

Rob G Wilson  
03/03/2010 11:23

To: Dave Posnett/e/POSTOFFICE@POSTOFFICE, Doug  
Evans/e/POSTOFFICE@POSTOFFICE  
cc: Andy Hayward/e/POSTOFFICE@POSTOFFICE, Dave M  
King/e/POSTOFFICE@POSTOFFICE, Mandy  
Talbot/e/POSTOFFICE@POSTOFFICE, Rebekah  
Subject: Re: Fw: Challenges to Horizon

Dave,

If it is thought that there is a difficulty with Horizon then clearly the action set out in your memo is not only needed but is imperative. The consequence however will be that to commence or continue to proceed with any criminal proceedings will be inappropriate. My understanding is that the integrity of Horizon data is sound and it is as a result of this that persistent challenges that have been made in court have always failed. These challenges are not new and have been with us since the inception of Horizon as it has always been the only way that Defendants are left to challenge our evidence when they have stolen money or where they need to show that our figures are not correct.

What is being suggested is that an internal investigation is conducted. Such an investigation will be disclosable as undermining evidence on the defence in the cases proceeding through the criminal courts. Inevitably the defence will argue that if we are carrying out an investigation we clearly do not have confidence in Horizon and therefore to continue to prosecute will be an abuse of the criminal process. Alternatively we could be asked to stay the proceedings pending the outcome of the investigation, if this were to be adopted the resultant adverse publicity could lead to massive difficulties for POL as it would be seen by the press and media to vindicate the current challenges. The potential impact however is much wider for POL in that every office in the country will be seen to be operating a compromised system with untold damage to the Business. Our only real alternative to avoid the adverse publicity will be to offer no evidence on each of our criminal cases. This should mitigate some adverse publicity but is not a total guarantee.

To continue prosecuting alleged offenders knowing that there is an ongoing investigation to determine the veracity of Horizon could also be detrimental to the reputation of my team. If we were to secure convictions in the knowledge that there was an investigation, where the investigation established a difficulty with the system we would be open to criticism and appeal to the Court of Appeal. The Court of Appeal will inevitably be highly critical of any prosecutor's decision to proceed against Defendant's in the knowledge that there could be an issue with the evidence.

What we really need to do is impress on Fujitsu the importance of fully cooperating in the provision of technical expertise and witness statements to support the criminal and civil litigation now and in the future.

Given the nature of the discussions that took place on the 26/2 I am staggered that I was not invited to take part in the conference.

Rob Wilson  
Head of Criminal Law

Tel: GRO  
Mobile: GRO

Dave Posnett

Dave Posnett  
01/03/2010 17:02

To: Mandy Talbot/e/POSTOFFICE@POSTOFFICE, Rod  
Ismay/e/POSTOFFICE@POSTOFFICE, Rebekah  
Mantle/e/POSTOFFICE@POSTOFFICE, Dave M  
King/e/POSTOFFICE@POSTOFFICE, Sue  
Lowther/e/POSTOFFICE@POSTOFFICE, Andy  
Hayward/e/POSTOFFICE@POSTOFFICE  
cc: Rob G Wilson/e/POSTOFFICE@POSTOFFICE  
Subject: Fw: Challenges to Horizon

All,

Can we please ensure that Rob Wilson (Head Of Criminal Law, RMG) is kept apprised of the



situation and included in any further meetings/updates on this subject. Our prosecution cases have faced an increase in challenges as well as our civil cases, so the activities outlined below, and indeed going forward, are applicable to both Legal teams.

**Regards,**

**Dave Posnett  
Fraud Risk Manager**

📍 : Security Suite (G14), Leatherhead DO, Station Rd, Leatherhead, KT22 7AE

✉ : **GRO**

📧 : **GRO**

📧 : **GRO**



— Forwarded by Andy Hayward/e/POSTOFFICE on 26/02/2010 17:35 —



**Andy Hayward**  
26/02/2010 17:01

To: Mandy Talbot/e/POSTOFFICE@POSTOFFICE, Rod Ismay/e/POSTOFFICE@POSTOFFICE, Rebekah Mantle/e/POSTOFFICE@POSTOFFICE, Dave M King/e/POSTOFFICE@POSTOFFICE, Sue Lowther/e/POSTOFFICE@POSTOFFICE  
cc: David X Smith/e/POSTOFFICE@POSTOFFICE, John M Scott/e/POSTOFFICE@POSTOFFICE, Iain Murphy/e/POSTOFFICE@POSTOFFICE, Dave Posnett/e/POSTOFFICE@POSTOFFICE

Subject: Challenges to Horizon

All,  
following our conference call today, below is a brief summary of the agreed key activities to progress the next steps in relation to the above piece of work:

1) AH & MT to provide SL/DK with information on past and present cases with reference to the Horizon Challenges (Criminal & Civil cases).  
(\*Note: I have asked the fraud team to review approx. past 2-3 years casefile although these challenges are of a more recent nature).

2) Information Security (SL &DK) to conduct initial investigations and provide Terms of Reference outlining remit and requirements to carry out full investigation (inc. resource, timescales and any associated ancillary costs).  
(N.B. agreement by all that with DK and our 'banking consultant' (Paul Hallidan), we have far more expertise and knowledge than anyone else is likely to produce for this initial piece of work).

3) Subject to agreement of 2 above, conduct full investigations into integrity issues, with conclusions/report provided. Once investigated and conclusions drawn, gain external verification to give a level of 'external gravitas' to the response to these challenges. (Recommend Ernst & Young as most suitable partner to complete this...TBA).

Additional:

AP: DP to continue with investigation into Alresford (outstanding debt) case and feed into MT & wider review.



AP: DP to forward details to all on previous investigations conducted on 2 x Horizon challenge cases.  
Note: Ensure that any response formulated includes an ongoing review to any developments/Changes to Horizon, that in turn will support legal challenges in the future. (DK commented that there were already systems in place that would verify and support this).

Dave S/ John S

If there is anything else you wish to comment or add please advise.

As I am away next week could I ask that you direct any immediate responses via Dave Posnett please.

Mandy Talbot (MT) Rod Ismay (RI)

Thanks in advance,

Rebakah Mantle (RM) Dave king (DK)

Sue Lowther (SL) Dave Posnett (DP)

Andy

Andy Hayward (AH)

Regards,

Andy Hayward

Senior Fraud Risk Programme Manager  
Post Office Ltd. Security Team

(m) GRO  
GRO



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Rob G Wilson  
09/03/2010 13:49

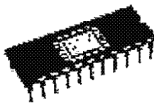
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Subject: Re: Fw: Horizon disputed cases

Thanks,

We have additional difficulties in relation to challenges to Horizon. Today i have been made aware of a prosecution being conducted by the CPS where Horizon is being challenged. The case may have already been identified by you. The difficulty however will be our lack of control over any case that is not being prosecuted by my team.

Rob Wilson  
Head of Criminal Law

Tel: GRO  
Mobile: GRO  
Sue Lowther



Sue Lowther  
08/03/2010 17:01

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Subject: Re: Fw: Horizon disputed cases

Rob,

Essentially it means that we would wish to examine that the Security controls that we have specified for Horizon and those systems with which it interfaces are indeed in place and working correctly.

Yours  
Sue

Susan L Lowther  
Information Security  
Tel: GRO

----- Laptop Security -Leash it, don't lose it - its your responsibility! ----  
Rob G Wilson

Rob G Wilson  
08/03/2010 14:31

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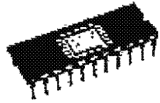
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Head of Criminal Law

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Mobile: **GRO**  
Sue Lowther



Sue Lowther  
08/03/2010 13:50

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To enable us to examine the Integrity of Horizon from an Information Security perspective we need input from a number of areas.

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Rod, could you please arrange for someone to provide item 1  
Andy, item 2  
Information Security will provide item 3 once we have the complete list of offices.

Once we have that information, I can then put together a plan of how we will examine the system 'integrity' of Horizon and the resource required to complete it.

Yours  
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Susan L Lowther  
Information Security  
Tel: **GRO**

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Andy Hayward



Andy Hayward  
26/02/2010 18:01

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Cheers,

Andy

----- Forwarded by Andy Hayward/e/POSTOFFICE on 26/02/2010 12:15 -----



Graham C Ward  
25/02/2010 16:10

To: Andy Hayward/e/POSTOFFICE@POSTOFFICE  
cc: Sue Lowther/e/POSTOFFICE@POSTOFFICE  
Subject: Re: Fw: Horizon disputed cases

Andy  
fyi  
Regards

Graham

*Andrew / Jason*

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*Regards*

*Graham*

Andy Hayward



Andy Hayward  
25/02/2010 15:48

To: Andrew Daley/e/POSTOFFICE@POSTOFFICE, Jason G  
Collins/e/POSTOFFICE@POSTOFFICE, Graham C  
Ward/e/POSTOFFICE@POSTOFFICE  
cc: Graham Brander/e/POSTOFFICE@POSTOFFICE  
Subject: Fw: Horizon disputed cases

Andrew,  
Thanks for this (should be Graham Ward... Graham B, please ignore)  
When completed can you also fwd. details to Sue Lowther as she is leading on behalf of Security.  
Please also send Sue any additional documents or reports pertinent to specific cases (i.e. Jason the forensic report from John L's case).

With reference to case information, bullet points will suffice, if more is required we can supply



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Cheers,

Andy

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Andrew Daley  
25/02/2010 11:49

To: Jason G Collins/e/POSTOFFICE@POSTOFFICE, Graham  
Brander/e/POSTOFFICE@POSTOFFICE  
cc: (bcc: Andy Hayward/e/POSTOFFICE)  
Subject: Horizon disputed cases

*Security Programme Manager*

*Security Adviser*

Jason/Graham,

Andy called me and asked whether you guys, (Graham, if FIU have any cases in dispute/new issues that could affect your case) could put together some stats on these cases, where the accused's defence was/is that the Horizon data is unreliable for any amount of reasons given by the accused .

This should be sent to Iain within the next few days. Iain will need as much information as possible.  
Regards,

Andrew

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Rob G Wilson  
08/03/2010 16:11

To: Dave M King/e/POSTOFFICE@POSTOFFICE  
cc: Andy Hayward/e/POSTOFFICE@POSTOFFICE, Dave  
Posnett/e/POSTOFFICE@POSTOFFICE, David X  
Smith/e/POSTOFFICE@POSTOFFICE, Iain  
Subject: Re: Fw: Horizon disputed cases

Dave,  
Thanks for this.

Rob Wilson  
Head of Criminal Law

Tel: **GRO**  
Mobile: **GRO**  
Dave M King



Dave M King  
08/03/2010 15:27

To: Rob G Wilson/e/POSTOFFICE@POSTOFFICE  
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Ismay/e/POSTOFFICE@POSTOFFICE, Sue  
Lowther/e/POSTOFFICE@POSTOFFICE  
Subject: Re: Fw: Horizon disputed cases

Rob

Thanks for you time earlier.

As discussed, I can confirm that we are in no way questioning/investigating the financial integrity of Horizon, or of the accounting system as a whole. The Information Security review is to look at the ways in which messages are sent at a system level and whether there are any additional measures we could put in place to make it easier to show message integrity at that level (below that of any reconciliation or accounting) and thus improve the statements/evidence available.

The intention is to look at the current and past challenges to identify where common claims are being made enabling the production/adaptation of the statements produced in support of the system information.

Thanks

Dave King  
Security Architect  
5368 2654  
**GRO**

Rob G Wilson

Rob G Wilson  
08/03/2010 14:31

To: Sue Lowther/e/POSTOFFICE@POSTOFFICE  
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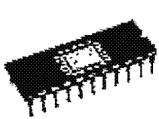




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Sue,  
I note that you wish to examine the integrity of Horizon from an 'information security perspective'.  
What does this mean?  
Rob Wilson  
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Tel: [redacted] GRO  
Mobile: [redacted] GRO  
Sue Lowther



Sue Lowther  
08/03/2010 13:50

To: Andy Hayward/e/POSTOFFICE@POSTOFFICE  
cc: David X Smith/e/POSTOFFICE@POSTOFFICE, John M Scott/e/POSTOFFICE@POSTOFFICE, Mandy Talbot/e/POSTOFFICE@POSTOFFICE, Rod Ismay/e/POSTOFFICE@POSTOFFICE, Rebekah Mantle/e/POSTOFFICE@POSTOFFICE, Dave M King/e/POSTOFFICE@POSTOFFICE, Dave Posnett/e/POSTOFFICE@POSTOFFICE, Rob G Wilson/e/POSTOFFICE@POSTOFFICE, Iain Murphy/e/POSTOFFICE@POSTOFFICE  
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Susan L Lowther  
Information Security  
Tel: [redacted] GRO

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Andy Hayward





Andy Hayward  
26/02/2010 18:01

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Andy Hayward



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25/02/2010 15:48

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25/02/2010 11:49

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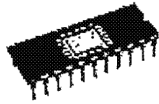


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Tel: GRO





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Subject: Horizon disputed cases

Jason/Graham,

Andy called me and asked whether you guys, (Graham, if FIU have any cases in dispute/new issues that could affect your case) could put together some stats on these cases, where the accused's defence was/is that the Horizon data is unreliable for any amount of reasons given by the accused .

This should be sent to Iain within the next few days. Iain will need as much information as possible.  
Regards,

Andrew

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