

Spot Review 5 - Summary of Information Provided by Post Office/Fujitsu to Second Sight

Positioning:

As part of their early investigations, Second Sight augmented a series of 'Spot Reviews'. These were largely created as a structured response mechanism for Post Office to provide information and/or evidence relating to specific accusations made in relation to the integrity of the Post Office Horizon system, related controls and interfacing business processes. In addition, this approach allowed Second Sight to compartmentalise their early investigations and provide focus on specific areas as deemed necessary.

Spot Review 5 specifically related to the Fujitsu Bracknell site and the Post Office Test team operations based at that location.

Spot Review 5 – Focus:

Spot Review 5 related to a specific accusation made by Mr Michael Rudkin who was a serving subpostmaster at the time of the alleged incident. In his words Mr Rudkin visited the Bracknell site on the 19 August 2008 in relation to Bureau De Change cash holdings. During his visit he recalls that he was taken on a tour of the Post Office testing operations which included a demonstration of the test rigs that were kept in the basement of the building. It is during this demonstration that Mr Rudkin claims he allegedly evidenced a member of the testing team access **live branch data**, make a change to that data and then return the data back to its original status.

Second Sight was keen to investigate whether this accusation could be supported or denied through evidence provided by the Post Office.

Spot Review 5 – Second Sight Requested Actions:

During a weekly conference call held on the 27 January 2013 with Post Office representatives, Ian Henderson of Second Sight outlined his specific requested actions in relation to Spot Review 5. These actions were accepted during the meeting by Lesley Sewell (then Head of IT). Lesley subsequently commissioned Steve Allchorn (Head of PMO) to co-ordinate each action and organise responses back to Second Sight accordingly.

In an email to Ian Henderson on the 27 January 2013, Steve Allchorn provided a summary of the actions relayed to him and sought clarity that they reflected the needs of Second Sight in relation to Spot Review 5. These were;

- 1) Provide a synopsis of the history of Bracknell in relation to set-up and operations prior to 2008.

- 2) Provide an overview of data management within Bracknell – how and what data is obtained, used, encrypted etc. and the protocols that exists around it.
- 3) A view on the control environment within Bracknell and how this has developed/alterred since 2008.
- 4) Provide a ring-fence on all emails since 2008 for listed employees deemed as involved in Bracknell operations. (Note: some of these individuals may have since left the POL business).
- 5) Investigate the archive attendance/registration list for Bracknell on the specific day in 2008 Mr Rudkin visited the site in an attempt to ascertain who was involved and engaged with on the site tour.
- 6) Investigate whether there were any known issues with Bureau de Change transactions during the summer of 2008 and summarise.

Ian Henderson's email response on the 27 January 2013 commented only that the response focus should be document based as opposed to written summaries or synopsis. That comment aside, it was therefore assumed that the actions had been adequately captured as written.

Approach to Action Responses;

In compiling responses to Second Sight, key contacts were identified who at the time were in the best position to investigate, co-ordinate and acquire related documentation;

Actions 1, 2, 3 and 5 above – **Peter Newsome** (Fujitsu Services)

Action 4 – **Mark Pearce** (Information Security, Post Office)

Action 6 – **Eddie Jarman** (Bureau Product Manager, Post Office)

Summary of Evidence Provided to Second Sight

Actions 1, 2 and 3

Fujitsu Services provided detailed files relating to the security protocols and technical capabilities and controls of the Horizon system as were in place in 2008. Fujitsu also provided technical documents relating to HNGx, the upgraded version of Horizon that was implemented in 2010. Key documents;

- Network Security High Level Design
- HNGx Wide Area Network High Level Design
- Fujitsu IT Infrastructure to Support POLSAP & HNGx
- Transaction Corrections Process (2006 extraction)

- Horizon Audit Records

In addition, a number of emails were in circulation containing statements from individuals involved in the Bracknell operations explaining the formal set up of the test rigs held in the basement in 2008. An extraction of these emails can be found in **Appendix 1**. A subsequent witness statement was also made by a member of the Bracknell test team who was in post in 2008.

Action 4

The original request by Second Sight was for ALL emails to be captured for those Test staff in post at the Bracknell site for the period 2008 to the time of the request (March 2013). This was a more complicated task than originally envisaged as during the time period Post Office had migrated from a Lotus Notes system to Microsoft Outlook making accessibility difficult. Given that Mr Rudkin's stated visit to Bracknell was on the 19 August 2008, it was agreed with Mark Pearce (Post Office Information Security) that the starting point for email collation should be from April 2008.

The formal request was made by Mark Pearce into CSC. The end product included a set of email files that amounted to 18 gigabytes of data. Mark established that they were unable to establish email data for three members of the test team in post in 2008 – Ian Senior, Andy Fisher and Andy Hamilton. However, the overall file size suggests a significant number of emails complying with the original request had been collated.

This information was placed onto a remote hard drive and encrypted prior to hand over to Second Sight. Handover was additionally authorised by Julie George (Head of Information Security).

An extract of key emails relating to this specific request can be found in **Appendix 2**.

Action 5

Pete Newsome confirmed during the time of the request that visitors records at Bracknell are not retained dating back as far as 2008. It therefore became impossible to confirm or deny that Mr Rudkin had visited Bracknell on the 19 August 2008. In addition, the Post Office had not had sight of evidence from Mr Rudkin such as email or lettered invites to him to attend Bracknell on the day in question or an ability to provide names of any of the members of staff he met during the course of his visit.

In spite of this, there remains a possibility that Mr Rudkin did attend the Bracknell offices as it was not unusual for operational staff to do so on occasion.

An extract of emails relating to this request can be found in **Appendix 3**.

Action 6

Through a number of enquiry routes involving Post Office colleagues, the only related issue that was established in 2008 regarded duplicate remittance pouches for which there is a clear process for the Branch Manager to follow and which is backed up on Horizon help.

This scenario incurs when a pouch is scanned into the system but then the Branch Manager recognises they have made an error with regard to pouch content – e.g. they forgot to include a remittance summary etc. A second pouch would then need to be used and scanned into the system – meaning that two pouches are logged. There is a reversal process for the manager to instigate that takes the first pouch off of the system.

Appendix 1

Date	Time	Added detail	Primary emails, principally between POL colleagues	Side conversations – primarily within POL
17.06.2013		From: James Brett Sent: 17 June 2013 19:18 To: Steve Allchorn Subject: RE: SS line of enquiry	Hi Steve, Yes, the test environments in the basement in 2008 were standalone 'clones' of the live servers/switches housed in Wigan and Bootle. There was deliberate physical and network separation between live and test systems. I'm sure you can get Fujitsu to vouch for this and provide supporting network design documentation. Regards James	
17.06.2013	11:09	From: Steve Allchorn [[HYPERLINK 	Hi James A quick follow-up to your email below, just so I'm completely clear on the picture. From what you state, this looks as if the Horizon test system infrastructure in	

Date	Time	Added detail	Primary emails, principally between POL colleagues	Side conversations – primarily within POL
		<p>GRO Sent: 17 June 2013 11:09 To: James Brett Subject: RE: SS line of enquiry Sensitivity: Confidential</p>	<p>2008 wasn't even in the data centre - it was physically separate (in the basement) from the production system with no means of accessing the live data centre at all.</p> <p>Could you just confirm that this was the case. If it is then I see us in a good position in relation to the Rudkin accusation.</p> <p>Thanks Steve</p>	
13.06.2013	08:17	<p>From: James Brett Sent: 13 June 2013 08:17 To: Steve Allchorn Subject: RE: SS line of enquiry Sensitivity: Confidential</p>	<p>Steve,</p> <p>In 2008, we were in test preparation mode for HNG, and in parallel supporting testing of the existing Horizon estate. In the basement at that time there would have been 4 separate test environments;</p> <ul style="list-style-type: none"> • BTC1 & BTC3 : These two test environments were used for functional testing of changes being made to Horizon at that time, eg introduction of MoneyGram. • V&I: The Horizon Volume test environment • REL : The Horizon release test environment (where deployment of software packages were tested) <p>Along with these environments, preparation activities were underway in the basement to build a volume and release environment for HNG, but these environment would not have been in a working state at time of the statement.</p> <p>POL had access to the functional test environment, and I've asked people in my team around at the time, and no-one can recall any external visits, or Mr Rudkin specifically.</p> <p>Fujitsu controlled the Volume and Release environments. But it would be unlikely that POL visitors would be shown access to these as their focus wasn't</p>	

Date	Time	Added detail	Primary emails, principally between POL colleagues	Side conversations – primarily within POL
			<p>really counter functionality; they were designed to provide performance capability and software deployment to the data centre platforms rather than counter.</p> <p>The key point here is the word test environment. In Horizon days, the live Horizon Data Centre was dual-located in Wigan and Bootle, access to this site was strictly controlled, and you would not have been able to hook up a PC and interfere with transaction databases. To create a test environment in Horizon days, we had to physically build a set of servers that represented the live configuration in Wigan/Bootle. These servers were hosted in the Basement in Bracknell, along with test counters to connect to them. Access to the test environments is (and was then) controlled via secure rooms, and user logon authentication. However, as it is a test environment, there would have been terminals where interrogation of databases would have been possible. But, this would have been interrogation of the test databases, as there was complete physical separation between test and live.</p> <p>HNG is little different in that the live data centre is hosted in two sites in Belfast (IRE11 and IRE19). Production uses IRE11 and the various test environments use IRE19. If we need to do a disaster recovery, the test environments are quickly backed up to disk, and production is switched to IRE19. There is network and disc partitioning to ensure live and test cannot interact. This is a moot point though, as in 2008, the HNG environments in the basement were a long way from being operational.</p> <p>Tester's rarely get to see daylight, and can be creative at times. The basement may have been given affectionate names by the testers over time, but I have never heard of the basement referred to as 'covert operations'.</p> <p>It is fairly common practice to invite external stakeholders to review new system operation, and I do recall work at the time to validate the new HNG UI. In 2008, HNG development had just commenced and the approach to HNG UI testing was to use a small group of superusers (i.e. brought in UI specialists) to inform at the early build stages. Later, in 2009, when HNG functionality had matured enough, a formal UI test phase was held, attended by true end users.</p>	

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			<p>Unfortunately there are no records as to who attended this UI test, but I can confirm it was held in 2009, and it took place on the first floor rather than basement.</p> <p>For perspective, there is live access available at Bracknell, and there would have been in Horizon days too. However, this access is available only to Fujitsu's SSC (System Support Centre) team, who provide expert support to helpdesk staff. They are based on the 6th floor, which is the most secure floor in Bracknell. Visitors are by appointment only and are not allowed to be unattended. The SSC team follow strict protocols relating to access and interrogation of live data, and their access is logged and auditable. There is no access to SSC systems from the basement.</p> <p>As I understand it, Horizon audit archives are held for a period of 7 years. Wouldn't it be possible to retrieve the live Horizon audit for the date in question and look for the transaction Mr Rudkin saw? Even if it were subsequently removed, the insertion and removal would have been logged for audit purposes. Would probably need more information to search the live audit log though....</p> <p>Regards</p> <p>James</p>	

Appendix 2

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
25.02.2013	19:18	From: Simon Baker [[HYPERLINK GRO	All In preparation for your meeting on Wednesday, some background information	

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
		<p>GRO</p> <p>Sent: 25 February 2013 19:18 To: Ian Henderson; Lesley J Sewell; Susan Crichton Cc: Ron Warmington Subject: In Confidence - Bracknell Testing Team</p>	<p>on the Testing Team located in Bracknell.</p> <p>We, POL, have two teams in Bracknell, one of the 6th Floor (Information Services Team) one on the Ground Floor (Testing Team)</p> <p>I took over responsibility for the testing team in September 2012 as part of the Business Change and Assurance role.</p> <p>The Test team are located on the Ground floor in the Fujitsu building. Not the basement.</p> <p>Today the test team do not use the basement</p> <p>However, in 2008 the SV&I (System Verification and Integration) test rigs were located in the basement. It is likely our people (and Fujitsu staff) would have regularly visited the basement to access these test rigs.</p> <p>The SV&I test rigs are no longer in the basement</p> <p>The SV&I test rigs do not contain live data, or access the live environment.</p> <p>It has been reconfirmed to me that the Test Team do not have access to live data, in any environment.</p> <p>Today, the Bracknell Test team today comprises of:</p> <ul style="list-style-type: none"> a. James Brett (Works 2 or 3 days per week in Bracknell) b. Martin Rolfe c. Jon Thomson d. Howard Porter e. Jim Fullham <p>In 2008, the Bracknell Test Team comprised of:</p> <ul style="list-style-type: none"> a. James Brett (Works 2 or 3 days per week in Bracknell) b. Ian Senior (now left the business and jointly worked Chesterfield and Bracknell) c. Andy Fisher (now left the business) d. Linda Austin (Chesterfield and Bracknell. No longer in the test team) e. Chris Young (Bracknell and Chesterfield, left the business) f. Martin Rolfe g. Jon Thomson h. Jim Fullam i. Andrew Hamilton <p>The diagram below is an overview of the testing process for Horizon.</p>	

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
27.02.2013	15:22	<p>From: Steve Allchorn [[HYPERLINK</p> <p>GRO</p> <p>Sent: 27 February 2013 15:22 To: Ian Henderson Cc: Lesley J Sewell Subject: RE: Today's meeting Sensitivity: Confidential</p>	<p>Hi Ian</p> <p>Through my subsequent meeting with Lesley, I believe the list below represents the immediate agreed actions.</p> <p>Please let me know if your interpretation is any different.</p> <p>Provide a synopsis of the history of Bracknell in relation to set-up and operations prior to 2008.</p> <p>Provide an overview of data management within Bracknell – how and what data is obtained, used, encrypted etc. and the protocols that exists around it.</p> <p>A view on the control environment within Bracknell and how this has developed/alterred since 2008.</p> <p>Provide a ring-fence on all emails since 2008 for listed employees deemed as involved in Bracknell operations. (Note: some of these individuals may have since left the POL business).</p> <p>Investigate the archive attendance/registration list for Bracknell on the specific day in 2008 Mr Rudkin visited the site in an attempt to ascertain who was involved and engaged with on the site tour.</p> <p>Investigate whether there were any known issues with Bureau de Change transactions during the Summer of 2008 and summarise.</p> <p>Thanks</p>	
27.02.2013	16:49	<p>From: Ian Henderson [[HYPERLINK</p> <p>GRO</p>	<p>Steve</p> <p>Good to hear from you and many thanks for the action list</p>	

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
		<p>GRO</p> <p>Sent: 27 February 2013 16:49</p> <p>To: Steve Allchorn</p> <p>Cc: Lesley J Sewell; Ron Warmington</p> <p>Subject: RE: Today's meeting</p> <p>Sensitivity: Confidential</p>	<p>The items listed are fine but please bear in mind that we are looking for original contemporary documents rather than summaries. I see this as largely a document collation exercise rather than the preparation of summaries, synopsis etc.</p> <p>What I'm trying to do is to get inside the head of people who were working on or associated with this project and find out what was actually going on.</p> <p>Also please bear in mind that this matter relates to potential litigation and you need to take care to document the work you do and where each document comes from. It is also important not to alter the content of or the meta-data associated with any documents.</p> <p>Please give me a call if you want to discuss any of this.</p>	
27.02.13	16:58	<p>From: Steve Allchorn [[HYPERLINK</p> <p>GRO</p> <p>Sent: 27 February 2013 16:58</p> <p>To: Ian Henderson</p> <p>Cc: Lesley J Sewell; Ron Warmington</p> <p>Subject: RE: Today's</p>	<p>Thanks for the clarification Ian, very helpful.</p> <p>I will work on the basis of gathering whatever original documentation I can against the listed item areas and will additionally ensure I retain an audit trail relating to source.</p> <p>Steve</p>	

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
		meeting Sensitivity: Confidential		
27.02.2013	17:01	<p>From: Ian Henderson [[HYPERLINK</p> <div style="border: 1px solid black; padding: 2px; display: inline-block;"> GRO </div> <p>Sent: 27 February 2013 17:01 To: Steve Allchorn Cc: Lesley J Sewell; 'Ron Warmington' Subject: RE: Today's meeting Sensitivity: Confidential</p>	<p>Thank you Steve</p> <p>I appreciate your help with this</p>	
07.03.2013	10:23	<p>From: Steve Allchorn Sent: 07 March 2013 10:23 To: Mark R Pearce Subject: In Confidence - List Of</p>		<p>Hi Mark.</p> <p>As discussed this is the list of individuals who we require all emails, since 2008 to current, to be ring-fenced.</p> <p>At this time, the focus of Second Sight appears to be more on the Testing team, rather than the Information Services team, located in Bracknell but I will seek confirmation if we need to include IS colleagues.</p>

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
		Individuals Importance: High		<p>Some of the Test individuals have left the business since 2008. I've noted where that is the case and also which of them were in post as part of the Test team in 2008.</p> <p>James Brett (part of the Test team in 2008, still there) Ian Senior (part of the Test team in 2008, since left the business) Jon Thomson (part of the Test team in 2008, still there) Howard Porter Martin Rolfe (part of the Test team in 2008, still there) Jim Fullam (part of the Test team in 2008, still there) Chris P Young (part of the Test team in 2008, since left the business) Andy Fisher (part of the Test team in 2008, since left the business) Andrew Hamilton (part of the Test team in 2008, since left the business as far as I know) Linda Austin (part of the Test team in 2008, still in the business but no longer in the Test team)</p> <p>I suggest we ring-fence emails from the start of April 2008.</p> <p>Once the task is completed could you just also provide a brief description of how this task has been conducted and how the information has been stored.</p> <p>Let me know if you need any further information.</p> <p>Thanks for your help in this Mark.</p>
14.03.2013	16:51	From: Steve Allchorn Sent: 14 March 2013 16:51 To: Mark R Pearce		<p>Hi Mark</p> <p>Can you give me an update on where we are with this?</p> <p>Have we managed to ring-fence the listed individuals emails as requested and by what process has this been conducted?</p>

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
		Subject: RE: In Confidence - List Of Individuals Importance: High		Thanks Steve
18.03.2013	17:29		<p>Hi Ian</p> <p>I thought it about time I provided an update on where I have got to regarding the actions below.</p> <p>Can you let me know whether you want me to drip-feed through any documentation I gather or prefer to agree a date by which I'll send you all I have.</p> <p>It's rather limited at the moment in terms of quantity but I guess every little helps.</p> <p>Thanks Steve</p>	
18.03.2013	17:54	<p>From: irh [[HYPERLINK</p> <p>GRO</p> <p>Sent: 18 March 2013 17:54 To: Steve Allchorn Subject: Re:</p>	<p>Steve</p> <p>Thanks. I'm happy to be drip fed!</p> <p>I have a meeting with Susan Crighton on Thursday so I really need an update by Wednesday</p> <p>Many thanks</p> <p>Ian Henderson</p>	

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
		Today's meeting		
20.03.2013	09:27	<p>From: Steve Allchorn Sent: 20 March 2013 09:27 To: irh Subject: Second Sight Update Importance: High</p> <p>Ian</p> <p>Below is the current status with regard to gathering documentation on our Bracknell site operations and other specific enquiries.</p> <p>Susan Crichton and Lesley Sewell are already fully aware of this status – they requested it earlier this week – therefore none of this will be any surprise to Susan when you meet with her.</p> <p>Attached are the Fujitsu Security policies that were in place in 2008 and the Fujitsu policy on the management of buildings access and access to systems. I do have a concern that the current information flow from Fujitsu is slow. I will be escalating this through my main contact – Pete Newsome – today.</p> <p>Any further thoughts from yourself – if you have them - would be welcome.</p> <p><u>Establish any formal documentation relating to the operational set-up, data security protocols and the control environment within the Bracknell site during 2008</u></p> <p>I have spoken to both Peter Stanley (Architect) and Pete Newsome (Fujitsu) on obtaining information relating to the above. Peter Stanley has stated to me that our Architects have no formal documentation on record relating to our Bracknell site therefore I am almost completely reliant on Fujitsu providing any documentation. Pete Newsome engaged with the Fujitsu Security team early last week for them to source. To date I have only received the security policies as they existed in 2008 (x2 documents) and the Fujitsu user management policy for buildings and systems access (x1 document). Pete has admitted that tracking down information relating to the Bracknell site itself has been difficult, hence slow progress but continues to chase. I have reiterated the urgency of the request. Will escalate if situation continues.</p>		

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
			<p><u>Provide a ring-fence on all emails since 2008 for listed employees deemed as involved in Bracknell operations</u></p> <p>Mark Pearce was provided with the list of employees w/c 3 March to instigate the action with CSC. Mark predicted that the task would probably take CSC a week to complete. As of this point it remains outstanding. Mark's comment is that CSC have been slow in react to the request, however he believes this will be completed this week. Mark will provide me with details of the process and collation of the archive files and how the information is stored.</p> <p><u>Investigate whether there were any known issues with Bureau de Change transactions during the Summer of 2008</u></p> <p>I spoke initially with the Bureau team (Eddie Jarman) who then suggested speaking with Mark Wood in Chesterfield. Mark then directed me to Andy Wynn (Relationship Manager), who by all accounts is already conducting investigations work for Second Sight on our behalf.</p> <p>The outcome is that the only related issue that can be established in 2008 regards duplicate remittance pouches for which there is a clear process for the Branch Manager to follow and which is backed up on Horizon help. This scenario incurs when a pouch is scanned into the system but then the Branch Manager recognises they have made an error with regard to pouch content – e.g. they forgot to include a remittance summary etc. A second pouch would then need to be used and scanned into the system – meaning that two pouches are logged. There is a reversal process for the manager to instigate that takes the first pouch off of the system.</p>	
19.04.2013	14:22	From: Susan Crichton Sent: 19 April 2013 14:22 To: Steve Allchorn;		<p>Steve – thanks for the update, it is disappointing that this is taking so long, so it would be good if we can make sure we make the next deadline, post the review of that additional information we will need to prepare a summary for Second Sight and they may wish to interview people esp those on the test team.</p>

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
		Lesley J Sewell Subject: RE: In Confidence - Second Sight Update - Bracknell		Regards Susan
19.04.2013	14:25	From: Steve Allchorn Sent: 19 April 2013 14:25 To: Susan Crichton; Lesley J Sewell Subject: RE: In Confidence - Second Sight Update - Bracknell		Susan On the proviso that both Andy Jones and Liz conduct what has been asked of them in the agreed timescale I will be looking to tie this off next week. A summarisation will then be sent to Ian at Second Sight on 29 April at the latest. Steve
20.03.2013	16:06	Copy of the original request retrieved from proofpoint	[EMBED Package]	
24.04.2013	15:08	From: Steve Allchorn [[HYPERLINK GRO]]	Hi Ian Apologies that there has been a significant gap between updates however there have been a number of routes I have gone down in terms of investigations into the Bracknell site which have come up dry.	

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
		<p>Sent: 24 April 2013 15:08 To: Ian Henderson ([HYPERLINK])</p> <p>GRO</p> <p>]) Subject: In Commercial Confidence - Bracknell Site Importance: High</p>	<p>In relation to providing documentation on a drip-feed basis, attached are what I have established as the various extracts from lease agreements in place in 2008 for the Post Office space allocation in Bracknell. Unsure how useful these will be however I also now have a contact who can provide more detail if necessary.</p> <p>I'll update again later this week with an overall summarisation.</p> <p>Thanks</p>	
24.04.2013	6:10	<p>From: Ian Henderson ([HYPERLINK])</p> <p>GRO</p> <p>Sent: Wednesday, April 24, 2013 06:10 PM To: Steve Allchorn Cc: ([HYPERLINK])</p> <p>GRO</p>	<p>Steve</p> <p>Thanks. Last time we spoke about this you were expecting CSC to produce the email data.</p> <p>This is absolutely vital in the light of some other findings.</p> <p>Can you give me an urgent update on that?</p> <p>Many thanks</p>	

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
		<p>GRO</p> <p>Susan Crichton Subject: RE: In Commercial Confidence - Bracknell Site</p>		
24.04.2013	20:04		<p>Hi Ian</p> <p>Ironically I received confirmation from Info Security about an hour after I emailed you that they had received the requested info from CSC.</p> <p>I have asked Info Sec to hold onto the file for when Second Sight require it. In total the file is c.18 gigabytes, so quite large.</p> <p>I was in the process of putting this into an update for you tomorrow, including the names and roles of those individuals included in the ring-fence. However, given the urgency of your above request please advise as to how you would like to proceed.</p> <p>Thanks Steve</p>	
24.04.2013	20:23	<p>From: irh [[HYPERLINK</p> <p>GRO</p> <p>Sent: 24 April 2013 20:23</p>	<p>Steve</p> <p>That's fine. Let's talk tomorrow.</p> <p>I was just concerned that CSC had dropped off the radar...</p> <p>We just need to find a sensible way to transfer 18 gb of data</p>	

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
		<p>To: Steve Allchorn Cc: Susan Crichton; [HYPERLINK]</p> <p>GRO</p> <p>Subject: Re: In Commercial Confidence - Bracknell Site</p>	<p>Many thanks</p> <p>Sent from my iPad</p>	
24.04.2013	16:59	<p>From: Mark R Pearce Sent: 24 April 2013 16:59 To: Steve Allchorn Cc: Duncan Godfrey Subject: Missing data</p>		<p>Hi Steve,</p> <p>There is no data for the following 3 names: Ian Senior, Andy Fisher, Andrew Hamilton.</p> <p>Regards, Mark.</p>
25.04.2013	23:30	<p>From: Steve Allchorn Sent: 25 April 2013 23:30 To: Ian Henderson [HYPERLINK]</p> <p>GRO</p>		<p>Ian</p> <p>The following is a further summary report regarding my actions in relation to our Bracknell site investigations.</p> <p>1) <u>Establish any formal documentation relating to the operational set-up, data security protocols and the control environment within the Bracknell site during 2008</u></p>

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
		<p>GRO</p> <p>Cc: Lesley J Sewell; Susan Crichton</p> <p>Subject: IN CONFIDENCE: Bracknell - Summary Report</p> <p>Importance: High</p>		<p>Through Pete Newsome (Fujitsu) and the Fujitsu Security team I have received both the security policies as they existed in 2008 and the Fujitsu user management policy for buildings and systems access. These documents have been previously forwarded to Second Sight. Peter has confirmed that through his lines of enquiries this is the only information they have on record relating to this aspect of investigation.</p> <p>The IT & Change Governance & Architecture team have stated that our Architects have no formal documentation on record relating to the prior set-up and management of our Bracknell site.</p> <p>Through our IT & Change service contracts team I have received the various extracts from lease agreements in place in 2008 for the Post Office space allocation in Bracknell. These documents have also been forwarded to Second Sight.</p> <p>There is a further route of enquiry which remains active through Andy Jones (IT & Change, Quality & Standards) and the legacy contacts Andy has in Fujitsu - Bill Membery and Debbie Richardson. Debbie in particular was in charge at the setup of the joint testing team, particularly at the period of the transfer from Feltham to Bracknell some 6 or 7 years ago. Andy is attempting to establish if any relevant documentation is held within the POL testing area itself. This is being progressed with obvious sensitivity.</p> <p><u>Individuals consulted with in relation to this action:</u> Pete Newsome (Fujitsu) Peter Stanley (Architect, IT&C) Andy Jones (Quality & Standards, IT&C) Liz Tuddenham (Contracts Manager, IT&C) Matthew Loughran (Contract Manager, IT&C)</p> <p>2) Establish any records of external visitors to the Bracknell site during</p>

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				<p><u>the Summer of 2008</u></p> <p>Pete Newsome has confirmed that visitors records at Bracknell are not retained dating back as far as 2008. There is no further information that can be provided relating to this area of investigation.</p> <p><u>Individuals consulted with in relation to this action;</u> Pete Newsome</p> <p>3) <u>Provide a ring-fence on all emails since 2008 for listed employees deemed as involved in Bracknell operations</u></p> <p>Mark Pearce (at the time acting Head of Information Security & Assurance) was provided with the list of employees w/c 3 March to instigate the action with CSC to gather and provide the necessary data. Based on similar requests for information made to CSC in the past, Mark predicted that the task would probably take CSC a week to complete. In reality, completion of the action took CSC 7.5 weeks in total. We have no information that explains why it took this length of time to provide the requested information, however Information Security are currently looking into reasons as to why the delay took so long.</p> <p>CSC have now provided the ring-fenced data. This is residing with Duncan Godfrey in our IT & Change Information Security team and is available for access by Second Sight. Agreement has been made to formally sign this data over to Second Sight on 29th April. The total size of the data capture is c.18 gigabytes. The Info Sec team intend to load this data onto a peripheral hard-drive to be collected by Second Sight at our offices in 148 Old St. There will be a sign-over process for this which will be overseen, most likely, by our Head of Info Security & Assurance, Julie George. This will not however delay the transfer.</p> <p><u>Individuals consulted with in relation to this action;</u> Mark Pearce (Information Security)</p>

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
				<p>Duncan Godfrey (Information Security) Chris Furmanski (Architect, IT & Change) Chris Barreto (Architect, IT & Change)</p> <p>4) <u>Investigate whether there were any known issues with Bureau de Change transactions during the Summer of 2008</u></p> <p>Through a number of enquiry routes through POL colleagues the only related issue that can be established in 2008 regards duplicate remittance pouches for which there is a clear process for the Branch Manager to follow and which is backed up on Horizon help.</p> <p>This scenario incurs when a pouch is scanned into the system but then the Branch Manager recognises they have made an error with regard to pouch content – e.g. they forgot to include a remittance summary etc. A second pouch would then need to be used and scanned into the system – meaning that two pouches are logged. There is a reversal process for the manager to instigate that takes the first pouch off of the system.</p> <p><u>Individuals consulted with in relation to this action;</u> Mark Wood (Method of Payment Manager) Eddie Jarman (Product Manager, Bureau Services, Commercial) Andrew Winn (Relationship Manager, FSC Chesterfield)</p>
08/05/2013	16:24	<p>From: Susan Crichton Sent: 08 May 2013 16:24 To: Alwen Lyons Subject: FW: IN CONFIDENCE: Bracknell -</p>		Alwen I haven't chased this yet, can I leave it with you so you know what is going on. As you will remember Simon can't be involved as he line manages the team in Bracknell.

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
		Summary Report Importance: High		
08.05.2013	16:33	From: Alwen Lyons Sent: 08 May 2013 16:33 To: Steve Allchorn Subject: FW: IN CONFIDENCE: Bracknell - Summary Report Importance: High		Steve can you let me have an update please
08.05.2013	16:52	From: Steve Allchorn Sent: 08 May 2013 16:52 To: Alwen Lyons Cc: Susan Crichton Subject: RE: IN CONFIDENCE: Bracknell - Summary Report Importance:		Alwen There were two outstanding areas for completion following the last report provided below. The first was in regard to Andy Jones enquiry route into Fujitsu through Debbie Richardson. This has line of enquiry has not produced any further information or documentation relating to the Bracknell site and set up in 2008. The second item was to ensure the ring-fenced email data was securely provided to Second Sight as part of their investigations. The data received from CSC in relation to this arrived in a rather shoddy state and needed to be virus checked and assured before placing the information

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
		High		<p>onto an external hard drive ready for Second Sight. Fortunately this only incurred a few day's delay and on the 1st May Ian Henderson collected the data personally from 148 Old Street. This was quite timely in that Second Sight's investigations had reached a point where this information was becoming an urgent need.</p> <p>I have nothing further to report and this in effect ends my investigations into the Bracknell area against the remit I was provided with.</p> <p>Thanks Steve</p>
25.04.2013	16:30	<p>From: Steve Allchorn [[HYPERLINK</p> <p>GRO</p> <p>Sent: 25 April 2013 16:30 To: Mark R Pearce; Duncan Godfrey Cc: Julie George; Ian Henderson [[HYPERLINK</p> <p>GRO</p> <p>]); Susan Crichton</p>	<p>Mark/Duncan</p> <p>Following on from my earlier email, I have subsequently spoken to Ian Henderson in Second Sight with regard to the approach and timing to securely provide them with the requested data which we have now received from CSC.</p> <p>Ian has stated that although there is an urgent need for the data file, he can wait until Monday morning and will come into 148 to collect it in person.</p> <p>Given the size of the file, the suggestion from IT is that we load it onto a peripheral hard-drive and encrypt it ready for Ian to take away on Monday.</p> <p>Could you both ensure this action is carried out within the timescale. You may need to purchase a hard-drive locally (e.g. Argos?) to do the job and re-claim any costs through the normal channels.</p> <p>Ian's contact number is [[GRO</p> <p>Ian - The Info Sec team are based on the 2nd floor, Old Street Wing in 148 Old Street, just a few desks up from Lesley Sewell's desk. Mark's contact number is; [[GRO and Duncan's [[GRO</p> <p>Unfortunately I am on annual leave both tomorrow and Monday and although I</p>	

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
		Subject: URGENT & IN CONFIDENCE - Captured CSC Data To Second Sight Importance: High	will be picking up emails I obviously won't be on site. Thanks in advance for your assistance in this matter.	
29.04.2013	12:24	From: Ian Henderson [[HYPERLINK GRO Sent: 29 April 2013 12:24 To: Mark R Pearce; Duncan Godfrey Cc: Julie George; Steve Allchorn; [HYPERLINK GRO Subject: RE: URGENT & IN CONFIDENCE - Captured CSC Data To	Hi I would like to collect the data today if at all possible Can someone provide me with a status report? Many thanks	

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
		Second Sight Importance: High		
30.04.2013	09:26	<p>From: Steve Allchorn Sent: 30 April 2013 09:26 To: Ian Henderson; Mark R Pearce; Duncan Godfrey Cc: Julie George; [HYPERLINK]</p> <p>GRO</p> <p>Subject: RE: URGENT & IN CONFIDENCE - Captured CSC Data To Second Sight</p>	<p>Hi All</p> <p>Just back into work this morning.</p> <p>Was this sorted ok?</p> <p>Thanks Steve</p>	
30.04.2013	09:31	<p>From: irh [HYPERLINK]</p> <p>GRO</p> <p>Sent: 30 April 2013 09:31</p>	<p>Steve</p> <p>I didn't receive a reply to my email yesterday, so I have not received the drive</p> <p>Can I please have an update ASAP?</p> <p>Ian</p>	

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
		<p>To: Julie George Cc: Steve Allchorn; Mark R Pearce; Duncan Godfrey; [HYPERLINK</p> <div style="border: 1px solid black; padding: 2px; text-align: center;"> <p>GRO</p> </div> <p>Subject: Re: URGENT & IN CONFIDENCE - Captured CSC Data To Second Sight</p>		
30.04.2013	10:48	<p>From: Julie George [[HYPERLINK</p> <div style="border: 1px solid black; padding: 2px; text-align: center;"> <p>GRO</p> </div> <p>Sent: 30 April 2013 10:48 To: irh Cc: Steve Allchorn; Mark R Pearce; Duncan</p>	<p>Hello there,</p> <p>Unfortunately the data isn't ready, however Mark Pearce will contact you tomorrow with the exact timeline.</p> <p>Regards</p> <p>Julie George</p>	

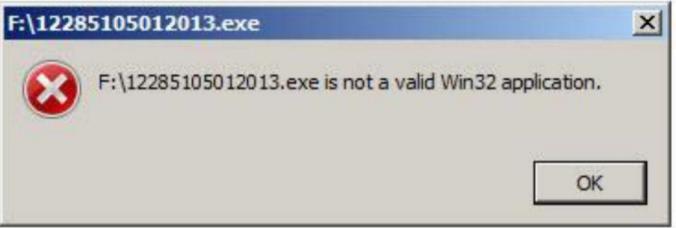
Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
		Godfrey; [HYPERLINK GRO Subject: RE: URGENT & IN CONFIDENCE - Captured CSC Data To Second Sight		
30.04.2013	11:01	From: Ian Henderson [[HYPERLINK GRO Sent: 30 April 2013 11:01 To: Julie George Cc: Steve Allchorn; Mark R Pearce; Duncan Godfrey; [HYPERLINK GRO Subject: RE:	Thank you Julie I look forward to hearing from Mark ASAP	

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
		URGENT & IN CONFIDENCE - Captured CSC Data To Second Sight		
01.05.2013	12:09		<p>Hi Ian,</p> <p>All things being equal we should have the files encrypted onto a password protected external hard drive this afternoon. Are you able to collect sometime after 2pm today?</p> <p>Regards, Mark.</p> <p>Mark Pearce</p>	
01.05.2013	13:19	<p>From: irh [[HYPERLINK GRO]] Sent: 01 May 2013 13:19 To: Mark R Pearce Cc: Julie George; Steve Allchorn; Duncan Godfrey; [[HYPERLINK GRO GRO]]; Dave</p>	<p>Thank you Mark</p> <p>I can come over at about 3pm to collect from the Post Room</p> <p>Can you send me one more email to confirm the HD ready for collection?</p> <p>Also, how will you transmit the password to me?</p> <p>Many thanks</p> <p>Ian</p>	

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
		M King Subject: Re: URGENT & IN CONFIDENCE - Captured CSC Data To Second Sight		
01.05.2013	13:25	From: Dave M King Sent: 01 May 2013 13:25 To: irh; Mark R Pearce Cc: Julie George; Steve Allchorn; Duncan Godfrey; [HYPERLINK GRO Subject: RE: URGENT & IN CONFIDENCE - Captured CSC Data To Second Sight	<p>Hi Ian</p> <p>I'll put the password for the files in a text file and send it to you via FileSafe? Will then text you the pin for the drive via SMS.</p> <p>Any problems, just give me a call</p> <p>Thanks</p>	
01.05.2013	13:40	From: irh GRO Sent: 01 May	<p>Dave</p> <p>I think my FileSafe account needs to be re activated</p>	

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
	2013 13:40	To: Dave M King Subject: Re: URGENT & IN CONFIDENCE - Captured CSC Data To Second Sight	Can you do this? Ian	
01.05.2013	13:46	From: Mark R Pearce Sent: 01 May 2013 13:46 To: 'irh' Cc: Julie George; Steve Allchorn; Duncan Godfrey; [HYPERLINK GRO] GRO; Dave M King Subject: RE: URGENT & IN CONFIDENCE - Captured CSC Data To Second Sight	Hi Ian, Please ask for me at 148 reception. Please bring some identification with you. Dave King has texted to your mobile the code for the external drive and I will hand over the file passcode when you arrive for the drive collection. Regards, Mark.	
01.05.2013	15:16	From: Mark R Pearce [HYPERLINK	Hi Ian,	

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
		<p>GRO</p> <p>Sent: 01 May 2013 15:16 To: irh Cc: Julie George; Steve Allchorn; Duncan Godfrey; [HYPERLINK GRO] GRO; Dave M King Subject: RE: URGENT & IN CONFIDENCE - Captured CSC Data To Second Sight</p>	<p>Thank you for collecting the external hard drive in person. Please could you securely return the external hard drive to us once you have completed your analysis.</p> <p>Regards, Mark.</p>	
02.05.2013	10:00	<p>From: Ian Henderson [[HYPERLINK GRO]] Sent: Thursday, May 02, 2013 10:00 AM</p>	<p>Mark</p> <p>I'll return the drive next time I visit 148. Many thanks.</p> <p>However, I'm having problems decrypting 2 of the files.</p> <p>This is the error message:</p>	

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
		<p>To: Mark R Pearce Cc: Julie George; Steve Allchorn; Duncan Godfrey; [HYPERLINK GRO HYPERLINK]</p> <p>GRO</p> <p>GRO]>; Dave M King; Simon Baker</p> <p>Subject: RE: URGENT & IN CONFIDENCE - Captured CSC Data To Second Sight</p>	<p>F:\12285105012013.exe</p>  <p>The 2 problem files are:</p> <p>12285105012013.exe and 12582905012013.exe. All the others decrypted without problems.</p> <p>Can you let me have MD5 hashes for those files so that I can check that the files I have are exactly the same as the originals and also confirm that you don't have problems decrypting these 2 files?</p> <p>One thing I did note is that both of the files are over 4GB in size which can cause problems with some file systems. Also I'm using a 64bit OS, but since the other files all decrypted without problems, I'm assuming that is not the issue here.</p> <p>Many thanks</p>	
02.05.2013	11:05	<p>From: Dave M King [HYPERLINK]</p> <p>GRO</p> <p>Sent: 02 May 2013 11:05 To:</p>	<p>Ian</p> <p>Could be an issue with the file system or encryption product. Will have a look but may need to try to split the file or try another medium. Can it wait til next week as I need to do a bit of investigation?</p> <p>Thanks</p> <p>Dave</p>	

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
		<p>GRO</p> <p>[GRO] Mark R Pearce Cc: Julie George; Steve Allchorn; Duncan Godfrey;</p> <p>GRO</p> <p>Simon Baker Subject: Re: URGENT & IN CONFIDENCE - Captured CSC Data To Second Sight</p>		
02.05.2013	11:17	<p>From: Ian Henderson [[HYPERLINK]]</p> <p>GRO</p> <p>Sent: 02 May 2013 11:17 To: Dave M King; Mark R Pearce Cc: Julie George; Steve Allchorn; Duncan</p>	<p>Dave</p> <p>Thanks.</p> <p>Yes, early next week will be fine as I'll work on the other files.</p> <p>I'll try a few other things as well including using a plain XP OS. I've already tried compatibility mode.</p> <p>Many thanks</p>	

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
		Godfrey; [HYPERLINK GRO] GRO ; Simon Baker Subject: RE: URGENT & IN CONFIDENCE - Captured CSC Data To Second Sight		
13.05.2013	12:49		<p>Ian</p> <p>I'm working on these files now. Would you be available if I could bring them over to you this afternoon please?</p> <p>Thanks</p> <p>Dave King</p>	
13.05.2013	12:58	From: irh GRO Sent: 13 May 2013 12:58 To: Dave M King Subject: Re: URGENT & IN CONFIDENCE - Captured CSC Data To Second Sight	<p>Dave</p> <p>I'm out of the office at the moment but I could collect from the post room at about 4 pm if that works for you?</p> <p>Ian</p>	

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL																																				
24.05.2013	11:15	<p>From: Dave M King Sent: 24 May 2013 11:15 To: 'Ian Henderson' Subject: RE: URGENT & IN CONFIDENCE - Captured CSC Data To Second Sight</p>	<p>Ian</p> <p>Just to follow-up from my eMail.</p> <p>I wanted to make sure that the files on that disk were OK and you had everything you were expecting in respect of that aspect (so far).</p> <p>On a similar note, if you are done with the disk I could do with it back please? If you are happy to do so, once you have deleted the files from it, could you either please post it back to me at the address below, or drop it in at Old St for me when it's convenient?</p> <p>Any problems, please feel free to give me a call.</p> <p>Thanks</p>																																					
24.05.2013	11:42	<p>From: Dave M King [[HYPERLINK</p> <div style="border: 1px solid black; padding: 5px; text-align: center;"> <p>GRO</p> </div> <p>Sent: 24 May 2013 11:42 To: Ian Henderson Subject: RE: URGENT & IN CONFIDENCE - Captured CSC Data To</p>	<p>Ian</p> <p>I believe I have supplied you with 7 .pst files that were:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Name</th> <th style="text-align: left;">Date modified</th> <th style="text-align: left;">Type</th> <th style="text-align: left;">Size</th> </tr> </thead> <tbody> <tr> <td>chris.young.pst</td> <td>26/04/2013 15:00</td> <td>Outlook Data File</td> <td>610,345 KB</td> </tr> <tr> <td>howard.a.porter.pst</td> <td>26/04/2013 15:04</td> <td>Outlook Data File</td> <td>1,670,545 KB</td> </tr> <tr> <td>james.brett.pst</td> <td>26/04/2013 15:32</td> <td>Outlook Data File</td> <td>3,980,169 KB</td> </tr> <tr> <td>jim.fullam.pst</td> <td>26/04/2013 16:00</td> <td>Outlook Data File</td> <td>2,246,649 KB</td> </tr> <tr> <td>jon-adam.thomson.pst</td> <td>26/04/2013 16:08</td> <td>Outlook Data File</td> <td>66,233 KB</td> </tr> <tr> <td>linda.austin.pst</td> <td>18/04/2013 14:21</td> <td>Outlook Data File</td> <td>5,066,657 KB</td> </tr> <tr> <td>martin.n.rolfe.pst</td> <td>18/04/2013 14:16</td> <td>Outlook Data File</td> <td>4,747,481 KB</td> </tr> </tbody> </table> <p>And just in case the picture above doesn't get through:</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">chris.young.pst</td> <td style="width: 50%;">610,345 KB</td> </tr> <tr> <td>howard.a.porter.pst</td> <td>1,670,545 KB</td> </tr> </table>	Name	Date modified	Type	Size	chris.young.pst	26/04/2013 15:00	Outlook Data File	610,345 KB	howard.a.porter.pst	26/04/2013 15:04	Outlook Data File	1,670,545 KB	james.brett.pst	26/04/2013 15:32	Outlook Data File	3,980,169 KB	jim.fullam.pst	26/04/2013 16:00	Outlook Data File	2,246,649 KB	jon-adam.thomson.pst	26/04/2013 16:08	Outlook Data File	66,233 KB	linda.austin.pst	18/04/2013 14:21	Outlook Data File	5,066,657 KB	martin.n.rolfe.pst	18/04/2013 14:16	Outlook Data File	4,747,481 KB	chris.young.pst	610,345 KB	howard.a.porter.pst	1,670,545 KB	
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02.07.2013	09:58	<p>From: Simon Baker [[HYPERLINK</p> <div style="border: 1px solid black; padding: 2px; display: inline-block;"> GRO </div> <p>Sent: 02 July 2013 09:58 To: Ian Henderson; Ron Warmington Cc: Lesley J Sewell; Alwen Lyons Subject: emails for Martin Rolfe</p>	<p>Ian, Ron</p> <p>To keep you updated, I have put in a request to retrieve all emails for Martin Rolfe going back to January 2008.</p> <p>I have hit an immediate problem in that the email archiving system was only installed in Oct 2011. For retrieve requests prior to that date there is no systematic method of retrieving e-mail.</p> <p>I have put the request in, but there is no guarantee that all emails can be retrieved.</p> <p>Simon</p>	
02.07.2013	10:35	<p>From: Ian Henderson [[HYPERLINK</p> <div style="border: 1px solid black; padding: 2px; display: inline-block;"> GRO </div>	<p>Simon</p> <p>Many thanks</p> <p>Originally we were told email archives covered the period back to 2008 but the</p>	

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
		<p>GRO</p> <p>]] Sent: 02 July 2013 10:35 To: Simon Baker; 'Ron Warmington' Cc: Lesley J Sewell; Alwen Lyons; Susan Crichton Subject: RE: emails for Martin Rolfe</p>	<p>emails produced so far have been for a much shorter period – only back to various dates in 2011</p> <p>I think it is important that we have the 2008 emails for as many members of the test team as possible</p>	
03.07.2013	19:12	<p>From: Simon Baker [[HYPERLINK</p> <p>GRO</p> <p>Sent: 03 July 2013 19:12 To: Ron Warmington; Ian Henderson Cc: Lesley J Sewell; Susan</p>	<p>Ian, Ron</p> <p>I took the action to answer the question: Did any Post Office employee in Bracknell have the ability to post transactions to the back office accounting systems.</p> <p>The answer is "no". None of these people had access to POLSAP or the system that predates it, called POL FS.</p> <p>Below are be people who permanently or occasionally worked from Bracknell. We looked at access records since the beginning of 2008 to present.</p> <p>Regards, Simon</p>	

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		Crichton; Alwen Lyons Subject: Access to back office accounting systems	<table border="1"> <thead> <tr> <th>NAME</th> <th>TEAM</th> <th>Access?</th> </tr> </thead> <tbody> <tr><td>Rabia Cody</td><td>Ref Data Team</td><td>x</td></tr> <tr><td>Carol Spencer</td><td>Ref Data Team</td><td>x</td></tr> <tr><td>Dean Turner</td><td>Ref Data Team</td><td>x</td></tr> <tr><td>Gill Payne</td><td>Ref Data Team</td><td>x</td></tr> <tr><td>Mike Gallagher</td><td>Project Architect</td><td>x</td></tr> <tr><td>Suzanne Robson</td><td>Ref Data Team</td><td>x</td></tr> <tr><td>Zoe White</td><td>Ref Data Team</td><td>x</td></tr> <tr><td>Saunder Narayan</td><td>Project Architect</td><td>x</td></tr> <tr><td>Andy Fisher</td><td>Test Team</td><td>x</td></tr> <tr><td>Howard Porter</td><td>Test/ Ref Data Team</td><td>x</td></tr> <tr><td>Jon Thompson</td><td>Test Team</td><td>x</td></tr> <tr><td>Paul Phillips</td><td>Ref Data Team</td><td>x</td></tr> <tr><td>Martin Rolfe</td><td>Test Team</td><td>x</td></tr> <tr><td>Andy Corbett</td><td>Ref Data Team</td><td>x</td></tr> <tr><td>Roxanne Moriah</td><td>Ref Data Team</td><td>x</td></tr> <tr><td>James Brett (Dualist Bracknell)</td><td>Test Team</td><td>x</td></tr> </tbody> </table>	NAME	TEAM	Access?	Rabia Cody	Ref Data Team	x	Carol Spencer	Ref Data Team	x	Dean Turner	Ref Data Team	x	Gill Payne	Ref Data Team	x	Mike Gallagher	Project Architect	x	Suzanne Robson	Ref Data Team	x	Zoe White	Ref Data Team	x	Saunder Narayan	Project Architect	x	Andy Fisher	Test Team	x	Howard Porter	Test/ Ref Data Team	x	Jon Thompson	Test Team	x	Paul Phillips	Ref Data Team	x	Martin Rolfe	Test Team	x	Andy Corbett	Ref Data Team	x	Roxanne Moriah	Ref Data Team	x	James Brett (Dualist Bracknell)	Test Team	x	
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Jon Thompson	Test Team	x																																																					
Paul Phillips	Ref Data Team	x																																																					
Martin Rolfe	Test Team	x																																																					
Andy Corbett	Ref Data Team	x																																																					
Roxanne Moriah	Ref Data Team	x																																																					
James Brett (Dualist Bracknell)	Test Team	x																																																					

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
			/Chesterfield)	
			Sheena Jones – Test Team / Ref Data Team	x
			Ian Senior Test Team	x
			Chris P Young Test Team	x
			Jim Fullam Test Team	x
			Andrew Hamilton Test Team	x
15.07.2013	08:45	From: Julie George Sent: 15 July 2013 08:45 To: Dave M King Cc: Simon Baker Subject: P6 request		<p>Hello there,</p> <p>Good to see you in situ Friday!</p> <p>I believe you said the P6 request had been actioned – what are the next steps.</p> <p>Also we should cross charge Second Sight for the encrypted drive. Send me details and I will investigate.</p> <p>Regards</p> <p>Julie</p>
15.07.2013	07:53	From: Simon Baker Sent: Monday, July 15, 2013 07:53 AM To: Julie George; Dave		<p>Thanks Julie</p> <p>Please send me the invoice.</p> <p>Dave,</p>

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
		M King Subject: RE: P6 request		Does this have emails going back to 2008? Simon
15.07.2013	09:14	From: Dave M King Sent: 15 July 2013 09:14 To: Simon Baker; Julie George Subject: Re: P6 request		Hi simon There will only be the ones from 2011 onwards but the older ones that are still in the outlook file should be on their way Thanks Dave
22.07.2013	14:56	From: Simon Baker Sent: 22 July 2013 14:56 To: Dave M King; Julie George Subject: RE: P6 request		Are these on their way?
31.07.2013	12:58	From: Simon Baker Sent: 31 July 2013 12:58 To: Dave M King Cc: Julie George Subject: emails		Dave Have you got to the place where we can hand over the emails to Second Sight now? Simon

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
31.07.2013	13:06	From: Dave M King Sent: 31 July 2013 13:06 To: Simon Baker Cc: Julie George; Duncan Godfrey Subject: RE: emails		Simon Have you had anything else back other than the archive ones from Duncan?? Thanks
01.08.2013	09:31	From: Simon Baker Sent: 01 August 2013 09:31 To: Dave M King Cc: Julie George; Duncan Godfrey Subject: RE: emails		Duncan Did you already send me them? Simon
01.08.2013	10:20	From: Duncan Godfrey Sent: 01 August 2013 10:20 To: Simon Baker; Dave M King Cc: Julie		Hi Simon. No sorry I haven't give you the memory stick yet. It will be the same files as the ones we gave you before as there don't seem to have been any from the archive. I am back in the office tomorrow so I will give it to you then.

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
		George Subject: RE: emails		
01.08.2013	10:58	From: Simon Baker Sent: 01 August 2013 10:58 To: Duncan Godfrey; Dave M King Cc: Julie George Subject: RE: emails		OK. In that case can we have a discussion about how we can get hold of the other emails from before the migration? I am assuming they must have been backed up somewhere.
11.09.2013	14:54	From: Andy Holt ([HYPERLINK GRO Sent: 11 September 2013 14:54 To: Ian Henderson ([HYPERLINK GRO	Ian Remind me the name of the person and the time frame of emails you want – I have given CSC clarity on the requirement, they just need this to progress. Presume you want both sent and received. Does that cover your requirement. Andy	

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
		Subject: Email retrieval		
12.09.2013	11:20	From: Ian Henderson [[HYPERLINK GRO Sent: 12 September 2013 11:20 To: 'Andy Holt' Cc: GRO Subject: RE: Email retrieval	Andy The request is for all of 2008 for employee Martin Rolfe We require both Sent and Received – ideally the entire NSF file from the backup of the Domino server Depending what is found, there may be further request for an extended time frame or emails relating to other employees. With best wishes	
25.09.2013	11:03	From: Ian Henderson [[HYPERLINK GRO Sent: 25 September 2013 11:03 To: Andy Holt Cc: Dave M	Andy The following people are known to have been part of the Bracknell testing team at some time since 2008 (See Simon Baker's email of 3 July 2013 – attached) Andy Fisher Howard Porter Jon Thompson Martin Rolfe James Brett Sheena Jones Ian Senior Chris P Young	

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
		King; 'Ron Warmington'; Susan Crichton Subject: FW: Access to back office accounting systems From: Dave M King Sent: 03 February 2015 12:00 To: Belinda Crowe Subject: FW: Access to back office accounting systems ... and this is the request which came through from SS that I understand we chose not to pursue?	Jim Fullam Andrew Hamilton As per our discussion yesterday, I would be grateful if NSF email archives can be requested from the back-up tapes as at 31 December 2008 for all of these people. Many thanks	
13.03.2014		From: Ian Henderson [Belinda	

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
		<p>HYPERLINK</p> <p>GRO</p> <p>Sent: 13 March 2014 12:57</p> <p>To: 'Belinda Crowe' Cc: 'Angela Van-Den-Bogerd'; [HYPERLINK</p> <p>GRO</p> <p>HYPERLINK</p> <p>GRO</p> <p>Subject: FW: Email retreival</p>	<p>This is a long outstanding request that was left with Andy Holt. (Full email archives for 2008 for Martin ROLFE – a POL employee working at Bracknell)</p> <p>The request was passed onto CSC for action by them.</p> <p>I would be grateful for an update on this as the underlying issues now apply to a number of cases.</p> <p>Many thanks</p>	
13.03.2014	17:15	<p>From: Belinda Crowe Sent: 13 March 2014 17:15 To: Andy Holt Cc: Angela Van-Den-</p>		<p>Hi Andy</p> <p>We have previously discussed this. We now need to consider whether or not we action this, presumably. It seems to me that this has the potential to be incredibly time consuming and costly and we need to consider to what end.</p> <p>Has there been any further progress on this since we last discussed?</p> <p>Thanks</p>

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
		<p>Bogerd; Belinda Crowe; Parsons, Andrew</p> <p>GRO</p> <p>Rodric Williams Subject: FW: Email retrieval</p>		Belinda
13.03.2014	17:34	<p>From: Andy Holt Sent: 13 March 2014 17:34 To: Belinda Crowe Cc: Angela Van-Den- Bogerd; Parsons, Andrew ([HYPERLINK GRO]); Rodric Williams Subject: RE: Email retrieval</p>		<p>The CSC Project Manager has started work today. I will have a plan from them by the end of next week.</p> <p>Regards Andy</p>

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
13.03.2014	18:02	<p>From: Rodric Williams Sent: 13 March 2014 18:02 To: Andy Holt; Belinda Crowe Cc: Angela Van-Den-Bogerd; Parsons, Andrew</p> <p>GRO</p> <p>Subject: RE: Email retrieval</p>		<p>Hi Andy.</p> <p>I am uncomfortable going down this route. This has the potential to be a huge undertaking (e.g. the emails will have to be individually reviewed), and I am far from convinced we would have to do this even if the matter were being litigated in the Courts (it is, without significant further refinement, self-evidently a fishing expedition).</p> <p>On a more practical note, it sets a dangerous precedent for other cases and individuals.</p> <p>Before we do anything more, what will this cost? I'm assuming (based on my experience in e-disclosure) it's significant, and want to nip it in the bud if possible.</p>
14.03.2014	14:59	<p>From: Belinda Crowe [[HYPERLINK]]</p> <p>GRO</p> <p>Sent: 14 March 2014 14:59 To: Ian Henderson Cc: Angela Van-Den-</p>	<p>Ian</p> <p>Thanks for your email.</p> <p>I had understood that the process we were now following was that Angela and her team were obtaining any information required in order to undertake investigations in relation to a particular case. This information would then be passed on to Second Sight with the investigation report.</p> <p>I would be happy to discuss if I have misunderstood something here.</p> <p>Best wishes Belinda</p>	

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
		Bogerd; [HYPERLINK GRO David Oliver1 Subject: Re: Email retrieval		
14.03.2014	15:32	From: Ian Henderson GRO Sent: 14 March 2014 15:32 To: Belinda Crowe Cc: Angela Van-Den-Bogerd; GRO Subject: RE: Email retrieval	<p>Belinda</p> <p>The procedure you have mentioned applies to the investigations conducted by Angela and her team.</p> <p>There is also a need for Second Sight to request directly from POL further information that it needs for its own investigations. This may arise at a number of different points such shortly after the receipt of a CQR or after Angela's team have delivered their report.</p> <p>The request for email records, some of which have been supplied already, relates to the 26 cases where allegations of centrally generated transactions have been made.</p> <p>Many thanks</p>	
30.04.2014		From: Ian Henderson GRO	<p>Belinda</p> <p>I'd be grateful for a response to my 13 March email (attached)?</p> <p>Many thanks</p>	

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
		<p>Sent: 30 April 2014 08:54</p> <p>To: Belinda Crowe</p> <p>Cc: Angela Van-Den-Bogerd;</p> <p>GRO</p> <p>Subject: RE: Email retrieval</p>		
11.08.2014	20:09	<p>From: Belinda Crowe</p> <p>Sent: 11 August 2014 20:09</p> <p>To: Rodric Williams; Andrew Parsons; Belinda Crowe; David Oliver1; Angela Van-Den-Bogerd</p> <p>Cc: Julie George; Belinda Crowe</p> <p>Subject: Fwd: Email retrieval</p>		<p>I thought we sent a draft for Chris to clear on this but I cannot find it and Ian asked me again today.</p> <p>Using what we said in response to SS's request for legal files I propose the following. Grateful for views and Andy could you please let me know if I have correctly articulated what Ian asked as his first question and also remind me of what his second question was.</p> <p>Is there anything we can say about SS not being entitled to have this information. It's all very well them setting out how they will protect it but its a bit like the HMRC data loss issue, we should only provide what they are entitled to have. There is a problem with this DP point in as much as we have already provided some inboxes but I am rather keen to see whether we could find a way of making that point without digging a hole for ourselves in light of what has already been provided.</p> <p>Grateful for views.</p> <p>Best wishes Belinda</p>

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
				<p>Ian</p> <p>You raised again the issue of providing emails in relation to the inboxes of a number of individuals. I am sorry, I thought Post Office had responded on this point.</p> <p>For me the starting point in considering your request is to understand why you feel you need access to this information. The processes established by the Working Group are fairly clear: upon receipt of a CQR POL produces a report (along with relevant supporting documentation) which is then sent to you for the purpose, inter alia, of providing a basis upon which you can prepare a corresponding report for the Working Group. To the extent that you reasonably feel there are ambiguities or omissions in the POL report you have the option of either commenting on this matter in your report (to the extent it is not material), or (to the extent that it is material) requesting, via appropriate channels (and at all times copying in Angela), clarification of issues raised. The point here is that such requests are specific and focussed on matters directly relevant to the report produced by POL; they should therefore be made after receipt of the POL reports, not before they are written, not be overly general in nature, and certainly not so broad as to require the release of an entire <u>class of document, e.g. an entire inbox for POL employees</u>. Put another <u>way</u>, it seems to me that the Working Group has not asked you to conduct a trawl of the primary source documentation and records maintained by POL to ascertain what is relevant, and what is not. Apart from the need to maintain an orderly and workable process, there are it seems to me very good reasons to ensure that we maintain discipline and focus on the cases at hand.</p> <p>The current situation contrasts quite markedly to that which prevailed</p>

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
				<p>in the period prior to the release of your interim report, when you were undertaking what was essentially an investigatory exercise. Given your role then, I can entirely understand why generic information was provided to you as it no doubt formed the factual basis by reference to which you wrote your report. However, the focus of your work now is on the mediation scheme, where your role is significantly different from that which you occupied in respect of the interim report, and as such I cannot see any compelling rationale for disclosure. Indeed, to retrieve files, documents and emails, review them and redact information which is commercially confidential, <u>privileged</u> or personal would involve considerable time and resource, which I would find difficult to justify without a clear need.</p> <p>I understand you request this information to answer two primary questions:</p> <ol style="list-style-type: none">1. The first is to establish whether there is a facility in the basement at Bracknell from which POL employees could in some way have covertly manipulated live horizon data without the knowledge of an applicant, and2. Andy, what was the second point? <p>We can provide the answers to those questions without the need to provide the entire contents of Inboxes and are happy to do so. If you could confirm these are the questions you want answering I will ensure those answers are provided this week. However I wanted to deal with the email request specifically so that you are clear on that point.</p>

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
				Best wishes Belinda
27.08.2014	08:17	<p>From: Belinda Crowe Sent: 27 August 2014 08:17 To: Chris Aujard Cc: Belinda Crowe; Rodric Williams; Parsons, Andrew ([HYPERLINK])</p> <div style="border: 1px solid black; padding: 5px; text-align: center;"> <p>GRO</p> </div> <p>]); Angela Van-Den-Bogerd; David Oliver1 Subject: FW: Email retrieval</p>	<p>Chris, Ian was chasing about the matter of retrieving emails for POL staff in relation to the matter of whether there is a basement in Bracknell from where POL staff can manipulate branch Horizon data without the knowledge of spmrs. This was drafted for you to send when Ian first raised the matter but I don't think you ever sent it. Ian raised it again in your absence. Are you content for me to send this on your behalf?</p> <p>-----</p> <p>Ian</p> <p>You raised this matter with Belinda in my absence, I apologise I had thought we had responded on this.</p> <p>For me the starting point in considering your request is to understand why you feel you need access to this information. The processes established by the Working Group are fairly clear: upon receipt of a CQR POL produces a report (along with relevant supporting documentation) which is then sent to you for the purpose, <i>inter alia</i>, of providing a basis upon which you can prepare a corresponding report for the Working Group. To the extent that you reasonably feel there are ambiguities or omissions in the POL report you have the option of either commenting on this matter in your report (to the extent it is not material), or (to the extent that it is material) requesting, via appropriate channels (and at all times copying in Angela), clarification of issues raised. The point here is that such requests are specific and focussed on matters directly relevant to the report produced by POL; they should therefore be made after receipt of the POL reports, not before they are written, not be overly general in nature, and certainly not so broad as to require the</p>	

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
				<p>release of an entire <u>class of document, e.g. an entire inbox for POL employees</u>. Put another way, it seems to me that the Working Group has not asked you to conduct a trawl of the primary source documentation and records maintained by POL to ascertain what it relevant, and what is not. Apart from the need to maintain an orderly and workable process, there are it seems to me very good reasons to ensure that we maintain discipline and focus on the cases at hand.</p> <p>The current situation contrasts quite markedly to that which prevailed in the period prior to the release of your interim report, when you were undertaking what was essentially an investigatory exercise. Given your role then, I can entirely understand why generic information was provided to you as it no doubt formed the factual basis by reference to which you wrote your report. However, the focus of your work now is on the mediation scheme, where your role is significantly different from that which you occupied in respect of the interim report, and as such I cannot see any compelling rationale for disclosure. Indeed, to retrieve files, documents and emails, review them and redact information which is commercially confidential, privileged or personal would involve considerable time and resource, which I would find difficult to justify without a clear need.</p> <p>If you would like to let Angela know the actual question you are seeking to answer, we will endeavour to provide you with the answer.</p> <p>Regards</p> <p>Chris</p>
29.08.2014	14:54	<p>From: Rodric Williams</p> <p>Sent: 29 August 2014 14:54</p>		Haven't we addressed this already through the Spot Review?

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
		To: 'Parsons, Andrew' Cc: Belinda Crowe Subject: FW: Email retrieval		
29.08.2014	18:36	From: Belinda Crowe [[ GRO  Sent: 29 August 2014 18:36 To: Rodric Williams; Parsons, Andrew Subject: RE: Email retrieval		Apparently not.
01.09.2014	07:27	From: Parsons, Andrew  GRO  Sent: 01 September		Yes – we have addressed the issue under investigation by SS. This was about Mr Rudkin's visit to FJ's office at Bracknell and the "covert operations centre" he apparently saw. To dispel this rumour, we have provided SS with a statement from Martin Rolfe (POL employee who conducted the visit) confirming that the "operations centre" was in fact a test environment, not connected to the live Horizon system. This was Spot Review 5. Unless Ian is saying that Post Office are trying to conduct a massive

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		2014 07:27 To: Belinda Crowe; Rodric Williams Subject: RE: Email retrieval [BD-4A.FID204722 53]		conspiracy against SPMRs, then the trawl for emails is clearly disproportionate.
01.09.2014	08:01	From: Belinda Crowe Sent: 01 September 2014 08:01 To: Parsons, Andrew; Rodric Williams Cc: Belinda Crowe Subject: RE: Email retrieval [BD-4A.FID204722 53]		<p>I think we just send the email to them and make them come back with the question they want answering and then deal with that what we were trying to do with the email is to make the point that they cannot have source material such as this as its totally inappropriate and also get them to ask the question which we can answer on the record.</p> <p>A further question from me, is it worth getting that witness statement signed?</p> <p>Best wishes Belinda</p>
01.09.2014	08:50	From: Parsons, Andrew  Sent: 01		<p>A signature only makes a difference if the Statement is filed with a Court (at which point any false comment in the Statement would be a contempt of Court). I'd be minded to keep the Statement unsigned as it helps us to maintain that it is a draft document and therefore potentially subject to legal privilege (for DPA and FOIA purposes).</p> <p>Kind regards</p>

Date	Time	Added detail	Primary emails, principally between POL and SS	Side conversations – primarily within POL
		<p>September 2014 08:50</p> <p>To: Belinda Crowe; Rodric Williams</p> <p>Subject: RE: Email retreival [BD-4A.FID258872 15]</p>		Andy
01.09.2014	08:52	<p>From: Belinda Crowe</p> <p>Sent: 01 September 2014 08:52</p> <p>To: Parsons, Andrew; Rodric Williams</p> <p>Cc: Belinda Crowe</p> <p>Subject: RE: Email retreival [BD-4A.FID258872 15]</p>		<p>Great, thanks Andy</p> <p>Best wishes</p> <p>Belinda</p>

Appendix 3

Date	Time	Added detail	Primary emails, principally between POL colleagues	Side conversations – primarily within POL
14.06.2013		From: Ron Warmington Sent: 14 June 2013 17:48 To: Steve Allchorn Subject: RE: SS line of enquiry	Rudkin was alone. Regards. Ron Sent from my iPhone	
14.06.2013	10:04	From: Steve Allchorn [[HYPERLINK  Sent: 17 June 2013 11:09 To: Ron Warmington Subject: RE: SS line of enquiry Sensitivity: Confidential	Thanks Ron Making a bit of progress here but the issue will be in trying to tie up Mr Rudkin's visit and account with the internal line of enquiry I am currently on the case of. If we had the Bracknell visitors logs this would be so much easier. Just one further question. The assumption from Mr Rudkin's account of events suggests that he was a single visitor to the site. Was this the case or was he on site as part of a selected group to view certain test transactions? i.e. were there others being accompanied with him? Steve	

Date	Time	Added detail	Primary emails, principally between POL colleagues	Side conversations – primarily within POL
14.06.2013	09:06	From: Ron Warmington Sent: 13 June 2013 09:06 To: Michael Rudkin Subject: RE: Spot Review 5 discussion Sensitivity: Confidential	<p>Many thanks Michael. That's very helpful input. I'm still in France but using some quiet time to work on the case anyway. I've got good Internet connection here and my laptop, iPad and iPhone so almost like being in my office at home. Speak soon. Ron.</p> <p>Sent from my iPhone</p>	
13.06.2013	23:13	From: Michael Rudkin Sent: 13 June 2013 23:13 To: Michael Rudkin Subject: RE: Spot Review 5 discussion Sensitivity: Confidential	<p>Hi Ron</p> <p>It's a big ask but I will do my best to assist in finding paper work related to the visit that may still be in my possession.</p> <p>Addressing some of the points as bullet points;</p> <ul style="list-style-type: none"> · I had an appointment to visit Bracknell on Tuesday 19th August 2008. · The purpose of the visit was Bureau De Change Automation because SPMR's were allegedly holding too much currency in branch. · Arrived in reception then taken up stairs to an office/Lab by a male, approx. 35-40, 5'-11" tall, slim build, fairish hair, based on a 5 year old memory. · In the office/Lab was horizon screens on lab type benches, set out in rows. · Also in the office/lab sat a lone individual, male 30-35, dark short hair, it was apparent to me and my chaperone that this person didn't wish to engage with us. · My chaperone asked me to accompany him and he led me through a series of security doors to a stair well and we descended to the basement. · Upon my chaperone opening the door I sighted three mature males 	

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			<p>in office wear, two left immediately with disconcerted expressions on their faces having seen me arrive.</p> <ul style="list-style-type: none"> · The third male continued to work at one of two computer terminal which I recognised as being horizon. · My chaperone accessed the vacant horizon terminal. · I asked if it was in real time. · He confirmed it was. · My chaperone adjusted a Bureau De Change figure to prove the point and laughed saying I must readjust the figure or the SPMR will not balance. · I made my chaperone aware that I had become disturbed and very concerned at what I had just witnessed. · Once again my chaperone tried to make light of matters and I was then escorted back upstairs to reception to exit politely and quickly. <p>The NFSP should have copies of all my files at NFSP Shoreham HQ and for all works undertaken by an Executive Officer and more so that of the Chairman of the Negotiating Committee.</p> <p>As for some of the closing questions Ron I can only conclude in a distrustful and guarded manner as to the way in which POL is probing of my technical knowledge in test environments. I was not the employee(s) working in a basement on the 19th August 2008. But I was suspended from office on Wednesday 20th August 2008 and for the next 5 years had my life turned upside down and had to fight for survival. Let us also remind POL/Fujitsu that no one can walk in off the streets and access areas of the building.</p> <p>Ron please don't interpret my comments and tone as shooting the messenger, my/our future hopes lay with you and the investigation, I will use the weekend to try and turn up some paper work from this end.</p> <p>I take it the holiday is over and now a fond memory.</p> <p>Kind Regards Michael Rudkin</p>	

Date	Time	Added detail	Primary emails, principally between POL colleagues	Side conversations – primarily within POL
			<p>The Post House - 120 High Street - Ibstock - Leicestershire - LE67 6LJ</p> <p>Office - GRO Mobile - GRO or [HYPERLINK " GRO "]</p>	
13.06.2013	16:01	From: Ron Warmington Sent: 13 June 2013 16:01 To: Michael Rudkin Subject: RE: Spot Review 5 discussion Sensitivity: Confidential	<p>Michael: any chance you could help us on any of the following points? Thanks. Ron.</p> <p>Sent from my iPhone</p>	
13.06.2013	13:47	From: Steve Allchorn Sent: 13 June 2013 13:47 To: Ron Warmington CC: Ian Henderson, Simon Baker, Pete Newsome Subject: RE: Spot Review 5 discussion Sensitivity: Confidential	<p>Ron,</p> <p>As part of the discussions that took place yesterday regarding the stated Mr Rudkin visit to the Bracknell site in August 2008 and the drive to get to the full facts from a POL perspective, I think it was recognised that the allegations made within Spot Review 5 are absent of a level of detail which would help us immensely in this cause if they were known and available.</p> <p>I believe you picked up an action to re-engage with Mr Rudkin to test his memory again in relation to;</p> <ul style="list-style-type: none"> - The name of the individual who was his main contact on the day of his stated visit, who escorted him to the various parts of the building and ultimately introduced him to the basement area? There may have been a single person or a number of individuals involved in this tour. - If Mr Rudkin continues to be unable to recollect the name(s) of those he met. Can he provide some form of description around them 	

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			<p>e.g. gender, age, height, what role title they introduced themselves to Mr Rudkin as conducting, their responsibilities etc.</p> <ul style="list-style-type: none"> - Can we clarify if Mr Rudkin was formally invited to visit Bracknell by a person outside of the immediate POL resource sited in Bracknell, e.g. a project manager or business lead. If so, can he recollect the name of this person? - Can we clarify the exact purpose of Mr Rudkin's visit – was he there for a specific reason relating to a project and if so, can he remember which it was and what was the specific reason why Mr Rudkin was invited into the basement area in Bracknell? - It was mentioned by you that Mr Rudkin had made hand-written notes relating to his visit to the site but that these were residing at his then work location in Shoreham and as he no longer operates within the business cannot access them. Can you establish whether these notes can be accessed somehow, either through the existing NFSP governance or otherwise and with specific location details from Mr Rudkin? <p>Do we also have a view on Mr Rudkin's understanding of the Bracknell site set-up and his technical knowledge in relation to test environments and how these operated, prior to his visit i.e. was he conversant in test technology and its workings or was Mr Rudkin's experience limited to branch operations?</p> <p>Thanks</p> <p>Steve Allchorn IT & Change Lead CPMO Manager</p>	