

PROJECT SPARROW SUB-COMMITTEE

Minutes of a meeting of the Project Sparrow Sub-Committee of the Board
held at 148 Old Street, London EC1V 9HQ on Wednesday 9 April 2014

Present:	Alice Perkins (AP)	Chair
	Alasdair Marnoch (AM)	Non-Executive Director (by telephone)
		(from item PS 14/1-part of PS14/4)
	Richard Callard (RC)	Non-Executive Director
	Paula Vennells (PV)	CEO (from item PS 14/3)
	Chris Aujard (CA)	General Counsel

In

Attendance:

Angela Van-Den-Bogerd (AVDB)	Network Change Operations Manager
Mark Davies (MD)	Communications Director (by telephone)

PS 14/1

OPENING OF MEETING

A quorum being present, AP opened the first meeting of the Project Sparrow Sub-Committee ("the Committee").

PS 14/2

TERMS OF REFERENCE

- (a) The draft Terms of Reference ("TOR") for the Project Sparrow Committee had been circulated prior to the meeting. The Chairman advised that she would like the Committee to comprise five members – the Chairman, two Non-Executive Directors, the CEO and General Counsel.

- AP asked that any comments regarding the TOR should be submitted in writing to the Company Secretary, with a view to them being approved at the next Committee meeting.

ACTION: ALL

PS 14/3

INITIAL COMPLAINT REVIEW AND MEDIATION SCHEME ("THE SCHEME")

- 1 AP suggested that there were a number of key issues for the Committee to consider:-
 - 1a What commitments had been made publicly about the Scheme (in particular in the House of Commons)?
 - 1b What had changed since the Scheme was announced to prompt the need for a different approach? i.e. what problem was the Post Office trying to solve, acknowledging that the process was taking longer,

was costing more and the expectations of SPMRs were exceeding what the Post Office originally envisaged?

1c What would the Post Office ideally like to do?

1d What could be done in light of previous public statements about the Scheme, in particular those made by the Minister? A paper to be produced on the key variables to modify the Scheme – including financial analysis and assessment of alignment with Ministerial commitments and a recommended way forward.

ACTION:
Programme
Team

2

2a

2b

3

3a

3b The Scheme as currently configured was broadly consistent with Ministerial commitments. A more detailed assessment of all public statements (PQs etc.) made by the Minister about the Scheme should be undertaken. It was recognised that the statement made in Parliament by the Minister for Postal Affairs preceded the Post Office's announcement of the Scheme; the former did not mention the Mediation Scheme. A paper was requested for the next Sub-Committee meeting on all of Jo Swinson's public comments on the Scheme including correspondence, PQs and other public engagements – identifying, inter alia, references to the Mediation Scheme or timelines.

ACTION: Mark
Davies with BIS
and Programme
Team

3c The importance of acting on the lessons learned as cases are investigated and building these into the way we engage with SPMRs and manage our business going forward. This work is being taken forward in the Branch Support Programme, led by AVDB and will form a key part of any narrative about the Scheme in the future. A paper was requested for the July Board mapping the lessons learnt from the

ACTION: AVBD

Scheme.

3d

3e

3f

ACTION:
Programme
Team

3g

ACTION:
Programme
Team

3h

3i

3j

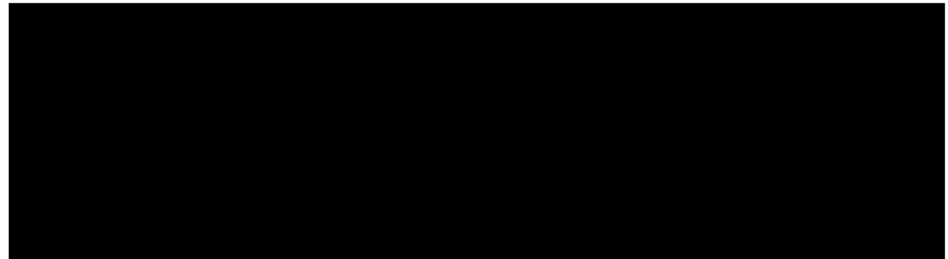
3k



ACTION:
Programme
Team

- 3l Consideration should be given to what support might be provided to Second Sight to address concerns about lack of capacity and capability as part of any assessment of how the Scheme might proceed in a way that remains consistent with Ministerial statements about their on-going involvement in the Scheme. A paper should be produced for the next Sub-Committee meeting on the role of Second Sight and options to support them or reduce their role. The paper should include Stakeholder views.

3m



ACTION: AVDB

ACTION:
Programme
Team

- 3n It was agreed that a timeline of key actions and decision points be produced from today through to the Summer Recess.

ACTION:
AVDB

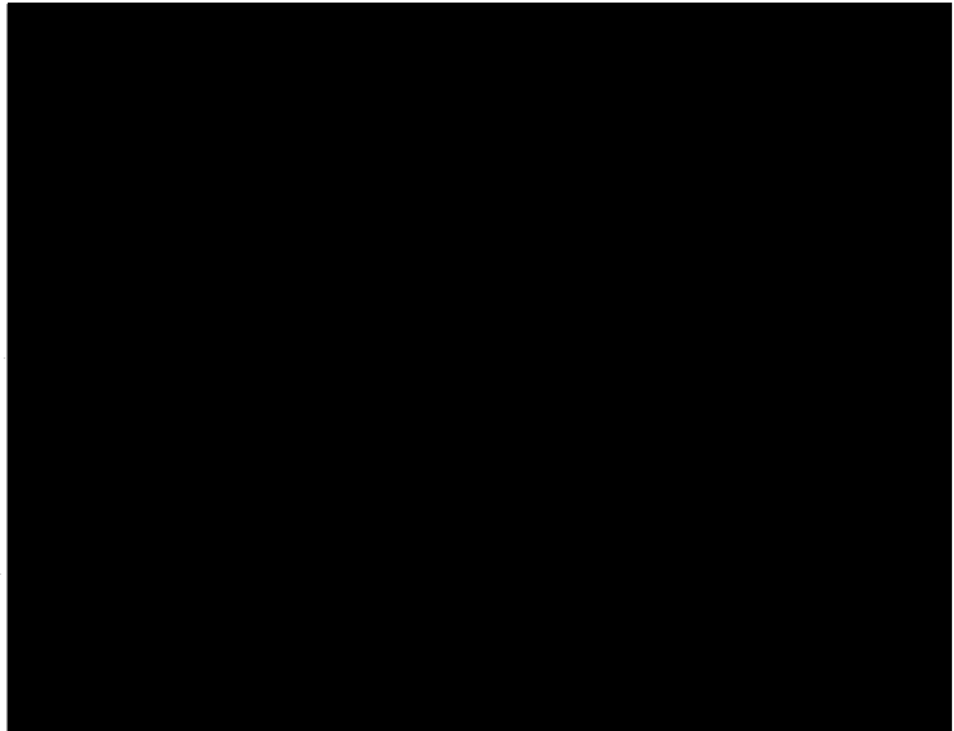
- 3o A table to be produced, to the extent practicable and to the extent that the case permits, demonstrating that Post Office is rebutting the concerns raised by Second Sight in relation to Horizon.

PS 14/4

(a)

(b)

(c)



(d)

(e)

ACTION: CIO

(f)

ACTION: CIO

PS14/5

DATE OF NEXT MEETING

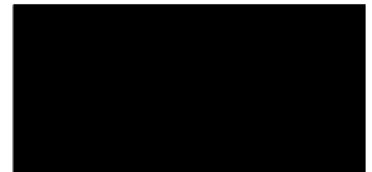
ACTION: CoSec

(a) The next meeting of the Committee to be held after the Board on 30 April 2014.

PS 14/6

CLOSE

There being no further business, the meeting closed.



**POST OFFICE LIMITED
PROJECT SPARROW SUB-COMMITTEE**

ACTIONS LIST AS AT APRIL 2014

No.	ACTION	BY WHOM	STATUS
PS1	Comments on the Terms of Reference in writing to the Company Secretary.	All	
PS2	Paper to be produced on key variables to modify the Scheme – including financial analysis and assessment of alignment with Ministerial commitments and a recommended way forward.	Programme Team	
PS3	A paper to be produced for the next Sub-Committee on all of Jo Swinson's public comments on the Scheme including correspondence, PQs and other public engagements – identifying, inter alia, references to the Mediation Scheme or timelines.	Mark Davies to work with BIS and programme team	
PS4	Paper to the July Board mapping the lessons learnt from the Scheme.	AVDB	
PS5		Programme team	
PS6		Programme Team	
PS7		Programme team to produce	
PS8		AVDB	
PS9	and might be useful to show the Minister. A timeline of key actions and decision points to be produced from today through to summer recess.	Programme Team	
PS10	Table to be produced, to the extent practicable and to the extent that the case permits, demonstrating that Post Office is rebutting the concerns raised by Second Sight in relation to Horizon	AVDB	
PS11		CIO	

PS12					
				CIO	
PS13			Sub Committee to next meet on the day of the full board 30 April 2014 – this meeting will need to be longer suggest at least two hours.	CoSec	