

POST OFFICE ADVISORY COUNCIL – TERMS OF REFERENCE

PURPOSE

The Post Office Advisory Council (Council) exists to provide a forum for Post Office stakeholders and other experts to discuss issues of interest and importance that impact on customers, stakeholders and their communities.

The Post Office Board of Directors provides the primary governance of Post Office Limited (Post Office).

ROLE

The role of the Council is to:

- provide a two-way channel of communications between the Post Office and its stakeholders
- provide a mechanism for stakeholders and experts to offer views and advice to Post Office Board and the Group Executive on subjects brought to it
- increase understanding and strengthen relationships between Post Office, its stakeholders and wider interest groups
- provide a community for advocacy and communication of Post Office issues

The Council

- is not part of the formal governance arrangements of the Post Office
- is not a representative body
- has no decision-making authority
- may provide advice and views on matters brought before it but neither the Post Office Board nor the Group Executive is required to act on that advice or those views

MEMBERSHIP

The Chairman will be appointed by the Post Office Board and will be one of the Board Non-Executive Directors.

there shall be about twenty members plus two Non-Executive Directors of Post Office. Other attendees will be members of the Group Executive (as required by the agenda), and guests as may be invited from time to time at the discretion of the Chairman.

In the absence of the Chairman, a Council meeting may be chaired by any Post Office Non-Executive Director in attendance who is appointed to act as Chair by the members.

Members will be selected to provide a diverse and balanced mix of skills, experience and stakeholder representation. Selection will be through a mix of invitations for nominations from key stakeholder groups and advertised competition, with interviews to ensure the membership has a strong mix of skills, and fully reflects the geographical, stakeholder, social, community and commercial interests. The aim is to ensure members represent views from the following broad categorisation of areas.

Geography	Diversity	Experience
England	Young	Commercial
Scotland	Later life	Financial Services/Banking
Wales	Carers	Marketing
Northern Ireland	Ethnic groups	Retail
Rural areas		SME
Urban areas		Social

Disadvantaged areas		Community
Affluent areas		Government
		Mails

Initial appointments will be for periods of two, three or four years to ensure continuity of membership. Thereafter members will generally be appointed for a term of four years, renewable upon application for further terms of one year at the discretion of the Chairman.

There is no right to renew membership and renewal may be refused on any reasonable grounds including the need to refresh membership in order to stimulate fresh debate.

Membership will be terminated if a member misses two meetings within the term of their appointment.

CONDUCT OF MEETINGS

All members will be given reasonable written notice of meetings.

Meetings will be held three times a year, and will last a full morning. ~~Meetings will generally be preceded by dinner the evening before.~~

Members cannot send deputies except in the case of corporate members whose attending member is unavailable. No deputy shall be allowed to attend unless approved in writing in advance by the Post Office.

Members cannot bring guests unless approved in writing in advance by the Post Office.

All meetings shall be treated as confidential unless otherwise specified.

Recording of meetings on any form of media is not permitted.

Any member may be requested to leave a meeting if in the absolute discretion of the Chairman he believes the member's conduct is or is likely to be detrimental to the purpose of the Council and the overriding objective of a constructive exchange of views and debate.

The Chairman will feed back the views of the Post Office Board and Group Executive at each meeting.

Following each Council meeting, the Chairman will provide feedback to the Post Office Board and Group Executive as appropriate.

EXPENSES

Members will not be paid, but will be reimbursed reasonable out of pocket expenses for attending meetings upon production of written receipts for the expenses incurred. If there is any dispute as to the extent of any expenses to be recovered, the Chairman's decision will be final and binding.

GOVERNANCE

The Post Office Secretariat will attend all meetings, and take a note of proceedings and discussions at meetings.

Agendas and a summary of minutes of Council meetings will be published, redacted where appropriate to protect confidential information and circulated to members.

The agenda will be set by the Post Office. Requests for items to be included on the agenda should be made to the Chairman in writing (~~including email~~~~to include electronic communications~~). The Chairman is not obliged to accept any item on to the agenda.

If the Chairman does accept an agenda item, he may request that the point under discussion be supplemented or supported by an accompanying document or documents. Failure to supply any supporting documents reasonably requested by the deadline given will lead to withdrawal of the item from the agenda.

February 2015