

---

**From:** Paula Vennells [GRO]  
**Sent:** Tue 18/08/2015 8:06:41 PM (UTC)  
**To:** Mark R Davies [GRO]; Nick Beal [GRO]  
**Cc:** Neil Hayward [GRO]; Alisdair Cameron [GRO]; Jane MacLeod [GRO]; Melanie Corfield [GRO]; Patrick Bourke [GRO]  
**Subject:** Re: Panorama

A very helpful if 'politically' positioned letter!  
George could never be accused of being in anyone's pocket.

Great mail to open tonight compared to some from last night.  
Paula

Paula Vennells  
Chief Executive  
Post Office Ltd

T: [GRO]  
[GRO]

Sent from my iPad

On 18 Aug 2015, at 18:04, Mark R Davies <[GRO]> wrote:

All

George T has written to his members as below.

Mark

Mark Davies  
Communications and Corporate Affairs Director  
Post Office Ltd

Mobile: [GRO]

Begin forwarded message:

**From:** David McConnell <[GRO]>  
**Date:** 18 August 2015 16:44:19 BST  
**To:** Mark R Davies [GRO]  
**Cc:** Sharon Merryweather <[GRO]>, George Thomson [GRO]  
**Subject:** RE: Panorama

Hi Mark,

We have issued the statement below to members – we remain firm on Horizon, you'll appreciate too we need to maintain the 'critical friend' stance.

Regards  
David

### **Post Office under the spotlight**

Over recent weeks the inner workings of the Post Office have undergone more detailed public exposure than it has in many a year. Around a million of our customers now know a lot more about the Post Office than they once did.

The BBC2 documentary 'Signed, Sealed, Delivered – the Inside Story of the Post Office' revealed over three weeks the struggles and strains the business is currently experiencing. Viewers saw the profound impact of change on subpostmasters, some of whom are being taken in a direction they don't want to go. Viewers also got to know some new subpostmasters entering the business, for whom the new Post Office is an opportunity to expand their retail businesses.

They also saw a glimpse of the inner workings of the corporate Post Office, its managers, its peculiar language and shiny new London office. Last night's Panorama BBC1 documentary sought to get underneath the bright shiny exterior of the Post Office and reveal a less palatable side of the business: the long-standing issue of prosecutions of subpostmasters and the alleged systematic failings of Horizon looks set to continue for some time yet.

Over the past few years the NFSP has received thousands of telephone calls from subpostmasters. The majority relate to employment law, contract issues and network transformation. The remainder cover ATMs, cash supply and just about every subject you care to mention, including a handful every month on Horizon connectivity and the problems of getting through to Atos and the help desk.

Put simply, the NFSP has not received calls from subpostmasters querying Horizon and alleging systematic failings. If there were a widespread problem, our subpostmasters would have made us aware of it. As a result, we have no choice but to conclude that Horizon is a fundamentally sound and safe system.

With a new Government and a new chairman on the way, the pressure on the Post Office will intensify over the coming months. We have seen from its latest financial reports that the Post Office remains a struggling business, unable to do more than steady the ship in the face of increasingly fierce competition; navigating a route to growth and commercial success is still some way off. As subpostmasters with a commercial interest in a successful Post Office, we must hope that the organisation is able to successfully focus on the business in hand.

Here is the Post Office's response to Panorama:

<http://corporate.postoffice.co.uk/bbc-panorama-our-response>

Yours sincerely,

George Thomson

---

**From:** George Thomson  
**Sent:** 18 August 2015 08:46  
**To:** Mark R Davies <[REDACTED]>  
**Cc:** David McConnell <[REDACTED]>; Sharon Merryweather <[REDACTED]>  
**Subject:** Re: Panorama

Hi Mark  
Similar to requests for Paula to resign,I have had 2 subpostmasters so far demanding my resignation,any attempt to now soften both our stances on Horizon would be catastrophic for the Network and company.  
VB  
George

Sent from my iPad  
On 18 Aug 2015, at 07:58, Mark R Davies <[REDACTED]> wrote:

Good to see George. I was surprised they didn't at least reflect your view in the programme as the representative of most postmasters.

Mark Davies  
Communications and Corporate Affairs Director  
Post Office Ltd

Mobile: 07436 034032  
On 18 Aug 2015, at 07:52, George Thomson <[REDACTED]> wrote:

Sent from my iPad  
Begin forwarded message:

**From:** George Thomson <[REDACTED]>  
**Date:** 18 August 2015 07:51:27 BST  
**To:** Sharon Merryweather <[REDACTED]>  
**Cc:** David McConnell <[REDACTED]>  
**Subject:** Re: Panorama

Our reply will be consistent ,Horizon is robust,last nights programme was bullshit.  
George

Sent from my iPad

On 18 Aug 2015, at 07:32, Sharon Merryweather

<GRO

GRO wrote:

Still at home but have we got anything prepared for when the calls come in? Assuming David will deal with press. Do we refer spms to Angela van den Bogerd like before?

Hope it won't happen, but we both know it will and we need to know what to do before the event.

Thanks  
xxx

Sent from my iPad

---

\*\*\*\*\*

This email and any attachments are confidential and intended for the addressee only. If you are not the named recipient, you must not use, disclose, reproduce, copy or distribute the contents of this communication. If you have received this in error, please contact the sender by reply email and then delete this email from your system. Any views or opinions expressed within this email are solely those of the sender, unless otherwise specifically stated.

POST OFFICE LIMITED is registered in England and Wales no 2154540.  
Registered Office: Finsbury Dials, 20 Finsbury Street, London EC2Y 9AQ.

\*\*\*\*\*