

From: Communications Team [GRO]
Sent: Fri 07/08/2015 8:23:24 AM (UTC)
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Christian Muir [GRO] Christopher

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Pispinis	GRO	Claire Davies	GRO
Colin Stretch	GRO	Craig Elmer-White	GRO
	GRO	Crain Tutbill	GRO
Farber	GRO	Dave M King	GRO
Pearson	GRO	David Atkins	GRO
Hale	GRO	David Whitford	GRO
Nash	GRO	Dawn Brooks	GRO
Herley	GRO	Debbie G Jones	GRO
Donna Poulter	GRO	Doug Brown	GRO
Eddie Bowden	GRO	Elena R Nistor	GRO
Gabriella Driver	GRO	Gabriella	
Neudecker	GRO	Gary	
Groogan	GRO	Gayle A Peacock	GRO
Georgina Blair	GRO	Gill Broderick	GRO
Gillian Joyce	GRO	Glenn	
Ainscough	GRO	Gordon A Rose	GRO
Graham W Brown	GRO	Grant	
Sinclair	GRO	Gregg	
Hutchinson	GRO	Hardeep	
Chana	GRO	Harpreet Singh	GRO
Hugh Stacey	GRO	Iain Gilbert	GRO
Robertson	GRO	Ian Mealings	GRO
Barnes	GRO	Ian Trundell	GRO
Scott	GRO	Jaki Purser	GRO
Souza	GRO	James Scutt	GRO
Taank	GRO	Jayne Savage	GRO
Patel	GRO	Jean San	GRO
Lockwood	GRO	John Bigley	GRO
Breeden	GRO	John Dineen	GRO
Whitefoot	GRO	John H Jones	GRO
John O'Neill	GRO	John U Taylor	GRO
Marwood	GRO	Kam Bassra	GRO
Oliver	GRO	Kathleen Griffin	GRO
Sulley	GRO	Katie Avon	GRO
Wilson	GRO	Keith D Wright	GRO
Gulliver	GRO	Kevin Brothwood	GRO
Kevin Lenihan	GRO	Kim A Lindsay	GRO
Kim Thomson	GRO	Kjetil	
Fuglestad	GRO	Layla Wildon	GRO
Moshe	GRO	Lin Norbury	GRO
Tuddenham	GRO	Lorraine Finnie	GRO
Lorraine Garvey	GRO	Louise Clark	GRO
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Magnus Schoeman	GRO	Marc	
Reardon	GRO	Maria Chong	GRO
Michael	GRO	Marisa Alonso	GRO
A Wood	GRO	Mark D Lawrence	GRO
Mark Dennis	GRO	Mark Joyce	GRO
Davies	GRO	Mark S Wright	GRO
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Martyn Alford	GRO	Martyn Fawdry	GRO
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Petersen	GRO	Mike J Elliott	GRO
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Patrick Bourke	GRO	Paul	
Beaumont	GRO	Paul Inwood	GRO
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Dudala	GRO	Radha Davies	GRO
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Taylor	GRO	Shelley Merrick	GRO
Stewart	GRO	Simon	
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Noble	GRO	Steve Rogers	GRO
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Jones	GRO	Sue M Harding	GRO
Gardner	GRO	Sue	
Russell	GRO	Suzanne	
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		Tim Dancel	GRO
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		Tom Pegler	GRO
		Tony X	
		Tracy Marshall	GRO
		Troy	
		Victoria Moss	GRO
		Will	
		Willie Hughes	GRO

Subject: in the loop - BBC Panorama



Mark Davies

Communications &
Corporate Affairs
Director

Hello

As some of you will be aware, the BBC Panorama programme on the Horizon system, which had been planned for June, is now likely to be broadcast on August 17 (a week on Monday).

I hope that following my previous emails that you feel well equipped to answer questions on the issue. Either way, our key messages are below. Please do pass them to your teams and as before please don't hesitate to contact me if you have any questions or would like a further briefing. I plan to send an update again next Friday. My direct email is **mark.r.davies** **GRO** if you do have questions.

In addition if any colleagues come across/or are contacted by

postmasters with specific questions about Horizon then they should be asked to ring NBSC so that assistance can be offered.

We have engaged robustly with the BBC on this matter and continue to do so. While we are sorry of course that a small number of people feel they have been treated unfairly by the business, we have done a huge amount to get to the bottom of their complaints. Despite this, the allegations being made are very serious, unsubstantiated and have the potential to damage the Post Office.

I would welcome your help in ensuring that our key messages are cascaded to colleagues, particularly those who may get questions from customers or postmasters (and potential new operators).

The key points to make are as follows:

- extremely serious, unsubstantiated allegations about the Post Office and the Horizon system have continued to be repeated over the past few years by a small number of mainly former postmasters
- we are sorry that these people feel they have been treated unfairly by the Post Office and we have gone to great lengths to look at their cases
- the clear evidence we have in these cases does not support allegations being made
- we committed to confidentiality to people who put grievances to us, so we cannot share details about individual cases
- what we can say is that we do not prosecute people for making innocent mistakes and never have
- it is right that we may take action as custodians of customers' money where there is evidence of dishonesty
- we have demonstrated that Horizon works as it should. It has been shown to be robust and effective in dealing with six million transactions a day, with some 70,000 people using it, and it is regularly audited
- if there were systemic problems with branch accounting, it is reasonable to expect them to have been more widely experienced across the Post Office network than the 136 individual complaints spanning more than 10 years, during which there have been 500,000 Horizon users.
- during the past three years we have done everything and more than we committed to do to investigate the concerns put forward about our computer system. That was the right

thing to do.

- we set up an independent inquiry, established a mediation scheme and provided financial support for people to obtain independent, professional advice.
- this work has provided overwhelming evidence that demonstrates it was not Horizon that was responsible for missing money in any of the branches investigated

I hope this is helpful. My team and I are very keen to answer any questions you may have and thank you in advance for your help.

I would also like to take this opportunity to thank those of you who have taken part in the (separate!) BBC documentary about the business, Signed, Sealed, Delivered. The final episode will be on BBC2 at 9pm last week. The programme has shown the challenges we have as we drive towards commercial sustainability, and the great dedication and commitment of so many colleagues across the business. It sends an important signal about our changing business and from a communications perspective I am very grateful indeed to all who have featured in the programme or worked on the project.

GRO