



# Witness Statement

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

|                     |                      |                               |
|---------------------|----------------------|-------------------------------|
| <b>Statement of</b> | Penelope Anne Thomas |                               |
| Age if under 18     | Over 18              | (If over 18 insert 'over 18') |

This statement (consisting of seven 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 14 day of October 2010

Signature: **GRO**

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

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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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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 Wattville Road Post Office, Branch Code 414201, since 18 February 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.

During audit data extractions the following controls apply :

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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, encrypted and virus checked using the latest software. It is then despatched to the Post Office Ltd Casework Manager using Royal Mail Special Delivery. This ensures that a receipt is

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provided to Fujitsu Services confirming delivery.

ARQs 256 to 259/0910 were received on 16 October 2009 and asked for information in connection with the Post Office at Wattville Road, Branch code 414201.

ARQs 197 to 199/1011 were received on 11 August 2010 and asked for information in connection with the Post Office at Wattville Road, Branch code 414201.

I produce a copy of ARQs 256 to 259/0910 and ARQs 197 to 199/1011 collectively as Exhibit PT/01.

The requested data for ARQs 256 to 259/0910 was originally supplied to Post Office Ltd on 6 November 2009 by Joanne Ball. I have reviewed the archived ARQ data which was extracted by Joanne Ball and confirm that the data provided was extracted from the Horizon system in accordance with the requirements of ARQs 256 to 259/0910 and that the extraction process followed the outlined procedure.

The requested data for ARQs 197 to 199/1011 was originally supplied to Post Office Ltd on 26 August 2010 by Rajbinder Bains. I have reviewed the archived ARQ data which was extracted by Rajbinder Bains and confirm that the data provided was extracted from the Horizon system in accordance with the requirements of ARQs 197 to 199/1011 and that the extraction process followed the outlined procedure.

I produce a CD containing the resultant data as Exhibit PT/02. This CD contains a certified true copy of the original transactional data which was supplied in November 2009 and 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 CD, Exhibit PT/02 was sent to the Post Office Investigation section by Special Delivery on 14 October 2010.

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

Signature

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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 – 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

Signature

**GRO**

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Continuation of statement of Penelope Anne Thomas

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**

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**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 GRO

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

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

**Maiden name:.** GRO **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:**      **Fax No:**  
**Mobile No:** GRO

**STATEMENT TAKEN BY (print name)**

**Office**

## AUDIT RECORD QUERY (ARQ)

|  |   |             |                              |  |
|--|---|-------------|------------------------------|--|
| <b>Originator:</b>   | Dave Posnett<br>Post Office Ltd Security - Fraud<br>Security Programme Manager<br>PO Box 1, CROYDON, CR9 1WN  |             | <b>Date:</b>                 | 16/10/09                                   |
| <b>Tel:</b>  | GRO   |             |                              |  |
| <b>Witness Statement required<br/>(Yes or No as applicable)</b>  | NO  |             | <b>ARQ<br/>Ref No:</b>       | 0910/256                                   |
| <b>Statement number</b>  | 0910/Not<br>applicable  |             | <b>APOP<br/>Ref.<br/>No:</b> |  |
| <b>Branch Name:</b>  | Wattville Road  | <b>Code</b> | 414201                       | <b>Date<br/>Range:</b> 15/02/09 - 17/03/09 |
| <b>Standard<br/>Format<br/>Requirements<br/>(Not required<br/>for APOP<br/>requests):</b>  | <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 &amp; 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 (&amp; state) of scan accompanied the transaction.</p> |             |                              |  |
| <b>Additional Requirements</b>   |   |             | <b>YES/NO</b>                |  |
| APOP Voucher information is required for voucher number(s):  |   |             | NO                           |  |
| Analyses of hsh call logs (detail period if different from above date range).<br>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.   |   |             | YES                          |  |
| 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): Please request from Fujitsu <b>ALL</b> transaction data for <b>ALL PRODUCTS</b> for period specified below.<br>I need the data to show the pouch barcode numbers against all ROSP, RISP and RODP entries so that i have an audit trail of each pouch. |   |             | YES                          |  |
| <b>Signed:</b>   | VIA E MAIL – Dave Posnett   |             |                              |  |

## AUDIT RECORD QUERY (ARQ)

|  |   |                  |                              |                        |
|--|---|------------------|------------------------------|------------------------|
| <b>Originator:</b>   | Dave Posnett<br>Post Office Ltd Security - Fraud<br>Security Programme Manager<br>PO Box 1, CROYDON, CR9 1WN  |                  | <b>Date:</b>                 | 16/10/09               |
| <b>Tel:</b>  | GRO   |                  |                              |                        |
| <b>Witness Statement required<br/>(Yes or No as applicable)</b>  | NO  |                  | <b>ARQ<br/>Ref No:</b>       | 0910/257               |
| <b>Statement number</b>  | 0910/Not<br>applicable  |                  | <b>APOP<br/>Ref.<br/>No:</b> | .                      |
| <b>Branch Name:</b>  | Wattville Road  | <b>Code</b><br>: | 414201                       | <b>Date<br/>Range:</b> |
|  |   |                  |                              | 18/3/09 – 17/4/09      |
| <b>Standard<br/>Format<br/>Requirements<br/>(Not required<br/>for APOP<br/>requests):</b>  | <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 &amp; 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 (&amp; state) of scan accompanied the transaction.</p> |                  |                              |                        |
| <b>Additional Requirements:</b>  |   |                  |                              | <b>YES/NO</b>          |
| APOP Voucher information is required for voucher number(s):  |   |                  |                              | NO                     |
| Analyses of hsh call logs (detail period if different from above date range).<br>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.   |   |                  |                              | YES                    |
| 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): Please request from Fujitsu <b>ALL</b> transaction data for <b>ALL PRODUCTS</b> for period specified below.<br>I need the data to show the pouch barcode numbers against all ROSP, RISP and RODP entries so that i have an audit trail of each pouch. |   |                  |                              | YES                    |
| <b>Signed:</b>   | VIA E MAIL – Dave Posnett   |                  |                              |                        |

## AUDIT RECORD QUERY (ARQ)

|  |   |             |                              |  |
|--|---|-------------|------------------------------|--|
| <b>Originator:</b>   | Dave Posnett<br>Post Office Ltd Security - Fraud<br>Security Programme Manager<br>PO Box 1, CROYDON, CR9 1WN  |             | <b>Date:</b>                 | 16/10/09                                   |
| <b>Tel:</b>  | GRO   |             |                              |  |
| <b>Witness Statement required<br/>(Yes or No as applicable)</b>  | NO  |             | <b>ARQ<br/>Ref No:</b>       | 0910/258                                   |
| <b>Statement number</b>  | 0910/Not<br>applicable  |             | <b>APOP<br/>Ref.<br/>No:</b> |  |
| <b>Branch Name:</b>  | Wattville Road  | <b>Code</b> | 414201                       | <b>Date<br/>Range:</b> 18/04/09 - 18/05/09 |
| <b>Standard<br/>Format<br/>Requirements<br/>(Not required<br/>for APOP<br/>requests):</b>  | <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 &amp; 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 (&amp; state) of scan accompanied the transaction.</p> |             |                              |  |
| <b>Additional Requirements</b>   |   |             | <b>YES/NO</b>                |  |
| APOP Voucher information is required for voucher number(s):  |   |             | NO                           |  |
| Analyses of hsh call logs (detail period if different from above date range).<br>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.   |   |             | YES                          |  |
| 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): Please request from Fujitsu <b>ALL</b> transaction data for <b>ALL PRODUCTS</b> for period specified below.<br>I need the data to show the pouch barcode numbers against all ROSP, RISP and RODP entries so that i have an audit trail of each pouch. |   |             | YES                          |  |
| <b>Signed:</b>   | VIA E MAIL – Dave Posnett   |             |                              |  |

## AUDIT RECORD QUERY (ARQ)

|  |   |                  |                              |  |
|--|---|------------------|------------------------------|--|
| <b>Originator:</b>   | Dave Posnett<br>Post Office Ltd Security - Fraud<br>Security Programme Manager<br>PO Box 1, CROYDON, CR9 1WN  |                  | <b>Date:</b>                 | 16/10/09                                   |
| <b>Tel:</b>  | GRO   |                  |                              |  |
| <b>Witness Statement required<br/>(Yes or No as applicable)</b>  | NO  |                  | <b>ARQ<br/>Ref No:</b>       | 0910/259                                   |
| <b>Statement number</b>  | 0910/Not<br>applicable  |                  | <b>APOP<br/>Ref.<br/>No:</b> |  |
| <b>Branch Name:</b>  | Wattville Road  | <b>Code</b><br>: | 414201                       | <b>Date<br/>Range:</b> 19/05/09 – 03/06/09 |
| <b>Standard<br/>Format<br/>Requirements<br/>(Not required<br/>for APOP<br/>requests):</b>  | <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 &amp; 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 (&amp; state) of scan accompanied the transaction.</p> |                  |                              |  |
| <b>Additional Requirements:</b>  |   |                  | <b>YES/NO</b>                |  |
| APOP Voucher information is required for voucher number(s):  |   |                  | NO                           |  |
| Analyses of hsh call logs (detail period if different from above date range).<br>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.   |   |                  | YES                          |  |
| 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): Please request from Fujitsu <b>ALL</b> transaction data for <b>ALL PRODUCTS</b> for period specified below.<br>I need the data to show the pouch barcode numbers against all ROSP, RISP and RODP entries so that i have an audit trail of each pouch. |   |                  | YES                          |  |
| <b>Signed:</b>   | VIA E MAIL – Dave Posnett   |                  |                              |  |

## AUDIT RECORD QUERY (ARQ)

|   |  |       |        |                 |   |
|---|--|-------|--------|-----------------|---|
| Originator:   | Jane Owen<br>Security Team<br>3 <sup>RD</sup> Floor Clippers Quay<br>Clippers Quay<br>SALFORD, M50 3NW   |       |        | Date:           | 11/8/10                                       |
| Tel:  | GRO  |       |        |                 |   |
| Witness Statement required<br>(Yes or No as applicable)   |  |       |        | ARQ<br>Ref No:  | 1011/197-199                                  |
| Statement number xxx  |  |       |        | APOP<br>Ref No: | 1011/   |
| Branch Name:  | Wattville Road   | Code: | 414201 | Date<br>Range:  | 4/6 – 4/7/09<br>5/7 – 4/8/09<br>5/8 – 19/8/09 |
| Standard<br>Format<br>Requirements<br>(Not required<br>for APOP<br>requests):   | 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.<br><br>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. |       |        |                 |   |
| <b>Additional Requirements</b>  |  |       |        |                 | <b>YES/NO</b>                                 |
| 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:<br><br>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): The data is required to include the remittance pouch numbers eg ROSP RODP RISP                                       |  |       |        |                 | YES   |
| Signed:   | VIA E MAIL – Jane M Owen   |       |        |                 |   |

**Thomas Penny**

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**From:** Bourne Chris A.  
**Sent:** 14 October 2010 13:36  
**To:** Thomas Penny  
**Subject:** RE: Can you help - Wattville Road

Hi Penny,  
Apologies for the delay I have been at **GRO**

Wattville Road originally installed 18<sup>th</sup> Feb 2000  
Thanks Chris

**Chris Bourne**  
Operational Business Change,  
Royal Mail Group Account,

FUJITSU SERVICES  
Infinity House  
Mallard Way  
Crewe  
Cheshire  
CW1 6ZQ

Tel: **GRO** Internal: **GRO**  
Mob: **GRO** Internal: **GRO**  
Fax: **GRO** Internal: **GRO**

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**From:** Thomas Penny  
**Sent:** 13 October 2010 14:14  
**To:** Bourne Chris A.  
**Subject:** Can you help - Wattville Road

Hi Chris, Apologies for the delay I have been at **GRO**

I hope all is well with you.

I need to identify when the Horizon kit was originally installed at Wattville Road Post Office, FAD 414201. Do you keep such records?

Kind regards  
Penny

**Penny Thomas**  
Security Analyst, Customer Services

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

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**AUDIT RECORD QUERY (ARQ)**

| Originator:   | Jane Owen<br>Security Team<br>3RD Floor Clippers Quay<br>Clippers Quay<br>SALFORD, M50 3NW  |       |        | Date:           | 30/9/10                      |
|---|---|-------|--------|-----------------|------------------------------|
| Tel:  | GRO   |       |        |                 |                              |
| Witness Statement required<br>(Yes or No as applicable)   | 007   |       |        | ARQ<br>Ref No:  | 1011/197-199<br>0910/256-259 |
| Statement number xxx  |   |       |        | APOP<br>Ref No: | 1011/                        |
| Branch Name:  | Wattville Road  | Code: | 414201 | Date<br>Range:  |                              |
| Standard<br>Format<br>Requirements<br>(Not required<br>for APOP<br>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 &amp; 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:<br><br>Statement: Type 1, Type 2 or Type 3   |   |       |        | YES             |                              |
| Barcode information for:  |   |       |        |                 |                              |
| PAN or equivalent identifier (i.e. credit / debit card details).  |   |       |        |                 |                              |
| Detail of required PAN decryption   |   |       |        |                 |                              |
| <p>Other (Provide details): We also need Andy to do a statement and produce a separate schedule (disc or hard copy) detailing all calls to HSH during period 15/02/19 – 19/08/09 inclusive.</p> <p>Statements / Call log schedule needed ideally by Friday 08/10 but certainly by Friday 15/10. The Committal hearing is on 01 November and Jarnail has asked that committal papers be with him 3 weeks prior to hearing.</p> |   |       |        | YES             |                              |
| Signed:   | VIA E MAIL – Jane M Owen  |       |        |                 |                              |