

me update

16 September 2020 | Reading time 2 minutes | For information



All,

Further to the conference call for colleagues this morning, this email summarises the important changes that we propose to make to the organisational design of the business. We propose to remove around 150 roles.

I know that at this time of economic uncertainty with the Covid-19 pandemic, this is difficult news to hear. We are taking this action now as part of our journey of resetting the Post Office as well as in response to the pressures we face from the coronavirus.

Overall, we need a much simpler organisation. The proposed changes include consolidating our Operating and Network functions as we continue the critical work of resetting the relationship with Postmasters.

Dan Zinner becomes Chief Operating Officer, while retaining his accountability for strategy and transformation. Amanda Jones remains in her vital role as Retail and Franchise Director. Amanda will report to Dan but continue to be the voice of the Postmaster as part of the Group Executive. The priority is to integrate our retail and operations functions to ensure we support our Postmasters more effectively and cost efficiently.

In Supply Chain, there will be consolidation of changes already made reflecting a different pattern of operations because of Covid-19.

In Commercial, we will create a simpler and more joined-up function. We need to break down the siloes of the product sets and establish centres of expertise to support our commercial effectiveness.

There are also proposed changes in key support functions including People, Marketing and Corporate Affairs & Communications to ensure better alignment of planning and delivery of services.

We also propose to create a new business unit to focus on Historic Matters, which will enable all colleagues working on the implementation of the Group Litigation to work more effectively together.

What happens next is that each Group Executive member will lead a call with you later this morning to explain in more detail any proposed changes in your function.

If your role is at risk, you will be notified by your consultation manager and consultation will take place during which we will discuss with you your options, including alternative roles within the business wherever possible.

I want to ensure that anybody whose role may be at risk has the clarity they need as quickly as possible. We will provide comprehensive information on the support available.

If you have questions about the overall proposed changes you can ask them in the function meetings this morning. If you have a more personal question, please contact your consultation manager or People Business Partner. And you can also contact me at the usual email address ceo.questions@postoffice.co.uk. I'll answer those questions at ten@ten, which will be on Friday this week.

Today is a difficult day for many. To those of you whose role is at risk – I am sorry.

We will support you in finding alternative roles where possible. My commitment to everybody is to keep you well informed about the challenges we have ahead and explain the decisions we take.

We will need to continue to optimise our effectiveness. To adapt to enable Postmasters and the wider business to thrive. I know that change can be hard. But I am confident that we can help each other through this period of change.

Thank you.



one:1q6d4c is a single issue email sent only to a selected group of Post Office colleagues.
This email has been sent to all Post Office colleagues' email addresses.

