

## Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a)  
and 5B, MC Rules 1981, r 70)



**Statement of** Penelope Anne Thomas

**Age if under 18** Over 18 **(If over 18 insert 'over 18')**

This statement (consisting of six pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe true.

Dated the 9 day of January 2007

Signature

**GRO**

I have been employed by Fujitsu Services, Post Office Account, formally ICL Pathway Ltd since 20 January 2004 as an Information Technology (IT) Security Analyst responsible for audit data extractions and IT Security. I have working knowledge of the computer system known as Horizon, which is a computerised accounting system used by Post Office Ltd. I am authorised by Fujitsu Services to undertake extractions of audit archived data and to obtain information regarding system transactions recorded on the Horizon system.

Horizon's documented procedures stipulate how the Horizon System operates, and while I am not involved with any of the technical aspects of the Horizon System, these documented processes allow me to provide a general overview.

At each Post Office there are counter positions that have a computer terminal, a visual display unit and a keyboard and printer. This individual system records all transactions input by the counter clerk working at that counter position. Clerks log on to the system by using their own unique password. The transactions performed by each clerk, and the associated cash and stock level information, are recorded by the computer system in a stock unit. Once logged on, all transactions performed by the clerk must be recorded and entered on the computer and are accounted for within the user's allocated stock unit.

The Horizon system provides a number of daily and weekly records of all transactions input

Signature

**GRO**

CS011A (Side A)

Signature witnessed by

**GRO**

Version 5.0 09/06



## Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a)  
and 5B, MC Rules 1981, r 70)

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Continuation of statement of      Penelope Anne Thomas

into it. It enables Post Office users to obtain computer summaries for individual clients of Post Office Limited e.g. National Savings Bank and Alliance & Leicester. The Horizon system also enables the clerk to produce a periodic balance of cash and stock on hand combined with the other transactions performed in that accounting period, known as a trading period.

Where local reports are required these are accessed from an icon on the desktop menu. The user is presented with a parameter driven menu, which enables the report to be customised to requirements. The report is then populated from transaction data that is held in the local database and is printed out on the printer. The system also allows for information to be transferred to the main accounting department at Chesterfield in order for the office accounts to be balanced.

The Post Office counter processing functions are provided through a series of counter applications: the Order Book Control Service (OBCS) that ascertained the validity of DWP order books before payment was made, this application ceased in June 2005; the Electronic Point of Sale Service (EPOSS) that enables Postmasters to conduct general retail trade at the counter and sell products on behalf of their clients; the Automated Payments Service (APS) which provides support for utility companies and others who provide incremental in-payment mechanisms based on the use of cards and other tokens and the Logistics Feeder Service (LFS) which supports the management of cash and value stock movements to and from the outlet, principally to minimise cash held overnight in outlets. The counter desktop service and the office platform service on which it runs provides various common functions for transaction recording and settlement as well as user access control and session management.

Information from counter transactions is written into a local database and then replicated automatically to databases on all other counters within a Post Office outlet. The information is then forwarded over ISDN (Integrated System Digital Network) or other communication service, to databases on a set of central Correspondence Servers at the Fujitsu Services data centres. This is undertaken by a messaging transport system within the Transaction Management Service (TMS). Various systems then transfer information to Central Servers that control the

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flow of information to various support services. Details of outlet transactions are normally sent at least daily via the system. Details are then forwarded daily via a file transfer service to the Post Office accounting department at Chesterfield and also, where appropriate, to other Post Office Clients.

An audit of all information handled by the TMS is taken daily by copying all new messages to archive media. This creates a record of all original outlet transaction details including its origin - outlet and counter, when it happened, who caused it to happen and the outcome. The TMS journal is maintained at each of the Fujitsu Services Data Centre sites and is created by securely replicating all transaction records that occurred in every Outlet. They therefore provide the ability to compare the audit track record of the same transaction recorded in two places to verify that systems were operating correctly. All exceptions are investigated and reconciled. Records of all transactions are written to audit archive media.

The system clock incorporated into the desktop application on the counter visual display units is configured to indicate local time. This has been the situation at South Warnborough, Branch Code 092904 since 27 March 2001 when the Horizon system was introduced at that particular Post Office.

The Horizon system records time in GMT and takes no account of Civil Time Displacements, thus during British Summer Time (BST) (generally the last Sunday in March to the last Sunday in October), system record timings are shown in GMT – one hour earlier than local time (BST).

When information relating to individual transactions is requested, the data is extracted from the audit archive media via the Audit Workstations (AW's). Information is presented in exactly the same way as the data held in the archive although it can be filtered depending upon the type of information requested. The integrity of audit data is guaranteed at all times from its origination, storage and retrieval to subsequent despatch to the requester. Controls have been established that provide assurances to Post Office Internal Audit (POIA) that this integrity is maintained.

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During audit data extractions the following controls apply :

1. Extractions can only be made through the AWs which exist at Fujitsu Services, Lovelace Lane, Bracknell, Berkshire and Fujitsu Services, Sackville House, Brooks Close, Lewes, East Sussex. These sites are both subject to rigorous physical security controls appropriate to each location. All AWs are located in a secure room subject to proximity pass access within a secured Fujitsu Services site.
2. Logical access to the AW and its functionality is managed in accordance with the Fujitsu Services, Post Office Account Security Policy and the principles of ISO 17799. This includes dedicated Logins, password control and the use of Microsoft Windows NT security features.
3. All extractions are logged on the AW and supported by documented Audit Record Queries (ARQ's), authorised by nominated persons within Post Office Ltd. This log can be scrutinised on the AW.
4. Extractions are only made by authorised individuals.
5. Upon receipt of an ARQ from Post Office Ltd they are interpreted by CS Security. The details are checked and the printed request filed.
6. The required files are identified and marked using the dedicated audit tools.
7. Checksum seals are calculated for audit data files when they are written to audit archive media and re-calculated when the files are retrieved.
8. To assure the integrity of the audit data while on the audit archive media the check seal for the file is re-calculated by the Audit Track Sealer and compared to the original value calculated when the file was originally written to the audit archive media. The result is maintained in a Check Seal Table.
9. The specific ARQ details are used to obtain the specific data.
10. The files are copied to the AW where they are checked and converted into the file type required by Post Office Ltd.
11. The requested information is copied onto removal CD media, sealed to prevent modification and virus checked using the latest software. It is then despatched to the Post Office Ltd Casework Manager using Royal Mail Special Delivery. This ensures

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## **Witness Statement**

*(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70).*

Continuation of statement of      Penelope Anne Thomas

that a receipt is provided to Fujitsu Services confirming delivery.

ARQ 046/0607 was received on 24 April 2006 and asked for information in connection with the Post Office at South Warnborough, Branch code 092904. I produce a copy of ARQ 046/0607 as Exhibit PT/01. I undertook extractions of data held on the Horizon system in accordance with the requirements of ARQ 046/0607 and followed the procedure outlined above. I produce the resultant CD as Exhibit PT/02. This CD, Exhibit PT/02, was sent to the Post Office Investigation section by Special Delivery on 5 May 2006.

The report is formatted with the following headings:

ID – relates to counter position  
User – Person Logged on to System  
SU – Stock Unit  
Date – Date of transaction  
Time – Time of transaction  
SessionId – A unique string relating to current customer session  
TxnId – A unique string relating to current transaction  
Mode – e.g. SC which translates to Serve Customer  
ProductNo – Product Item Sold  
Qty – Quantity of items sold  
SaleValue – Value of items sold  
Entry method - Method of data capture for Transactions (0 = barcode, 1 = manually keyed, 2 = magnetic card, 3 = smartcard, 4 = smart key)  
State – Method of manual keyed Entry Method.  
IOP - Order Book Number  
Result – Order Book Transaction Result  
Foreign Indicator – Indicates whether OBCS payment was made at a local or foreign outlet (0- Local, 1- Foreign). The foreign indicator defaults to a '0' for all manually entered transactions.

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**GRO**

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Continuation of statement of Penelope Anne Thomas

The Event report is formatted with the following headings:

- Groupid – FAD code
- ID – relates to counter position
- Date – Date of transaction
- Time – Time of transaction
- User – Person Logged on to System
- SU – Stock Unit
- EPOSSTransaction.T – Event Description
- EPOSSTransaction.Ti – Event Result
- Type – Inactivity Logout noted
- Logout Authority – User who logged out the account
- SecurityEvent.User – User who failed to log in

There is no reason to believe that the information in this statement is inaccurate because of the improper use of the computer. To the best of my knowledge and belief at all material times the computer was operating properly, or if not, any respect in which it was not operating properly, or was out of operation was not such as to effect the information held on it.

Any records to which I refer in my statement form part of the records relating to the business of Fujitsu Services. These were compiled during the ordinary course of business from information supplied by persons who have, or may reasonably be supposed to have, personal knowledge of the matter dealt with in the information supplied, but are unlikely to have any recollection of the information or cannot be traced. As part of my duties, I have access to these records.

Signature

**GRO**

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Signature witnessed by

**GRO**

Version 6.0 09/06

## AUDIT RECORD QUERY

Originator:	Graham Ward Post Office Ltd Security Casework Manager PO Box 1 CROYDON CR9 1WN	Date:	24/04/06
Telephone:	<b>GRO</b>		

Witness Statement (delete as applicable)	No	REF NO.	ARQ 0607/046
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Information Requested			
Date range:	09/02/06 – 08/03/06	Post Office	SOUTH WARNBOROUGH SPSO 092904
GENERAL DESCRIPTION FORMAT REQUIREMENTS:	<p>A report of all transactions and events for the office for the relevant days (See attached list), including remittances received, transfers between stock units and error notices.</p> <p>We would like the following format for logs (in Excel format with each category in a separate column):</p> <p>Balancing Period; Cash Accounting Period; Session Type - i.e. Serve Customer, Reversal. Rem In etc Transaction No; Session Indicator; Date; Time; Stock; User ID; Transaction Type; Amount £p</p> <p><i>2 columns specifying whether an OBCS (&amp; state) of scan accompanied the transaction</i></p> <p><i>(Session Indicator is whatever way the system has of indicating that individual transactions are linked)</i></p>		

**Thomas Penny**

---

**From:** graham.c.ward@ GRO  
**Sent:** 18 December 2006 12:29  
**To:** Fujitsu GRO  
**Subject:** Statement ARQ/046

All

Can I please request a standard statement in respect of South Warnboro (ARQ 0607/046). Required by the 12th January 2007 if possible please.

As well as the standard statement, we also need a statement referring to HSH calls logs covering the period 23/10/03 - 09/03/06.

Finally, are there any records relating to training against this name - Josephine Hamilton - if so I'll need another statement covering training given etc

Many thanks

Regards

Graham

Casework Manager  
Post Office Ltd Investigation Team

PO BOX 1, CROYDON, CR9 1WN

Postline: N/A, STD Phone: GRO VoiceMail:  
N/A, Mobex: GRO External Email:  
GRO

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distribute the contents of this communication.

If you have received this in error, please contact the sender and then delete this  
email from your system.  
\*\*\*\*\*

092904

Installed 27 Mar 01

**Thomas Penny**

**From:** graham.brander@ GRO  
**Sent:** 08 February 2008 12:41  
**To:** nigel.alien@ GRO martin.drake@ GRO Thomas Penny; Dunks  
Andy; rebecca.l.portch@ GRO alan.stuart@ GRO  
colin.woodbridge@ GRO colin.price@ GRO  
**Subject:** South Warnborough

All

Just to advise that the defendant was sentenced to 12 months Community Service with a 12 month Supervision Order. The case is now concluded and i would like to thank you all once again for the assistance you have provided in this case.

K/Regards

Graham Brander  
Investigator  
Post Office Ltd  
14 High Street  
Eastleigh  
Hants  
SO50 5TA  
STD Ph  
Mobex:  
Extern

**GRO**

----- Forwarded by Graham Brander/e/POSTOFFICE on 08/02/2008 12:38 -----

Graham Brander  
Allen/e/POSTOFFICE@POSTOFFICE, Martin  
18/01/2008 14:06  
penny.thomas@ GRO

To: Nigel  
Drake/e/POSTOFFICE@POSTOFFICE,  
andy.dunks@ GRO Rebecca L  
Portch/e/POSTOFFICE@POSTOFFICE, Alan  
Stuart/e/POSTOFFICE@POSTOFFICE, Colin  
Woodbridge/e/POSTOFFICE@POSTOFFICE,  
Price/e/POSTOFFICE@POSTOFFICE  
cc:  
Subject: South Warnborough

Colin

All

Please note that sentencing has been adjourned until 04 February 2008.

I will let you know the outcome in due course.

K/Regards

Graham Brander  
Investigator  
Post Office Ltd  
14 High Street  
Eastleigh  
Hants  
SO50 5TA  
STD Ph  
Mobex:  
Extern

**GRO**

----- Forwarded by Graham Brander/e/POSTOFFICE on 18/01/2008 14:05 -----

Graham Brander

To: Nigel

Allen/e/POSTOFFICE@POSTOFFICE, Martin  
19/11/2007 12:48  
penny.thomas GRO

Colin

Drake/e/POSTOFFICE@POSTOFFICE,  
andy.dunks@ GRO Rebecca L  
Portch/e/POSTOFFICE@POSTOFFICE, Alan  
Stuart/e/POSTOFFICE@POSTOFFICE, Colin  
Woodbridge/e/POSTOFFICE@POSTOFFICE,

Price/e/POSTOFFICE@POSTOFFICE  
cc:  
Subject: South Warnborough

All

There was a Mention Hearing today, whereby the defendant pleaded guilty to the 14 False Accounting charges. The case has now been adjourned for sentencing on 25 January 2008. The theft charge will be dropped on the provisal that all the money owed is repaid by defendant by sentencing date.  
If the money is not repaid then we will pursue the theft charge, in which case a new trial date will be arranged.

As such, there will not now be a trial in December (10 - 23/12/07) and provided the money is repaid, the trial will be not be re-scheduled.

Thanks once again to you all for the assistance you have given in this case. I will advise you in due course as to whether the trial is re-scheduled or whether sentencing goes ahead on 25/01/08.

K/Regards

Graham Brander  
Investigator  
Post Office Ltd  
14 High Street  
Eastleigh  
Hants  
SO50 5TA  
STD PH  
Mobex:  
Extern

**GRO**

----- Forwarded by Graham Brander/e/POSTOFFICE on 19/11/2007 12:38 -----

Graham Brander  
Allen/e/POSTOFFICE@POSTOFFICE, Martin  
06/08/2007 14:38  
penny.thomas GRO

Colin

To: Nigel  
Drake/e/POSTOFFICE@POSTOFFICE,  
andy.dunks@ GRO Rebecca L  
Portch/e/POSTOFFICE@POSTOFFICE, Alan  
Stuart/e/POSTOFFICE@POSTOFFICE, Colin  
Woodbridge/e/POSTOFFICE@POSTOFFICE,  
Price/e/POSTOFFICE@POSTOFFICE  
cc:  
Subject: South Warnborough

This document has been archived to the Central Archive Store

I have just been notified that the trial in respect of the Postmistress at South Warnborough Post Office has been adjourned.

As such, please would you all advise me as to your availability to attend Winchester Crown Court on dates between 10 - 21 December 2007.

Thanks once again for your assistance in this matter.

Please feel free to contact me if you wish to discuss anything.

Please advise me, should any further dates arise whereby you would be unavailable.

\*\*\*\*\*  
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