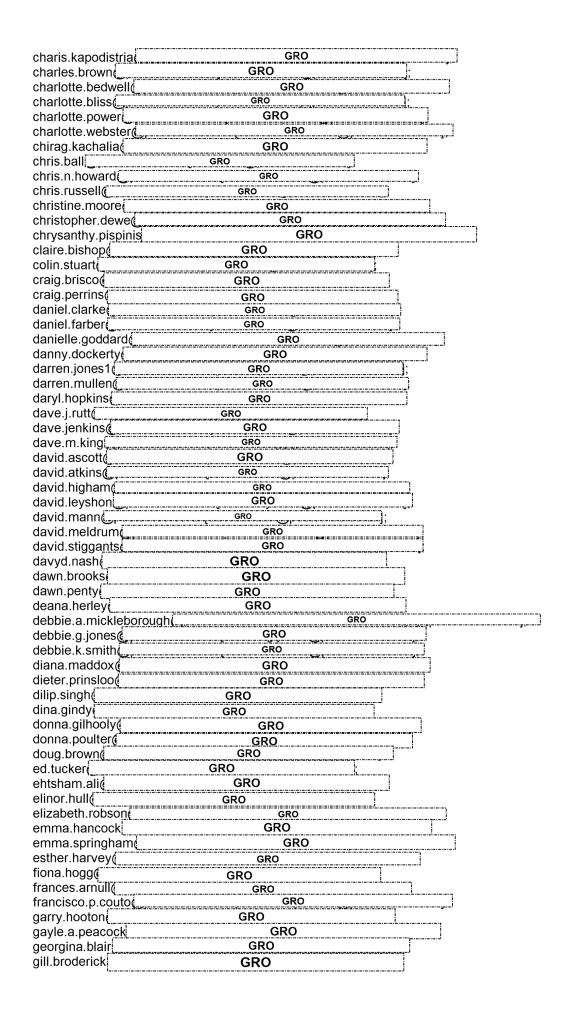
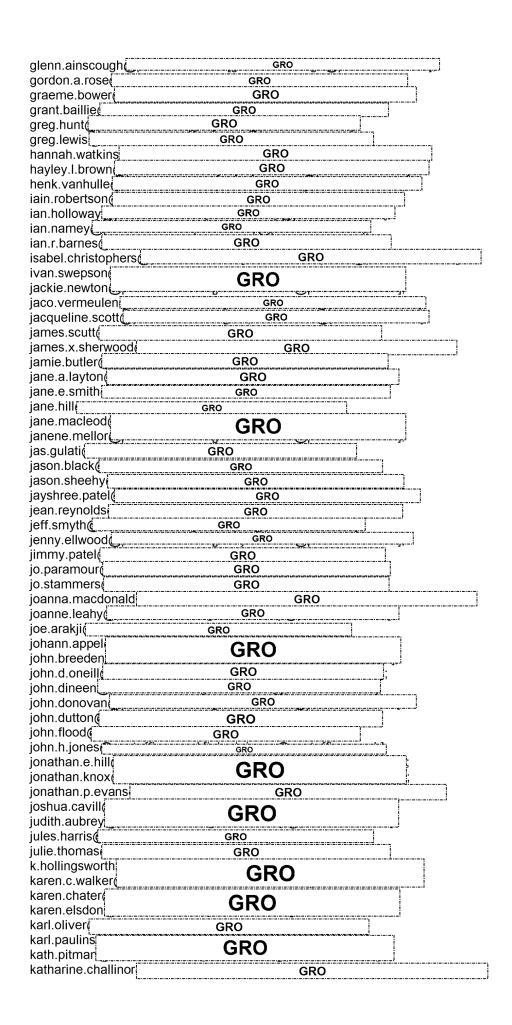
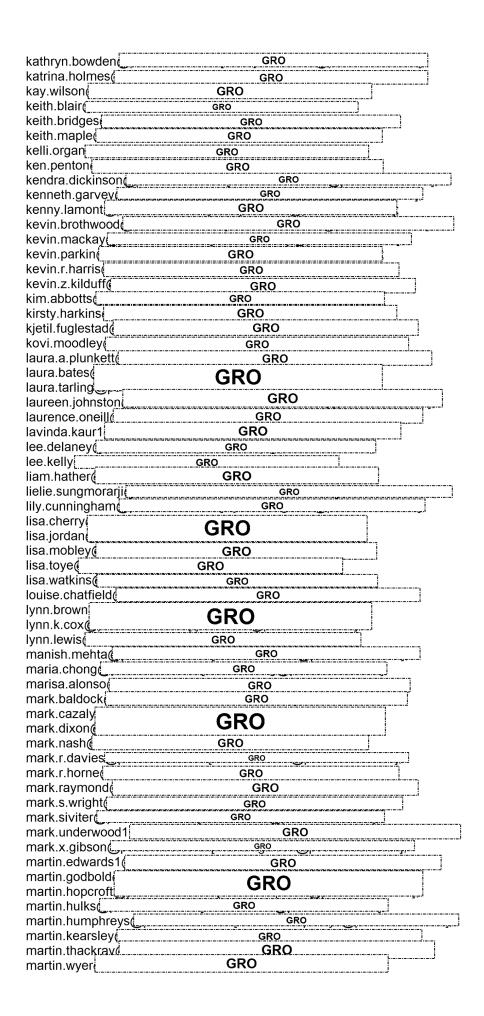
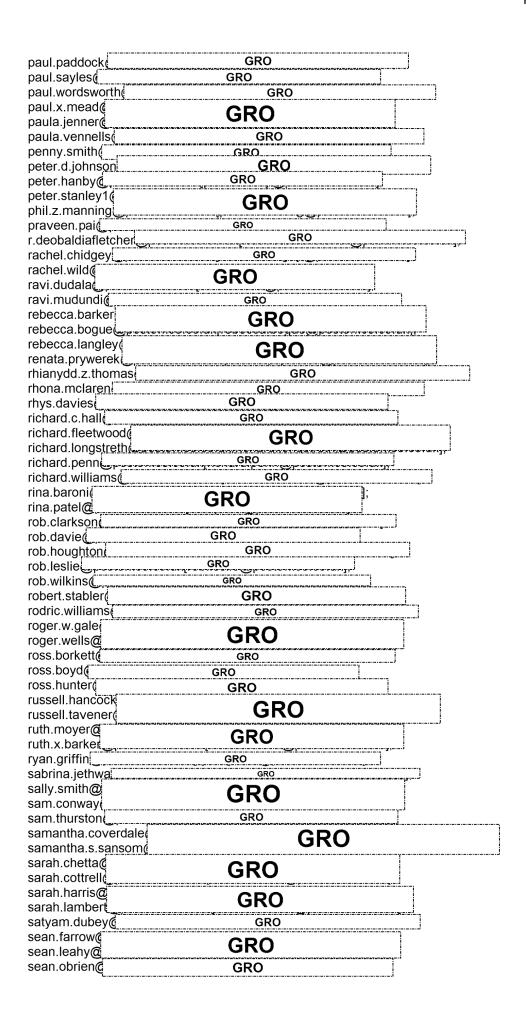
**GRO** From: One Sent: Sat 01/12/2018 12:05:46 PM (UTC) **GRO** To: Communications Team Bcc: abid.mumtaz GRO adam.france GRO GRO adam.moss GRO adrian.eales ajay.patel@ GRO GRO alarna.williams alastair.holmes GRO alexander.todd GRO alice.cookson( alisdair.cameron GRC alison.bolsover GRO GRO alistair.price( alistair.roman GRO amanda.jonesi amber.kelly( GRO andrew.collins GRO andrew.ellis GRO andrew.goddard andrew.kenny GRO andrew.lewis2 GRO andrew.lewis@ andrew.p.jacques GRO andrew.preston@ andy.duckworth GRO **GRO** andy.garner( andy.gunn(\_\_\_ GRO andy.kingham GRO andy.pitts@ GRO angela.bunyan **GRO** angela.van-denbogerd ... angus.mcdonald GRO angus.sim(\_\_\_ ann.miller GRO anne.cundy GRO antony.rayi\_\_ austin.c.amadi GRO barbara.brannon barbara.kuhr GRO bella.slade( GRO ben.cooke GRO ben.foat ben.passmore@ GRO bob.hammond@ GRO GRO bobby.hope( brian.kelly( GRO brian.mcnaughton GRO briony.tristrame bronwen.thomas GRO carl.roe caroline.hatch@ GRO caroline.odonnell cath.oglesby catherine.hamilton( GRO cathryn.a.gee( GRO cathy.mayor@ GRO cem.oztoprak GRO ceri.james( **GRO** 

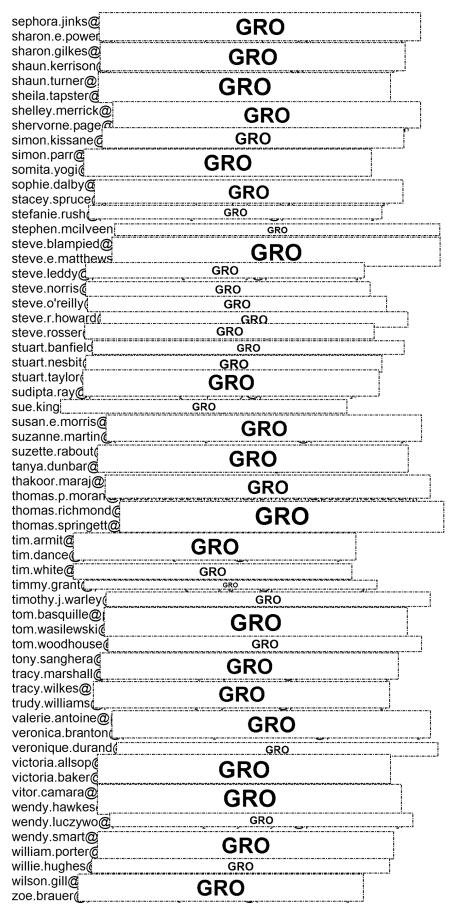






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1 December 2018 | Reading time 4 minutes | Please share with your team - this email will also be separately sent to those in branch facing roles

Brand & Corporate Affairs

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 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 dick here to let us know.

