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**From:** Mark Underwood [/o=MMS/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=Mark Underwo222a42ec-51a8-4dfa-a353-dcea512679657b4]  
**Sent:** Fri 18/12/2015 7:53:36 PM (UTC)  
**To:** 'Christopher Knight' [REDACTED] GRO Jonathan  
Swift [REDACTED] GRO [REDACTED]  
**Cc:** Jane MacLeod [REDACTED] GRO [REDACTED]; Patrick  
Bourke [REDACTED] GRO [REDACTED]; Rodric Williams [REDACTED] GRO  
Steve Allchorn [REDACTED] GRO [REDACTED]  
**Subject:** RE: Minutes for the Sparrow Sub-Committee Meetings and the Extracts from other Board Meetings Relevant to Sparrow  
**Attachment:** Outreach BLE Extract Findings v6 091215.pptx

Christopher,

I have listed below the outstanding actions from the respective meetings last week against, broadly speaking, when we expect to be able to provide the requested documentation / answer.

Let me know if I have missed anything.

- **Fujitsu to:**

- share its previously supplied comments on the Second Sight Reports (Monday / Tuesday);
- detail the number of branches affected by the 'Falkirk bug' vs its 'capability' to affect, with reasons (Monday / Tuesday);
- provide the number of system errors identified, by year, that could affect branch accounts together with the number of branches that were affected and were capable of being affected by these errors, together with reasons (Wednesday);
- investigate its email / data retention policy and how this would, if asked for the information, affect its ability to provide the emails for those Fujitsu employees who worked at Bracknell in 2008/09 (Monday / Tuesday);
- answer the questions posed in Jonathan's letter of 16/12/2015 (the letter was forwarded on 17/12/2015. I will call Fujitsu on Monday morning to obtain an ETA); and
- Comment on Page 6 of Deloitte's Board Briefing Paper. I understand Fujitsu were approached and provided comment at the time this paper was issued. We have requested this is shared with us (Monday / Tuesday).

- **Post Office to:**

- supply the Fujitsu presentation on the 'forced log off' issue (this is attached)
- the number and type of audits that have taken place over each of the last three years (Monday)

Regards

Mark

Mark Underwood  
Complaint Review and Mediation Scheme

**GRO**

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**From:** Christopher Knight [REDACTED] **GRO** [REDACTED]  
**Sent:** 18 December 2015 17:38  
**To:** Mark Underwood [REDACTED]; Jonathan Swift  
**Cc:** Jane MacLeod; Patrick Bourke; Rodric Williams; Steve Allchorn  
**Subject:** RE: Minutes for the Sparrow Sub-Committee Meetings and the Extracts from other Board Meetings Relevant to Sparrow

Mark,

Thank you for these.

Do you have an ETA for the various other documents which arose out of our meetings earlier this week (particularly the Fujitsu one)?

Chris

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**From:** Mark Underwood [REDACTED] **GRO** [REDACTED]  
**Sent:** 18 December 2015 16:38  
**To:** Jonathan Swift; Christopher Knight  
**Cc:** Jane MacLeod; Patrick Bourke; Rodric Williams; Steve Allchorn  
**Subject:** Minutes for the Sparrow Sub-Committee Meetings and the Extracts from other Board Meetings Relevant to Sparrow

Dear Jonathan and Christopher

You requested the minutes for the Sparrow Sub Committee meetings and the extracts from other Board Meetings relevant to Sparrow. These are attached as numbered below:

1. 15/03/2012: Extract from minutes of the meeting of the Board of Directors
2. 23/05/2012: Extract from minutes of the meeting of the Board of Directors
3. 04/07/2012: Extract from minutes of the meeting of the Board of Directors
4. 19/09/2012: Extract from minutes of the meeting of the Board of Directors
5. 21/05/2013: Extract from minutes of the meeting of the Board of Directors
6. 01/07/2013: Extract from minutes of the meeting of the Board of Directors
7. 16/07/2013: Extract from minutes of the meeting of the Board of Directors
8. 25/09/2013: Extract from minutes of the meeting of the Board of Directors
9. 31/10/2013: Extract from minutes of the meeting of the Board of Directors
10. 27/11/2013: Extract from minutes of the meeting of the Board of Directors
11. 21/01/2014: Extract from minutes of the meeting of the Board of Directors
12. 26/02/2014: Extract from minutes of the meeting of the Board of Directors
13. 26/03/2014: Extract from minutes of the meeting of the Board of Directors
14. 09/04/2014: Sparrow Sub-Committee Meeting
15. 30/04/2014: Sparrow Sub-Committee Meeting
16. 06/06/2014: Sparrow Sub-Committee Meeting
17. 12/01/2015: Sparrow Sub-Committee Meeting
18. 18/02/2015: Sparrow Sub-Committee Meeting

Please do let me know if you need anything further in relation to these.

Kind Regards

Mark

Mark Underwood  
Complaint Review and Mediation Scheme  
[redacted]  
GRO

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