

Message

From: Patterson, Paul [REDACTED] **GRO**
Sent: 19/07/2024 13:17:53
To: Breen, Chris [REDACTED] **GRO**; Walton, Daniel [REDACTED] **GRO**; Putland, Rob [REDACTED] **GRO**
CC: Owen, Anwen [REDACTED] **GRO**; Roberts, Rachel [REDACTED] **GRO**; Hall, Carla [REDACTED] **GRO**; Saito, Mikihito/斎藤 幹人 [REDACTED] **GRO**
Subject: Notes from Owen Woodley/Neil Brocklehurst 18 July 2024

Team my notes from my meeting with CEO/COO at Post Office:

The meeting open with Owen explaining the absence of Nick Read, who is 100% focused on phase 7 of the inquiry. As Owen will be leaving at the end of August this is why the COO joined us as he will continue in post. Owen will respond to the points in my letters formally, but provided comment –

OW: Post Office will not undertake prosecution or use the existing powers they have.

The trigger for an investigation can come from several sources, including SPM, Post Office, Serious Crime
He accepts the words used in the email were inappropriate given what has been learnt from the inquiry.

PP: It is my responsibility to quickly escalate any concerns we see or have with how the Post Office is acting. It is the role of both CEOs to ensure they have an open and transparent dialogue and channel. Hence why I wrote to Nick when we saw the email content from a Post Office employee. Fujitsu was concerned that the work Post Office have undertaken to change the culture and behaviour may not be reaching all parts of the organisation.

To be clear Fujitsu will not provide expert witness statements and will only work when requested with the Police service.

We then turned the discussion to Discrepancies, in which I stated that Fujitsu is unaware of what issues SPM have and had been contacted by the BBC to comment on information and a show they will air. Owen responded that the Post Office were aware of the BBC show and that there are many factors contributing to discrepancies, and they have changed their processes for resolutions involving SPM actively in the process and resolutions. I made the point again, that Fujitsu is unaware of any issues at the branch and if Post Office need our help to please ask. Post Office are aware operationally, of patches, changes, bugs as part of our normal delivery communication but Fujitsu is unaware of branch issue.

Owen then turned to their request for an extension. They have had some thoughts to address Fujitsu's position of **not** wishing to extend the contract, beyond March '25, but giving them some flexibility:-

- a/ 2 year extension;
- b/ move some services internally or to 3rd parties;
- c/ consider what Horizon functions could or should be maintained.

NbiT is on track for end of year 2028 deployment.

I restated Fujitsu position –

- Exit activities need to be undertaken now by both parties to ensure post March 2025 platform can operate.
- Fujitsu will continue its work with POL to determine the optimum path to address their requirement for up to 5yr extension.
- Confirm changes required to contract/schedules if an extension is agreed.

I agreed for Dan and his CTO to meet Neil to share what services are within Horizon, the workflows associated to inform the points a,b and c above. Post Office plans will be informed by the strategic review they have undertaken and will report in Oct/Nov to their board and Government.

My view is that we continue the exit work; we continue to explore how an extension could be executed with POL addressing technical debt, EOSL, software versions and people, while delivering services as BAU.

Regards

Paul Patterson

CEO, Head of Europe Region

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