

Claimant
K Baines
First
Exhibits
Dated :

CLAIM NO CR101947

IN THE BLACKPOOL COUNTY COURT

B E T W E E N

POST OFFICE COUNTERS LIMITED

AND

MRS JULIE WOLSTENHOLME

Claimant

Defendant

WITNESS STATEMENT OF KEITH BAINES

I, KEITH BAINES of Calthorpe House, 15 – 20 Phoenix Place, London, WC1X ODG **STATE AS FOLLOWS:**

- 1 I am employed by Post Office Limited, formerly Post Office Counters Limited (“the Post Office”) as Contract Manager with responsibility for contracts with Fujitsu Services. As the Contract Manager, I am responsible for provision of the Horizon computer system in directly managed branches run by the Post Office and in Sub-Post Offices run by Subpostmasters under contract to the Post Office.
- 2 The facts and matters deposed to in this statement are within my own knowledge unless I say otherwise. In so far as they are within my own knowledge, they are true. In so far as they are derived from information provided to me by others, they are true to the best of my knowledge and belief.
- 3 The computer system provided by the Post Office for use in branch offices and Sub-Post Offices is called the Horizon System. Fujitsu Services Limited, formerly ICL Pathway Limited own the actual equipment and the Post Office buys the service from them which includes the infrastructure and requests to extract audit data. Before

January 2003, the Post Office was allowed 50 audit extraction requests per year within the fixed price of the service and, subject to capacity limits of Fujitsu Services systems and processes, could purchase others at additional cost. The system would have been fully checked before being issued to the Cleveleys Sub-Post Office.

- 4 Subpostmasters are required to log any faults with their Horizon Systems with a help desk operated by Fujitsu Services, and if Fujitsu Services does not resolve the problem they are required to log it with the Post Office's National Business Support Centre. **[DN – need to check the following sentence with the Network Support]**
The National Business Support Centre have no record of any incident being logged by Julie Wolstenholme or by any other person in relation to Cleveleys Sub-Post Office. Every branch office and Sub-Post Office has the same type of computer equipment and system, subject to variations relating to the number of counter positions in the office.

- 5 Any faults that occurred in the Horizon computer system were eliminated once they were identified. Whilst it is possible for mistakes to occur, this is usually through incorrect inputting to the computer system in the office affected by the mistake. All sub-postmasters were fully trained in the use of the Horizon equipment. The system was fully tested before it was used by the Post Office and it is fit for its purpose. The system itself does not create losses as is claimed by Mrs Wolstenholme.

STATEMENT OF TRUTH

I believe the facts stated in this witness statement are true.

Signed :

Dated :