



Branch Secretaries' Circular

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Dear Colleague

Post Office Ltd to increase number of branches in WHSmith stores

The number of post office branches to be operated within WHSmith shops is to increase from 135 to 200, Post Office Ltd has announced.

Under the new agreement 40 branches are to be relocated into WHSmith stores in 2019. In addition, WHSmith will take over operating 33 directly managed (Crown) branches. All relocations will be subject to a six-week local consultation.

The NFSP believes that the franchise model is the most appropriate for post office branches and we welcome the announcement to move more Crown offices into independent operation. Our members prove time and again that they are best placed to understand and respond to customer need.

WHSmith is a valued member of the NFSP, and we welcome the increased branches which will fall under its remit. However, individual relocations must be carefully planned so there is no degradation of service to customers, and no negative impact on existing subpostmasters. We shall work with Post Office Ltd and WHSmith to ensure that is the case.

Yours faithfully

CALUM GREENHOW
Chief Executive Officer