

**From:** mark.dinsdale [GRO]  
**Sent:** Fri 12/02/2010 2:00:12 PM (UTC)  
**To:** Thomas Penny [GRO] Dunks Andy [GRO]  
**Cc:** Post\_Office\_Security [GRO]  
 john.longman [GRO]  
 jane.m.ower [GRO]  
**Subject:** Re: West Byfleet  
**Attachment:** ATT4994742.txt

Penny, this follows on from my previous email.

I'm hoping the detail Jon is requesting below is something you can do, which is outside the scope that our lawyers are dealing with in respect of expert witness statements etc.

I'm on [IRRELEVANT] so would you please respond to Jon please and cc the rest of us in. Cheers

Mark Dinsdale  
**Security Programme Manager**  
**Security Team, Post Office Ltd**



Post Office Ltd, Security Team, Royal Mail, 3rd Floor, Clippers House, Clippers Quay, Salford, M50 3NW

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John Longman

12/02/2010 13:22

**To:** Mark Dinsdale/e/POSTOFFICE@POSTOFFICE  
**cc:**  
**Subject:** West Byfleet

Mark

Following the third request for disclosure from the defence there are still outstanding points that fujitsu can only answer. I list them as follows in blue.

In essence Andy Dunks needs to produce a further statement, similar to his one of 29th January in which he details the calls logged by HSH from West Byfleet for the period 1st January 2005 to 30th June 2005.

A statement needs to be produced from Fujitsu explaining why the HSH calls made by West Byfleet were all of a routine nature if indeed this is the case and to confirm that other Post Offices made similar HSH requests.

6) a) ( REF ANDY DUNKS STATEMENT) We repeat our non-acceptance that the calls were of a routine nature. We asked for a copy of the log of all the calls made for a period from 6 months prior to our client taking over to the present day – the additional time limit either side to allow for comparison with calls made before and after our client's tenure as sub-postmistress. You have supplied us with a Fujitsu employee's overview of the calls made. **Please comply with the request.**

b) The calls referred to in Andrew Dunk's statement make reference to issues with touch screens requiring recalibration, problems with the network, printer and pin terminal and the number of times the system requires re-booting. In light of Dunk's assertions that all the calls from West Byfleet are of a routine nature, we assume similar calls are frequently received from other Post Offices. Please confirm that this is the case. If not, please provide an explanation as to why these calls are deemed to be of a routine nature, which appears to be the basis on which you have failed to date to provide us with the call logs.

12) We asked for details of the business testing carried out on Horizon not for an adjective describing its quality. **(Original response was "Horizon has undergone stringent testing before it was installed." Please comply with the request.**

20) Please provide full disclosure of the problems with the Horizon system that were acknowledged to exist in Callender Square, Falkirk as referred to in paragraph 23 of the Castleton judgment.

Points 12 & 20 also need to be addressed by Fujitsu.

Mark - Could you communicate this request to Fujitsu please which is urgent.

Regards,

Jon Longman

Security Advisor,  
Post Office Ltd, National Security Team

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john.longman **GRO**



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