

Message

From: Belinda Crowe [IMCEAEX-
_O=MMS_OU=EXCHANGE+20ADMINISTRATIVE+20GROUP+20+28FYDIBOHF23SPDLT+29_CN=RECIPIENTS_CN=BELINDA+20CROW
569F-4526-A078-F5B4958A8917220@C72A47.ingest.local]
on behalf of Belinda Crowe <IMCEAEX-
_O=MMS_OU=EXCHANGE+20ADMINISTRATIVE+20GROUP+20+28FYDIBOHF23SPDLT+29_CN=RECIPIENTS_CN=BELINDA+20CROW
569F-4526-A078-F5B4958A8917220@C72A47.ingest.local> [IMCEAEX-
_O=MMS_OU=EXCHANGE+20ADMINISTRATIVE+20GROUP+20+28FYDIBOHF23SPDLT+29_CN=RECIPIENTS_CN=BELINDA+20CROW
569F-4526-A078-F5B4958A8917220@C72A47.ingest.local]
Sent: 04/04/2014 17:48:53
To: Chris Aujard [REDACTED] **GRO** [REDACTED]
BCC: Belinda Crowe [REDACTED] **GRO** [REDACTED]
Subject: Fwd: Strictly Private & Confidential - Subject to Legal Privilege
Attachments: image001.jpg; image002.png; image003.png; image004.png; image005.png; image006.gif; image007.gif; image008.png; image009.png; image002.png; image003.png; image004.png; image005.png; image006.gif; image007.gif; image008.png

Don't know how you want to play this but it links to our conversation about who should agree and sign the engagement letter. We also need to consider how and when we put Deloitte in touch with FJ and the extent to which we should involve them in agreeing the scope. All of which should, in my view, fall to Lesley to lead.

Rod is not around next week but could do a call after 8pm on Monday. His involvement is almost exclusively linked to the purpose of this advice - to defend against legal challenge. He has emailed the lawyer in FJ by way of introduction to me so I can make the right intro with Deloitte (hope that makes sense) when we are good to go but I want to square off the 'handling' issues in the first paragraph (and I think we should at least see the draft engagement proposal before we go any further).

I'll not respond to Gareth until I hear from you.

Best wishes
Belinda

Belinda Crowe
148 Old Street, LONDON, EC1V 9HQ
[REDACTED] **GRO** [REDACTED] Postline: [REDACTED] **GRO** [REDACTED]
[REDACTED] **GRO** [REDACTED]
[REDACTED] **belinda.crowe** [REDACTED] **GRO** [REDACTED]

Begin forwarded message:

From: "James, Gareth (UK - Manchester)" <[REDACTED] **GRO** [REDACTED]>
Date: 4 April 2014 17:20:54 BST
To: Rodric Williams [REDACTED] **GRO** [REDACTED] Belinda Crowe [REDACTED] **GRO** [REDACTED]>
Cc: Chris Aujard [REDACTED] **GRO** [REDACTED], "Desourdy, Charlotte (UK - Leeds)" [REDACTED] **GRO** [REDACTED]
[REDACTED] **GRO** [REDACTED], "Lauder, Chris (UK - Leeds)" [REDACTED] **GRO** [REDACTED], Lesley J Sewell [REDACTED] **GRO** [REDACTED]
[REDACTED] **GRO** [REDACTED], "Westbrook, Mark (UK - Manchester)" <[REDACTED] **GRO** [REDACTED]>
Subject: RE: Strictly Private & Confidential - Subject to Legal Privilege

Rodric/Belinda

Many thanks for all the additional information today. Quite a bit to absorb.

In terms of an end of day update, we have secured estimated resources and have been progressing our internal take. We have also started drafting our engagement letter thoughts, which continues to evolve and should be ready to share with you in 1st draft on Monday. Clearly the Part 1 timeframes are quite challenging, so we are looking to limit the scope

of activity in that area to the key areas we discussed; but at the same time, structure a framework for a Part 2 into the letter that would enable the wider or deeper dive assessments to be approved by yourselves.

In terms of pencilling in some diary time next week to continue to progress things, could we perhaps arrange a call on Monday afternoon, and ringfence some time to join you on site in Old Street on Wednesday?

Many thanks and regards

Gareth

IMPORTANT NOTICE

This communication is from Deloitte LLP, a limited liability partnership registered in England and Wales with registered number OC303675. Its registered office is 2, New Street Square, London EC4A 3BZ, United Kingdom. Deloitte LLP is the United Kingdom member firm of Deloitte Touche Tohmatsu Limited ("DTTL"), a UK private company limited by guarantee, whose member firms are legally separate and independent entities. Please see www.deloitte.co.uk/about for a detailed description of the legal structure of DTTL and its member firms.

This communication contains information which is confidential and may also be privileged. It is for the exclusive use of the intended recipient(s). If you are not the intended recipient(s), please (1) notify it.security.uk@deloitte.co.uk by forwarding this email and delete all copies from your system and (2) note that disclosure, distribution, copying or use of this communication is strictly prohibited. Email communications cannot be guaranteed to be secure or free from error or viruses. All emails sent to or from a Deloitte UK email account are securely archived and stored by an external supplier within the European Union.

To the extent permitted by law, Deloitte LLP does not accept any liability for use of or reliance on the contents of this email by any person save by the intended recipient(s) to the extent agreed in a Deloitte LLP engagement contract.

Opinions, conclusions and other information in this email which have not been delivered by way of the business of Deloitte LLP are neither given nor endorsed by it.

From: Rodric Williams **GRO**

Sent: 04 April 2014 12:17

To: James, Gareth (UK - Manchester)

Cc: Belinda Crowe; Chris Aujard; Desourdy, Charlotte (UK - Leeds); Tansley, David (UK - Bath); Lesley J Sewell

Subject: RE: Strictly Private & Confidential - Subject to Legal Privilege

Strictly Private & Confidential -- Subject to Legal Privilege

Gareth,

Further to my email below and our meeting yesterday, I attach the following further information:

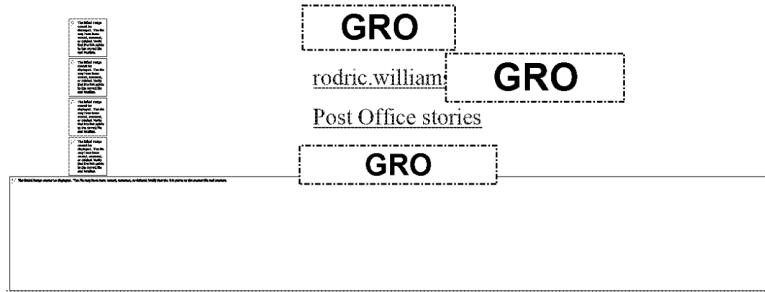
1. An internal POL summary of the anomalies within Horizon referred to para's 6.4 to 6.10 of Second Sight's July 2013 Report;
2. Fujitsu's response on the "Local Suspense" / 14 Branch anomaly;
3. Fujitsu's response on the "Receipts Payments" / 62 Branch anomaly;
4. The "Spot Review Bible", which contains the ten "Spot Reviews" sent to POL and POL's responses (cf para 2.7 of Second Sight's July 2013 Report);
5. Fujitsu's "Horizon Data Integrity" document, which provides a technical description of the measures built into Horizon to ensure data integrity, including a description of several failure scenarios, and descriptions as to how those measures apply in each case;
6. Fujitsu's "Horizon Online Data Integrity for Post Office Ltd" document, which provides a technical description of the measures that are built into Horizon Online (also known as HNG-X) to ensure data integrity and descriptions as to how those measures apply in each case.

Kind regards, Rodric

Rodric Williams I Litigation Lawyer



148 Old Street, LONDON, EC1V 9HQ
GRO Postline **GRO**



From: Rodric Williams
Sent: 02 April 2014 18:58
To: James, Gareth (UK - Manchester)
Cc: Belinda Crowe; Chris Aujard; [REDACTED]; 'dtansley' [REDACTED]; Lesley J Sewell
Subject: Strictly Private & Confidential - Subject to Legal Privilege

Gareth,

As discussed earlier today, Post Office Limited is responding to allegations that the "Horizon" IT system used to record transactions in Post Office branches is defective and/or that the processes associated with it are inadequate.

In order to respond to these allegations (which have been, and will in all likelihood continue to be, advanced in the courts), Post Office wants to demonstrate that the Horizon system is robust, fit for purpose, and/or operates within an appropriate control framework.

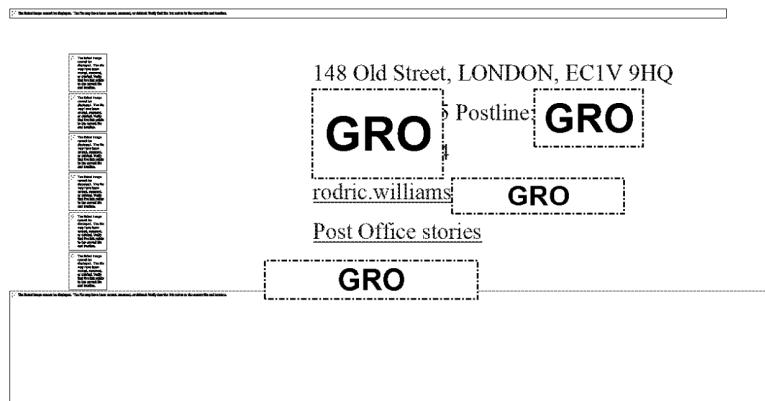
In order to determine whether or not Deloittes can help us in this regard, I attach the following documents:

1. "Horizon Core Audit Process" which outlines how Horizon has been designed to operate;
2. "Draft Factfile" which deals with how Post Office uses Horizon in our branch network;
3. "Description of Fujitsu's System of IT Infrastructure Services supporting Post Office Limited's POLSAP and HNG-X applications";
4. A table of the themes which underlie some of the allegations that Horizon is deficient; and
5. "Note on Horizon Report" which outlines of the type of report we may require.

Could you please review these so that we can advance our discussions on a further call (or meeting) during the course of tomorrow.

Kind regards, Rodric

Rodric Williams I Litigation Lawyer



This email and any attachments are confidential and intended for the addressee only. If you are not the named recipient, you must not use, disclose, reproduce, copy or distribute the contents of this communication. If you have received this in error, please contact the sender by reply email and then delete this email from your system. Any views or opinions expressed within this email are solely those of the sender, unless otherwise specifically stated.

POST OFFICE LIMITED is registered in England and Wales no 2154540. Registered Office: 148 OLD STREET, LONDON EC1V 9HQ.
