

Witness Name: Mrs Joan Bailey  
 Statement No.: WITN0316\_01  
 Exhibit: WITN0316\_01/1

THE POST OFFICE HORIZON INQUIRY

EXHIBIT 1

M070 Document 009

Retail Line to Complete	
Please email to Training Delivery Team via Lotus Notes	
<b>Outlet name:</b> Howey <b>Outlet address:</b> Howey <div style="border: 1px dashed black; padding: 5px; display: inline-block; font-size: 2em; font-weight: bold; margin: 5px;">GRO</div>	<b>FAD code:</b> 158644  <b>Outlet half day:</b> Wed  <b>Days to be avoided:</b> 7 December 2005
<b>Phone number:</b>	GRO
<b>Agents name:</b> Mr Lawrence Glyn Bailey	
Ad-Hoc Training Required	
(Please be as specific as possible. ie NS&I New Accounts)	
1. Took call from trainer today (Ian Patterson), who feels that more training is required at the above branch. It appears that with the satellite branches that are run from this site, not enough time has been requested to properly cover the main branch of Howey. Therefore we would welcome additional training in line with the areas highlighted in the trainers report as soon as is practicable.	4.
<b>Retail Line Contact</b> Rhianydd Z Thomas	<b>Date:</b> 14/11/05
<b>Address for return of completed form:</b> POL 60 Deiniol Road Bangor Gwynedd LL57 1AA	
Training Delivery Team to complete:	
<b>Request received:</b> 28/11/05	<b>Trainer:</b> Ian Patterson
<b>Date(s) allocated:</b> Tue 17 – Thur 19 Jan	<b>Retail Line Informed:</b> 28/11/05
Field Trainer to complete overleaf.	