
From: Elliot Jacobs [GRO]
Sent: Fri 19/04/2024 8:58:26 AM (UTC)
To: Saf ismail [GRO]; Benjamin Tidswell [GRO]; Lorna Gratton [GRO]; Brian Gaunt [GRO]; Andrew Darfoor [GRO]; Simon Jeffreys [GRO]; Nick Read [GRO]; Amanda Burton [GRO]
Cc: Karen McEwan [GRO]; Owen Woodley [GRO]
Subject: Past Roles and Phoenix

Dear Board,

Over the past couple of days, a number of PMs have been in contact with Saf and I in regard to recent statements at the inquiry by current employees who are still in the business and were involved in the Horizon scandal. This is a matter than many of us on the Board have expressed concern about repeatedly as it presents significant reputational risk for the business.

We are regularly told that the review is underway and must be done carefully to ensure accuracy in decision making - which I fully understand. But to date we have not received any information on a single employee who has been suspended or dismissed as a result of this ongoing review which started near 2 years ago but still remains incomplete.

The lack of visible progress on these reviews does not mirror the culture change we have promised to deliver. Moreover, Postmasters do not believe we are carrying out fair assessments and have viewed our "redeployment" of the likes of Steve Bradshaw and Pam Heap as "the same old Post Office".

To that end I would suggest a full and immediate update be provided to the Board of the names and individual status of all those listed in the Past Roles and the Phoenix reviews so that we are no longer in the dark on what is going on.

Sincerely,

Elliot