

Message

From: Shirley Hailstones [REDACTED] **GRO** [REDACTED]
Sent: 17/08/2017 13:56:52
To: Colette A Mcateer [REDACTED] **GRO** [REDACTED]; David A Duff [REDACTED] **GRO** [REDACTED]; Andrew Kenny [REDACTED] **GRO** [REDACTED]
CC: Kenny Lamont [REDACTED] **GRO** [REDACTED]; Andrew Parsons [REDACTED] **GRO** [REDACTED]; Elisa Lukas [REDACTED] **GRO** [REDACTED]
Subject: RE: _DOC_35104632(2)_Letter from PO to Frank Holt (Glenmoriston) 285840 10 April 2017 3 months notice (2) (2) [BD-4A.FID26896945]
Attachments: image003.png; image004.jpg; image001.png; image005.png; image006.png; image007.png; image008.png; image009.png; image010.png; image011.png; image012.png

Hi Colette

Yeah this has been done before.

Not a prob for this being stored. It should be stored in the secure room 3rd floor.

Andy Kenny is the contact point for the room.

Shirley



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Shirley Hailstones
Support Services Resolution Manager
Post Office Ltd
The Guild Hall
57 Queen Street
GLASGOW G1 3AT
Mobile: [REDACTED] **GRO** [REDACTED]

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From: Colette A Mcateer

Sent: 16 August 2017 22:20

To: David A Duff [REDACTED] **GRO** [REDACTED]; Shirley Hailstones [REDACTED] **GRO** [REDACTED]; Andrew Parsons [REDACTED] **GRO** [REDACTED]; Elisa Lukas [REDACTED] **GRO** [REDACTED]
Cc: Kenny Lamont [REDACTED] **GRO** [REDACTED]; Andrew Parsons [REDACTED] **GRO** [REDACTED]; Elisa Lukas [REDACTED] **GRO** [REDACTED]
Subject: Re: _DOC_35104632(2)_Letter from PO to Frank Holt (Glenmoriston) 285840 10 April 2017 3 months notice (2) (2) [BD-4A.FID26896945]

HI Shirley

Am I right in thinking that we have had a similar case to this and that the equipment came to Future Walk to be secured.

If so would you agree that this kit should come here to be stored.

Thanks

Colette

Colette McAteer
Network Operations Support Manager
G07 1 Future Walk
West Bars
Chesterfield
S49 1PF

GRO

Colette.a.mcateer

GRO

----- Original message -----

From: David A Duff **GRO**
Date: 16/08/2017 12:38 (GMT+00:00)
To: Colette A Mcateer **GRO**
Cc: Kenny Lamont **GRO**, Andrew Parsons **GRO**, Elisa Lukas **GRO**
Subject: RE: _DOC_35104632(2)_Letter from PO to Frank Holt (Glenmoriston) 285840 10 April 2017 3 months notice (2) (2) [BD-4A.FID26896945]

Hi Colette

Can you please advise urgently on the following please?

In summary

This office closed approx. 3 years ago and the Postmaster challenged us via legal as to the integrity of the Horizon system as you problem are aware. The Postmaster at Glenmoriston (Frank Holt) contract was terminated formally via 3 months' notice (expiring end July).

Eilsa at our legal department has now asked on receipt of the attached letter from Frank Holt's solicitor that we confirm that when we remove the Horizon equipment it is retained and we must ensure it is not recirculated or reused for the purposes of this legal challenge.

As you know we get CBRE NPG engineer to attend and remove the Horizon equipment and then it get returned, reconditioned and usually reused. The process they would normally follow is to disassemble the equipment, box it up and then send it back to a central point for the equipment to be reused.

Can you please advise what we could do on this occasion to meet the requirement requested below?

The equipment is scheduled to be removed from Glenmoriston next Thursday 24th August and I am assuming the Operator will not allow access to the engineer to remove the equipment unless we confirm that this Horizon equipment will not be reused.

Please advise asap?

Regards
David

David Duff
Network Operations Manager
North of Scotland



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Mobile [REDACTED] GRO
E - david.a.duff@bonddickinson.com GRO

From: Elisa Lukas [REDACTED] **GRO**
Sent: 16 August 2017 12:01
To: David A Duff [REDACTED] **GRO**
Cc: Kenny Lamont [REDACTED] **GRO**; Andrew Parsons [REDACTED] **GRO**
Subject: RE: _DOC_35104632(2)_Letter from PO to Frank Holt (Glenmoriston) 285840 10 April 2017 3 months notice (2) (2) [BD-4A.FID26896945]

Hi David

Following our email and our call last week, I have now received a letter from Freeths asking for confirmation that the Horizon terminals at the former branch will be preserved, and stating that the removal date of 24 August can't be agreed until this confirmation is given.

This point about preservation of equipment is a wider one that we are in discussions with Freeths over, as to preserve all terminals removed from branches involved in the Group Action will place a burden on PO.

However, frustrating as it is, is it possible to keep the terminals that will be removed from Glenmoriston securely and not re-distribute or refurbish them for now until the point can be resolved? Otherwise I anticipate it is going to cause further delay to the removal works at Glenmoriston.

Kind regards,
Elisa

Elisa Lukas
Solicitor
Bond Dickinson LLP

Bond Dickinson

Direct: [REDACTED]
Mobile: [REDACTED] **GRO**
Office: [REDACTED]

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From: David A Duff [REDACTED] **GRO**
Sent: 08 August 2017 12:19

To: Elisa Lukas
Cc: Kenny Lamont
Subject: RE: _DOC_35104632(2)_Letter from PO to Frank Holt (Glenmoriston) 285840 10 April 2017 3 months notice (2) (2) [BD-4A.FID26896945]

Hi Eilsa

I thought I would highlight a couple of points to you following my visit to Glenmoriston Post Office this morning.

I did not meet with Mr. Frank Holt the ex Postmaster but I was his wife (Irene I think her name was) and one of their two daughters that were in attendance.

I advised Irene that I had made arrangements on the 24th August to have the Horizon system hardware components removed along with the Paystation terminal and the two sets of automatic scales that were at the site. I advised her also that we would not be removing the PO safe unless an Asbestos Survey report could be provided for the premises. This is standard practice and it is a H & S requirement.

Irene confirmed that there was no Asbestos Report for the site but then did comment that this would be dealt with by their solicitor.

Irene asked me to confirm if the CBRE engineer who would attend the site to remove the Horizon hardware would be aware of the importance the computer was to the legal case that was currently ongoing.

I advised that I would make him aware of this fact.

I also confirmed to Irene that we would make the arrangements to have the PO Split Billing telephone line [REDACTED] GRO ceased with BT from the 25th August 2017 and that should they wish to retain this line number then they would need to make any arrangements with BT directly.

I left Irene a copy of the schedule of works as per the attached.

Regards
David



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[REDACTED] GRO [REDACTED]
E - david.a.duff@ [REDACTED] GRO [REDACTED]

From: Elisa Lukas [REDACTED] **GRO**
Sent: 07 August 2017 16:33
To: David A Duff <david.a.duff@ [REDACTED] GRO [REDACTED]>
Subject: RE: _DOC_35104632(2)_Letter from PO to Frank Holt (Glenmoriston) 285840 10 April 2017 3 months notice (2) (2) [BD-4A.FID26896945]

Hi David

No I'm afraid I haven't. I mentioned in my letter that you would be continuing to attempt to liaise with Mr Holt so you could try contacting him again. If you still don't make any progress, do let me know.

Kind regards,

Elisa

Elisa Lukas
Solicitor
Bond Dickinson LLP

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Direct: [REDACTED]
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Office: [REDACTED]

GRO

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From: David A Duff [REDACTED] **GRO**
Sent: 07 August 2017 12:55
To: Elisa Lukas
Subject: RE: _DOC_35104632(2)_Letter from PO to Frank Holt (Glenmoriston) 285840 10 April 2017 3 months notice (2) (2)

Hi Elisa

I don't suppose you had a response or confirmation back from Freeth's regarding the proposed date for removal of POL equipment from Glenmoriston?

Regards
David



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Mobile: [REDACTED] **GRO**
E - david.a.duff@postoffice.gov.uk [REDACTED] **GRO**

From: Elisa Lukas [REDACTED] **GRO**
Sent: 25 July 2017 12:39
To: David A Duff [REDACTED] **GRO**
Cc: Kenny Lamont [REDACTED] **GRO**; Andrew Parsons [REDACTED] > [REDACTED] **GRO**; Rodric Williams [REDACTED] **GRO**; Robert Findlay [REDACTED] > [REDACTED] **GRO**

Subject: RE: _DOC_35104632(2)_Letter from PO to Frank Holt (Glenmoriston) 285840 10 April 2017 3 months notice (2) (2)

Hi David

That's fine, I've included a reference to 24 August 2017 in the draft.

We will send this letter out today.

Kind regards,
Elisa

Elisa Lukas
Solicitor
Bond Dickinson LLP

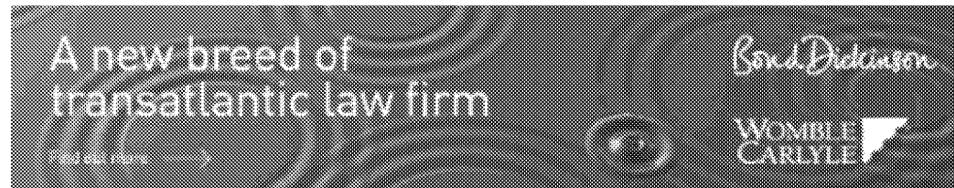
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From: David A Duff [REDACTED] **GRO**
Sent: 25 July 2017 11:03
To: Elisa Lukas
Cc: Kenny Lamont; Andrew Parsons; Rodric Williams; Robert Findlay
Subject: RE: _DOC_35104632(2)_Letter from PO to Frank Holt (Glenmoriston) 285840 10 April 2017 3 months notice (2) (2)

Hi Elisa

I completely understand this approach and I am happy to comply with this.
I would appreciate however if you would include reference to the 24th August 2017 date for the contractor to attend to remove PO equipment.

The main reason for this is that this date has already been agreed with the contractor.

I would imagine I/we are unlikely to get a formal "green light" to speak to Mr. Holt directly on this but as I am on leave next week I would prefer to have all this in place before I go off.

Can you confirm if your letter will be posted today so then I will leave a couple of days before again attempting to contact Mr. Holt directly?

Regards
David



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Mobile [REDACTED] **GRO** [REDACTED]
E - david.a.duff [REDACTED] **GRO** [REDACTED]

From: Elisa Lukas [REDACTED] **GRO** [REDACTED]
Sent: 25 July 2017 10:29
To: David A Duff [REDACTED] **GRO** [REDACTED]
Cc: Kenny Lamont [REDACTED] **GRO** [REDACTED]; Andrew Parsons [REDACTED] **GRO** [REDACTED]; Rodric Williams [REDACTED] **GRO** [REDACTED]; Robert Findlay [REDACTED] **GRO** [REDACTED]
Subject: RE: _DOC_35104632(2)_Letter from PO to Frank Holt (Glenmoriston) 285840 10 April 2017 3 months notice (2) (2)

Hi David

I have drafted the attached response to Freeths.

Given that you will need to discuss and agree a date with Mr Holt, and also in line with Rod's comments that equipment removal is a BAU matter for your team, I have stated that this is not a matter for solicitors and that you will continue to try to liaise with Mr Holt. Are you happy with this approach?

Rod – just to clarify, Mr Holt is an original issued Claimant. As you noted in your email yesterday he will be entitled to documents as part of disclosure – I've covered this as well in the draft.

I will send the letter out if David is happy with my above approach.

Kind regards,
Elisa

Elisa Lukas
Solicitor
Bond Dickinson LLP

Bond Dickinson

Direct: [REDACTED]
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Office: [REDACTED] **GRO** [REDACTED]

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From: David A Duff GRO

Sent: 25 July 2017 10:04

To: Elisa Lukas

Cc: Kenny Lamont; Andrew Parsons; Amy Prime; Rodric Williams; Robert Findlay

Subject: RE: _DOC_35104632(2)_Letter from PO to Frank Holt (Glenmoriston) 285840 10 April 2017 3 months notice (2) (2)

Hi Elisa

Sorry for the delay in responding but I had to get confirmation from CBRE NPG that they were available on the proposed day for the removal of equipment.

To advise when our equipment is being removed from an office we have to formally book our Contractors (CBRE NPG) to attend to disconnect and arrange for the removal of "Horizon" Computer Equipment, Paystation terminal and PO scales (which I believe there should be 2 off) at this site.

Ideally, I would attend the site in advance to check exactly what equipment is on hand to be remove before making this arrangement. If it was at all possible to request this it would be appreciated? We would also normally agree the date and the arrangements in advance and I would contact CBRE NPG from site to tie in the date for removal of equipment.

I have checked now as I have said confirmed this with CBRE NPG and they have advised me that the first available date is Thursday 24th August 2017.

No time has been agreed but they would attend on this day to remove only the equipment detailed above.

I cannot give you a list of dates quite simply because we cannot expect the contractor (CBRE NPG) to blank off dates for their engineers.

The problem would be of course if Freeths/Mr. Holt were not to agree to this date. It goes without saying that we would need a quick response to confirm this date is okay. If this date is not acceptable to them then the next available date might be a couple of weeks on from this one. We would normally look to give 6 weeks' notice to contractors but I appreciate that this is quite a delicate situation.

I hope this helps?

Regards
David



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GRO
E - david.a.duff GRO

From: Elisa Lukas **GRO**
Sent: 24 July 2017 09:14
To: David A Duff
Cc: Kenny Lamont; Andrew Parsons; Amy Prime; Rodric Williams; Robert Findlay
Subject: RE: _DOC_35104632(2)_Letter from PO to Frank Holt (Glenmoriston) 285840 10 April 2017 3 months notice (2) (2)

David

We received a letter from Freeths at the end of last week regarding this branch disputing the termination and seeking various documents and information. As you know, Mr Holt's contract was terminated in April so it has taken them quite some time to respond on this. I had intended to draft a short response to say that the contract had now been terminated and Mr Holt no longer had any contractual rights to documents.

The letter also mentions that Mr Holt would like the equipment at the branch removed and sought a list of dates that PO could attend for removal. Would you be able to give me a list of dates and I can include this in our response?

Kind regards,
Elisa

Elisa Lukas
Solicitor
Bond Dickinson LLP

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Office: _____

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From: Rodric Williams **GRO**
Sent: 21 July 2017 15:21
To: David A Duff
Cc: Kenny Lamont; Andrew Parsons; Amy Prime; Elisa Lukas
Subject: FW: _DOC_35104632(2)_Letter from PO to Frank Holt (Glenmoriston) 285840 10 April 2017 3 months notice (2) (2)

Thanks David.

I am forwarding your email to our lawyers at Bond Dickinson, through whom we conduct our communications with Freeths.

BD – please see below and attached. Can you please help David and his team recover PO's property, keeping him copied on any communications.

Thanks, Rodric

From: David A Duff
Sent: 21 July 2017 15:17
To: Rodric Williams
Cc: Kenny Lamont <
Subject: _DOC_35104632(2)_Letter from PO to Frank Holt (Glenmoriston) 285840 10 April 2017 3 months notice (2) (2)

GRO

Hi Rodric

Could you please advise on the following?

The Postmaster at Glenmoriston Mr. Frank Holt was originally suspended from his contract to provide PO services back on 11th Sept 2014. He then went into litigation and is now being advised by Freeth's that any contact between POL and himself can only be done so via Solicitors.

Mr. Holt has now formally been served 3 months' notice of termination (see attached) of contract which expired on 20th July 2017.

I as the Network Operations manager have been asked by the business to arrange the removal of Post Office equipment (Horizon, Paystation and Scales).

When I contacted Mr. Holt he was pleasant enough but did advise that any formal arrangements would need to be communicated via Freeth's for the removal of POL equipment.

Regards
David



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Mobile: 07785 666666
E - david.a.duff

GRO

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From: Robert Findlay
Sent: 14 July 2017 10:37
To: ATM Team; Andrew Kingham; temporarypostmasterenquiries; Michelle Stevens; flagcaseadvisor; Kevin Harris; Fraud Analysis Team; John B Jenkinson; Mairi Webber; Rachael Chari; branch.support.services.team; Regional_Sales_Capability_Managers; Post Office Security; Branch Standards Team; NTSTAKEHOLDER; NT Resignations; NTImplementation; NTQA; NT Questions; HR Agent Recruitment; BAU.NOST; NT.NOST; Helen Dickinson; Sharron Logan; Paul Garnham; Lin Norbury; Kenny Lamont; David A Duff; Linda Bonar
Subject: URGENT - PRECAUTIONARY SUSPENSION NOTIFICATION (BRANCH NAME/FAD)

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Network Ops Manager(NOM)	David A Duff
Public Affairs Managers(PAM)	Linda Bonar
	Email Should be marked "Urgent" "Precautionary Suspension" and marked
Branch Type	SPSO
Branch Details	
Name	Glenmoriston
Code	285840
Subpostmasters Details	
Name	Mr Frank Holt
Preferred Mailing Address	
Telephone Mobile	0
Telephone Home	GRO
Network Operations Advisor(NOA)	
Date of Call	
Mobile Number	
3 month notice , Final day of service 20/07/2017.	
Brief detail of reason for suspension	
Shortage if audit loss	£30,245
Has a new agreement been signed	No

Has any monies been paid	No
Premises	
Available	No
Interim appointed	No
Name of interim	
If no interim Agency Network Change notified by email	Yes
Nominated Branches if closed details from NBSC 01226 26782222	
1 213828	
2 113840	
3 110828	
Centrally Supported	Yes
Area Sales Performance Mngr	0
Support Services Team Admin	ABC FORM
Case Outcome	0
Decision Date	20/4/17



Robert Findlay
Agent Contract Advisor

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