



Department for
Business, Energy
& Industrial Strategy

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Industrial Strategy

1 Victoria Street
London
SW1H 0ET

T +44 (0) 20 7215 5000

E enquiries@beis.gov.uk

W www.gov.uk

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To all postmasters, their staff and post office employees

As we continue to experience one of the most challenging times many of us have had to face in our lifetimes, I would like to thank each and every one of you for your tireless efforts to ensure vital Post Office services continue to be made available to communities up and down the country.


Post Office services provide a lifeline to businesses and customers everywhere. The sending of parcels and letters is a key way of keeping people in touch and helping many people who may not have the option to leave their homes. Similarly, the newly introduced cash services are playing a pivotal role in ensuring vulnerable people can still access the funds that they need whilst self-isolating. You and your staff continue to play a crucial role and your selfless devotion to keeping the nation going at this difficult time is hugely appreciated.

As you know, on 23 March the Government made clear that it views the services provided by post offices as essential, and subject to social distancing guidelines as many post offices should stay open as possible. I absolutely understand that following this announcement you may have been encountering challenges whilst continuing to run your post office branch or branches, especially while many other shops remain closed. I know that Post Office Limited (POL), the National Federation of Sub-Postmasters (NFSP) and unions have been engaging with you to ensure you have the most up-to-date Government guidance on social distancing and operating safely in the workplace. So I would like to also thank you for following the Government's guidelines as part of the effort to fight Coronavirus and for all the efforts you are making to ensure the wellbeing of your staff and customers is protected. To further help you protect your health, that of your employees and your customers, Government has now opened up access to testing for key workers. As per the Health Secretary's announcement on 28 April 2020, all essential workers can now get tested if they have symptoms, which includes all postmasters and post office workers.

I recognise the financial challenges of running your post office during these unprecedented circumstances. It is therefore incredibly important that support is available for postmasters who continue to keep their post office open as well as for postmasters who are unable to do so. This is why the Government has been supporting businesses and their employees with a package of financial support measures. I was also pleased to see that Post Office Ltd has made financial support available to many branches, and hope this has provided assurance to you during the uncertainty.

My team and I regularly engage with Post Office Ltd and will continue to do so to ensure you are supported as much as possible throughout these challenging times. Thank you once again to all of you for your valuable contribution to the post office network and for delivering the essential services that are so important to your local communities.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Paul Scully', is centered on the page.

PAUL SCULLY MP
Minister for Small Business, Consumers & Corporate Responsibility