

Witness Name: Mark McLean
Statement No.: WITN07280100
Dated: 03 May 2023

POST OFFICE HORIZON IT INQUIRY

FIRST STATEMENT OF MARK MCLEAN

I, Mark McLean, will say as follows...

1. Until leaving Royal Mail Group in 2015, I had undertaken a myriad of roles across the group from Postal Delivery Cadet (1984) through to an Operations Manager working alongside my present employer, Bank of Ireland.
2. From reading through the documentation, there appears to be a single reference to NBSC. NBSC was a support function that was in place before Horizon was even a programme & it was during this period that I was involved. All of my comments are based on these facts so I am a little unclear as to the value my statement will provide.
3. My primary role was working within the NBSC as a telephone agent before moving to head up the team. As I have stated above, this was at a time when

the responsibility of this service desk was to support subpostmasters on operational queries. As branches started to migrate to Horizon these branches were managed by the Fujitsu helpline, which was outside of my remit/responsibility.

4. My recollection is that prior to & during this time the 'then NBSC' (managed by Post Office) were given little more than 'awareness' training as there was no expectation that we would be managing/servicing the calls as they were all to be undertaken by the Fujitsu helpdesk. During this time I was not involved in any projects, meetings or initiatives in relation to Horizon other than migrating the telephone management to the new provider. My responsibility was to manage the network who had yet to migrate & for those branches that had migrated, to direct them to the Fujitsu helpdesk.

5. I think that it would be fair to say that the 'then NBSC' were very sympathetic towards the subpostmasters who were calling as they did not feel that the Fujitsu helpdesk was supporting them in the manner that they had become accustomed to. The team had established good working relationships with the subpostmasters that called the NBSC before it started to migrate to the new provider. By the nature of the calls that we were handling it was clear that subpostmasters were becoming hugely irate/frustrated &, unfortunately we did not have the knowledge to support them. I cannot really comment on the service they received from the new NBSC.

6. I don't believe that the role that I held during this period would offer any real insight that could inform/influence this investigation.

Statement of Truth

I believe the content of this statement to be true.

Signed: _____

GRO

Dated: _____

3/05/23

