
From: Saf ismail ([REDACTED] GRO)
Sent: Tue 23/04/2024 11:53:21 AM (UTC)
To: Amanda Burton ([REDACTED] GRO); Elliot Jacobs ([REDACTED] GRO)
Subject: RE: Long term incentives for the senior team

Hi Amanda

I have received your email, Amanda, and I appreciate the opportunity to provide input on this subject. In regards to the LTIP, I suggest the following factors:

- Postmaster profitability
- Postmaster remuneration percentage increase (with a set target) factoring in future inflation
- Reduction in central overhead costs
- Increase in footfall that leads to profitability - [REDACTED] **IRRELEVANT**
- [REDACTED] **IRRELEVANT**
- Commercial deals made over the period and their payback
- Postmaster survey results over the last three years
- Cultural changes from the PM's perspective

I am disappointed with the management's suggestion, as postmasters have limited control over customer complaints, and they are aware of this. I am willing to discuss this further and would like to know if it's possible to have similar input for the STIP.

Regards

Saf Ismail
Non-Executive Director

100 Wood Street,
London, EC2V 7ER
postoffice.co.uk

From: Amanda Burton ([REDACTED] GRO)
Sent: Tuesday, April 23, 2024 12:39 PM
To: Saf ismail ([REDACTED] GRO); Elliot Jacobs ([REDACTED] GRO)
Subject: Long term incentives for the senior team

Hi Saf and Elliot, I would welcome your views on the following. The Remuneration Committee is discussing what would be the most appropriate metrics for the long term incentive scheme (ie potentially pays out in 3 years' time). We have asked management whether there is a target we could put in to improve the customer experience or improve footfall into branches (which would then hopefully drive better results for Postmasters).

The team have come up with a target to do with reducing customer complaints. Before we look at that, I was wondering whether you had any other suggestions?

I look forward to hearing from you.

Best wishes, Amanda

Sent from [Outlook for iOS](#)