
From: Mark R Davies [GRO]
Sent: Sun 23/06/2019 10:36:18 AM (UTC)
To: Melanie Corfield [GRO]; Mark Underwood1 [GRO]; Angela Van-Den-Bogerd [GRO]
Subject: Fwd: Another computer error

FYI

I've advised AI to read TM's blog at least before he calls him and said he needs to regard the conversation as public.

Angela: I've suggested he calls you before he speaks to TM.

M

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From: Alisdair Cameron
Sent: Sunday, June 23, 2019 11:30:29 AM
To: Mark R Davies; Ben Foat; Rob Houghton
Subject: Re: Another computer error

I want to speak to him today so I can hear the issue and we can make a judgment on it. I won't commit us to anything. I am aware of some of the background so if there is stuff I need to know, please get it to me - email or phone - this morning. Many thanks AI

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From: Mark R Davies [GRO]
Sent: Sunday, June 23, 2019 11:26 am
To: Alisdair Cameron; Ben Foat; Rob Houghton
Subject: Re: Another computer error

AI - strongly advise getting a brief from Ben/Rod before you do. There is a long history here and it's well worth having the background. Paula had many meetings and calls with him. Mark

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From: Alisdair Cameron
Sent: Sunday, June 23, 2019 11:24:17 AM
To: Ben Foat; Rob Houghton; Mark R Davies
Subject: Fwd: Another computer error

FYI I will speak to him. AI

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From: Tim McCormack [GRO]
Sent: Sunday, June 23, 2019 11:18 am
To: Alisdair Cameron
Subject: Re: Another computer error

Dear Al

Please call me Tim if you don't mind.

I am greatly encouraged by what you say with regard to criticism. I regard that as far more important than praise and as you say, when it is justified it can only lead to making things better.

The error in question is serious. Details of it are being treated as confidential within my circles and it is pretty certain that the media will be publishing something on it fairly soon. Breaking that confidence with the people I trust could have consequences I suppose - most notably that I will not be party to future disclosures.

However my interest in matters to do with Post Office will cease after the CCRC report back on the Seema Misra case, presumably with a return to the Appeal court so it doesn't matter too much I suppose. So perhaps we could have a quick chat and I will let you know what I have heard. I would really hope that you have been told all about it already but given the inaction of the Helpline and FSC in responding (the SPMR was told that it would take a week or so for the FSC to get in touch) I doubt it. As Paula pointed out when I first told her about Dalmellington her main concern was the lackadaisical response to what was a £24k loss. This is a similar amount!

Although I might pop out for a bit during the rest of the day, I finish working in a couple of minutes and can be contacted on GRO

Kind regards

Tim

From: Alisdair Cameron <GRO>
Sent: 23 June 2019 10:42
To: Tim McCormack
Subject: Re: Another computer error

Dear Mr McCormack,

Thank you so much for contacting me, I do appreciate it.

I agree we share an absolute focus on building a sustainable network for our customers and that must involve a closer partnership with Postmasters.

You will see that I am making very substantial changes in advisers and culture and I suspect there may not prove to be as much difference between us as you assume. Certainly I have no dislike of you and as I say repeatedly within PO, criticism, challenge and questioning should not be taken as attacks to be defended but as

opportunities to do better.

If you are aware of any computer issue then I would be very grateful if you would share the detail with me so I can ensure it is investigated. In exchange I will happily sit down with you and explain what we find. Nothing is perfect and if there is an issue we are best off acknowledging and addressing it.

Kind regards

Al

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From: Tim McCormack [GRO]
Sent: Sunday, June 23, 2019 10:31 am
To: Alisdair Cameron
Subject: Another computer error

Dear Mr Cameron

I have no idea if you know of me or not but as was mentioned in Court, your predecessor certainly was and I believe she took me reasonably seriously. I can also be reasonably certain that she and I had a mutual dislike for each other and I would expect that to be the case with yourself. However all three of us must surely share a common purpose and that is to see a strong and profitable Post Office network run for the benefit of ALL its members, be they customers, subpostmasters, employees or indeed the government as the owner.

We obviously differ entirely in how that could and should be achieved and I make no apology for insisting that the first step would be to replace the entire management team that has led the network to this crisis point. Your team in the court room has stated that in so many words – if the claimants win it will be an existential risk to the company. I would interpret that risk as being more to do with the sustainability of the network given the bad publicity that will result and more people will be reluctant to take on a Post Office branch.

I have thought long and hard about bothering to write to you about the information I have to hand given that it will be of more use to the claimants than yourself but I think it is worthy of a last shot at convincing the CEO of Post Office Ltd that the people you rely on to provide you with the information you need to make decisions are at best ignorant of what is actually going on or perhaps more likely totally incompetent.

I don't know what they have brought to your attention recently but the single most important piece of information you should be dealing with right now is a new error in your computer systems that, as it stands, cannot be introduced into the current trial but should be. This error places the boot on the other foot so to speak and it is for POL to discover not SPMRs. It is not just the error that you should be concerned with it is the fact that your company has learned nothing from the past and the revelations in court. Nothing has changed and it won't as long as these people remain in a complete state of denial that the events that are unfolding now have occurred in the past and will occur again in the future. No amount of counter measures that Dr Worden has helpfully suggested might be in place can change the problem of the culture and ability of the people you should be able to trust.

The solution to all of this is perfectly simple. Second Sight was stopped from exploring further and finding the true extent of the problems inherent in your organisation. They need to be re-appointed to finish what they started and they need the support of someone who wants to discover the truth and who is willing to make the changes to prevent any re-occurrence.

Finally, consider this, and I must assume you have done so in the past, but do it again now. How could POL have prevented this trial? What steps should have been taken from the very start of the introduction of Horizon and how should the relationship between subpostmasters and POL have been handled? You need to answer these questions

and implement the solutions to ensure that POL has no need to revisit these matters once again in the not too distant future. The people that are responsible for the current state of affairs are not part of the solution.

With the best of intentions

Yours sincerely

Tim McCormack

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