

## Message

**From:** Mark Underwood [mailto:mark.underwood@postoffice.co.uk] [/o=MMS/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=Mark Underwood222a42ec-51a8-4dfa-a353-dcea512679657b4]  
**on behalf of** Mark Underwood [mailto:mark.underwood@postoffice.co.uk]  
**Sent:** 21/12/2015 15:27:48  
**To:** 'Christopher Knight' [mailto:christopher.knight@postoffice.co.uk] GRO; 'Jonathan Swift' [mailto:jonathan.swift@postoffice.co.uk] GRO  
**CC:** Jane MacLeod [/o=MMS/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=Jane MacLeod01e4066c-e8db-4a0c-b4f9-1cff9a3d100849c]; Patrick Bourke [/o=MMS/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=Patrick Bourke7db8d6-53ec-4534-922b-495877001727e11]; Rodric Williams [/o=MMS/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=Rodric Williams9c114f4-b03f-4595-b082-ce89be5c79d47b]; Steve Allchorn [/o=MMS/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=steve.allchorn4c0508f-8aab-43a8-8e73-79babcd2566b]  
**Subject:** RE: Minutes for the Sparrow Sub-Committee Meetings and the Extracts from other Board Meetings Relevant to Sparrow  
**Attachments:** Second Sight Part 2 response from Fujitsu 150914.docx; Strictly Private & Confidential - Subject to Legal Privilege

Christopher,

Referencing the below email chain, please find attached Fujitsu's comments on Second Sight's Briefing Report – Part Two, August 2014.

Mark

Mark Underwood  
 Complaint Review and Mediation Scheme

GRO

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**From:** Mark Underwood [mailto:mark.underwood@postoffice.co.uk]  
**Sent:** 21 December 2015 14:12  
**To:** 'Christopher Knight'; 'Jonathan Swift'  
**Cc:** Jane MacLeod; Patrick Bourke; Rodric Williams; Steve Allchorn  
**Subject:** RE: Minutes for the Sparrow Sub-Committee Meetings and the Extracts from other Board Meetings Relevant to Sparrow

Christopher,

With reference to the outstanding Post Office action detailed in the below email, please find attached the number and type of audits that have taken place, by year, since 2011.

In terms of the 'random audits' - any branch can be chosen, without any bias.

There are three main benefits of randomly selected audits:-

1. External auditors require assurance that systems are in place to validate that Post Office funds exist at branches. As it is not practical to visit every branch every year, external auditors are assured if a risk focused audit programme includes an element of random audits (so that no branch in the Network is excluded from the possibility of being selected for audit)
2. To provide a baseline measure of risk e.g. If 5% of branches randomly selected for audit result in a financial irregularity worthy of suspension/conduct code, it could be projected that the Business is exposed to a risk of 5% of the entire c11760 branches (within a tolerance level). The higher the number of the sample, the more reliable (statistically valid) the results
3. Enables a comparison against any risk model/branch profile e.g. if random audits show financial irregularities in 5% of branches compared to 20% in audits generated by a risk model, it would infer that the risk model is 4 times more effective than simply visiting branches at random. If a

randomly selected audit results in a financial irregularity being revealed, it enables a review of where the branch appeared in the Branch Profile and, therefore, helps any risk model improve over time.

I have left voicemails with Fujitsu, chasing their outstanding actions.

Regards

Mark

Mark Underwood  
Complaint Review and Mediation Scheme

GRO

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**From:** Mark Underwood [mailto:mark.underwood@postoffice.co.uk]  
**Sent:** 18 December 2015 19:54  
**To:** 'Christopher Knight'; Jonathan Swift  
**Cc:** Jane MacLeod; Patrick Bourke; Rodric Williams; Steve Allchorn  
**Subject:** RE: Minutes for the Sparrow Sub-Committee Meetings and the Extracts from other Board Meetings Relevant to Sparrow

Christopher,

I have listed below the outstanding actions from the respective meetings last week against, broadly speaking, when we expect to be able to provide the requested documentation / answer.

Let me know if I have missed anything.

- **Fujitsu to:**
  - share its previously supplied comments on the Second Sight Reports (Monday / Tuesday);
  - detail the number of branches affected by the 'Falkirk bug' vs its 'capability' to affect, with reasons (Monday / Tuesday);
  - provide the number of system errors identified, by year, that could affect branch accounts together with the number of branches that were affected and were capable of being affected by these errors, together with reasons (Wednesday);
  - investigate its email / data retention policy and how this would, if asked for the information, affect its ability to provide the emails for those Fujitsu employees who worked at Bracknell in 2008/09 (Monday / Tuesday);
  - answer the questions posed in Jonathan's letter of 16/12/2015 (the letter was forwarded on 17/12/2015. I will call Fujitsu on Monday morning to obtain an ETA); and
  - Comment on Page 6 of Deloitte's Board Briefing Paper. I understand Fujitsu were approached and provided comment at the time this paper was issued. We have requested this is shared with us (Monday / Tuesday).
  
- **Post Office to:**
  - supply the Fujitsu presentation on the 'forced log off' issue (this is attached)
  - the number and type of audits that have taken place over each of the last three years (Monday)

Regards

Mark

Mark Underwood  
Complaint Review and Mediation Scheme

**GRO**

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**From:** Christopher Knight [GRO]  
**Sent:** 18 December 2015 17:38  
**To:** Mark Underwood; Jonathan Swift  
**Cc:** Jane MacLeod; Patrick Bourke; Rodric Williams; Steve Allchorn  
**Subject:** RE: Minutes for the Sparrow Sub-Committee Meetings and the Extracts from other Board Meetings Relevant to Sparrow

Mark,

Thank you for these.

Do you have an ETA for the various other documents which arose out of our meetings earlier this week (particularly the Fujitsu one)?

Chris

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**From:** Mark Underwood [GRO]  
**Sent:** 18 December 2015 16:38  
**To:** Jonathan Swift; Christopher Knight  
**Cc:** Jane MacLeod; Patrick Bourke; Rodric Williams; Steve Allchorn  
**Subject:** Minutes for the Sparrow Sub-Committee Meetings and the Extracts from other Board Meetings Relevant to Sparrow

Dear Jonathan and Christopher

You requested the minutes for the Sparrow Sub Committee meetings and the extracts from other Board Meetings relevant to Sparrow. These are attached as numbered below:

1. 15/03/2012: Extract from minutes of the meeting of the Board of Directors
2. 23/05/2012: Extract from minutes of the meeting of the Board of Directors
3. 04/07/2012: Extract from minutes of the meeting of the Board of Directors
4. 19/09/2012: Extract from minutes of the meeting of the Board of Directors
5. 21/05/2013: Extract from minutes of the meeting of the Board of Directors
6. 01/07/2013: Extract from minutes of the meeting of the Board of Directors
7. 16/07/2013: Extract from minutes of the meeting of the Board of Directors
8. 25/09/2013: Extract from minutes of the meeting of the Board of Directors
9. 31/10/2013: Extract from minutes of the meeting of the Board of Directors
10. 27/11/2013: Extract from minutes of the meeting of the Board of Directors
11. 21/01/2014: Extract from minutes of the meeting of the Board of Directors
12. 26/02/2014: Extract from minutes of the meeting of the Board of Directors
13. 26/03/2014: Extract from minutes of the meeting of the Board of Directors
14. 09/04/2014: Sparrow Sub-Committee Meeting
15. 30/04/2014: Sparrow Sub-Committee Meeting
16. 06/06/2014: Sparrow Sub-Committee Meeting
17. 12/01/2015: Sparrow Sub-Committee Meeting
18. 18/02/2015: Sparrow Sub-Committee Meeting

Please do let me know if you need anything further in relation to these.

Kind Regards

Mark

Mark Underwood  
Complaint Review and Mediation Scheme



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