

In Confidence

POLB04(71)

**POST OFFICE LTD BOARD: STATUS REPORT****Actions from Post Office Ltd Board Meeting – 1<sup>st</sup> September 2004**

	<b><u>ACTION</u></b>	<b><u>BY WHOM</u></b>	<b><u>BY WHEN</u></b>	<b><u>STATUS</u></b>
1	<u>Passports and Identity Cards</u> : Research all facets of this opportunity (including the technology), determine whether the infrastructure exists within the network to support this work, and the risks and potential income loss of not being involved.	Gordon Steele	Oct Board	A verbal update will be provided at the Board meeting.
2	<u>Supermarket Disengagement</u> : Provide a further update on the Supermarket Disengagement issue.	David Miller	Oct Board	A paper has been prepared for this Board meeting (agenda item 7).
3	<u>RMG – POL Relationship</u> : A meeting would take place to discuss the relationship between Royal Mail Group and Post Office Ltd.	David Mills	Oct Board	Initial meeting held, and follow-up meeting scheduled for late October.
4	<u>Crown Office Strategy Update</u> : Provide a further update on Crown Office Strategy, including a list of prioritised actions, a risk assessment, a CWU negotiation update and a contingency plan.	David Miller (Ian Anderson)	Ongoing	A paper has been prepared for this Board meeting (agenda item 9).
5	<u>Social Network Payment</u> : Discuss the question of regionalising the Social Network Payment with DTI.	David Miller	Oct Board	Please refer to the detailed comment on page 3 of this report.
6	<u>FRTS</u> : Provide the RMH with a presentation in November 2004 to highlight the considerable success of FRTS.	Gordon Steele	November RMH Board	In hand. A suitable presentation will be ready for November.

In Confidence

**In Confidence**

7	<u>FRTS</u> : Provide an analysis which would illustrate the profitability of the travel products on both a marginal and fully costed basis.	Peter Corbett	Oct Board	A presentation has been prepared for this Board meeting (agenda item 8).
8	<u>Travel Insurance &amp; BOI</u> : Present an update on Travel Insurance if discussion with BOI failed to resolve how it should be treated.	Graham Halliday	Oct Board	BOI have agreed to cover POL for travel insurance. Negotiations continue as to the detail.
9	<u>Call Centre Strategy</u> : Commence market testing and provide an update at the next Board.	David Miller	Oct Board	A paper has been prepared for this Board meeting (agenda item 18).
10	<u>Impact Programme</u> : Implement a programme of Risk Assessment. Provide appropriate updates for Group Investment to allow monitoring as part of the monthly strategic programme report to the Holdings Board.	Peter Corbett	Oct Board (Ongoing)	In progress.
11	<u>+1 Sales Prompts</u> : Include the appropriate concurrence from the Banking & Financial Services directorate.	Gordon Steele	Oct Board	Completed.
12	<u>Card Account</u> : (i) Re-examine the Disaster Recovery Arrangements. (ii) Review the contractual arrangements with DWP. (iii) Provide Chris Pond with the appropriate briefing.	Graham Halliday	Oct Board	A presentation has been prepared for this Board meeting (agenda item 5)
13	<u>Colleague Offers</u> : Report on the progress on the campaign to sell Financial Services products to Royal Mail employees.	Gordon Steele	Oct Board	A presentation has been prepared for this Board meeting (agenda item 12)
14	<u>Horizon IT Road</u> : Provide IT roadmap for consideration at October Board.	David Smith	Oct Board	A paper has been prepared for this Board meeting (agenda item 15).

**In Confidence**

**In Confidence**

15	<u>Have Your Say:</u> Report back on the 'blip' in the 'Have Your Say' results.	Ian Anderson	Oct Board	Reviewed with Chesterfield team and, in addition, we are looking to bring forward some communications about the future of the site. We are providing ongoing support for the Managers during the difficult period.
----	---	--------------	-----------	--

Action 5. Social Network Payment: The DTI have now announced the financing arrangements in support of the rural network through to 2008. The position thereafter will be determined prior to March 2006 in negotiation with the DTI. We expect that the DTI will seek to shift future funding responsibilities to regional/devolved bodies. With this shift in mind, we have already engaged with DEFRA and planning to meet with the DTI shortly (initial meeting 23rd September). Our aim will be to influence their approach - as well as developing a flexible framework for rural service delivery that will be capable of meeting the challenge more dispersed funding mechanisms after 2008, without adversely impacting the Business. Progress will be reported back to the Board through the standard update mechanisms.