

Bond Dickinson

Regular Call re Horizon Issues

Meeting: 21/08/13

Attendees:

Team/Function**Attendees**

Legal

Rodric Williams
Martin Smith
Andrew Parsons
Renata Prywerek
Kayleigh Harding
Jarnail Singh

Financial Services Centre (FSC)

Rod Ismay

Security

Dave Posnett
Rob King
John Scott

Communications

Sophie Bialaszewski

Network

Gayle A Peacock
Nick Beal

Information Technology & Change (IT&C)

Steve Beddoe

Network Business Support Centre (NBSC)

Name	Area	Issues/Observations/Comments
John Scott		The purpose of these weekly meetings is considered part of the Operating and Governance model to ensure visibility, support and communication across the business. Gail to be writing terms of reference going forward. In addition to the minutes of each meeting a matrix document is required to bring all actions and issues on 1 document to provide a clear line of sight. The matrix to include: matter or issue; date raised; identified or raised by; impact or potential impact on the business; impact or potential impact to prosecutions; action required and by whom and resolution.
Rob King	Security	<p>Rob addressing outstanding issues from the previous conferences.</p> <p>24/07/13</p> <p>Howden – Gail confirmed there are no specific concerns. The case is being monitored.</p> <p>Business banking customer dispute – concerns over the validity of the customers receipt. The customer has refused to provide the original receipt. This matter is not a challenge on Horizon, simply a question as to whether ink used to modify receipt.</p>

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		<p>31/07/13</p> <p>Bureau de Change – Development issue not a Horizon issue. Service improvement to be investigated. Email confirmation of issue to be sent.</p> <p>Issue raised by Dave Posnett regarding the weight of a letter and instructions to reboot system. Matter referred to Fujitsu.</p> <p>Crystal reporting - Sophie confirmed it has been a business decision not to use the Crystal mark. This will now be removed from the outstanding issues list as it is not a Horizon issue.</p> <p>Wincor issue – list circulated including details of branches attended by the agent. Security gathering evidence as to the impact on the branches. More in depth information to be requested from Wincor and in particular records in excess of 12 months old.</p> <p>07/08/13</p> <p>Terms of reference re Branch Loss Board – sent out by Gail 21/08/13.</p> <p>CPS external issues progressing through the Courts – action completed by Dave Posnett.</p> <p>14/08/13</p> <p>Rhigos branch – no update. Gail to investigate further</p> <p>E-top up issues – Rod to ask Andy Winn for an update</p> <p>Process for communicating between teams when a prosecutions is withdrawn – Jarnail and Rodric to look into this.</p>
Andy Winn	FSC	No new issues.
Steve Beddoe	IT	No new issues.
Nick Beal Gail Peacock	Network	No new issues
Rob King Dave Posnett	Security	The team are collating points raised in interviews with suspects, logging the details, and feeding back to legal. Gail to discuss with Steve Beddoe the process for investigations and working with contract advisors and litigation going forward.
John Scott	Security	Cartwright King are currently reviewing previous cases and existing prosecutions. Whilst the current cases are continuing, all new matters are under review. In order to flush out the issues and get to the point of resolution, a subject matter expert is to be found. The next steps are to identify an independent subject matter expert, and to vet and interview the expert for the position. The expert's role will be to review Horizon and report back to

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		Legal and Cartwright King.
Sophie Bialaszewski	Communications	No new issues.
Jarnail Singh / Martin Smith	Legal	No new issues.
Rodric Williams / Andy Parsons	Legal	No new issues

Action Points

- 1 The minutes of the meeting are to be circulated in advance of the next telephone conference due to take place on 28 August 2013.
- 2 Telephone conference to take place between Andrew Parsons, the security team and Jarnail Singh re action point list.
- 3 Sophie Bialaszewski to copy Jarnail Singh and Rodric Williams into emails going forward regarding new MP cases, reporting and relaying information regarding queries by MP's to Rosie Gaisford of Bond Dickinson.
- 4 Jarnail and Martin Smith to discuss what further information is needed on Wincor ATM theft issues.
- 5 Rhigos branch – no update. Gail to investigate further.
- 6 E-top up issues – Rod Ismay to ask Andy Winn for an update.
- 7 Process for communicating between teams when a prosecution is withdrawn – Jarnail and Rodric to look into this.
- 8 Bureau de Change – Development issue not a Horizon issue. Email confirmation of issue to be sent to group by Steve Beddoe.