

## Message

**From:** Kevin Gilliland [GRO]  
**on behalf of** Kevin Gilliland [GRO]  
**Sent:** 05/07/2012 07:30:58  
**To:** Dave Hulbert [GRO]  
**CC:** Lesley J Sewell [GRO]; james.davidson [GRO]  
**Subject:** Re: NFSP session

Dave,

Thanks for the heads up and thanks to you and James for taking this forward. It's really important that we retain the support of the NFSP on this.

Regards,

Kevin

Sent from my iPad

On 5 Jul 2012, at 07:46, "Dave Hulbert" [GRO] wrote:

> Lesley, Kevin,  
>  
> For info - we took the NFSP Exec to Bracknell yesterday to talk them through the incidents and the tactical review. The NFSP remain strong in their defence of Horizon so it was important that we maintain their support. We had a very open and honest session yesterday and the NFSP were very appreciative. We will be following this up with articles out via subpostmaster comms channels and further sessions with NFSP members and Fujitsu.  
>  
> James' team put a lot of hard work into yesterday, which resulted in a positive outcome.  
>  
> Regards  
> Dave  
> [GRO]  
> Service Management,  
> Post Office Ltd  
>  
> ----- Original Message -----  
> From: Dave Hulbert  
> Sent: Thursday, July 05, 2012 08:39 AM  
> To: 'mark.gordon' [GRO]; 'alex.kemp' [GRO]; 'graham.welsh' [GRO];  
> 'Steve.Bansal' [GRO]; 'steve.parker' [GRO]  
> Cc: 'james.davidson' [GRO]; Steve Beddoe; Graham Bevan;  
> Stefania Ulgiati  
> Subject: NFSP session  
>  
> Mark, Steve, Steve, Alex, Graham,  
>  
> I know I thanked you at the end of the meeting yesterday, but having reflected on the session on the way home I have to say that it was a very successful and positive day. Thank you for the preparation, excellent slides, honest input and demonstrating the teamwork/partnership approach. Thanks also for keeping it simple(ish!).  
>  
> There were a number of good points raised by the NFSP which now need action and follow up. It would be good to get an update from one of you by close of play next Tuesday as an initial progress indicator. Steve Beddoe and I meet with the NFSP again next Wednesday and it will be good to keep them on side by showing how committed we are to listening and responding to their feedback.  
>  
> Once again - thanks for yesterday.  
>  
> Regards  
> Dave  
> [GRO]  
> Service Management,  
> Post Office Ltd

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