
From: Pheasant, Andrew [GRO]
Sent: Fri 05/07/2013 3:22:58 PM (UTC)
To: Rodric Williams [GRO]
Subject: FW: Second Sight Report
Attachment: _DOC_27096022(1)_POL Interim Report v24 + BD comments.DOC

Hi Rodric,

If you need anything over the weekend do not hesitate to give me a call on my mobile. I am around and happy to help.

Many thanks
Andy

Andrew Pheasant

Associate

for and on behalf of Bond Dickinson LLP

Bond Dickinson

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Mobile:
Office:

[GRO]

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From: Parsons, Andrew
Sent: 05 July 2013 12:59
To: Rodric Williams [GRO]
Cc: Matthews, Gavin; Gaisford, Rosie
Subject: Second Sight Report

Rodric

My comments attached. On the whole, I'm deeply unimpressed with the report.

Headline thoughts:

1. Despite the rhetoric, SS have not managed to identify a problem in Horizon or a gap in our SR responses.
2. In general, SS has provided little if any analysis. Predominantly, they have just quoted the SPMRs and POL's views without adding their own assessment. This was not the scope of work agreed with SS who were supposed to neutrally evaluate the position – I see little if any actual evaluation.
3. The few views expressed by SS generally lack justification and explanation. They draw conclusions without providing supporting reasons. This is in breach of the Investigation agreement.

SR1 – the most problematic. SS's conclusion is that the Horizon system does not provide timely responses in the

event of a power/comms failure. The facts simply do not support this conclusion. Horizon recovered in just 4 minutes and the SPMR knew immediately that there was a problem as Horizon did not print a customer receipt.

SRs, 5, 21 and 22 are dealt with more fairly, but mainly because SS haven't reached any conclusions yet.

Kind regards
Andy

Andrew Parsons
Senior Associate

for and on behalf of Bond Dickinson LLP

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