

Horizon Compensation Advisory Board
Secretariat: Department for Business and Trade
Old Admiralty Building
London
SW1A 2DY

Nigel Railton
Chair
Post Office
Group CEO
100 Wood Street
London, EC2V 7AN

9 June 2025

Dear Nigel,

Post Office Employees' continued involvement in Compensation

I am writing on behalf of my colleagues on DBT's Horizon Compensation Advisory Board: Lord Arbuthnot, Lord Beamish and Professor Richard Moorhead.

The issue is the ongoing involvement in redress and appeals work of Post Office staff who are perceived as having earlier been involved in the scandal. We continue to hear reports from victims who have met such staff in compensation meetings, and who find it deeply distressing and inappropriate.

We raised the issue with you at our meeting on 29th August 2024, and understood that you fully shared our concern and would act swiftly on the issue. We were given an oral and highly unsatisfactory report on the current situation at our meeting last week, which indicated that historical staff may still remain in compensation related activities.

Given that the major commercial reform of the Post Office is underway now, and that the organisation needs public support in order to succeed, the continued reports do seem to indicate that the significance of involvement of ongoing staff has not been grasped. In our view, this undermines trust in the ongoing management of the Post Office *now*.

We would appreciate your urgent confirmation that action has been taken to cease the involvement of all historical staff in continuing work dealing with redress or appeals.

Thank you for your swift attention to this.

Yours sincerely,

Christopher Hodges

Christopher Hodges OBE PhD MA FSALS FRSA
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Chair, Horizon Compensation Advisory Board