

From: One GRO

Sent: Sat 01/12/2018 12:05:46 PM (UTC)

To: Communications Team GRO

Bcc: abid.mumtaz GRO
adam.france GRO
adam.moss GRO
adrian.eales GRO
ajay.patel GRO
alarna.williams GRO
alastair.holmes GRO
alexander.todd GRO
alice.cookson GRO
alisdair.cameron GRO
alison.bolsover GRO
alistair.price GRO
alistair.roman GRO
amanda.jones GRO
amber.kelly GRO
andrew.collins GRO
andrew.ellis GRO
andrew.goddard GRO
andrew.kenny GRO
andrew.lewis2 GRO
andrew.lewis GRO
andrew.p.jacques GRO
andrew.preston GRO
andy.duckworth GRO
andy.garner GRO
andy.gunn GRO
andy.kingham GRO
andy.pitts GRO
angela.bunyan GRO; angela.van-den-
bogerd GRO
angus.mcdonald GRO
angus.sim GRO
ann.miller GRO
anne.cundy GRO
antony.ray GRO
austin.c.amadi GRO
barbara.brannon GRO
barbara.kuhr GRO
bella.slade GRO
ben.cooke GRO
ben.foat GRO
ben.passmore GRO
bob.hammond GRO
bobby.hope GRO
brian.kelly GRO
brian.mcnaughton GRO
briony.tristram GRO
bronwen.thomas GRO
carl.roe GRO
caroline.hatch GRO
caroline.odonnell GRO
cath.oglesby GRO
catherine.hamilton GRO
cathryn.a.gee GRO
cathy.mayor GRO
cem.oztoprak GRO
ceri.james GRO

charis.kapodistria	GRO
charles.brown	GRO
charlotte.bedwell	GRO
charlotte.bliss	GRO
charlotte.power	GRO
charlotte.webster	GRO
chirag.kachalia	GRO
chris.ball	GRO
chris.n.howard	GRO
chris.russell	GRO
christine.moore	GRO
christopher.dewe	GRO
chrysanthy.pispinis	GRO
claire.bishop	GRO
colin.stuart	GRO
craig.briscoe	GRO
craig.perrins	GRO
daniel.clarke	GRO
daniel.farber	GRO
danielle.goddard	GRO
danny.dockerty	GRO
darren.jones1	GRO
darren.mullen	GRO
daryl.hopkins	GRO
dave.j.rutt	GRO
dave.jenkins	GRO
dave.m.king	GRO
david.ascott	GRO
david.atkins	GRO
david.higham	GRO
david.leyshon	GRO
david.mann	GRO
david.meldrum	GRO
david.stiggants	GRO
davyd.nash	GRO
dawn.brooks	GRO
dawn.penty	GRO
deana.herley	GRO
debbie.a.mickleborough	GRO
debbie.g.jones	GRO
debbie.k.smith	GRO
diana.maddox	GRO
dieter.prinsloo	GRO
dilip.singh	GRO
dina.gindy	GRO
donna.gilhooly	GRO
donna.poulter	GRO
doug.brown	GRO
ed.tucker	GRO
ehtsham.ali	GRO
elinor.hull	GRO
elizabeth.robson	GRO
emma.hancock	GRO
emma.springham	GRO
esther.harvey	GRO
fiona.hogg	GRO
frances.arnall	GRO
francisco.p.couto	GRO
garry.hooton	GRO
gayle.a.peacock	GRO
georgina.blair	GRO
gill.broderick	GRO

glenn.ainscough	GRO
gordon.a.rose	GRO
graeme.bower	GRO
grant.baillie	GRO
greg.hunt	GRO
greg.lewis	GRO
hannah.watkins	GRO
hayley.l.brown	GRO
henk.vanhulle	GRO
iain.robertson	GRO
ian.holloway	GRO
ian.namey	GRO
ian.r.barnes	GRO
isabel.christophers	GRO
ivan.swepson	GRO
jackie.newton	GRO
jaco.vermeulen	GRO
jacqueline.scott	GRO
james.scutt	GRO
james.x.sherwood	GRO
jamie.butler	GRO
jane.a.layton	GRO
jane.e.smith	GRO
jane.hill	GRO
jane.macleod	GRO
janene.mellor	GRO
jas.gulati	GRO
jason.black	GRO
jason.sheehy	GRO
jayshree.patel	GRO
jean.reynolds	GRO
jeff.smyth	GRO
jenny.ellwood	GRO
jimmy.patel	GRO
jo.paramour	GRO
jo.stammers	GRO
joanna.macdonald	GRO
joanne.leahy	GRO
joe.arakji	GRO
johann.appel	GRO
john.breeden	GRO
john.d.oneill	GRO
john.dineen	GRO
john.donovan	GRO
john.dutton	GRO
john.flood	GRO
john.h.jones	GRO
jonathan.e.hill	GRO
jonathan.knox	GRO
jonathan.p.evans	GRO
joshua.cavill	GRO
judith.aubrey	GRO
jules.harris	GRO
julie.thomas	GRO
k.hollingsworth	GRO
karen.c.walker	GRO
karen.chater	GRO
karen.elsdon	GRO
karl.oliver	GRO
karl.paulins	GRO
kath.pitman	GRO
katharine.challinor	GRO

kathryn.bowden	GRO
katrina.holmes	GRO
kay.wilson	GRO
keith.blair	GRO
keith.bridges	GRO
keith.maple	GRO
kelli.organ	GRO
ken.penton	GRO
kendra.dickinson	GRO
kenneth.garvey	GRO
kenny.lamont	GRO
kevin.brothwood	GRO
kevin.mackay	GRO
kevin.parkin	GRO
kevin.r.harris	GRO
kevin.z.kilduff	GRO
kim.abbotts	GRO
kirsty.harkins	GRO
kjetil.fuglestad	GRO
kovi.moodley	GRO
laura.a.plunkett	GRO
laura.bates	GRO
laura.tarling	GRO
laureen.johnston	GRO
laurence.oneill	GRO
lavinda.kaur1	GRO
lee.delaney	GRO
lee.kelly	GRO
liam.hather	GRO
lielie.sungmorarjit	GRO
lily.cunningham	GRO
lisa.cherry	GRO
lisa.jordan	GRO
lisa.mobley	GRO
lisa.toye	GRO
lisa.watkins	GRO
louise.chatfield	GRO
lynn.brown	GRO
lynn.k.cox	GRO
lynn.lewis	GRO
manish.mehta	GRO
maria.chong	GRO
marisa.alonso	GRO
mark.baldock	GRO
mark.cazaly	GRO
mark.dixon	GRO
mark.nash	GRO
mark.r.davies	GRO
mark.r.horne	GRO
mark.raymond	GRO
mark.s.wright	GRO
mark.siviter	GRO
mark.underwood1	GRO
mark.x.gibson	GRO
martin.edwards1	GRO
martin.godbold	GRO
martin.hopcroft	GRO
martin.hulks	GRO
martin.humphreys	GRO
martin.kearsley	GRO
martin.thackray	GRO
martin.wyer	GRO

martin.z.rouse@ [REDACTED] GRO
martine.munby@ [REDACTED] GRO
martyn.fawdry@ [REDACTED] GRO
mary.reynolds@ [REDACTED] GRO
matt.downey@ [REDACTED] GRO
matthew.edgar1@ [REDACTED] GRO
matthew.keeffe@ [REDACTED] GRO
matthew.taylor1@ [REDACTED] GRO
max.jacobi@ [REDACTED] GRO
megan.smith@ [REDACTED] GRO
melanie.collier@ [REDACTED] GRO
melanie.corfield@ [REDACTED] GRO
melanie.shephard@ [REDACTED] GRO
melissa.knight@ [REDACTED] GRO
meredith.sharplese@ [REDACTED] GRO
michael.a.brown@ [REDACTED] GRO
michael.austine@ [REDACTED] GRO
michael.keegan@ [REDACTED] GRO
michael.norman@ [REDACTED] GRO
michael.passmore@ [REDACTED] GRO
michael.stevenson@ [REDACTED] GRO
michele.distazio@ [REDACTED] GRO
michelle.downs@ [REDACTED] GRO
mick.farr@ [REDACTED] GRO
mick.mitchell@ [REDACTED] GRO
mick.norman@ [REDACTED] GRO
mike.j.elliott@ [REDACTED] GRO
mike.lowe@ [REDACTED] GRO
mo.kang@ [REDACTED] GRO
naomi.thorley@ [REDACTED] GRO
natasha.e.jones@ [REDACTED] GRO
natasha.wilson@ [REDACTED] GRO
navjot.jandua@ [REDACTED] GRO
neil.barnard@ [REDACTED] GRO
neil.davey1@ [REDACTED] GRO
neil.dryer@ [REDACTED] GRO
neil.ennis@ [REDACTED] GRO
neill.boulton@ [REDACTED] GRO
nichola.hazard@ [REDACTED] GRO
nicholas.spicer@ [REDACTED] GRO
nick.baker@ [REDACTED] GRO
nick.beal@ [REDACTED] GRO
nick.boden@ [REDACTED] GRO
nick.carroll@ [REDACTED] GRO
nick.mccowan@ [REDACTED] GRO
nick.trowler@ [REDACTED] GRO
nicola.x.price@ [REDACTED] GRO
nik.gill@ [REDACTED] GRO
nina.trueman@ [REDACTED] GRO
noor.stone@ [REDACTED] GRO
owen.woodley@ [REDACTED] GRO
ozan.s.abujuma@ [REDACTED] GRO
pamela.j.heap@ [REDACTED] GRO
paola.f.remy@ [REDACTED] GRO
pardeep.sandhu@ [REDACTED] GRO
patrick.bourke@ [REDACTED] GRO
paul.beaumont@ [REDACTED] GRO
paul.blackmore@ [REDACTED] GRO
paul.gordon@ [REDACTED] GRO
paul.halligan1@ [REDACTED] GRO
paul.j.hawkins@ [REDACTED] GRO
paul.n.summers@ [REDACTED] GRO

paul.paddock@	GRO
paul.sayles@	GRO
paul.wordsworth@	GRO
paul.x.mead@	GRO
paula.jenner@	GRO
paula.vennells@	GRO
penny.smith@	GRO
peter.d.johnson@	GRO
peter.hanby@	GRO
peter.stanley1@	GRO
phil.z.manning@	GRO
praveen.pai@	GRO
r.deobaldiafletcher@	GRO
rachel.chidgey@	GRO
rachel.wild@	GRO
ravi.dudala@	GRO
ravi.mudundi@	GRO
rebecca.barker@	GRO
rebecca.bogue@	GRO
rebecca.langley@	GRO
renata.prywerek@	GRO
rhianydd.z.thomas@	GRO
rhona.mclaren@	GRO
rhys.davies@	GRO
richard.c.hall@	GRO
richard.fleetwood@	GRO
richard.longstreth@	GRO
richard.penn@	GRO
richard.williams@	GRO
rina.baroni@	GRO
rina.patel@	GRO
rob.clarkson@	GRO
rob.davie@	GRO
rob.houghton@	GRO
rob.leslie@	GRO
rob.wilkins@	GRO
robert.stabler@	GRO
rodric.williams@	GRO
roger.w.gale@	GRO
roger.wells@	GRO
ross.borkett@	GRO
ross.boyd@	GRO
ross.hunter@	GRO
russell.hancock@	GRO
russell.tavener@	GRO
ruth.moyer@	GRO
ruth.x.barker@	GRO
ryan.griffin@	GRO
sabrina.jethwa@	GRO
sally.smith@	GRO
sam.conway@	GRO
sam.thurston@	GRO
samantha.coverdale@	GRO
samantha.s.sansom@	GRO
sarah.chetta@	GRO
sarah.cottrell@	GRO
sarah.harris@	GRO
sarah.lambert@	GRO
satyam.dubey@	GRO
sean.farrow@	GRO
sean.leahy@	GRO
sean.obrien@	GRO

sephora.jinks@	GRO
sharon.e.power@	GRO
sharon.gilkes@	GRO
shaun.kerrison@	GRO
shaun.turner@	GRO
sheila.tapster@	GRO
shelley.merrick@	GRO
shervorne.page@	GRO
simon.kissane@	GRO
simon.parr@	GRO
somita.yogi@	GRO
sophie.dalby@	GRO
stacey.spruce@	GRO
stefanie.rush@	GRO
stephen.mcilveen@	GRO
steve.blampied@	GRO
steve.e.matthews@	GRO
steve.leddy@	GRO
steve.norris@	GRO
steve.o'reilly@	GRO
steve.r.howard@	GRO
steve.rosser@	GRO
stuart.banfield@	GRO
stuart.nesbitt@	GRO
stuart.taylor@	GRO
sudipta.ray@	GRO
sue.king@	GRO
susan.e.morris@	GRO
suzanne.martin@	GRO
suzette.rabout@	GRO
tanya.dunbar@	GRO
thakoor.maraj@	GRO
thomas.p.moran@	GRO
thomas.richmond@	GRO
thomas.springett@	GRO
tim.armit@	GRO
tim.dance@	GRO
tim.white@	GRO
timmy.grant@	GRO
timothy.j.warley@	GRO
tom.basquille@	GRO
tom.wasilewski@	GRO
tom.woodhouse@	GRO
tony.sanghera@	GRO
tracy.marshall@	GRO
tracy.wilkes@	GRO
trudy.williams@	GRO
valerie.antoine@	GRO
veronica.branton@	GRO
veronique.durand@	GRO
victoria.allsop@	GRO
victoria.baker@	GRO
vitor.camara@	GRO
wendy.hawkes@	GRO
wendy.luczywo@	GRO
wendy.smart@	GRO
william.porter@	GRO
willie.hughes@	GRO
wilson.gill@	GRO
zoe.brauer@	GRO

Subject:

a message from Mark: Postmaster Litigation Against Post Office - High Court Trial

me in the loop

1 December 2018 | Reading time 4 minutes | Please share with your team – this email will also be separately sent to those in branch facing roles



Dear all

Postmaster Litigation Against Post Office - High Court Trial

You may have seen an article in today's Daily Mail about the Post Office and the ongoing trial about the contract between postmasters and the business.

The article in the Daily Mail makes a number of points and allegations about the conduct of Post Office in relation to some of the cases brought before the court. There has been other media coverage about the trial in recent weeks.

As many of you will know, this has been a long-running dispute. A campaign group called the Justice for Subpostmasters Alliance was created several years ago and in response we set up an independent inquiry and a mediation scheme to try to get to the bottom of the allegations.

The trial is the first of three to be heard over the next 12 months. This one focuses on the contract between agents and Post Office. There will be a trial about the Horizon system in 2019, and then a further hearing later that year.

There is no denying that the Daily Mail article makes disturbing reading, and for those of you not close to the issues, you may have many questions and concerns. The people featured have undoubtedly faced some significant challenges, with some very sad outcomes.

We are in a difficult position in terms of what we can say publicly about the issues at the heart of the trial. It is tempting to comment in detail on what is a selective representation of evidence in the trial and other elements, but it is only fair to all parties to focus on the legal process.

Our position, as set out in the statement we have made to the media, stands (which is below and which was not reflected fully by the Mail) – we are defending our position robustly and confidently, but with empathy: ever since this campaign began we have sought to do the right thing by the people involved and in relation to the best interests of the business and our customers. We have also said we will not comment publicly on the issues raised by specific cases.

It is also worth stressing that over the years we have made significant efforts to address these issues: we set up an independent inquiry and a mediation scheme, and have met with all parties concerned on numerous occasions. We have introduced improved support and training for branches and continue to do so. Nor have we ever said we always get everything right – but what we are

clear about is that as an important national organisation, we have always sought to act honestly and appropriately.

We believe it is right for the legal process to play out in court and so we will not pro-actively engage with the media. We do however recognise that these issues are important to our people, from current postmasters to colleagues in field support roles and beyond.

If you do have questions or comments please don't hesitate to raise them via email communications.team@postoffice.co.uk **GRO**

Please do cascade this message to your teams and, for those in branch-facing roles, please do discuss it with postmasters and others who may raise it with you, and don't hesitate to feed back any questions or comments. **Background facts and some questions and answers about the litigation can be found [here](#).**

Best wishes,



Our statement

The Post Office is robustly defending its position in the court and welcomes the opportunity to do so. We take these cases extremely seriously and we have worked hard over a number of years to address the issues raised. We have conducted thorough investigations and sought to resolve some of the claims through mediation.

It's important to note that the claimants represent a very small proportion of users of our Horizon computer system users since 2000.

Our employees and postmasters are important to us and we take our relationships with them very seriously. We have confidence in our network of 11,500 Post Office branches and the systems underpinning it. The Horizon computer system is operated successfully by thousands of employees, postmasters and their staff to process 47 million transactions every week.

We want to know what you think of this new issue of In the Loop. Please [click here](#) to let us know.

