC02005 dated 1st June 2003 between CSC and Provider ("**CSC Contract**"); and
 - (ii) other Third Party Providers in connection with the services that are described in the CSC Contract; and
 - (b) provide access to, and use of, those applications to Recipient which are provided pursuant to the CSC Contract,
- (together, the "**CSC Services**").

3. Telecommunications Services

Provider shall:

- (a) provide all of the services that are provided by BT Global Services ("**BT**") pursuant to the contracts C-0098-2009 and MA-040—2007 dated 4th January 2007 and 18th November 2007 respectively (together, the "**BT Contracts**") ("**Telecommunications Services**"); and
- (b) provide access to, and use of, those applications which are provided pursuant to the BT Contracts.

4. IT Services

(xxviii) NAME OF SERVICE: IT - RMG INFRASTRUCTURE	
ITS (I001)	RMG Infrastructure
Description of Service	RMG Infrastructure that supports POL IT Services.

(xxix) NAME OF SERVICE: IT - IT DESKTOP AND PRINTING SERVICES	
ITS (I002)	IT Desktop and Printing Services
Description of Service	PC and printing services including the provision of the services as provided under the CSC Contract.

(xxx) NAME OF SERVICE: IT - TECHNOLOGY TOOLS	
ITS (I003)	Technology Tools
Description of Service	<p>Tools, which are used by the IS community within POL, to support architecture, project life cycles and service delivery. These tools include:</p> <ul style="list-style-type: none">(a) Architecture Tools;(b) Project Life Cycle Support Tools; and

	(c) Service Delivery Tools.
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(xxxii) NAME OF SERVICE: IT - NETWORK SERVICES V4	
ITS (I004)	Network Services V4
Description of Service	Voice and data services provided by the prime network supplier (BT).

(xxxiii) NAME OF SERVICE: IT - PROJECTS SUPPORT	
ITS (I005)	Projects Support
Description of Service	IT that supports current and future projects.

(xxxiiii) NAME OF SERVICE: IT - COMMERCIAL	
ITS (I006)	Commercial
Description of Service	IT that supports commercial and marketing applications.

(xxxiv) NAME OF SERVICE: IT - COMMUNICATIONS	
ITS (I007)	Communications
Description of Service	The information screens which are placed around the RMG estate which includes RMG sites (including Delivery Offices) as well as Post Office counters locations (Crown Offices) and administrative buildings.

(xxxv) NAME OF SERVICE: IT - E-BUSINESS	
ITS (I008)	E-business
Description of Service	Provision, development and support of Recipient's web and e-Business services which are provided via Provider's e-Business platform and as such web and e-Business services are provided pursuant to the contracts C-0091-2010 and C-0059-2010 between Provider and Capgemini UK Plc dated 4th June 2010 and 15th February 2010 respectively.

(xxxvi) NAME OF SERVICE: IT - FINANCE SYSTEMS	
ITS (I009)	Finance systems
Description of Service	IT that supports finance.

(xxxvii) NAME OF SERVICE: IT - SUPPLY CHAIN AND FLEET	
ITS (I010)	Supply Chain and Fleet
Description of Service	IT that supports Supply Chain and Fleet.

(xxxviii) NAME OF SERVICE: IT - HR	
ITS (I011)	HR
Description of Service	IT that supports HR.

(xxxix) NAME OF SERVICE: IT - LEGAL/COMPANY SECRETARY/REGULATION	
ITS (I012)	Legal/Company Secretary/Regulation
Description of Service	IT that supports the Legal, Company Secretary and Regulation functions.

(xl) NAME OF SERVICE: IT - PROPERTY AND FACILITIES	
ITS (I013)	Property and facilities

Description of Service	IT that supports property and facilities management.
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(xli) NAME OF SERVICE: IT - SERVICE DESK	
ITS (I014)	Service Desk
Description of Service	IT that supports the service desk function.

4. The following Official Mail Services are currently provided by Provider to Recipient as at the date of this Agreement:

OFM1	Official Mail
Description of Service	<p>A. Access for Recipient and their nominated agents to the Post Office Online Business Account ("OBA") which enables delivery of Recipient's related mail ("Official Mail"). This includes:</p> <ul style="list-style-type: none">a) Recipient's staff payslips;b) customer mail; andc) marketing material e.g. booklets and pamphlets. <p>B. Posting of Official Mail via OBA or SAP (using a variety of different postage products) from a number of different locations, including:</p> <ul style="list-style-type: none">a) Recipient administration sites (including cash centres);b) the bureau de change operation in Hemel Hempstead (this is charged via OBA but with a bulk posting charging structure);c) third party mailing houses/marketing companies posting on behalf of Recipient e.g. travel, van, home insurance marketing;d) third party suppliers mailing on behalf of Recipient (e.g.: Hewlett Packard post out Post Office Card Account statements and customer correspondence using the OBA account); ande) Swindon Stock Centre which currently uses Royal Mail standard services, Royal Mail Relay (for

	<p>which daily quality of service management information is provided) and Parcelforce services (for which a contract manager and weekly quality of service management information is provided).</p> <p>C. The following pouch services in respect of Official Mail through SAP:</p> <p>a) bespoke Chesterfield Brown Pouch Service, which is the monthly collection of brown pouches from POL branches for delivery to P&BA in Chesterfield; and</p> <p>b) bespoke Cheque Clearing Pouch Service, which is the daily collection (excluding Friday and Sunday) of pouches from Recipient branches for delivery to IPSL Northampton.</p> <p>D. Daily collection and delivery to the Passport Offices (via Royal Mail Special Delivery) of passport check and send pouches from those Recipient branches where this service is offered.</p> <p>E. Sameday Courier Service from IPSL Northampton to three locations (Swansea, Shepperton and Camberley).</p> <p>F. Access to a Royal Mail account handler to assist Recipient with any queries in respect of the Official Mail services.</p>
Service End Date	Subject to Clause 15.1 (B) of this Agreement, 31/03/2013