

Witness Name: David Walton

Statement No: WITN06980100

Dated: 21st March 2023

**POST OFFICE HORIZON IT INQUIRY**

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**FIRST STATEMENT OF DAVID WALTON**

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I, David Walton, will say as follows...

**INTRODUCTION**

1. I am a former employee of Fujitsu and held the position of General Manager Call Centre Services
2. This witness statement is made to assist the Post Office Horizon IT Inquiry (the 'Inquiry') with the matters set out in Rule 9 Request dated 20 January 2023 (the 'Request')

**BACKGROUND**

3. I have been asked to set out 1, My professional background 2, any training in relation to the Horizon IT Project and/or Horizon Helpdesk 3, my experiences

working with HSH/HSD 4, my view as to whether adequate support was provided to subpostmasters 5, whether I was aware of any bugs errors or defects with the system and 6, anything else I think the Chair should be aware of.

4. My professional background is that of an Operations Customer Service Director, Prior to Fujitsu I worked for American Express for 9 years. My only Role at ICL/Fujitsu was that of General Manager Call Centre /Help Desk Services from March 1998 to February 2001. The role was overseeing the European Help Desk Operation which was over 1000 people in 3 countries and c 20 Separate Help Desks serving consumer and business customers
5. I do not recall having any training or instruction specific to the Horizon Project or the HSH . In my position that would be the norm for all the helpdesks under my remit.
6. My working day would consist of meetings to discuss/review activities such as: Help Desk Performance, Sales activity, Strategy setting, Planning, Profitability Management, HR Issues.
7. As the period in question is some 22 years ago I have only a vague recollection of the Horizon/Pathway project. I didn't retain any documents relating to HSH or indeed any other helpdesks under my control.
8. My recollection is that the HSH helpdesk was only a small part of my overall responsibility. I would likely only have been directly involved in the day-to-day operation of the helpdesk if there had been a significant problem and I do not recall there being any during my tenure.
9. The Help Desk would have had a manager with a group of team Leaders/supervisors reporting to them. That Manager would have reported to

a "Head of" a number of Help Desks. That Head of would have reported to me.

I don't recall any of the names of the people in those positions.

10. As far as I recall adequate support was provided to subpostmasters.

11. I was not aware or was made aware of any bugs, errors or defects within the Horizon IT system.

12. There isn't anything else that I believe the Chair should be aware of. I'm sorry that due to the considerable passage of time I cannot be more helpful to the inquiry.

**Statement of Truth**

I believe the content of this statement to be true.

Signed:

**GRO**

Dated: 21/03/2023