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**From:** Saf ismail [GRO]  
**Sent:** Fri 19/01/2024 8:52:15 AM (UTC)  
**To:** Nick Read [GRO]; Elliot Jacobs [GRO]  
**Cc:** Henry Staunton [GRO]  
**Subject:** RE: Project Pineapple - STRICTLY CONFIDENTIAL

Hi Nick

Unfortunately I am meeting different suppliers all day, either way I would prefer a response to my email before speaking.

Regards

**Saf Ismail**  
**Non-Executive Director**

100 Wood Street,  
London, EC2V 7ER  
[postoffice.co.uk](https://www.postoffice.co.uk)

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**From:** Nick Read [GRO]  
**Sent:** 19 January 2024 07:55  
**To:** Saf ismail [GRO]; Elliot Jacobs [GRO]  
**Cc:** Philippa Hankin [GRO]  
**Subject:** FW: Project Pineapple - STRICTLY CONFIDENTIAL  
**Importance:** High

Both,  
I am very sorry this situation has occurred. Lets have a call this morning.  
Can I suggest 10am ?  
Perhaps Philippa can distribute a teams invitation  
Nick

**Nick Read**  
Group CEO

**EA:** [GRO]

100 Wood Street  
London EC2V 7AN

[postoffice.co.uk](https://www.postoffice.co.uk)



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**From:** Saf ismail [GRO]  
**Sent:** Thursday, January 18, 2024 10:08 PM  
**To:** Nick Read [GRO]  
**Cc:** Elliot Jacobs [GRO]; Henry Staunton [GRO]  
**Subject:** FW: Project Pineapple - STRICTLY CONFIDENTIAL

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**Importance:** High

Dear Nick,

I am writing to address a deeply concerning and distressing matter that has recently come to my attention. As you are aware, there was a confidential meeting held between myself, Elliott, and the Chairman, where we discussed our observations and concerns regarding the operations of the Post Office and our ongoing cultural issues. Regrettably, it has come to my knowledge that the notes of this meeting, which were intended to be kept in strict confidence, have been circulated to the individuals who were the subject of our discussion.

The implications of this breach of confidentiality are far-reaching and have placed me in an extremely compromising position. It has not only damaged the relationships between myself and those individuals (head of legal and head of Postmasters) but will have eroded trust and will create an atmosphere of tension and hostility and I worry about serious repercussion for me as a Postmaster as both these individuals are "untouchable" as you have said.

I am deeply troubled by how this breach occurred and what measures were in place to prevent such a mishap from happening.

Please see below my concerns which outlines the gravity of the situation. I request that you thoroughly investigate how this breach of confidentiality occurred and address the following questions:

1. Was this breach a result of negligence or a lack of judgment of your part?
2. How can a mistake of this magnitude happen within the organisation, especially when dealing with sensitive matters and with all the current spotlight on us?
3. By exposing me to such a compromising and jeopardising position, how do you expect me to continue working effectively with the individuals involved?

Furthermore, I would like to inquire if incidents of mistakenly sending confidential information to the end user have occurred in the past? It is crucial to understand if this is a recurring issue within our organisation and what steps have been taken to prevent such occurrences in the future.

Additionally, I have become aware of the distribution of Non-Disclosure Agreements (NDAs) to individuals within the Post Office in recent years. I find it perplexing that you are not aware of this during the Select Committee's discussion on NDAs. I would appreciate clarification on this matter and whether the legal department may have withheld this information from you.

I am deeply committed to my role as a non-executive director and Postmaster. I have always strived to contribute my best efforts, honesty, and factual opinions for the betterment of our organisation. However, this incident has left me feeling vulnerable and uncertain about my ability to fulfil my duties effectively.

Given the gravity of the situation, I strongly urge you to seek external legal advice to understand the potential legal ramifications of this breach of confidentiality.



In addition, it is crucial to address the concerns of the Head of Legal and Retail, as they will undoubtedly have their own thoughts and concerns regarding this matter.

The mishandling of this email and the breach of confidentiality not only constitute a breach of duty but have also caused significant damage to my professional relationships. Moving forward, it is essential to restore trust and rectify the harm that has been done and possible future implications for me from these "untouchable" individuals. How do you suggest we solve these issues?

I kindly request your prompt attention to this matter and a thorough investigation into the breach of confidentiality. I trust that you will take the necessary actions to suggest a way forward.

Thank you for your understanding and immediate attention to this urgent matter.

Regards

**Saf Ismail**  
**Non-Executive Director**

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**From:** Henry Staunton [GRO]  
**Sent:** 18 January 2024 18:17  
**To:** Amanda Burton [GRO]; Andrew Darfoor [GRO]; Saf ismail [GRO]; Elliot Jacobs [GRO]; Simon Jeffreys [GRO]  
**Cc:** Benjamin Tidswell [GRO]; Brian Gaunt [GRO]  
**Subject:** Project Pineapple - STRICTLY CONFIDENTIAL

Dear All ,

Nick confirmed he had sent the confidential note to the Independent NEDs entitled Project Pineapple to Ben and Martin amongst others . This note contained the private comments of our Post Master NED colleagues inter alia on Ben and Martin .

I have suggested he immediately apologised to Elliot and Saf as this was a very serious incident as far as they and other NEDs were concerned . Elliot and Saf were now exposed to further investigations from these two individuals particularly in view of the fact that Investigations were " untouchable " ( to use Nick's words ) . I suggested he apologised to all the NEDs at our private meeting before the Board which he is happy to do .

Nick said it was an accident resulting from the huge pressures on him . There is a lot on his mind including the Investigation on him . He understands it was a serious lapse and was very apologetic .

Best , Henry

Sent from [Outlook for iOS](#)