

**DOCUMENT - 13**

**DRAFT – IN STRICTEST CONFIDENCE AND SUBJECT TO LEGAL PRIVILEGE**

**GLO COMMUNICATIONS – HORIZON ISSUES JUDGEMENT**

**IVR MESSAGE - AUDIO TRANSCRIPT FROM VIDEO TO POSTMASTERS] – DELIVERED BY  
[DEBBIE TBC]**

- You may have seen that today a second Judgment in the Post Office Group Litigation has been handed down by the High Court. This Judgment focuses on our Horizon system and it's part of the preliminary stages of the very complex, long-running legal case to resolve a number of individual claims by mainly former postmasters.
- The Judgment raises a number of issues [and criticisms] but what I want to do straight away is reassure you about that we can have confidence in the overall robustness of Horizon and that it compares well with systems used by other retail and financial services companies each day. Both independent experts, for Post Office and the claimants in the case, on opposite sides of the litigation, confirmed this.
- It's also important to make clear that the products and services that we provide every day to millions of customers are not affected by the litigation
- Horizon processes around 47 million transactions a week, more than £60 billion worth a year. These are reconciled every day, every, month, every year, with the systems of major organisations including high street banks, utility companies and Government departments, giving confidence in the many products and services we provide.
- Of course no system can ever be said to be perfect and we're working as hard as ever to make improvements. In the past [x], months, working with our supplier, Fujitsu, we have taken actions which include strengthening the ways the system is monitored and software bugs identified and fixed when they do arise. We're also implementing some design changes to further reduce the likelihood of human

errors. Overall more than [100?] changes are being made in a comprehensive programme of improvements, closely involving postmasters.

- But what the Judgment underlines [very strongly] is that we must continue to do better in the ways in which we support you to operate your branches. We need to make it easier for you to avoid any problems in the first place but if you do have an issue we want to help you resolve it more quickly. You will already have seen, I hope, communications about all the improvements underway to do this.
- Through our new field team you all have the support of an Area Manager and I very much encourage you to raise concerns or questions with them and their team whenever you need. You're also very welcome of course to contact me.
- [We've also made/ we are making] changes to the NBSC, now the Branch Support Centre, working more closely with the IT helpline team. Changes in the way the centre works means we can investigate concerns more quickly and escalate them if needed. [We're getting good feedback from branches on this].
- We're improving our training – whether you are new to the business or have been with us for years. We want to make sure you have the training that meets your needs – classroom, online, in branch - including refresher training.
- A new loss prevention team is in place to help better protect your branch from external crime and security threats and they're also refining some of our processes to help you and your teams avoid human errors.
- On all of this we're getting the input of postmasters and this is incredibly important. Serving customers every day, handling millions of transactions, you're best placed to tell us what makes it easier for you to operate your branch effectively. So I hope if you have ideas or want to get involved with improvement work you will get in touch.
- I hope that I have given you confidence that we are learning lessons, we are listening and we are improving.

- If you want to know more, please get in touch [**comms email**] and we'll be happy to help.