



5<sup>th</sup> May 2023

Sir Wyn Williams FLSW  
Post Office Horizon IT Inquiry  
5th Floor, Aldwych House  
71-91 Aldwych  
LONDON  
WC2B 4HN

Dear Sir Wyn

### **Clarification to Post Office Annual Report and Accounts 2021-22**

I would like to personally apologise to you on behalf of Post Office for the incorrect statement in the company's Annual Report and Accounts 2021-22, which implies that you and your team commented on the outcome of a remuneration metric targeted at senior leaders involved in the vital task of transformation within the Post Office.

Despite the metric making express reference to the role of you and your team in assessing whether the metric was met, Post Office did not seek your or your team's view on the proposed metric, far less your agreement to it. Moreover, at the point of assessing whether it had been met, despite the unambiguous wording of the metric, Post Office did not seek your or your team's view. These were both unacceptable errors on our part.

As a result I have chosen to return the money paid to me associated with this remuneration metric, and the Post Office Board is considering the position in respect of other senior leadership beneficiaries of this remuneration metric.

I have been closely following the evidence given in the current phase, some of which is deeply concerning, which only emphasises the importance of your and your team's work in shining a light on past failures. It is against that background that I particularly regret the errors that Post Office recently made in relation to the remuneration metric.

After sending this letter to you, Post Office will publish the attached statement as clarification on its website and I will be asking the Board to pass a resolution to include a clarification in the Annual Report and Accounts for 2022-23.

I would also like to reassure you that we continue to work hard as a business to support every aspect of the Inquiry's work and are determined to put the interests of the postmasters affected first. Our clear intent remains to offer full and fair compensation as quickly as possible and we are doing all we can to work with the Government to achieve that. I will personally continue to ensure that the business gives the utmost support to you and the Inquiry team so that all the lessons can be learnt from this Horizon IT scandal.

Yours sincerely

A solid black rectangular box used to redact the signature of Nick Read.

**Nick Read**  
Chief Executive, Post Office Limited

## CLARIFICATION TO POST OFFICE LIMITED ANNUAL REPORT AND ACCOUNTS 2021-22 AND APOLOGY TO SIR WYN WILLIAMS

On 1 March 2023, Post Office Limited published its Annual Report and Accounts for 2021-22. In the section entitled '*Remuneration Outcomes*' one of the sub-metrics for the remuneration scheme to help transform the business related to support for the Horizon IT Inquiry.

Specifically it stated that '*All required evidence and information supplied on time, with confirmation from Sir Wyn Williams and team that Post Office's performance supported and enabled the Inquiry to finish in line with expectations*' and the metric was marked as '*achieved*'.

Support for the Inquiry was and is a key objective for the business and senior management in particular. We recognise that by setting this particular sub-metric, and marking it as achieved, we implied that Sir Wyn and his team had agreed to this sub-metric and had commented on the outcome. We wish to clarify that we did not ask for Sir Wyn's agreement to the wording of this sub-metric and Sir Wyn and his team did not give any input into assessing whether it had been met.

Post Office apologises unreservedly to Sir Wyn and the Inquiry team for this mistake and the way it was stated in the Annual Report for 2021-22. Chief Executive, Nick Read, has chosen to return the remuneration associated with this sub-metric. The Board of the Post Office is considering the position in respect of other senior leadership beneficiaries of this remuneration sub-metric.

### **Notes:**

*Remuneration Outcomes* are on page 38 of the Annual Report and Consolidated Financial Statements 2021-22.

The Transformation Incentive Scheme included a specific sub-metric entitled Inquiry Support, one of nineteen sub-metrics which are set out on pages 38 to 41 of the Annual Report and Consolidated Financial Statements 2021-22