



Mr A Bates

GRO

Cownteri Swyddfa'r Post Cyl
Post Office Counters Ltd

30 March 1998
Our Ref: NEWAPP1

Dear Mr Bates

I am delighted to inform you that your application for the Subpostmastership of Craig y Don Post Office, in the premises situated at 21 Queens Road Craig y Don Llandudno, has been successful.

The transfer of the office will take place on a mutually convenient date, normally on the half day closure, when a member of Post Office Counters Limited staff will attend to transfer the cash and stock to you.

The present Subpostmaster has been notified of your appointment and I would be grateful if you would write to the Agency Recruitment Manager at the address overleaf when the legal affairs connected with the transfer of the business/property have been completed.

Please find enclosed with this letter two copies of a list of the main conditions attached to your appointment. Would you kindly confirm your acceptance of these conditions by signing one copy and returning it, in the envelope provided, to the Agency Recruitment Manager. Please do not hesitate to ring if you need further information about your appointment.

May I take this opportunity of welcoming you to the ranks of our local subpostmasters and of wishing you every success in this venture. Post Office Counters Ltd will endeavour to support you through every stage of your appointment. The Helpline number below is your first point of contact and the staff in our Regional Office will be only too pleased to help and advise you on any matter.

Good luck!

Yours sincerely

GRO

Idris Jones
Retail Network Manager

cc Security Manager

GRO



INVESTOR IN PEOPLE

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Cownteri Swyddfa'r Post Cyl
Post Office Counters Ltd
Gogledd Cymru a Gogledd Orllewin Lloegr
North Wales and North West
Capstan House, Chandler's Point
35 Broadway, Salford Quays
Salford M5 2YY

Ffacsinihl/Facsimile

GRO

Post Office Counters Ltd Registered in England
No: 2134540 Registered Office: King Edward Building
King Edward Street London EC1A 1AA

YOUR COPY

Post Office Counters limited
North Wales and North West Region
Capstan House
Chandlers Point
35 Broadway
Salford Quays
SALFORD M5 2YY

MR ALAN BATES
CONDITIONS OF APPOINTMENT FOR CRAIG Y DON
SUB POST OFFICE

- 1) The remuneration at the office is determined partly by an Assigned Office Payment (A.O.P) paid in twelve equal instalments and partly by a variable volume related Payment (called a Product Payment) which reflects the work transacted at an office in an accounting period. The Product Payment is also paid monthly and is calculated two months in arrears.

By way of example, based on last year's traffic, the Product Payment would be per annum which together with the Assigned Office Payment of per annum equates to a total of per annum.

However, in order to reflect the uncertainty and risk to Post Office Counters Ltd in making an appointment to fill this vacancy, the remuneration paid for the first 12 month period will be 75% of the payment as above. The remuneration covers any attendance during normal scheduled hours.

- 2) You will be required to attend 2 days training prior to your taking up the appointment. The training will also be offered to your spouse or partner. The Training Manager will contact you to discuss the arrangements.
- 3) The office opening hours, as agreed at interview, will be:

Monday to Friday	09.00 to 5.30
Saturday	09.00 to 12.30

4) The following conditions will also be attached to your appointment:

4.1 Posters and Advertising

Notices and publicity must not be fixed to the counter screen without the agreement of the retail network manager. Permission will not be given for non Post Office advertisements in the Post Office area.

4.2 Quality of Service

In order to monitor the quality of service given at your office, samples of waiting times will need to be undertaken on a daily basis. The timings for these samples will be provided to you.

4.3 Signage

A signage pack depicting Post Office Counters latest corporate image, incorporating a lozenge, fascia board and window decals is to be installed at your cost within 6 months of taking up appointment. The signage to be manufactured and installed by a company nominated by POCL.

4.4 Trading Hours

Immediately upon taking up appointment, the trading hours are to be 09.00 to 5.30 Monday to Friday, and 09.00 to 12.30 on Saturday, with the private business operating until 7.00pm on Wednesday and Saturday to accommodate national lottery requirements.

4.5 National Lottery

A National Lottery playstation must be installed in a prominent position within the shop trading area.

4.6 Weekly accounting

The outlet currently utilises a computerised system to handle its accounting aspects. This arrangement which contributes significantly towards safeguarding the standards and quality of the work which is undertaken on behalf of our client customers and is a system which should continue to be used until the office is automated as part of the national programme currently being rolled out.

4.7 Introductory and ongoing procedural training.

We will provide all training necessary for yourself.

It is critically important that both yourself and your staff should keep abreast of revised procedures, and become fully familiar with new elements of work that are introduced. You will therefore be expected to conduct refresher training sessions with you staff from time to time outside normal Post Office opening hours using material and training briefs that will be supplied to you.

Additionally, meeting and training sessions are organised periodically for subpostmasters by the Retail Network Manager, and under the terms of your contract you will be expected to attend these events.

4.8 Welsh Language Act

The Welsh Language plan, which the Post Office has prepared in response to the requirements of the 1993 Welsh Language Act, stipulates that third parties delivering services on behalf of the Post Office must comply with the contents of that plan. The main thrust of the Act is to normalise and promote the use of the Welsh language alongside English. I will provide you with a copy of the Post Office scheme under separate cover.

4.9 Post Office Point of Sale displays

Sufficient wall space must be afforded to accommodate two Post Office point of Sale displays. Merchandising officers, whom we will contact on your behalf, will advise you on the layout should you need to alter the existing display arrangements.

4.10 Mystery Shopper Scheme

Post Office Counters Ltd operate a "Mystery Shopper" scheme to check upon the standard of service given to our customers. It is run by a wholly independent outside market research organisation. The reports received, both good and bad, are being fed back to offices and, where shortfalls from your contractual commitments are revealed, we will be asking you to take any necessary corrective action.

4.11 Queuing Area

An adequate space must be provided for customers waiting for service. When consideration is being given at the six month stage as to what layout and product changes should be made, there should be discussions with the retail network manager regarding installing a formal queuing system.

4.12 Counters Club

Also at the six month stage, if product lines are being reviewed, consideration should be given at that time to joining the Counters Club, if the products are viewed to be compatible with the retail offer at Craig y Don.

- 5) As an incoming Subpostmaster there is an obligation for you to implement any Security recommendations made by our Regional security section. Any works should be completed no later than three months after your appointment, and may I remind you that no alteration to the Post Office accommodation should be made without first consulting myself.
- 6) You will be bound by the terms of the standard Subpostmasters Contract for services at scale payment offices, a copy of which is enclosed.

To: The Agency Recruitment Manager

I fully understand and accept these conditions and agree to avail myself of the pre-appointment introductory training.

GRO

MR ALAN BATES

Date 31st March 1998

Office: CRAIG Y DON POST OFFICE

CRAIG Y DON - CONDITIONS OF APPOINTMENT

1. Posters and Advertising

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3. Signage

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4. Trading Hours

Immediately upon taking up appointment, the trading hours are to be 9.00am - 5.30pm Monday to Friday and 9.00am - 12.30pm on Saturday with the private business operating until 7.00pm on Wednesday and Saturday to accommodate National Lottery requirements.

5. National Lottery

A National Lottery playstation must be installed in a prominent position within the shop trading area.

6. Weekly Accounting

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7. Introductory and ongoing procedural training.

We will provide all training necessary for yourself.

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sessions with your staff from time to time outside the normal Post Office opening hours using material and training briefs that will be supplied to you.

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11. Queuing Area

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12. Counters Club

Also at the six month stage, if product lines are being reviewed, consideration should be given at that time to joining the 'Counters Club' if the products are viewed to be compatible with the retail offer at Craig y Don.

13. Personal Service

It is expected that you will render personal service at the Post Office in order to ensure a high professional and accurate standard of POCL work and to focus on initiatives to grow volume