

Royal Mail Group

**ROYAL MAIL GROUP – CONFIDENTIAL**  
**Record of Taped Interview**

**Short Descriptive Notes**  
**Record of Taped Interview Summary**  
**Full Taped Interview Transcript**  
(delete as applicable)

**Person interviewed:** JOAN BAILEY (JB)

**Place of Interview:** SHREWSBURY MAIL CENTRE

**Exhibit No:**

**Number of pages:** 9

**Signature of interviewer producing**

**Date of Interview:**

**Time commenced:** 13.14

**Tape reference no.:** 070838

**Time concluded:** 13.57

**Duration of Interview:** 43 MINUTES

**Interviewing Officers:** STEVEN BRADSHAW (SB)

HELEN DICKINSON (HD)

**Other persons present:** ANDREW TENCH (AT) – LEGAL REP

Tape counter times	Person speaking	TEXT
		Voice identification of everyone present.
0.50		JB re-cautioned and reminded of legal rights. JB is happy for Andrew to stay and still does not require a friend.
2.30		<div>GRO</div> <div>GRO She said she did not tell Glyn about the problems as their GRO</div> <div>GRO</div>

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# IRRELEVANT

11.00		JB said she has always managed the Post Office herself as Glyn wasn't interested in it and continued doing so through her <b>GRO</b> . She said the last time she was off was in 2009 prior to which it was 2006 and 2007 when a lady covered for them.
16.40		JB said she still managed to work when she had <b>GRO</b> as it was around holiday time.
18.40		JB said she believes her problems were a combination of tiredness.
21.18	HD	So just one last thing for me, I mean you did say earlier that you'd never asked us for any help you know like by saying I'm concerned about the losses or shortages I'm having, is there a reason why you didn't report it or ring the help desk?
	JB	Because if I rung the help desk I'd have to tell Glyn and I didn't want to do it because of everything that we're going through. Only a few, 2 years before, I don't know whether you've got this on the records but I actually lost a rem, we had a rem in of £11,000 and I'd put the, I was on my own that day so I'd got the shop and the Post Office, Glyn was at the Satellite so it was a Tuesday 'cos he does the satellites on a Tuesday and I've put the rem under the counter 'cos I hadn't got time to go to the safe so I'd pushed it under the counter on top of the desk printer, you know the large printer?
	HD	Yeah.
	JB	And I'd put it on top of there and at the front of there I'd got my basket which I put scrap paper in and various other things and somehow the rem got into the recycle that's what it was the paper thing which I use for recycling it got into there. I'd added it onto my

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		<p>cash holdings so never thought anything about it I'd got plenty of money in the drawer because the bank, the pub across the road had paid in about 15, £1800 so there was plenty of cash in my drawer. It wasn't until later in the week and I thought Oh I'd better top my cash up now it's getting a bit low I've got pensions coming out and, not pensions I've got payments that come out on the Friday and I went to the safe, opened the safe went into my cash drawer which is in the safe and I thought Oh where's my cash and then I realised what I'd done then and so we contacted the Post Office straight away. Well first of all I contacted the recycling place because you know, you know and I said "has anybody handed anything in" and I described the pouch, the green pouch to them and everything and they said no and so I gave them my telephone number, explained what had happened and then we contacted the Post Office and we explained everything to the Post Office and then they took out the, well we paid £3,000 straight away because we'd got that much in the bank account and then the rest they took out from Glyn's remuneration and then that was paid up I think November of last year that was completely paid back, November of last year.</p>
	HD	So you didn't.
24.19	JB	I didn't want to tell him because of all of that I just, I thought I can't you know because he was really <span style="border: 1px solid black; padding: 0 5px;">GRO</span> and I just didn't want to tell him. I just didn't want to tell him.
24.40		The interview was recapped.
26.26	SB	Any of that money did you give back to your daughter did you take any money back out of the Post Office?
	JB	No I pay her because part of it was her, because she'd done as a, person who's older who goes to University what's it called?
	SB	Mature student.

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	JB	Mature student yes and so this was part of a grant money that she'd had. <span style="border: 1px dashed black; padding: 2px;">GRO</span>
		<div style="border: 1px dashed black; padding: 20px; text-align: center; font-size: 48px; font-weight: bold;">GRO</div>
		and she hadn't used all of the grant money and so she said "well I'll lend you Mum if you pay the interest" so I paid the interest each month until, because we had, we did actually put the Post Office up for sale last year because it was just getting too much for both of us really.
	SB	Right so you didn't take any Post Office money back out to give back to your daughter?
27.42	JB	Oh no no gosh no.
	SB	Right you complete your branch trading statements every 4 or 5 weeks when it's due.
	JB	Yes.
	SB	And then from this time from May to July and then again from, well even when you made it good and you said it started again after the Horizon next generation so it's either balanced, you inflated your cash.
	JB	Yes.
	SB	Your cash on hand to show a different amount that was really there and put the difference in the amounts across all denominations of the cash?
	JB	Yes.
28.30		JB said the transaction corrections mostly related to cheques which had either bounced or hadn't been received.
34.26		JB maintained she believes the system was at fault.

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35.36	SB	What I'm saying is with the system is that every keystroke is recorded.
	JB	Yes.
	SB	Right so if you fail or the person operating the system fails to conduct a transaction and gets £600 out that can't be a system fault.
	JB	No.
	SB	I accept that it's a system fault if you conduct the transaction correctly and you pay out £600 you press the buttons and you genuinely press 600 and it pays out £6000.
	JB	Yes.
	SB	I accept then that it could, there's a possibility that's it a technical fault within the system right.
	JB	Yes.
36.25	SB	When you ended up £1,000 short or £2,000 short?
	JB	I did a transaction log.
	SB	You've done a transaction log?
	JB	Yeah.
	SB	And there is nothing shown that?
	JB	I couldn't see anything I mean even, on the one occasion I thought well on that particular day that the pub across the road paid I think it was £1200 in or something like that and I thought and I kind of looked at it to see if I'd put a larger amount, if I'd put a larger amount in that they paid you know they paid in and that kind of thing and I did a log and I couldn't see it.
	SB	So each time you were short in the balance you produced a transaction log and you checked the transaction log to see if there were any transactions that stood out above the norm?
	JB	Yes.
	SB	And the £1200 being £12000?
	JB	Well not every time but I mean because I didn't think about that at first until I had a problem about, I'd gone over into ATM to do a, and

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		then, and I'd forgot to go back into AA stock and so all the transactions I've been doing I've been doing in the ATM and so I rung the helpline to help me you know what I've got to do and they told me to cut everything off as I would normally do and then to go back into AA and then do like a transfer over to balance the cash and to produce a transaction log and that's the first time, this was probably last year in the middle of the year when I realised I could do this transaction log quite easily for the time the date the amount to actually show me what I was doing wrong.
38.14	SB	So by the middle of the year you know how to do transaction logs?
	JB	Yes yes yeah.
	SB	And the middle of the year in July you made the money straight?
	JB	Yes yes.
	SB	Right so from July you still know how to do a transaction log and the £12,000 short over a period of months.
	JB	And I couldn't find it.
	SB	So when you've done your transaction log you've looked through your transaction log to see whether there's any figures that would stand out as being fictitious, too much put in by yourself, not enough put in by yourself and there is no figures that you could see to explain why you were approximately £2,000 short for each month?
	JB	No I couldn't see anything.
	SB	Even though you checked so again it's only to try and quantify this bit about the system, so the systems come out so if you have said £600 or £1200 the system has recorded what you've said?
	JB	Yes.
	SB	There is nothing being recorded by you that shows like, which again could be a mis-key stroke by yourself to use the example of the bank paying in 1200 being 12000?
	JB	Yes.
	SB	And reading to you looked straight and it looked as if there was no fictitious?

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	JB	I couldn't see anything no.
	SB	Ok so but we still go no explanation?
	JB	No.
39.28	HD	But to be fair if you would have, somebody would have asked for a balance and then said oh I'll take the 600 and you didn't make the entry then, it wouldn't be on the transaction logs it wouldn't shot.
	JB	No.
	SB	But on that that's not a fault with the system is it, that's down to the operator of the system?
	JB	Yeah yeah.
	SB	And again I take what you say like in mitigation short term memory loss and that you may have thought you'd done it and you may not have done it but that's the carelessness or incompetence of the operator handing out money without having the transaction to balance so therefore and under the terms of your husband's contract is that he's liable for all losses irrespect of how they occur.
	JB	Yes.
		Master tape seal signed on number 070838
		Interview terminated at 13.57