

Message

From: Paula Vennells
on behalf of Paula Vennells
Sent: 10/12/2014 13:21:14
To: Mark R Davies
CC: Gavin Lambert
Subject: Re: Second Sight - Horizon Errors - Media Coverage

GRO

GRO

Mark, great - word perfect!
Paula

Paula Vennells
Chief Executive
Post Office Ltd

T: **GRO**
Paula.vennells@**GRO**

Sent from my iPad

> On 10 Dec 2014, at 13:04, Mark R Davies **GRO** wrote:
>
> My suggested reply below:
>
> Tim, hi.
> If there is one thing you should know about me is that I do listen.
>
> But please be careful that you don't over generalise or conflate different points.
>
> We are not defending the indefensible - all systems have issues from time to time. And they need to be (and are) fixed when they occur. We have records of when that has happened, of alerting users and then putting in place an appropriate fix. We operate in a dynamic market and Horizon, like all epos systems is constantly updated.
>
> To your challenges. I listen and I'm therefore concerned at what you say. I'm copying three people who I expect to get to the bottom of it. And who I trust to do so: Gavin Lambert who works directly for me, Angela van den Bogerd, and Rod Ismay. I am also copying Lesley Sewell (CIO) and Kevin Gilliland. I want Lesley and Kevin to be in the loop - they are the directors responsible for ensuring our branches have the appropriate service.
>
> Angela will be in touch with you directly.
>
> In the meantime, I wish you a happy Christmas when it comes.
>
> Paula
> Ps. If the colleague you mentioned needs support, please let Kevin know.
>
>
> Mark Davies
> Communications and Corporate Affairs Director
> Mobile: **GRO**
>
> Sent from my iPhone
>
>> On 10 Dec 2014, at 09:10, "Paula Vennells" **GRO** wrote:
>>
>> Tim, hi.
>> If there is one thing you should know about me is that I do listen.
>>
>> But please be careful that you don't over generalise or conflate different points.
>> We are not defending the indefensible - all systems have bugs from time to time. And they need to be fixed when they occur. We have records of when that has happened, of alerting users and then putting in place an appropriate fix. We operate in a dynamic market and Horizon, like all epos systems is constantly updated.
>>
>> And as you will be aware from various communications over the last two years, we are changing our IT. But we are doing it in a responsible and phased way. Our IT architecture and software is being updated, we began with the separation of systems from Royal Mail. Horizon is part of planned changes over the next few years. IT transformation is expensive and a significant undertaking: we can't "just throw the whole thing out and start over".
>>
>> Now, to your challenges. I listen and I'm therefore concerned at what you say. I'm copying three people who I expect to get to the bottom of it. And who I trust to do so: Gavin Lambert who works

directly for me, Angela van den Bogerd, and Rod Ismay. I am also copying Lesley Sewell (CIO) and Kevin Gilliland. I want Lesley and Kevin to be in the loop - they are the directors responsible for ensuring our branches have the appropriate service.

>>
>> Gavin or Angela will be in touch.
>>
>> In the meantime, I wish you a happy Christmas when it comes.
>>
>> Paula
>> Ps. If the colleague you mentioned needs support, please let Kevin know.