

## Message

**From:** Belinda Crowe [IMCEAEX-  
\_O=MMS\_OU=EXCHANGE+20ADMINISTRATIVE+20GROUP+20+28FYDIBOHF23SPDLT+29\_CN=RECIPIENTS\_CN=BELINDA+20CR  
OWE79B93F11-569F-4526-A078-F5B4958A8917220@GRO]  
on Belinda Crowe <IMCEAEX-  
behalf \_O=MMS\_OU=EXCHANGE+20ADMINISTRATIVE+20GROUP+20+28FYDIBOHF23SPDLT+29\_CN=RECIPIENTS\_CN=BELINDA+20CR  
of OWE79B93F11-569F-4526-A078-F5B4958A8917220@GRO [IMCEAEX-  
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OWE79B93F11-569F-4526-A078-F5B4958A8917220@GRO]  
**Sent:** 14/12/2014 15:38:01  
**To:** Mark R Davies [GRO]  
**Subject:** Re: PR  
**t:**

Brought a lump to my throat. Covered in blood as I am. Thanks. Great words. B

[GRO]

----- Original Message -----

**From:** Mark R Davies  
**Sent:** Sunday, December 14, 2014 03:35 PM  
**To:** Belinda Crowe  
**Subject:** Re: PR

It is not the critic who counts; not the man who points out how the strong man stumbles, or where the doer of deeds could have done them better.

The credit belongs to the man who is actually in the arena, whose face is marred by dust and sweat and blood; who strives valiantly; who errs, who comes short again and again, because there is no effort without error and shortcoming; but who does actually strive to do the deeds; who knows great enthusiasms, the great devotions; who spends himself in a worthy cause; who at the best knows in the end the triumph of high achievement, and who at the worst, if he fails, at least fails while daring greatly, so that his place shall never be with those cold and timid souls who neither know victory nor defeat.

Mark Davies  
Communications and Corporate Affairs Director  
Mobile: [GRO]

Sent from my iPhone

On 14 Dec 2014, at 14:16, "Belinda Crowe" [GRO] wrote:

> Happy to join a call if helpful.  
> I didn't respond but we are on really dodgy ground if we get into the detail of cases. However, as you know we have some good answers to some of the points raised and provided we can position this in a way that under no circs can it be construed as commenting on a case we should be in quite a strong position with our statement.  
> I am trying to keep thinking of Kipling.  
>  
> B  
> [GRO]  
>  
> ----- Original Message -----  
> **From:** Mark R Davies  
> **Sent:** Sunday, December 14, 2014 02:07 PM  
> **To:** Alice Perkins [GRO]  
> **Cc:** Paula Vennells; Belinda Crowe  
> **Subject:** Re: PR  
>  
> Hi Alice  
>  
> Thanks for this.  
>  
> I agree about the disability story. Overall it was balanced and our messages came across. It is very frustrating that they didn't warn us about when they planned to broadcast (as they had promised to). It meant we were unable to warn Exco and the Board in advance. We will be taking this up with them.  
>  
> On Horizon, it is a fine balance. The team and I have been working pretty much all weekend on the parliamentary debate and (frankly) duelling with the BBC over their plans for a further round of broadcasts on Wednesday. A legal letter will go in the morning. Our approach will be to answer any specific points outside confidentiality - they are very serious (such as alleged failure to follow due process) so we must. But I so think we need to maintain confidentiality for the Scheme applicants. I

called the BBC editor on Friday to make this point - with every broadcast they are putting a risk in the way of applicants having their cases heard.

>  
> I am calling my team this afternoon to discuss our next steps and will certainly have your points in mind. Part of the challenge here is that the BBC are playing games: and it may well be that if we can't provide a spokesperson they can't broadcast as it would lack balance.

>  
> They say these things come in threes: apparently Vince Cable plans an announcement on basic banking tomorrow. We are working with BIS to understand what it is and how it might impact the Post Office.

>  
> Of course with POCA and the CWU strike it is not so much coming in threes as fours and fives!!

> Best wishes

> Mark

> Vince

> Mark Davies

> Communications and Corporate Affairs Director

> Mobile: GRO

> Sent from my iPhone

> On 14 Dec 2014, at 12:31, "Alice Perkins" GRO wrote:

>> Hi there,

>> Thanks for your time yesterday.

>> The disability story came over much better at midday - good PO line about listening to our customers. Also helpful that it was positioned as part of a wider campaign involving other service providers.

>> On Sparrow, the FT piece is obviously unhelpful. It made me think about whether it is in our best interests to maintain confidentiality. It probably is but if we haven't already, perhaps we should just ask ourselves that question? As long as we stick by our rules and they don't, we will not be able to respond to their allegations about the process. On the other hand, it's binary. So if we start to play by their rules we could find ourselves giving a running commentary about it.

>> My Blackberry has been playing up so I'm not sure if I've missed anything about other coverage (Sunday) but please don't bother to reply to this if you don't need to.

>> Alice

>>

>> This message has been scanned for malware by Websense. [www.websense.com](http://www.websense.com)