

Bond Dickinson

Regular Call re Horizon Issues

Meeting: 25 September 2013

Attendees:

Team/Function	Attendees
Legal	Rodric Williams (RW) Jaranil Singh (JS) Martin Smith of Cartwright King (CK) Kayleigh Harding (KH)
Financial Services Centre (FSC)	N/A
Security	Dave Posnett (DP)
Communications	Sophie Bialaszewski (SB2)
Network	Gail Peacock (GP) Nick Beal (NB)
Information Technology & Change (IT&C)	Steve Beddoe (SB)
Network Business Support Centre (NBSC)	N/A

Previous issues identified and further action to be taken

Issue	Issues/Comments/Next steps
Prestbury	GP waiting to hear if transaction failure occurred. Report awaited. Part of the information received. Disks starting to arrive from FJ. Maureen Moores to send further CD's to GP to analyse.
ATM Gluing Case	Further information awaited – DP or SB to update further
Rhigos Branch	GP – Angela to meet with Colin and talk to the SPM. The case has not yet been through the business process and therefore will not qualify for mediation. To conclude internal process – to be kept open.
ATM	Branch received new router 2 ½ months ago. ATM down ever since. Wincor suggesting it is due to new router. RW confident it is not Horizon issue and will not cause branch

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	<p>shortfall. Existing line with Wincor and Bank of Ireland regarding routers. Tony Cahill to deal.</p> <p>NB – would like to be kept updated. Wincor engineers giving out false messages. Problem is not disappearing. Not topic for call but to be kept informed.</p>
Post & Go	<p>Leeds branch is now balancing.</p> <p>All branches balance differently. Wincor file goes into Horizon and becomes part of balance. Process issue to ensure consistency.</p> <p>GP – part of training and support programme. Wincor recommend process for the system. Process deviated slightly. Most branches have one person with knowledge of the machine. In one of the branches being investigated, the activity is postponed as the person with system knowledge is on holiday. No cover when these people are not there.</p> <p>Leave action open until investigations finished Appears to be an Operator issue rather than Horizon.</p>
Belfast Refresh	<p>No update</p> <p>If any variation to report, SB to update. – SB to provide RW with timetable.</p>
Nelson	<p>Security manager met with SPM to discuss losses etc. Mark Baker in attendance as CWU rep. Claims system at fault and Horizon not fit for purpose.</p> <p>The meeting was regarding a request for cameras to be put into the office – CCTV to focus on keyboard to cross reference with Horizon data. Technology and man hours not available.</p> <p>GP has data – to speak to Helen to decipher data.</p> <p>SB to obtain FJ response with regard to technical points identified.</p>
Cheques	<p>GP to chase Rod for update.</p>
Pontycymer	<p>Intervened with branch. Balancing being looked at. Looking to send someone out. SB carrying out checks as in Nelson matter.</p> <p>No issues uncovered to date.</p>

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	SPM was writing transactions on spreadsheet and attempting to balance every hour. No Horizon issues found. Ongoing matter.
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New Issues Identified

Name	Area	Issues/Observations/Comments
DP		<p>Martin Griffiths – SPM had robbery in 2013. Further loss discovered in an audit. SPM drove to work, got out of the car and walked in front of bus. SPM currently in hospital. SPM mother claims SPM driven to suicide and is attempting to get the matter publicised.</p> <p>Initial audit – SPM cited Horizon responsible for losses.</p> <p>GP – confirmed branch on Second Sight list. Requested mediation or case review. £29,555.00 debt from both robbery and Audit. The request was logged by the team on 2 September.</p> <p>GP to send details to RW – to copy in Ruth Barker</p>
GP		<p>1. Process when branches raise suspicion about member of staff – policy drafted by Alison Drake – is this the relevant policy?</p> <p>Document dated 2012 – Process was to meet with SPM and provide advice to assist the SPM. Cameras used to be put in. Changed when HR legislation brought in.</p> <p>Loss reported to NBSC. DP to chat with RK to see if document replicated.</p> <p>2. Gap identified in stock reconciliation process which could lead to branch discrepancies. When stock returned, 10% checked. Attempting to work through issues. Business decision to be reached whether to write loss off.</p> <p>Processes too expensive to implement – branches suffer loss and no way of verifying discrepancy. AW has arranged call to discuss tomorrow.</p>
NB		No Issues
SB		No Issues

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KH on behalf of AP		No Issues
RW		CK have put together a draft protocol for issues raised within this call. This is currently being reviewed in Legal. MS to lead next week and take group through the protocol. MS – add clarity to issues which need to be raised. Draft form at the moment, to be tweaked.
SB		No Issues
JS		No Issues

Action Points

1. Substitutes from each team are to be sent if the usual attendee is unavailable. – RW to circulate email to advise all teams of the process.
2. Prestbury – reports awaited regarding whether transaction failure occurred. Maureen Moores to forward further disks to GP to analyse.
3. ATM gluing case – further information and email awaited. To be updated in due course.
4. Rhigos – Internal process to be completed. Update further in due course.
5. ATM – NB to be updated outside of the call.
6. Post & Go – SB to update further once investigations have finished within the 3 branches.
7. Belfast Refresh – SB to provide RW with timetable.
8. Nelson - GP has disk of data – to speak to Helen to decipher data
9. Nelson - SB to obtain FJ response with regard to technical points identified.
10. Cheques – GP to chase RI for update.
11. Pontycymer – SB to carry out further checks. Matter to be updated following further review.
12. Martin Griffiths – GP to send details to RW and Ruther Barker.
13. SPM assistants – DP to speak to RK to ascertain if document produced on how to address issue has been replicated.
14. Stock reconciliation – AW chairing call 26/09/13. To be updated further following the call.
15. Protocol – to be reviewed by legal and finalised by CK. MS to discuss during the call next week.