

GET(08)8th
GET08/86 - 99

ROYAL MAIL GROUP EXECUTIVE TEAM

Minutes of a meeting of the Group Executive Team held on

Tuesday 23 September 2008

Present: Adam Crozier – Chairman
Stephen Agar
Alan Cook
Robin Dargue
Ian Duncan
Jonathan Evans
Doug Evans
Mary Fagan
Mark Higson
Jon Millidge
Alex Smith
David Smith

In attendance: Andrew Poole, Deputy Company Secretary
Sue Whalley, Group Strategy & Regulation Director
Luisa Fulci, Head of Commercial Pricing for GET08/91
Derek Foster, Internal Audit & Risk Management Director, for
GET08/92
Martin Gafsen, Property director for GET08/94

GET08/86 MINUTES

- (a) The Group Executive Team approved the minutes of the meeting held on the 17 July 2008;
- (b) the Group Executive Team noted the minutes of the Letters Executive Team dated 16 July 2008, the minutes of the Post Office Strategic Programme Board dated 28th July 2008 and 1st September, the minutes of the Parcelforce Worldwide Executive Team dated 25th July 2008, the minutes of the Wholesale Board dated 15th July 2008, the minutes of the Investment Committee dated 24th June 2008 and the minutes of the CSR Committee dated 2nd September 2008.

GET08/87 STATUS REPORT GET(08)48

The Group Executive Team noted the status of action points from the previous meetings. In particular;

- (a) GET08/63(d) Undeliverable items: a review had been completed by Letters Commercial;
- (b) GET08/77(c) Corporate risks: a standard induction programme had been introduced across the Group for the top 140 level employees.

GET08/88

EXECUTIVE REPORTS

The Group Executive Team noted the Period 5 performance reports and in particular the following matters:-

[Information removed]

GET08/89

FINANCE DIRECTOR'S REPORT

GET(08)49

- (a) The Group Executive Team noted the Group Scorecard covering period 5;

[Information removed]

GET08/90

AWAYDAY PROJECTS UPDATE

[Information removed]

GET08/92

GROUP RISK PROFILE - ROLLING REVIEW OF CORPORATE RISKS GET(08)51

- (a) To drive closer monitoring and control of key corporate risks, the GET reviewed a specific corporate risk at each of its monthly meetings. This months review included a presentation by action owners on potential root causes and consequences, and provided a summary of the key management actions being taken to address the selected risk;
[Information removed]
- (c) Derek Foster was asked to include on the Group Risk profile a reference to the on-going discussions relating to the potential risks to the business caused by the current banking crisis.

**ACTION
Derek Foster
GET08/93**

[Information removed]

- (c) Doug Evans reported that work was continuing on Information Management and that he would revert to the GET at a later date with an update on progress.

**ACTION
Doug Evans**

GET08/94

PROJECT NOBLE

- (a) the GET noted an update on project Noble. The aim was to agree the preliminary scope by the end of September. The project would be discussed again at the November Holdings Board.

**ACTION
Ian Duncan
GET08/95**

GOVERNMENT REVIEW

- (a) The GET noted an update on the Government Review.

GET08/96

REGULATION REPORT GET(08)52

- (a) The Group Executive Team noted the Regulation report.

GET08/97

UPDATE ON POSTWATCH

GET(08)53

- (a) The Group Executive Team noted a paper providing the revised consumer representation structures for the postal industry that would come into effect on 1st October and explaining the readiness of Royal Mail Group for the changes together with a view on medium term implications of the change;
- (b) Royal Mail Group had put in place appropriate structures and activities to be ready for the dissolution of Postwatch and for the new arrangements for consumer representation and complaint handling that would be in place from 1st October;
- (c) the GET noted the position on the dissolution of Postwatch together with the future implications of the changes outlined in the paper.

GET08/98

PROGRESS AND UPDATE ON AGREED AUDIT ACTIONS

GET(08)54

- (a) The Group Executive Team noted the actions due to be completed in August and a summary of the cumulative status of overdue agreed actions. The GET focused on the priority 1 agreed actions (agreed actions were categorised as priority 1 or 2 in IA&RM reports) and noted those agreed actions (for both priority 1 and 2) due to be completed by the end of September;
- (b) the Group Executive Team noted the content of the report and agreed to continue to pursue closure of overdue and upcoming agreed actions.

GET08/99

DATE OF NEXT MEETING

The next GET meeting would be held on 21st October 2008.