

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a)
and 5B, MC Rules 1981, r 70)



Statement of Penelope Anne Thomas

Age if under 18 Over 18 (If over 18 insert 'over 18')

This statement (consisting of three pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe true.

Dated the 19 day of October 2010

Signature

GRO

Further to my statement dated 28 September 2009, Audit Record Queries (ARQs) 226 to 228/1011 were received on 17 August 2010 and asked for information in connection with the Post Office at Preston Road (FAD 259020). I produce a copy of ARQs 226 to 228/1011 as Exhibit PT/04.

The data requested was originally supplied to Post Office Ltd on 26 August 2010 by Rajbinder Bains. I have reviewed the archived ARQ data extracted by Rajbinder Bains and confirm that the data provided was extracted from the Horizon system in accordance with the requirements of ARQs 226 to 228/1011 and that the extraction process followed the outlined procedure. I produce a CD containing the resultant data as Exhibit PT/05. This CD contains a certified true copy of the original transactional data supplied in August 2010. This data has been held securely on the Audit Data Workstation since its original extraction and contains no additions, deletions or other amendments.

The report is formatted with the following headings:

- ID – relates to counter position
- User – Person Logged on to System
- SU – Stock Unit
- Date – Date of transaction

Signature

GRO

Signature witnessed by

GRO

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Penelope Anne Thomas

Time – Time of transaction
SessionId – A unique string relating to current customer session
TxnId – A unique string relating to current transaction
Mode – e.g. SC which translates to Serve Customer
ProductNo – Product Item Sold
Qty – Quantity of items sold
SaleValue – Value of items sold
Entry method - Method of data capture for Transactions (0 = barcode, 1 = manually keyed, 2 = magnetic card, 3 = smartcard, 4 = smart key)
State – Relates to OBCS
IOP - Order Book Number – OBCS only
Result – Order Book Transaction Result – OBSC only
Foreign Indicator – Indicates whether OBCS payment was made at a local or foreign outlet (0- Local, 1- Foreign). The foreign indicator defaults to a '0' for all manually entered transactions - OBCS only

The Event report is formatted with the following headings:

Groupid – FAD code
ID – relates to counter position
Date – Date of transaction
Time – Time of transaction
User – Person Logged on to System
SU – Stock Unit
EPOSSTransaction.T – Event Description
EPOSSTransaction.Ti – Event Result
Type – Inactivity Logout noted
Logout Authority – User who logged out the account
SecurityEvent.User – User who failed to log in

There is no reason to believe that the information in this statement is inaccurate because of

Signature

GRO

Signature witnessed by

GRO

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Penelope Anne Thomas

the improper use of the system. To the best of my knowledge and belief at all material times the system was operating properly, or if not, any respect in which it was not operating properly, or was out of operation was not such as to effect the information held within it.

Any records to which I refer in my statement form part of the records relating to the business of Fujitsu Services. These were compiled during the ordinary course of business from information supplied by persons who have, or may reasonably be supposed to have, personal knowledge of the matter dealt with in the information supplied, but are unlikely to have any recollection of the information or cannot be traced. As part of my duties, I have access to these records.

Signature

GRO

CS011A

Signature witnessed by

GRO

Version 9.0 0209

AUDIT RECORD QUERY (ARQ)

Originator:	Jane Owen Security Team 3 RD Floor Clippers Quay Clippers Quay SALFORD, M50 3NW			Date:	17/8/10
Tel:	GRO				
Witness Statement required (Yes or No as applicable)				ARQ Ref No:	1011/226-228
Statement number xxx				APOP Ref No:	1011/
Branch Name:	Preston Road	Code:	259020	Date Range:	1/10 – 31/10/08 1/11 - 1/12/08 2/12 - 31/12/08
Standard Format Requirements (Not required for APOP requests):	<p>A report of all transactions and events (including inactivity logout and logon/log off information) for the office including remittances received, transfers between stock units and error notices. Information to be provided in Excel 97 format with each category in a separate column.</p> <p>Column headers as follows – ID, User ID, Stock unit, date, time, Session & transaction ID, Mode type - i.e. Serve Customer, Reversal, Rem In etc, Product number, quantity, Amount £p, entry method.</p>				
Additional Requirements					YES/NO
APOP Voucher information is required for voucher number(s):					NO
Analysis of Horizon Helpdesk call logs (detail period if different from above date range). Period: Statement: Type 1, Type 2 or Type 3					NO
Barcode information for:					NO
PAN or equivalent identifier (i.e. credit / debit card details).					NO
Detail of required PAN decryption					NO
Other (Provide details):					NO
Signed:	VIA E MAIL – Jane M Owen				

NOTE: This side B to be completed only when the original statement is overleaf. When this form is used to make a copy of a statement side B is to be left blank.

Address Fujitsu Services, Lovelace Road, Bracknell, Berkshire, RG12 8SN

E Mail: GRO

Mobile Tel No: GRO **Business telephone No:** GRO

Occupation: Prosecution Support Analyst **Date and place of birth:** GRO

Maiden name.: Langley **Identity code:**

Dates to be avoided. Delete dates of non availability of witness

August 2010							September 2010							October 2010							November 2010						
M	TU	W	TH	F	SA	SU	M	TU	W	TH	F	SA	SU	M	TU	W	TH	F	SA	SU	M	TU	W	TH	F	SA	SU
30	31					1			1	2	3	4	5					1	2	3	1	2	3	4	5	6	7
2	3	4	5	6	7	8	6	7	8	9	10	11	12	4	5	6	7	8	9	10	8	9	10	11	12	13	14
9	10	11	12	13	14	15	13	14	15	16	17	18	19	11	12	13	14	15	16	17	15	16	17	18	19	20	21
16	17	18	19	20	21	22	20	21	22	23	24	25	26	18	19	20	21	22	23	24	22	23	24	25	26	27	28
23	24	25	26	27	28	29	27	28	29	30				25	26	27	28	29	30	31	29	30					

December 2010							January 2011							February 2011							March 2011						
M	TU	W	TH	F	SA	SU	M	TU	W	TH	F	SA	SU	M	TU	W	TH	F	SA	SU	M	TU	W	TH	F	SA	SU
		1	2	3	4	5	31					1	2		1	2	3	4	5	6		1	2	3	4	5	6
6	7	8	9	10	11	12	3	4	5	6	7	8	9	7	8	9	10	11	12	13	7	8	9	10	11	12	13
13	14	15	16	17	18	19	10	11	12	13	14	15	16	14	15	16	17	18	19	20	14	15	16	17	18	19	20
20	21	22	23	24	25	26	17	18	19	20	21	22	23	21	22	23	24	25	26	27	21	22	23	24	25	26	27
27	28	29	30	31			24	25	26	27	28	29	30	28							28	29	30	31			

Court Commitments

Other Commitments

Additional contact point, if difficulty with above: CISO, RMG Account, Fujitsu Services

Address: Lovelace Road, Bracknell, Berkshire, RG12 8SN

Telephone No: **Mobile No:** GRO **Fax No:**

STATEMENT TAKEN BY (print name)

Office



Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Statement of	Penelope Anne Thomas	
Age if under 18	Over 18	(If over 18 insert 'over 18')

This statement (consisting of pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe true.

Dated the 28 day of September 2009

Signature

I have been employed by Fujitsu Services, Post Office Account, formally ICL Pathway Ltd since 20 January 2004 as an Information Technology (IT) Security Analyst responsible for audit data extractions and IT Security. I have working knowledge of the computer system known as Horizon, which is a computerised accounting system used by Post Office Ltd. I am authorised by Fujitsu Services to undertake extractions of audit archived data and to obtain information regarding system transactions recorded on the Horizon system.

Horizon's documented procedures stipulate how the Horizon System operates, and while I am not involved with any of the technical aspects of the Horizon System, these documented processes allow me to provide a general overview.

At each Post Office there are counter positions that have a computer terminal, a visual display unit and a keyboard and printer. This individual system records all completed transactions input by the counter clerk working at that counter position. Clerks log on to the system by using their own unique password. The transactions performed by each clerk, and the associated cash and stock level information, are recorded by the computer system in a stock unit. Once logged on, all completed transactions performed by the clerk must be recorded and entered on the computer and are accounted for within the user's allocated stock unit.

The Horizon system provides a number of daily and weekly records of all completed

Signature

Signature witnessed by

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Penelope Anne Thomas

transactions input into it. It enables Post Office users to obtain computer summaries for individual clients of Post Office Limited e.g. Alliance & Leicester. The Horizon system also enables the clerk to produce a periodic balance of cash and stock on hand combined with the other transactions performed in that accounting period, known as a trading period.

Where local reports are required these are accessed from a button on the desktop menu. The user is presented with a parameter driven menu, which enables the report to be customised to requirements. The report is then populated from transaction data that is held in the local database and is printed out on the printer. The system also allows for information to be transferred to the main accounting department at Chesterfield.

The Post Office counter processing functions are provided through a series of counter applications: the Electronic Point of Sale Service (EPOSS) that enables Postmasters to conduct general retail trade at the counter and sell products on behalf of their clients; the Automated Payments Service (APS) which provides support for utility companies and others who provide incremental in and out payment mechanisms based on the use of cards and other tokens and the Logistics Feeder Service (LFS) which supports the management of cash and value stock movements to and from the outlet, principally to minimise cash held overnight in outlets. The counter desktop service and the office platform service on which it runs provides various common functions for transaction recording and settlement as well as user access control and session management.

Information from counter transactions is written into a local database and then replicated automatically to databases on all other counters within a Post Office outlet. The information is then forwarded over ADSL (Asymmetric Digital Subscriber Line) or other communication service, to databases on a set of central Correspondence Servers at the Fujitsu Services data centres. This is undertaken by a messaging transport system within the Transaction Management Service (TMS). Various systems then transfer information to Central Servers that control the flow of information to various support services. Details of outlet transactions are normally sent at least daily via the system. Details are then forwarded daily via a file transfer

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Continuation of statement of Penelope Anne Thomas

service to the Post Office accounting department at Chesterfield and also, where appropriate, to other Post Office Clients.

An audit of all information handled by the TMS is taken daily by copying all new messages to archive media. This creates a record of all completed outlet transaction details including its origin - outlet and counter, when it happened, who caused it to happen and the outcome. The TMS journal is maintained at each of the Fujitsu Services Data Centre sites and is created by securely replicating all completed transaction records that occurred in every Outlet. They therefore provide the ability to compare the audit track record of the same transaction recorded in two places to verify that systems were operating correctly. Records of all transactions are written to audit archive media.

The system clock incorporated into the desktop application on the counter visual display units is configured to indicate local time. This has been the situation at Preston Road, Branch Code 259020 since 15 November 2000 when the Horizon system was introduced at that particular Post Office.

The Horizon system records time in GMT and takes no account of Civil Time Displacements, thus during British Summer Time (BST) (generally the last Sunday in March to the last Sunday in October), system record timings are shown in GMT – one hour earlier than local time (BST).

When information relating to individual transactions is requested, the data is extracted from the audit archive media via the Audit Workstations (AWs). Information is presented in exactly the same way as the data held in the archive although it can be filtered depending upon the type of information requested. The integrity of data retrieved for audit purposes is guaranteed at all times from the point of gathering, storage and retrieval to subsequent despatch to the requester. Controls have been established that provide assurances to Post Office Internal Audit (POIA) that this integrity is maintained.

Signature

Signature witnessed by

CS011A

Version 9.0 0209

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Penelope Anne Thomas

During audit data extractions the following controls apply :

1. Extractions can only be made through the AWs which exist at Fujitsu Services, Lovelace Lane, Bracknell, Berkshire and Fujitsu Services, Sackville House, Brooks Close, Lewes, East Sussex. These sites are both subject to rigorous physical security controls appropriate to each location. All AWs are located in a secure room subject to proximity pass access within a secured Fujitsu Services site.
2. Logical access to the AW and its functionality is managed in accordance with the Fujitsu Services, Post Office Account Security Policy and the principles of ISO 17799. This includes dedicated Logins, password control and the use of Microsoft Windows NT security features.
3. All extractions are logged on the AW and supported by documented Audit Record Queries (ARQs), authorised by nominated persons within Post Office Ltd. This log can be scrutinised on the AW.
4. Extractions are only made by authorised individuals.
5. Upon receipt of an ARQ from Post Office Ltd they are interpreted by CS Security. The details are checked and the printed request filed.
6. The required files are identified and marked using the dedicated audit tools.
7. Checksum seals are calculated for audit data files when they are written to audit archive media and re-calculated when the files are retrieved.
8. To assure the integrity of the audit data while on the audit archive media the checksum seal for the file is re-calculated by the Audit Track Sealer and compared to the original value calculated when the file was originally written to the audit archive media. The result is maintained in a Check Seal Table.
9. The specific ARQ details are used to obtain the specific data.
10. The files are copied to the AW where they are checked and converted into the file type required by Post Office Ltd.
11. Windows Events generated by the counters within the branch/timeframe in question are checked to ensure the counters were functioning correctly.
12. The requested information is copied onto removal CD media, sealed to prevent modification and virus checked using the latest software. It is then despatched to the

Signature

Signature witnessed by

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Penelope Anne Thomas

Post Office Ltd Casework Manager using Royal Mail Special Delivery. This ensures that a receipt is provided to Fujitsu Services confirming delivery.

ARQs 482 to 486/0809 were received on 11 December 2008 and asked for information in connection with the Post Office at Preston Road, Branch code 259020.

ARQ 024/0910 was received on 23 April 2009 and asked for information in connection with the Post Office at Preston Road, Branch code 259020. I produce copies of ARQs 482 to 486/0809 and 024/0910 collectively as Exhibit PT/01.

I undertook extractions of data held on the Horizon system in accordance with the requirements of ARQs 482 to 486/0809 and followed the procedure outlined above. I produce the resultant CD as Exhibit PT/02. This CD, Exhibit PT/02, was sent to the Post Office Investigation section by Special Delivery on 17 December 2008.

I undertook extractions of data held on the Horizon system in accordance with the requirements of ARQ 0240/0910 and followed the procedure outlined above. I produce the resultant CD as Exhibit PT/03. This CD, Exhibit PT/03, was sent to the Post Office Investigation section by Special Delivery on 29 April 2009.

The report is formatted with the following headings:

- ID – relates to counter position
- User – Person Logged on to System
- SU – Stock Unit
- Date – Date of transaction
- Time – Time of transaction
- SessionId – A unique string relating to current customer session
- TxnId – A unique string relating to current transaction
- Mode – e.g. SC which translates to Serve Customer
- ProductNo – Product Item Sold
- Qty – Quantity of items sold

Signature

Signature witnessed by

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B; MC Rules 1981, r 70)

Continuation of statement of Penelope Anne Thomas

SaleValue – Value of items sold

Entry method - Method of data capture for Transactions (0 = barcode, 1 = manually keyed, 2 = magnetic card, 3 = smartcard, 4 = smart key)

State – Relates to OBCS

IOP - Order Book Number – OBCS only

Result – Order Book Transaction Result – OBCS only

Foreign Indicator – Indicates whether OBCS payment was made at a local or foreign outlet (0- Local, 1- Foreign). The foreign indicator defaults to a '0' for all manually entered transactions - OBCS only

The Event report is formatted with the following headings:

Groupid – FAD code

ID – relates to counter position

Date – Date of transaction

Time – Time of transaction

User – Person Logged on to System

SU – Stock Unit

EPOSSTransaction.T – Event Description

EPOSSTransaction.Ti – Event Result

Type – Inactivity Logout noted

Logout Authority – User who logged out the account

SecurityEvent.User – User who failed to log in

There is no reason to believe that the information in this statement is inaccurate because of the improper use of the system. To the best of my knowledge and belief at all material times the system was operating properly, or if not, any respect in which it was not operating properly, or was out of operation was not such as to effect the information held within it.

Any records to which I refer in my statement form part of the records relating to the business of Fujitsu Services. These were compiled during the ordinary course of business from

Signature

Signature witnessed by

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Penelope Anne Thomas

information supplied by persons who have, or may reasonably be supposed to have, personal knowledge of the matter dealt with in the information supplied, but are unlikely to have any recollection of the information or cannot be traced. As part of my duties, I have access to these records.

Signature

Signature witnessed by

AUDIT RECORD QUERY (ARQ)

Originator:	Dave Posnett Post Office Ltd Investigation Team Casework Manager PO Box 1, CROYDON, CR9 1WN		Date:	11 th December 2008
Tel:	GRO			
Witness Statement required (Yes or No as applicable)		NO	ARQ Ref No:	0809/482-486
			APOP Ref. No:	0809/Not applicable
Branch Name:	Preston Road	Code:	259020	Date Range:
				03/04/08-03/05/08
				04/05/08-03/06/08
				04/06/08-04/07/08
				05/07/08-04/08/08
				05/08/08-03/09/08
Standard Format Requirements (Not required for APOP requests):	<p>A report of all transactions and events (including inactivity logout and logon/log off information) for the office including remittances received, transfers between stock units and error notices. Information to be provided in Excel 97 format with each category in a separate column.</p> <p>Column headers as follows - ID, User ID, Stock unit, date, time, Session & transaction ID, Mode type - i.e. Serve Customer, Reversal, Rem In etc, Product number, quantity, Amount £p, entry method.</p> <p>Also where applicable dependant on date range, please specify whether an OBCS (& state) of scan accompanied the transaction.</p>			
Additional Requirements:			YES/NO	
APOP Voucher information is required for voucher number(s):			NO	
Analyses of HSH call logs (detail period if different from above date range). PERIOD:			NO	
Confirmation that there was no reported system malfunctions during the date range period.			NO	
Barcode information for all remittance pouches (inward & outward) during the period.			NO	
Barcode and car licence details for all DVLA related transactions.			NO	
PAN or equivalent identifier (i.e. credit / debit card details).			NO	
Other (Provide details):			NO	
Signed:	VIA E MAIL - Dave Posnett			

AUDIT RECORD QUERY (ARQ)

Originator:	Dave Posnett Post Office Ltd Security - Fraud Security Programme Manager PO Box 1, CROYDON, CR9 1WN		Date:	23 rd April 2009
Tel:	GRO			
Witness Statement required (Yes or No as applicable)		NO	ARQ Ref No:	0910/024.
			APOP Ref. No:	0910/Not applicable.
Branch Name:	Preston Road	Code:	259020	Date Range:
				03/03/08-02/04/08
Standard Format Requirements (Not required for APOP requests):	<p>A report of all transactions and events (including inactivity logout and logon/log off information) for the office including remittances received, transfers between stock units and error notices. Information to be provided in Excel 97 format with each category in a separate column.</p> <p>Column headers as follows - ID, User ID, Stock unit, date, time, Session & transaction ID, Mode type - i.e. Serve Customer, Reversal, Rem In etc, Product number, quantity, Amount fp, entry method.</p> <p>Also where applicable dependant on date range, please specify whether an OBCS (& state) of scan accompanied the transaction.</p>			
Additional Requirements			YES/NO	
APOP Voucher information is required for voucher number(s):			NO	
Analyses of hsh call logs (detail period if different from above date range). Period:			NO	
Confirmation that there was no reported system malfunctions during the date range/period.			NO	
Barcode information for all remittance pouches (inward & outward) during the period.			NO	
Barcode and car licence details for all DVLA related transactions.			NO	
PAN or equivalent identifier (i.e. credit / debit card details).			NO	
Other (Provide details):			NO	
Signed:	VIA E MAIL - Dave Posnett			

Thomas Penny

From: Mark Dinsdale [GRO]
Sent: 18 October 2010 18:02
To: Thomas Penny
Subject: Fw: Statement from Fujitsu

226-228 / 10 11

Penny are you able to ask Raj to do the witness statement please. Mark

From: Ed.J.Montague@ [GRO] [GRO]
To: Mark Dinsdale
Sent: Mon Oct 18 18:48:04 2010
Subject: Statement from Fujitsu

Dear Mark,

It was Jane Owen that I was advised to contact, and through her out of office message I got your mobile number. Now that I have got this sorted....

Penny Thomas provided a very thorough statement previously for this case. All I require now is a brief statement to exhibit the second disc, which has been produced. Raja Bains dealt with this request from the Post Office (Colin Price), and I have received the disc.

The format of the statement would be something like:

"I have been employed by Fujitsu Services, Post Office Account (formerly ICL Pathway Ltd) since..... As an I have working knowledge of the computer system known as Horizon, which is a computerised accounting system used by the Post Office Ltd. I am authorised by Fujitsu services to undertake extractions of audits archived data and to obtain information regarding system transactions recorded on the Horizon system.

I was request to extract data relating to the Preston Road Post Office (Branch code. 259020) for the period 01/10/2008 to 31/12/2008. Audit Record Queries for this period were saved as ARQ P226, P227, and P228, and they were copied onto a disc. I produce the resultant disc as Exhibit RB/1."

I believe that their statements end with a disclaimer about involvement with the data, etc. If helpful, I can put this information onto a police statement form and email it across to whoever is going to complete the statement for me.

I would appreciate it if this could be past on to Raj (ideally) or another, who could complete this statement TOMORROW (TUESDAY 19/10/2010) and get it sent to me as a matter of urgency, as this trial commences next week (on Monday 25/10/2010).

Many thanks indeed for your assistance in facilitating this matter.

Any problems - my mobile number is [GRO]

With kind regards

Ed

Edward MONTAGUE
Detective Constable

19/10/2010

Directorate of Professional Standards - Intelligence Management Unit

Met Phone **GRO** Telephone **GRO** | Fax **GRO**
Email **GRO**

Address Room 239, Jubilee House, 230-232 Putney Bridge Road, London, SW15 2PD

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Thomas Penny

From: Thomas Penny
Sent: 04 October 2010 07:59
To: 'Ed.J.Montague@[GRO]'
Cc: 'Post_Office_Security@[GRO]'; Bains Rajbinder
Subject: FW: Statement

Ed

Please be advised that all requests for Fujitsu support ie data, statements, court attendance, etc are to be requested via the Security Team at Salford. We are unable to respond to any request you may make.

Kind regards
Penny

Penny Thomas
Security Analyst, Customer Services

Fujitsu Services Retail & Royal Mail Group Account
Lovelace Road, Bracknell, Berks RG12 8SN

Tel: [GRO]
Mob: [GRO]
Fax: [GRO]
E-Mail: [GRO]
Web: <http://uk.fujitsu.com>

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From: Bains Rajbinder
Sent: 28 September 2010 10:49
To: Thomas Penny
Subject: FW: Statement

Fujitsu Services
4th Floor, Lovelace Road, Bracknell, Berkshire, RG12 8SN

[GRO]
Web: <http://uk.fujitsu.com>

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From: Ed.J.Montague@[GRO]mailto:[GRO]
Sent: 25 September 2010 15:26
To: Bains Rajbinder
Subject: Statement

Dear Rajbinder,

Firstly, many thanks for producing the further disc with the ARQ data for the Preston Road Post Office.

Could I please trouble you to provide a statement exhibiting the CD that you sent through?

I can provide a draft statement and send it by email to you unless you have a corporate document that can be used. Penny Thomas provided one such statement previously for this case. It briefly documents your role, the data that you extracted and recording that you exhibit the disc as RB/1.

Statement

Page 2 of 2

Any problems - please call me (mobile is best)

Many thanks

Ed

Edward MONTAGUE
Detective Constable
Directorate of Professional Standards - Intelligence Management Unit

Met Phone | Telephone | Mobile | Fax
Email

Address Room 239, Jubilee House, 230-232 Putney Bridge Road, London, SW15 2PD

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* containing personal data for use other than in accordance with the notification(s) under the Data Protection Act, 1998 of the system(s) from which the data originates.

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AUDIT RECORD QUERY (ARQ)

Originator:	Jane Owen Security Team 3RD Floor Clippers Quay Clippers Quay SALFORD, M50 3NW		Date:	19/10/10
Tel:	GRO			
Witness Statement required (Yes or No as applicable)			ARQ Ref No:	1011/226-228
Statement number 8			APOP Ref No:	1011/
Branch Name:	Preston Road	Code:	259020	Date Range:
Standard Format Requirements (Not required for APOP requests):	<p>A report of all transactions and events (including inactivity logout and logon/log off information) for the office including remittances received, transfers between stock units and error notices. Information to be provided in Excel 97 format with each category in a separate column.</p> <p>Column headers as follows – ID, User ID, Stock unit, date, time, Session & transaction ID, Mode type - i.e. Serve Customer, Reversal, Rem In etc, Product number, quantity, Amount £p, entry method.</p>			
Additional Requirements				YES/NO
APOP Voucher information is required for voucher number(s):				
Analysis of Horizon Helpdesk call logs (detail period if different from above date range). Period: Statement: Type 1, Type 2 or Type 3 Penny Thomas has previously provided a similar statement for discs obtained earlier on in the enquiry. It would be only a very brief statement from whoever makes it - a couple of lines, literally. It would also be of great assistance to me, if Raj Bains could exhibit it, as I believe I have referred to the disc as RB/1.				Type 1
Barcode information for:				
PAN or equivalent identifier (i.e. credit / debit card details).				
Detail of required PAN decryption				
Other (Provide details):				
Signed:	VIA E MAIL – <i>Jane M Owen</i>			

Statement from Fujitsu

Page 1 of 5

Thomas Penny

From: Mark Dinsdale [GRO]
Sent: 19 October 2010 13:58
To: Thomas Penny
Subject: RE: Statement from Fujitsu

Please send direct to Ed.

We probably need a copy as well, but that can be slow time.

Thank you

From: Thomas Penny [mailto:GRO]
Sent: 19 October 2010 13:54
To: Mark Dinsdale
Cc: Post Office Security
Subject: FW: Statement from Fujitsu

Mark

A certified copy and covering witness statement is now complete. Do you want me to post to Salford or direct to Ed Montague?

Kind regards
Penny

Penny Thomas
Security Analyst, Customer Services

Fujitsu Services Retail & Royal Mail Group Account
Lovelace Road, Bracknell, Berks RG12 8SN

Tel: [GRO]
Mob: [GRO]
Fax: [GRO]
E-Mail: [GRO]
Web: <http://uk.fujitsu.com>

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From: Ed.J.Montague@GRO [mailto:GRO]
Sent: 19 October 2010 10:26
To: mark.dinsdale@GRO
Cc: Thomas Penny
Subject: RE: Statement from Fujitsu

Mark - many thanks for your assistance.

Hello again Penny - thanks for your help in this matter too. At this stage your name still appears on the witness list to attend Harrow Crown Court next week. I would imagine that given the running order it is likely to be on the Tuesday, but I shall get further clarification on this tomorrow.

Any further problems/queries, please don't hesitate to contact me - [GRO]

My address is:

Metropolitan Police Service
DPS-IMU (Room 239)

19/10/2010

Statement from Fujitsu

Page 2 of 5

Jubilee House
230-232 Putney Bridge Road
London
SW15 2PD

Kind regards

Ed

From: Mark Dinsdale [mailto:] GRO
Sent: 19 October 2010 09:45
To: Montague Ed J - DCC2
Cc: Thomas Penny
Subject: FW: Statement from Fujitsu

Ed, Penny (Raj's line manager) is dealing with this. Raj is on sick leave today, so is looking to resubmit and do the witness statement.

Regards
Mark

From: Mark Dinsdale
Sent: 19 October 2010 07:43
To: 'Penny.Thomas@' GRO
Subject: Re: Statement from Fujitsu

Thank you

From: Thomas Penny < > GRO
To: Mark Dinsdale
Sent: Tue Oct 19 08:33:35 2010
Subject: RE: Statement from Fujitsu

I'll deal with this Mark

Penny Thomas
Security Analyst, Customer Services

Fujitsu Services Retail & Royal Mail Group Account
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From: Mark Dinsdale [mailto:] GRO
Sent: 18 October 2010 18:02
To: Thomas Penny
Subject: Fw: Statement from Fujitsu

Penny are you able to ask Raj to do the witness statement please. Mark

From: Ed.J.Montague@ GRO <E>
To: Mark Dinsdale

19/10/2010

Sent: Mon Oct 18 18:48:04 2010

Subject: Statement from Fujitsu

Dear Mark,

It was Jane Owen that I was advised to contact, and through her out of office message I got your mobile number. Now that I have got this sorted....

Penny Thomas provided a very thorough statement previously for this case. All I require now is a brief statement to exhibit the second disc, which has been produced. Raja Bains dealt with this request from the Post Office (Colin Price), and I have received the disc.

The format of the statement would be something like:

"I have been employed by Fujitsu Services, Post Office Account (formerly ICL Pathway Ltd) since..... As an I have working knowledge of the computer system known as Horizon, which is a computerised accounting system used by the Post Office Ltd. I am authorised by Fujitsu services to undertake extractions of audits archived data and to obtain information regarding system transactions recorded on the Horizon system.

I was request to extract data relating to the Preston Road Post Office (Branch code. 259020) for the period 01/10/2008 to 31/12/2008. Audit Record Queries for this period were saved as ARQ P226, P227, and P228, and they were copied onto a disc. I produce the resultant disc as Exhibit RB/1."

I believe that their statements end with a disclaimer about involvement with the data, etc. If helpful, I can put this information onto a police statement form and email it across to whoever is going to complete the statement for me.

I would appreciate it if this could be past on to Raj (ideally) or another, who could complete this statement TOMORROW (TUESDAY 19/10/2010) and get it sent to me as a matter of urgency, as this trial commences next week (on Monday 25/10/2010).

Many thanks indeed for your assistance in facilitating this matter.

Any problems - my mobile number is .

With kind regards

Ed

Edward MONTAGUE

Detective Constable

Directorate of Professional Standards - Intelligence Management Unit

Met Phone Telephone Fax

Email

Address Room 239, Jubilee House, 230-232 Putney Bridge Road, London, SW15 2PD

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Statement from Fujitsu

Page 1 of 4

Thomas Penny

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Sent: 19 October 2010 10:26
To: mark.dinsdale@[GRO]
Cc: Thomas Penny
Subject: RE: Statement from Fujitsu

Märk - many thanks for your assistance.

Hello again Penny - thanks for your help in this matter too. At this stage your name still appears on the witness list to attend Harrow Crown Court next week. I would imagine that given the running order it is likely to be on the Tuesday, but I shall get further clarification on this tomorrow.

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Kind regards

Ed

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19/10/2010

Penny Thomas
Security Analyst, Customer Services

Fujitsu Services Retail & Royal Mail Group Account
Lovelace Road, Bracknell, Berks RG12 8SN

Tel: GRO
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With kind regards

Ed

Edward MONTAGUE

Detective Constable

Directorate of Professional Standards - Intelligence Management Unit

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Statement

Page 1 of 2

Thomas Penny

From: Bains Rajbinder
Sent: 28 September 2010 10:49
To: Thomas Penny
Subject: FW: Statement

Hi Penny,

Just received a request for a witness statement for one of the ARQ's that I sent out, please advise whether I will need to pick this up?

Thanks,
Raj

RAJ BAINS

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E-mail: [GRO]
Web: <http://uk.fujitsu.com>

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From: Ed.J.Montague@[GRO] [mailto:[GRO]]
Sent: 25 September 2010 15:26
To: Bains Rajbinder
Subject: Statement

Dear Rajbinder,

Firstly, many thanks for producing the further disc with the ARQ data for the Preston Road Post Office.

Could I please trouble you to provide a statement exhibiting the CD that you sent through?

I can provide a draft statement and send it by email to you unless you have a corporate document that can be used. Penny Thomas provided one such statement previously for this case. It briefly documents your role, the data that you extracted and recording that you exhibit the disc as RB/1.

Any problems - please call me (mobile is best)

Many thanks

Ed

Edward MONTAGUE
Detective Constable
Directorate of Professional Standards - Intelligence Management Unit

Met Phone: [GRO] | Telephone: [GRO] | Mobile: [GRO] | Fax: [GRO]
Email: [GRO]
Address Room 239, Jubilee House, 230-232 Putney Bridge Road, London, SW15 2PD

04/10/2010

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