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**From:** Callard Richard (ShEx)[/o=BIS Production/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=ef0fa57983304064b518d3b87774a899-rcallard]  
**Sent:** Thur 06/08/2015 9:40:58 AM (UTC)  
**To:** 'Alwen Lyons' [REDACTED] GRO [REDACTED] Thompson Laura (Shareholder Executive) [REDACTED] GRO [REDACTED]  
**Subject:** FW: Panorama

Alwen – Laura will be sitting in on the call rather than me, so Laura will feedback to you any readout (even if it's a "nil").

R

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**From:** Alwen Lyons [REDACTED] GRO [REDACTED]  
**Sent:** 06 August 2015 09:50  
**To:** Callard Richard (ShEx)  
**Subject:** RE: Panorama

Richard would you let me know how it goes this afternoon and whether there is anything I need to pick on Sparrow and Panorama.

Thanks

Alwen



**Alwen Lyons**  
Company Secretary

Finsbury Dials  
20 Finsbury Street  
London  
EC2Y 9AQ

**GRO**

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**From:** Callard Richard (ShEx) [REDACTED] GRO [REDACTED]  
**Sent:** 06 August 2015 08:37  
**To:** Alwen Lyons  
**Cc:** Paula Vennells; Thompson Laura (Shareholder Executive)  
**Subject:** RE: Panorama

Hi Alwen

BNR is speaking to him today at 1445. I spoke to him yesterday. He is pretty robust on Sparrow (i.e. if we have done nothing wrong then we stick to our guns), but is happy to agree for BNR to say to Bridgen and Co that the new chair will of course take a critical and independent look at the issue. He did also *offer* to sit in with her in her meeting with Arbuthnot, which was arranged late yesterday for the 17<sup>th</sup> Sept – we should all mull that one.

She is aware that Panorama is coming on the 17<sup>th</sup> Aug and so there is a chance she might mention it, but she is more concerned at the moment about ensuring POL has done the right thing to date, and is seen to have done the right thing, which is what today's meeting is about.

R

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**From:** Alwen Lyons [REDACTED] **GRO**  
**Sent:** 06 August 2015 08:09  
**To:** Callard Richard (ShEx)  
**Cc:** Paula Vennells  
**Subject:** Fwd: Panorama

Richard

Paula and I are considered how and when it is best to brief Tim on Panorama.

Would you let me know when Baroness Neville-Rolfe is planning to speak to him, as she was going to mention Sparrow. Notification re Panorama would come better after that, as we could refer to her conversation and offer a more immediate brief if he would like one.

Thanks  
Alwen

Alwen Lyons  
Company Secretary

[REDACTED] **GRO**

Begin forwarded message:

**From:** Alwen Lyons [REDACTED] **GRO**  
**Date:** 6 August 2015 08:03:44 BST  
**To:** Neil McCausland [REDACTED] **GRO** "virginia. holmes. t21"  
[REDACTED] **GRO** timfranklin [REDACTED] **GRO** "Callard Richard  
(ShEx)" [REDACTED] **GRO**  
**Cc:** Paula Vennells [REDACTED] **GRO** Alasdair Cameron  
[REDACTED] **GRO** Mark R Davies [REDACTED] **GRO** Jane  
MacLeod [REDACTED] **GRO** Alwen Lyons [REDACTED] **GRO**  
**Subject:** Panorama

Dear All

Please see below a note from Mark about the Panorama programme on Sparrow

Thanks  
Alwen

Alwen Lyons  
Company Secretary

[REDACTED] **GRO**

Dear All

As you know we have been engaging with the BBC Panorama programme in recent months in relation to Sparrow. Despite the programme having been postponed twice, it is now due to air on August 17 (and has been included in BBC schedules). We continue to push back very hard with the programme and are exploring every possible avenue to challenge their unsubstantiated allegations.

As with the previous planned programmes, we will be implementing a full communications plan with a particular focus on assuring colleagues across the network. I will update you further as this develops but you can be assured we will be providing colleagues (and particularly those in customer/postmaster facing roles) with clear rebuttal and contact points.

With the documentary aired last night, I do not plan any communications on Panorama until later in the week, followed by concerted communications after the final documentary is aired next week.

Best wishes,

Mark

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