

**Closure
REPORT**



**CHANGE
EXCELLENCE
FRAMEWORK**

PROJECT VENUS

**CONFIDENTIAL
CLOSURE REPORT**

- c. Nevertheless, mindful of the shortcomings identified by [REDACTED]'s investigation POL would take actions in respect of [REDACTED]' recommendations 2 – 6, as follows:

	Recommendation	Action / Date
R2	to provide training to all staff in the Corporate Postmaster's branches, including on remittance of stock, cash balances and trading periods.	TBC by the relevant team, noting that the [REDACTED] report recognises progress in respect of the Corporate Postmaster's approach to discrepancies/outstanding balances
R3	training to be provided to all Post Office directors on the completion of statutory director declarations.	Training to be completed by April 2024 when director's declarations will next be sought. The incoming Postmaster NEDs would not be appointed by this time so personal training should be provided to them on this as part of their induction programme.
R4	advice to be provided to Postmaster NEDs on how to manage conflicts of interest at Board meetings relating to their role as individual Postmasters	Training to be provided as part of the onboarding of the new postmaster NEDs (together with training on 'related property transactions and stat decs')
R5	to be mindful of setting a precedent in relation to this case, particularly in a context where the Horizon to NBIT migration is likely to crystallise other Postmaster shortfall issues	Noted
R6	to consider changing POL's procedures in relation to shortfalls to reduce the scope for abuse by Postmasters. [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] It was recommended that this be replaced by POL being free to recover any shortfall once investigated by the [REDACTED] Team	The approach to be taken toward Postmaster shortfalls is a live issue. A question around the approach towards civil recovery still has to be taken by the GE.

7. Finally, PwC have been instructed to advise on the extent to which any 'related party transactions or associated write-offs in respect of the debt owed by [REDACTED] to POL or any associated write offs would need to be declared in POL's Annual Report and Accounts for 23/24.