
From: Sinclair Ann[/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=HOSFORDA]
Sent: Wed 16/12/2009 4:28:39 PM (UTC)
To: Bounds Gavin[]; Kirkham Suzie[]
Subject: RE: Data Integrity issue between sub postmasters and POL

Gavin – following discussions with our press folks and Suzie on Monday we have agreed that:

- we need to downplay this situation as much as possible, we don't want to get too drawn in to the debate as we are only a supplier
- there is a document that addresses all the technical questions that was produced for POL for a meeting with MPs last week
- we should not contact the POL Press Office
- if press contact us we will send them on to the POL Press Office and not comment
- we will flag to Grayling (our Public Affairs agency) to get them to keep their ears open for parliamentary questions etc

We'll keep an eye on this and if it looks like the situation is changing and/or becoming higher profile obviously we will review with you.
Ann

From: Bounds Gavin
Sent: 11 December 2009 09:12
To: Kirkham Suzie; Sinclair Ann
Subject: RE: Data Integrity issue between sub postmasters and POL

Ann,

Can we also have our press office hook up with POL press office today on this too – I think this is hotting up – so we need to be in sync and both using aligned/supporting messages. Suzie – can facilitate your introductions here.

Kind regards,

Gavin

From: Bounds Gavin
Sent: 09 December 2009 22:12
To: Kirkham Suzie
Cc: Sinclair Ann
Subject: FW: Data Integrity issue between sub postmasters and POL

Suzie – can you liaise with Ann please.

Kind regards,

Gavin

From: Sinclair Ann
Sent: 09 December 2009 16:13
To: Tait Duncan; Bounds Gavin; Roberts David (LON22)
Subject: RE: Data Integrity issue between sub postmasters and POL

Gavin – I'll brief the press office. We should prepare an FAQ/statement to have in our back pocket if required, and I also want to explore doing some proactive work with them too e.g. getting some positive stories out there, building some bridges with the journalists who might pick this up.

Ann

From: Tait Duncan
Sent: 09 December 2009 14:15
To: Bounds Gavin; Sinclair Ann; Roberts David (LON22)
Subject: Re: Data Integrity issue between sub postmasters and POL

Ok. Are you on top of this?

From: Bounds Gavin
To: Tait Duncan; Sinclair Ann; Roberts David (LON22)
Sent: Wed Dec 09 14:13:24 2009
Subject: FW: Data Integrity issue between sub postmasters and POL
Please be aware, see full mail chain below please.

Kind regards,

Gavin

From: Kirkham Suzie
Sent: 07 December 2009 13:24
To: Bounds Gavin
Cc: Jenkins Gareth GI; Worrell Jeremy; Prenovost Jean-Philippe
Subject: RE: Data Integrity issue between sub postmasters and POL

Gavin

I have detailed below a brief summary of the sub postmaster claim that Horizon fails to maintain the integrity of branch accounts if the branch experiences technical issues.

Horizon has been running for around 10 years, during which time Post Office has had to handle a number of legal cases surrounding system integrity, mostly from apparently disgruntled or fraudulent sub postmasters. Fujitsu has twice appeared in court to support Post Office. Only once has Post Office conceded its case, and this was at a time when the audit trails were too short to provide sufficient evidence to refute a sub postmaster's claims.

Recently a number of sub postmasters are again querying the data integrity of Horizon and are claiming that they are owed money by the Post Office due to inaccurate branch accounts. These sub postmasters are talking to the press (London News) and trying to gain some momentum to support their case - it's even rumoured that the BBC is considering a Watchdog programme on this subject. Post Office is trying to head-off this possible escalation of interest by preparing a stock of simple responses to possible questions from the media, or from interest groups. I have summarised below the timeline that details when Post Office asked Fujitsu for assistance in compiling this information

The initial request from Post Office (Dave Smith and David Gray – POL) was made on 24th September asking us to join a conference call on Friday 25th September This call was to be hosted by Dave Smith where Dave would outline his understanding of the situation and outline his response. Fujitsu would only comment if he made any factual errors on how Horizon works.

- I spoke to Mike Wood, David Roberts and our Press Office as soon as the request was made. FJ Press Office confirmed with POL Press Office that the journalist would not be present at this conference call and that it was purely internal POL attendees. They also confirmed they did not want FJ responding to any questions from the press or external organisations. This was a Post Office issue as the solution has been formally handed over to Post Office. They only need Fujitsu for "expert" advise if required.
- Friday 25th September – conference call completed. FJ attendees Jeremy Worrell, Alan Hodgkinson, Jim Sweeting and Howard Pritchard

- During the conference call POL requested from Fujitsu a short paper to describe how Horizon maintains the integrity of the branch accounts when certain issues affect the branch eg blue screen, hardware failure. Report requested to be given to Dave Smith by 2nd October
- Gareth Jenkins (FJ architect) spent the best part of one day completing the report. The finished report was passed to Amanda Craib (Commercial - at David Roberts request) before being sent to Dave Smith. Report was sent to Dave Smith on Friday 2nd October late morning just prior to a second conference call.
- Friday 2nd October – second conference call – Dave thanked Fujitsu for the document – no further actions at this stage.
- I spoke to Andy McLean on 5th October - he didn't expect any further activity for at least a couple of weeks.
- I spoke with Dave Smith on 3rd December and he mentioned that the Data Integrity issue had reappeared. It has been taken up by a Welsh MP who also happens to be a Barrister. He is threatening to bring an early day motion in the House. Dave is meeting him in Parliament on Thursday 10th December but at this stage didn't feel he needed any attendance by Fujitsu. However, he was alerting us to the fact that this has reappeared.

In summary, our body of evidence is mature, so we're well-placed to help Post Office today. But when "Horizon Online" is installed in 2010, much of our existing material will become irrelevant, so allegations of system failures in the future may take more work in preparing evidence or explanations.

Regards

Suzie

Suzie Kirkham

**Account Manager
Royal Mail Group**

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From: Bounds Gavin
Sent: 03 December 2009 20:33
To: Kirkham Suzie; Worrell Jeremy; Prenovost Jean-Philippe
Cc: Jenkins Gareth GI
Subject: RE: Data Integrity issue between sub postmasters and POL

Please provide a para or two max to brief Duncan and Dave Roberts and cc me please.

Kind regards,

Gavin

From: Kirkham Suzie
Sent: 03 December 2009 19:39
To: Bounds Gavin; Worrell Jeremy; Prenovost Jean-Philippe
Cc: Jenkins Gareth GI
Subject: Data Integrity issue between sub postmasters and POL

All

During my conversation with Dave Smith this evening Dave mentioned that the Data Integrity issue has reappeared and has been taken up by a Welsh MP who also happens to be a Barrister. He is threatening to bring an early day motion in the House. Dave is meeting him in Parliament on Thursday but at this stage didn't feel he needed any attendance by Fujitsu. However, he was alerting us to the fact that this has reappeared.

Regards

Suzie

Suzie Kirkham

Account Manager
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