

Witness Name: Junaid Tanveer

Statement No.: WITN06230100

Dated: 26th February 2023

POST OFFICE HORIZON IT INQUIRY

FIRST WITNESS STATEMENT OF JUNAID TANVEER

I, Junaid Tanveer, will say as follows...

INTRODUCTION

1. I am an employee of Post Office Limited (‘ POL’) and hold the position of Trainer/Auditor.
2. This witness statement is made to assist the Post Office Horizon IT Inquiry (the “**Inquiry**”) with the matters set out in the Rule 9 Request dated 18 November 2022 (the “**Request**”).

BACKGROUND

3. I joined the Post Office Crown Network in November 1989, based at Henley-on-Thames till 1992 and after the closure of that Branch was transferred to Reading Main branch. Worked at Reading BO till 1998 with sometimes shadowing the Branch / Assistant Managers, applied for the role of a Trainer in

1998 and was successful. Joined the Training Team in 1998 which was emerged with the Audit Team in 2008 and in 2018 Training & Audit teams were separated. I opted for the Audit Team and still part of it.

4. My qualifications, I have a degree in BA (Bachelor of Arts) and LLB (Law Degree) from Punjab University in Pakistan.
5. I have been invited to submit a written statement by an email I received with an attached Rule 9 request in November 2022 and hereby answering the questions as requested to be in my witness statement are as below: -
6. To use the Horizon IT System, we received 2/3 days training.
7. To deliver the Classroom Training as a Trainer I always follow the Training Folder provided by the Training Team, when Horizon first introduced in the classroom the course was for 2 weeks and with the time reduce to 1 week and the latest Training involved was 2/3 days. I as a Trainer always follow the topics according to the classroom timetable. When the course was 2 weeks the Trainees use to complete Balances at least twice in a week, when the course was cut down to 2/3 days the trainees still complete 2 or 3 Balances as time permits. During these Balances they were shown how to identify the discrepancies as well.
8. At the end of the classroom courses all the Trainees/ attendees were given the feedback form with the envelope regarding the delivery/components of the course. We left them on their own to fill and post themselves without us looking at the forms.
9. Since become a Trainer/ Auditor I am not aware or come across any bugs, errors, or defects in the Horizon IT System.

10. I consider the Training on Horizon IT System has been adequate. During my role as a Trainer either in Classroom or Live environment trained lots of Postmasters/ Postmistresses, every person has ability to absorb the information differently, some of them were quick learners and some took bit longer to absorb the information. Some trainees were poor in classroom environment, but their attitude was completely opposite in live training, and some were vice versa.

Statement of Truth

I believe the content of this statement to be true.

Signed:

GRO

Dated: 26 / 02 / 2023