

From: [Jane Rattue](#)
To: [Adam P Shaw](#); [Christine Smyth](#); [Debra Bradshaw](#); [Jane Gwilliam](#); [Joanne Scott-Ison](#); [Natalie Liff](#); [Sam Hancox](#); [Sarah Juliff](#); [Sophie i Lort](#); [Suzanne Gayther](#); [Teresa Facey](#); [Tina L Jordan](#)
Subject: FW: Cascade plse - Fw: Media coverage on Post Office IT system
Date: 11 September 2014 11:22:32
Attachments: [image001.png](#)
[image002.png](#)
Importance: High

Hi Folks

As Julia states below - Please ensure that you comply

Jane

Jane Rattue | Network Field Support Team Leader

Post Office Ltd 4th Floor 120 Bark St Bolton BL1 2AX

GRO Mobex GRO

GRO



From: Julia Marwood
Sent: 11 September 2014 11:16
To: Bob Collins; Claudette Beaney; Frank Martin; Jane Rattue; Philip Andrews; Warren Hattrell; Peter C Wilkinson
Subject: Cascade plse - Fw: Media coverage on Post Office IT system
Guys

Please make sure all your guys are 'on message' with this as they may well get asked when in branches. It's critically important they maintain the line below and not give any 'personal opinions', or otherwise, as to the validity of HOL!

Thanks
Julia

From: Communications Team
Sent: Thursday, September 11, 2014 10:08 AM Coordinated Universal Time
To: Communications Team
Subject: Media coverage on Post Office IT system
Media coverage on Post Office IT system

You may be aware of some media coverage about the Post Office's Horizon system, relating to the contents of some confidential documents, and this may prompt questions from postmasters you speak to.

We are challenging the reporting of this matter as it implies we acknowledge there are systemic faults with Horizon. This is absolutely not the case.

Although we will not comment on the contents of any confidential documents, after two years of investigation it remains the case that there is absolutely no evidence of any systemic issues with the computer system which is used by over 78,000 people across our 11,500 branches and which successfully processes over 6 million transactions every day.

If the postmasters you speak to have specific concerns caused by the coverage please let us know by email to: [GRO](#)

This message has been sent to field based Post Office managers.