
From: Patrick Bourke [GRO]
Sent: Mon 24/08/2015 8:16:02 AM (UTC)
To: bourkep [GRO]
Subject: FW: Panorama

From: Patrick Bourke
Sent: 19 August 2015 08:36
To: Mark Underwood1
Subject: FW: Panorama

Fyi

From: Neil Hayward
Sent: 18/08/2015 22:23
To: Paula Vennells
Cc: Mark R Davies; Nick Beal; Alisdair Cameron; Jane MacLeod; Melanie Corfield; Patrick Bourke; Nick Beal
Subject: Re: Panorama

Hi I do agree and think that this is a balanced approach as a public response, but that we need to keep working on what he/they may say if asked for more comment

Regards

Neil

Sent from my iPhone

On 18 Aug 2015, at 21:06, Paula Vennells [GRO] wrote:

A very helpful if 'politically' positioned letter!
George could never be accused of being in anyone's pocket.

Great mail to open tonight compared to some from last night.
Paula

Paula Vennells
Chief Executive
Post Office Ltd

T: [GRO]
Paula.vennells@postoffice.co.uk [GRO]

Sent from my iPad

On 18 Aug 2015, at 18:04, Mark R Davies [GRO] wrote:

All

George T has written to his members as below.

Mark

Mark Davies
Communications and Corporate Affairs Director
Post Office Ltd

Mobile: [REDACTED] **GRO**

Begin forwarded message:

From: David McConnell [REDACTED] **GRO**
Date: 18 August 2015 16:44:19 BST
To: Mark R Davies [REDACTED] **GRO**
Cc: Sharon Merryweather [REDACTED] **GRO**
George Thomson [REDACTED] **GRO**
Subject: RE: Panorama

Hi Mark,
We have issued the statement below to members – we remain firm on Horizon, you'll appreciate too we need to maintain the 'critical friend' stance.
Regards
David

Post Office under the spotlight

Over recent weeks the inner workings of the Post Office have undergone more detailed public exposure than it has in many a year. Around a million of our customers now know a lot more about the Post Office than they once did.

The BBC2 documentary 'Signed, Sealed, Delivered – the Inside Story of the Post Office' revealed over three weeks the struggles and strains the business is currently experiencing. Viewers saw the profound impact of change on subpostmasters, some of whom are being taken in a direction they don't want to go. Viewers also got to know some new subpostmasters entering the business, for whom the new Post Office is an opportunity to expand their retail businesses.

They also saw a glimpse of the inner workings of the corporate Post Office, its managers, its peculiar language and shiny new London office. Last night's Panorama BBC1 documentary sought to get underneath the bright shiny exterior of the Post Office and reveal a less palatable side of the business: the long-standing issue of prosecutions of subpostmasters and the alleged systematic failings of Horizon looks set to continue for some time yet.

Over the past few years the NFSP has received thousands of telephone calls from subpostmasters. The majority relate to employment law, contract issues

and network transformation. The remainder cover ATMs, cash supply and just about every subject you care to mention, including a handful every month on Horizon connectivity and the problems of getting through to Atos and the help desk.

Put simply, the NFSP has not received calls from subpostmasters querying Horizon and alleging systematic failings. If there were a widespread problem, our subpostmasters would have made us aware of it. As a result, we have no choice but to conclude that Horizon is a fundamentally sound and safe system.

With a new Government and a new chairman on the way, the pressure on the Post Office will intensify over the coming months. We have seen from its latest financial reports that the Post Office remains a struggling business, unable to do more than steady the ship in the face of increasingly fierce competition; navigating a route to growth and commercial success is still some way off. As subpostmasters with a commercial interest in a successful Post Office, we must hope that the organisation is able to successfully focus on the business in hand.

Here is the Post Office's response to Panorama:

<http://corporate.postoffice.co.uk/bbc-panorama-our-response>

Yours sincerely,

George Thomson

From: George Thomson
Sent: 18 August 2015 08:46
To: Mark R Davies [GRO]
Cc: David McConnell [GRO]; Sharon Merryweather
<[GRO]>
Subject: Re: Panorama

Hi Mark

Similar to requests for Paula to resign, I have had 2 subpostmasters so far demanding my resignation, any attempt to now soften both our stances on Horizon would be catastrophic for the Network and company.

VB

George

Sent from my iPad

On 18 Aug 2015, at 07:58, Mark R Davies

[GRO] wrote:

Good to see George. I was surprised they didn't at least reflect your view in the programme as the representative of most postmasters.

Mark Davies
Communications and Corporate Affairs Director
Post Office Ltd

Mobile: **GRO**
On 18 Aug 2015, at 07:52, George Thomson
GRO wrote:

Sent from my iPad
Begin forwarded message:

From: George Thomson
GRO
Date: 18 August 2015 07:51:27
BST
To: Sharon Merryweather
GRO
Cc: David McConnell
GRO
Subject: Re: Panorama

Our reply will be consistent
,Horizon is robust,last nights
programme was bullshit.
George

Sent from my iPad

On 18 Aug 2015, at
07:32, Sharon
Merryweather

GRO
wrote:

Still at home but have
we got anything
prepared for when the
calls come in?
Assuming David will
deal with press. Do
we refer spms to
Angela van den
Bogerd like before?

Hope it won't happen,
but we both know it
will and we need to

know what to do
before the event.

Thanks
xxx

Sent from my iPad

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