
From: Thomas Penny[/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=THOMASP]
Sent: Thur 15/09/2011 2:56:19 PM (UTC)
To: Healy Tim [REDACTED] **GRO**
Cc: Smith Robert [REDACTED] **GRO**; Thompson
Peter [REDACTED] **GRO**; Davidson James [REDACTED] **GRO**;
Bell Gavin [REDACTED] **GRO**; Munro Donna [REDACTED] **GRO**
Subject: RE: Horizon Integrity Challenges - Alderley Edge Post Office (Scott Darlington) & Astwood Bank Post Office (Julian Wilson)

Tim

Thank you for your help.

However, I have had an in depth conversation with Pete Thompson and we are now both uncomfortable with the proposed response. Pete believes that the requirement stated under iii) and vii) has not been understood fully by us; and that we have just covered off the counter part (the tip of the iceberg) and there is a host of detail we've overlooked. HNG-X, PCI, Tivoli events, OCPs, MSCs, and more.

Pete has asked that this request be elevated to senior management for guidance on how we should respond; perhaps a Fujitsu / POL strategy should be identified for these cases as making a mistake here could have profound implications for both companies.

Kind regards
Penny

Penny Thomas
Security Analyst
Customer Services, Post Office Account

Fujitsu Services
Lovelace Road, Bracknell, Berks RG12 8SN

Tel: [REDACTED]
Mob: [REDACTED]
Fax: [REDACTED]
E-Mail: penny.thomas@ [REDACTED] **GRO**
Web: <http://uk.fujitsu.com>

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From: Healy Tim
Sent: 15 September 2011 15:20
To: Thomas Penny
Subject: FW: Horizon Integrity Challenges - Alderley Edge Post Office (Scott Darlington) & Astwood Bank Post Office (Julian Wilson)

Penny,

Would you send over the current version to James and Gavin.

Regards
Tim

From: Davidson James
Sent: 15 September 2011 15:18
To: Healy Tim; Bell Gavin; Court David
Subject: Re: Horizon Integrity Challenges - Alderley Edge Post Office (Scott Darlington) & Astwood Bank Post Office (Julian Wilson)

Tim,

It would make sense if Gavin and I review and approve.

James

From: Healy Tim
To: Davidson James; Bell Gavin; Court David
Sent: Thu Sep 15 15:14:15 2011
Subject: FW: Horizon Integrity Challenges - Alderley Edge Post Office (Scott Darlington) & Astwood Bank Post Office (Julian Wilson)

Guys,

I have been asked to review a response to POL from Penny Thomas that includes an estimated cost for work to support a prosecution case. Would somebody from the account besides Finance and Commercial need to approve?

Regards
Tim

From: Healy Tim
Sent: 15 September 2011 15:11
To: Smith Robert
Cc: Taylor Hazel; Thomas Penny
Subject: RE: Horizon Integrity Challenges - Alderley Edge Post Office (Scott Darlington) & Astwood Bank Post Office (Julian Wilson)

I'm ok with the presentation but will add some words around the price being indicative.
Just checking that it does not need anybody except Finance and Commercial as would expect some other account review input.

Tim

From: Smith Robert
Sent: 15 September 2011 15:01
To: Thomas Penny
Cc: Munro Donna; Taylor Hazel; Taylor Hazel; Healy Tim
Subject: RE: Horizon Integrity Challenges - Alderley Edge Post Office (Scott Darlington) & Astwood Bank Post Office (Julian Wilson)

Penny,

Many Thanks.

Few rate changes: in line with the typical we use:
Debbie Richardson needs to be included @ SCM - £1,144 per day; Sheila Bamber – UL @ £889 per day; Andy Dunks @ SE £556 per day; Steve Boismasson @ LSE £791 per days.

Tim/Ken – are you ok with how this is presented?

Regards
Rob.

From: Thomas Penny
Sent: 14 September 2011 17:15
To: Smith Robert; Healy Tim

Cc: Munro Donna
Subject: FW: Horizon Integrity Challenges - Alderley Edge Post Office (Scott Darlington) & Astwood Bank Post Office (Julian Wilson)

Sorry, attached the wrong document!

Penny Thomas
Security Analyst
Customer Services, Post Office Account

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From: Thomas Penny
Sent: 14 September 2011 17:08
To: Smith Robert; Healy Tim
Cc: Munro Donna
Subject: FW: Horizon Integrity Challenges - Alderley Edge Post Office (Scott Darlington) & Astwood Bank Post Office (Julian Wilson)

Rob / Tim

Please find attached a slightly amended proposal and calculation sheet, which I would ask you both to review.

I'm on annual leave from close of play tomorrow (Thursday 15 September) and would really like to despatch this return before I leave.

This estimate is for just under £70k and I really would like a commercial eye to review text and a financial eye to review my calculations.

Because of the high value I have changed the process slightly for this request and have asked that POL raise a formal Change Request in the event that the work is commissioned, which could be expedited with the estimates pre-impacted.

I will call tomorrow to discuss.

Kind regards
Penny

Penny Thomas
Security Analyst
Customer Services, Post Office Account

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From: Thomas Penny

Sent: 14 September 2011 13:06
To: Smith Robert
Cc: Healy Tim
Subject: FW: Horizon Integrity Challenges - Alderley Edge Post Office (Scott Darlington) & Astwood Bank Post Office (Julian Wilson)

Rob

In response to POL's request, below, please find attached my calculation sheet and proposed estimate.

I'm going into a meeting now; will contact you when I'm free to discuss.

Kind regards
Penny

Penny Thomas
Security Analyst
Customer Services, Post Office Account

Fujitsu Services
Lovelace Road, Bracknell, Berks RG12 8SN

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From: Thomas Penny
Sent: 01 September 2011 10:54
To: Smith Robert
Cc: Healy Tim
Subject: FW: Horizon Integrity Challenges - Alderley Edge Post Office (Scott Darlington) & Astwood Bank Post Office (Julian Wilson)

Rob

I have received this request from POL, please see mail string.

Initially, it is my intention to provide POL with clarification of what we can provide, how long it will take to provide and an estimate of cost.

I will request information from the relevant departments / disciplines and come back to you before I put in a price.

Kind regards
Penny

Penny Thomas
Security Analyst, Customer Services

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From: John Longman [mailto:john.longman@GRO]

Sent: 31 August 2011 13:57

To: Thomas Penny

Subject: FW: Horizon Integrity Challenges - Alderley Edge Post Office (Scott Darlington) & Astwood Bank Post Office (Julian Wilson)

Penny

In addition to this information I omitted one other point. The solicitors have also asked for details of the hardware records for each Post Office®. Similar to West Byfleet, I think they want to know the serial numbers of the equipment installed and whether it was installed as new or reconditioned. If reconditioned where did it come from, was it reconditioned or repaired because of a fault, if so what was the fault. Are you able to supply this information?

Regards

John Longman

Security Manager
Security Operations - South

Address: Post Office® Ltd Security, 2nd Floor Banner Wing, 148 Old Street, London, EC1V 9HQ.

Office: (Post-line) , **Fax:**

Mobile: (Mobex:)

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From: John Longman

Sent: 30 August 2011 10:19

To: 'Thomas Penny'

Cc: Jane M Owen; Jason G Collins; Graham C Ward

Subject: Horizon Integrity Challenges - Alderley Edge Post Office (Scott Darlington) & Astwood Bank Post Office (Julian Wilson)

Hi Penny

I have been asked to assist Post Office® solicitors who are dealing with the above two cases whereby Horizon integrity is being called into question. Both subpostmasters have been prosecuted but are refusing to repay the audit shortages found during the investigation. The subpostmasters have both employed the same firm of Solicitors who are alleging amongst a whole list of concerns raised, that the Horizon system suffers with inherent defects.

Post Office® Ltd has been asked to produce a large amount of information similar to the West Byfleet case. Some of the information requested can be provided by Post Office® Ltd but some can only be provided by Fujitsu.

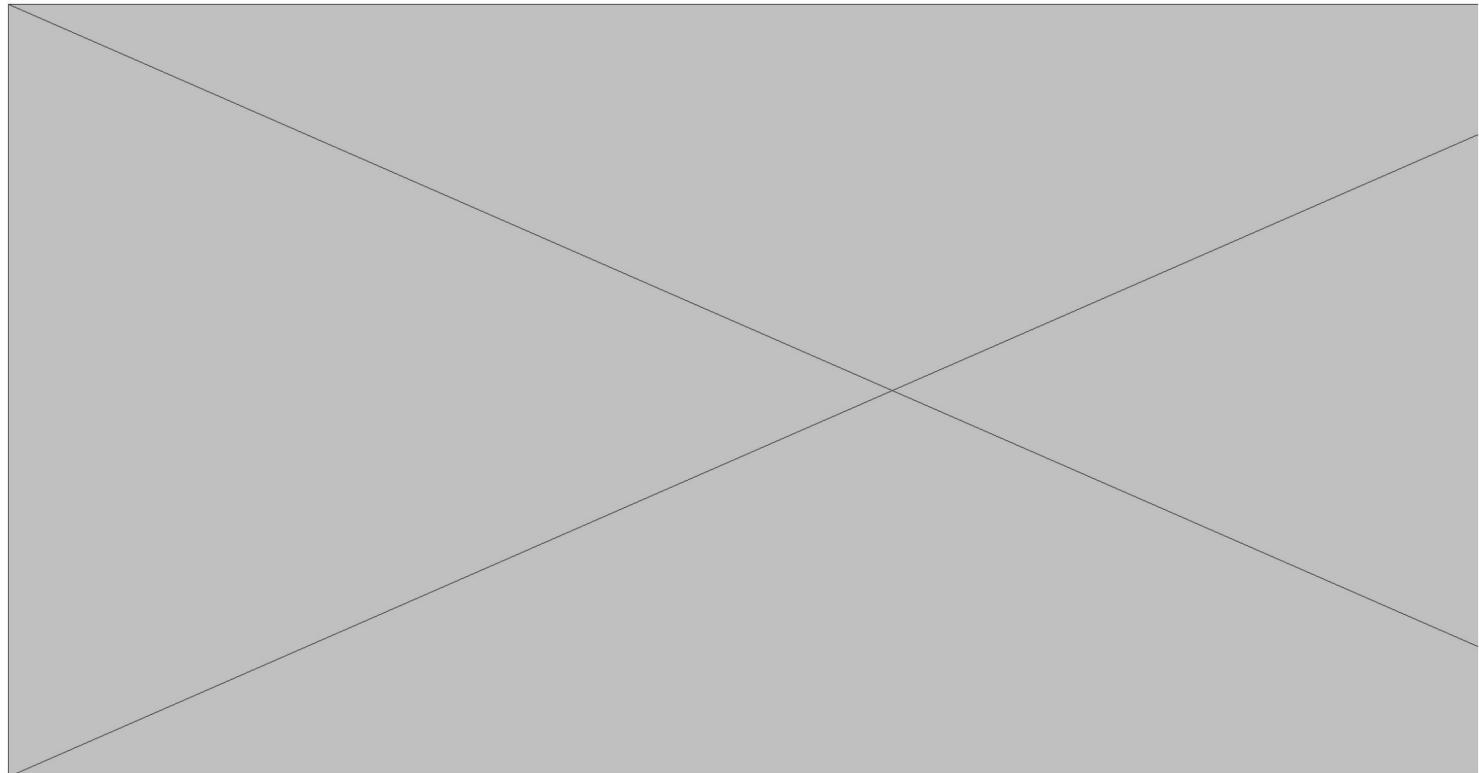
Could the following items be provided by Fujitsu for both Post Offices and if there is to be a cost to Post Office® Ltd for this information could an approximate costing be provided before the data is obtained.

ASTWOOD BANK

- i) Details of Horizon system testing with respect to the ability of the Horizon system to produce information with sufficient clarity to allow a Subpostmaster to reconcile discrepancies.
- ii) Horizon System Helpdesk (HSH) calls made from Astwood Bank Post Office® for the period 1st November 2002 to 11th September 2008.
- iii) Details of any firmware and software updates of Horizon between 2005 – 2009 and the reason for those updates.
- iv) The documents relating to the assessment of the pilot testing of Horizon Mark 2 and Horizon Mark 3, the results of those assessments, the losses that were found within the system and details of how those losses were reconciled or otherwise dealt with.

ALDERLY EDGE

- v) Details of Horizon system testing with respect to the ability of the Horizon system to produce information with sufficient clarity to allow a Subpostmaster to reconcile discrepancies.
- vi) Horizon System Helpdesk (HSH) calls made from Alderly Edge Post Office® for the period 12th March 2005 to 28th February 2009.
- vii) Details of any firmware and software updates of Horizon between 2005 – 2009 and the reason for those updates.
- viii) The documents relating to the assessment of the pilot testing of Horizon Mark 2 and Horizon Mark 3, the results of those assessments, the losses that were found within the system and details of how those losses were reconciled or otherwise dealt with.



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