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SCHEDULE A5**POST OFFICE RESPONSIBILITIES****Version History**

Version No.	Date	Comments
1.0	31/08/06	Agreed version as at date of signature of CCN 1200
1.1	26/09/06	Minor corrections by PO
1.2	11/10/06	Further corrections from FS
1.3	19/01/07	Further minor corrections
1.4	22/01/07	Further corrections
2.0	24/01/07	Baseline copy of 1.4
2.1	05/05/09	Applying changes as per CCN1224a
6.0	06/07/09	Moving all schedules to V6.0 as agreed with Fujitsu
6.1	31/03/10	Applying changes as per CCN1276a
6.2	01/04/10	Applying changes as per CCN1270
7.0	24/05/10	Moving schedule to version 7.0
8.0	21/02/12	Applying changes as per CCN1304b, CCN1310b and CCN1294d
9.0	13/01/14	Applying changes as per CCN1349, CCN1307a, CCN1329a and CCN1346
10.0	10/09/15	CCD reference update, applying changes as per CCN1346 and moving all Schedules to v10.0 in accordance with CCN1506
11.0	31/03/16	Applying changes as per CCN 1423c, CCN 1427, CCN 1504a and moving all Schedules to v11.0 in accordance with CCN1604
12.0	03/07/17	Applying changes as per CCN1614a, CCN1618a and moving all Schedules to v12.0
13.0		Updating as per CCN1613a, CCN1616b, CCN1647 and moving all Schedules to v13.0

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SCHEDULE A5

POST OFFICE RESPONSIBILITIES

1. INTRODUCTION

1.1 This Schedule A5:

- 1.1.1 sets out in Annex A, certain Post Office Responsibilities that Post Office shall perform to enable Fujitsu Services to perform the HNG-X Services;
- 1.1.2 sets out in Annex B, certain Post Office Responsibilities which Post Office shall perform to enable Fujitsu Services to perform the BCSF Service and shall take effect at Trigger Point T5 (Data Centre Ready for HNG-X);
- 1.1.3 identifies in Annex C, the Banking Responsibilities; and
- 1.1.4 Identifies in Annex D, the Banking Obligations.
- 1.1.5 identifies in paragraph 4, the Azure Responsibilities”.

1.2 Subject to paragraph 2.3, Post Office shall perform all Post Office Responsibilities whether or not set out or referred to in this Schedule.

2. POST OFFICE RESPONSIBILITIES RELATED TO THE BANKING FUNCTION AND DEBIT CARD

- 2.1A In respect of Horizon, the provisions of (i) the appendix to the CCD entitled “Debit Card MoP Functional Description” (EF/SER/001) and (ii) Annex C and Annex D to this Schedule, set out the Banking Responsibilities, Banking Obligations, Debit Card Responsibilities and Debit Card Obligations or identify where they are located in this Agreement.
- 2.1B In respect of HNG-x, the provisions of Annex B to this Schedule, set out the Banking Responsibilities, Banking Obligations, Debit Card Responsibilities and Debit Card Obligations or identify where they are located in this Agreement
- 2.2 The omission from the provisions referred to in paragraph 2.1A and 2.1B of an obligation or responsibility of Post Office connected with the Banking Functions or Debit Card shall, for the purposes of paragraphs 2.3 to 2.8:

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- 2.2.1 if the obligation is stated as something for which Post Office "shall be responsible", result in that obligation being classed as a "Banking Responsibility" or "Debit Card Responsibility" (as applicable);
 - 2.2.2 if the obligation is stated to be something which Post Office "shall do", result in that obligation being classed as a "Banking Obligation" or "Debit Card Obligation" (as applicable);
 - 2.2.3 if the obligation is to make payment to Fujitsu Services, result in that obligation being classed as a "Banking Obligation" or "Debit Card Obligation" (as applicable); and
 - 2.2.4 in all other cases shall be, as the context so requires, a Banking Obligation or Banking Responsibility or Debit Card Obligation or Debit Card Responsibility.
- 2.3 Any failure by Post Office to carry out a Banking Responsibility or a Debit Card Responsibility shall not be a Default under this Agreement.
- 2.4 As soon as reasonably practicable prior to Trigger Point T5 (Data Centre ready for HNG-X) the Parties shall review the Banking Obligations, Banking Responsibilities, Debit Card Obligations and Debit Card Responsibilities set out in Annex B to this Schedule in order to agree under the Change Control Procedure any amendments, additions or deletions to those Post Office Responsibilities reasonably required in relation to the detailed design of the Business Capabilities and Support Facilities and provision of the HNG-X Services, once that design is available.
- 2.5 Fujitsu Services shall not be liable to Post Office:
 - 2.5.1 in respect of any breach of its obligations in relation to the Banking Functions (including its obligations to achieve any Service Level which measures Fujitsu Services' performance in relation to the Banking Functions) (the "Dependent Obligations") or any delay in performing the Dependent Obligations to the extent that such breach or delay was caused by the failure by Post Office to carry out a Banking Obligation or a Banking Responsibility (whether or not a Default) (a "Dependency Failure"); or
 - 2.5.2 for any failure to perform or delay in performing its obligations in relation to Debit Card where Fujitsu Services proves that such failure or delay was directly caused by the failure of Post Office to perform a Debit Card Responsibility or a Debit Card Obligation (whether or not a Default).
- 2.6 Fujitsu Services shall notify Post Office in writing as soon as reasonably practicable after Fujitsu Services becomes aware of any Dependency Failure or becomes aware of any matters or circumstances which would with the effluxion of time result in a Dependency Failure.
- 2.7 In the event of a Dependency Failure, Fujitsu Services shall be entitled to recover from Post Office such reasonably incurred, increased costs and expenses (if any) which it

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incurs in performing the Dependent Obligation in question to the extent that such increased costs and expenses were the result of the Dependency Failure. Fujitsu Services shall provide a statement of such increased costs and expenses incurred for approval by Post Office, such approval not to be unreasonably withheld.

- 2.8 Fujitsu Services shall use all reasonable endeavours to mitigate the amounts (if any) payable under paragraph 2.7.

3. ASSOCIATED DOCUMENTS

- 3.1 The following CCDs are associated with this Schedule A5:

	Document Reference	Document Title
1.	EF/SER/001 (Withdrawn) REQ/GEN/REP/1091	Debit Card MoP Functional Description (Withdrawn) Note – this only applies to Horizon Mapping Schedule B3.2 to the HNG-X Solution
2.	CS/PRD/058	Fujitsu Services / Post Office Ltd Interface Agreement for Operational Business Change - Reference Data
3.	PA/PER/033	Horizon Capacity Management and Business Volumes
4.	SVM/SEC/POL/0003	RMGA Information Security Policy
5.	NB/IFS/025	EMV Banking and Retail NBX - CAPO Application Interface Specification
6.	NB/IFS/024	EMV Banking and Retail NBX – LINK Application Interface Specification
7.	DES/NET/TIS/0006	CAPO to HNG-X Technical Interface Specification
8.	DES/NET/TIS/0008	VOCALINK – HNG-X Technical Interface Specification
9.	DES/NET/TIS/1839	Santander – HNG-X Technical Interface Specification
10.	NB/IFS/029 (Withdrawn)	NBX - A&L Technical Interface Specification (Withdrawn)

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	DES/NET/TIS/1839	Santander HNG-X Technical Interface
11.	Withdrawn in CCN1616b	
12.	Withdrawn	
13.	Withdrawn in CCN1616b	
14.	ET/IFS/001	Application Interface Specification: Horizon to e-pay
15.	DES/NET/TIS/0009.	"e-pay – HNG-X Technical Interface Specification
16.	BP/SPE/046	APOP Definition
17.	CS/SPE/011	Network Banking End to End Reconciliation Reporting
18.	SVM/SDM/STD/0001	Post Office Ltd Operational Business Change – Branch, Interface Agreement
19.	BP/SPE/035	NBS Definition Note – this only applies to Horizon
20.	CS/SER/016 (Withdrawn) SVM/SDM/SD/0017	Service Description for the Security Management Service (Withdrawn) Note – this only applies to Horizon Security Management Service: Service Description
21.	CS/SER/010	Transaction Benchmark Service: Service Description Note – this only applies to Horizon
22.	NB/SPE/003	Network Banking: Counter Dialogue - Activity & Screen Flows. Note – this only applies to Horizon
23.	NB/PRP/004	EMV Banking: User Interface Design Proposal. Note – this only applies to Horizon

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24.	SD/STD/001 (Withdrawn) DES/APP/STD/0001	Horizon Office Platform Service Style Guide (Withdrawn) Note – this only applies to Horizon HNGX-UI Style Guide
25.	SVM/SDM/SD/0015	Reconciliation Service: Service Description
26	AP/IFS/063	Horizon APOP Authorisation Service Application Interface Specification
27	DES/NET/TIS/0005	HNG-X RGM Technical Interface Specification

3.2 The following CRDs are associated with this Schedule A5:

	Document Reference	Document Title
	NO CRDs APPLICABLE	

4. POST OFFICE RESPONSIBILITIES RELATED TO THE USE OF MICROSOFT AZURE SERVICES FOR THE HOSTING OF THE SERVICES

- 4.1 Post Office shall accept and agree to the terms of the Customer Agreement and undertakes to comply with such terms at all times during which Fujitsu Services uses the Microsoft Azure Services in providing Services to Post Office.
- 4.2 Fujitsu Services shall notify Post Office of any changes to the Customer Agreement made by Microsoft from time to time. Post Office's continuing use of the Microsoft Azure Services shall constitute acceptance of any such changes to the Customer Agreement. Post Office shall ensure that it continues to comply with the Customer Agreement and any updates and changes made to it by Microsoft from time to time.
- 4.3 Post Office shall:
- 4.3.1 nominate a named individual whose name, phone number and email address shall be manually recorded as having read and accepted the Customer Agreement on behalf of the Post Office.
 - 4.3.2 inform Fujitsu Services promptly of any material breach by Post Office of the Customer Agreement.
 - 4.3.3 authorise Fujitsu Services to place orders for Microsoft Azure Services on behalf of the Post Office, if required.

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ANNEX A

1. POST OFFICE RESPONSIBILITIES IN RELATION TO THE HNG-X SERVICES

- 1.1 Post Office shall provide and maintain Reference Data in accordance with Post Office business requirements and as specified in the CCD entitled "Fujitsu Services / Post Office Ltd Interface Agreement for Operational Business Change - Reference Data" (CS/PRD/058).
- 1.2 Save as expressly provided otherwise in this Agreement, any CCN or Work Order, Post Office shall be responsible for:
 - 1.2.1 the provision of all training for its employees, agents, contractors and sub-contractors; and
 - 1.2.2 the production of all training material required,

in connection with any new and/or modified Services and Applications introduced under the Change Control Procedure and/or the Work Ordering Procedure.
- 1.3 Post Office shall ensure that all ETU Transactions carried out at Counter Positions are correctly processed by e-pay according to the AIS entitled "Application Interface Specification: Horizon to e-pay" (ET/IFS/001) and that daily reconciliation files are produced and processed according to that AIS.
- 1.4 In relation to the POLSAP Services, Post Office shall be responsible for having appropriate and sufficiently trained staff available for the provision of Replacement Services to the POLSAP applications support (whether such staff reside within Post Office or within the Next Supplier of Replacement Services) to investigate and progress operational and application issues relating to the POLSAP applications support 24 hours a day.
- 1.5 In relation to BNR, Post Office shall be responsible for bearing the risk for the wireless hardware once installed until it is returned to Fujitsu Services in the same condition that it was in when installed, subject to fair wear and tear.
- 1.6 In relation to the CCD "Horizon Capacity Management and Business Volumes" (PA/PER/033), section 2.6 Post Office will:
 - 1.6.1 provide information on forecast changes to business volumes; and
 - 1.6.2 endeavour to provide timely information on all likely and possible changes to business volumes,

within current or new Post Office Services.
- 1.7 In relation to the CCD entitled "RMGA Information Security Policy" (SVM/SEC/POL/0003), Post Office shall be responsible for:

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- 1.7.1 assessment and regular review of compliance; and
 - 1.7.2 incident reporting (joint responsibility dependent on area of responsibility).
- 1.8 From 1st April 2015, in relation to Fujitsu continuing to deliver Services which previously had dependencies on the Engineering Service and to facilitate Fujitsu's delivery of those Services, Post Office will be responsible for:
 - 1.8.1 for planning the timings of Counter Gold Build releases and requesting them, using the Change Control Procedure;
 - 1.8.2 the Next Supplier accepting and resolving Incidents raised in respect of Branch Hardware requiring repair or replacement, identified through pro-active monitoring; and
 - 1.8.3 the Next Supplier accepting and fulfilling requests to perform investigation, repair or replacement activities on Branch Hardware (e.g. quiet line test or branch router reset) to support the resolution of Incidents.
- 1.9 From 1st April 2015, Post Office will be responsible for maintaining the Initial Branch Infrastructure (as defined in paragraph 2.1.1 of Schedule B3.4 - Branch Infrastructure) to the specification described in CCD entitled "Counter Hardware Design Specification" (BP/DES/003) in all Branches and any other Post Office authorised locations.
- 1.10 Post Office will be responsible for ensuring that communications related Incidents and/or problems in respect of Branches where Replacement Services to the VSAT BB communications method of the Branch Network Service are being provided by the Next Supplier, are routed to the Next Supplier and not to Fujitsu Services.
- 1.11 It is agreed that title of previously installed BT VSAT BB dishes, mounts, cabling, indoor-units and Cisco VPN router hardware in the Branches ("VSAT Equipment") shall transfer from Fujitsu Services to Post Office on the day of migration of the VSAT BB networking element for that Branch in accordance with the details set out in the Asset Transfer Agreement in Attachment 2. For the avoidance of doubt, Post Office shall pay a Transfer Payment of £1 in accordance with paragraph 7.1.2 of Schedule E for the VSAT Equipment on signature of CCN1614, receipt of which is hereby acknowledged by Fujitsu Services. Post Office will be responsible, on transfer of such title, for the removal and compliant disposal of all VSAT Equipment removed from Branches as part of such Branches' migration from the VSAT BB communications method to Branches to the Replacement, which will be supplied by the Next Supplier. The Parties agree that the approach being adopted for the transfer of ownership and responsibility for removal and disposal of VSAT Equipment is particular only to the VSAT Equipment listed in the said Asset Transfer Agreement and does not create any contractual, commercial or operational precedent for any other equipment removal and disposal activities which may be required in future at any other Branches.
- 1.12 For Branches where the VSAT BB communications method to Branches are being replaced by Replacement Services, Post Office will ensure the timely procurement of the Replacement Services.

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- 1.13 Post office will ensure that the following test environments based at the Fujitsu Services Bracknell location;

1. Solution Verification & Integration (SV&I Rig)

2. Live System Test (LST Rig)

will be modified to contain representative Branch VSAT BB communications infrastructure (providing Replacement Services to the VSAT BB communications method to Branches previously provided by Fujitsu Services) by the Next Supplier. In the event that there are failure(s) as a consequence of such communications infrastructure provided by the Next Supplier or of any Services during the remaining period when Fujitsu Services is providing these test environments, Fujitsu Services will raise new Incident(s) with the Post Office service desk for the attention of the Next Supplier supplying Replacement Services to the VSAT BB communications method to Branches to ensure the support of the Fujitsu Services test environments, including but not limited to enabling the replacement of failed part(s) by Post Office and/or the Next Supplier or reinstating services to the test environments by Post Office and/or the Next Supplier. It is agreed that this support will be provided by Post Office at no cost to Fujitsu Services. Fujitsu Services will exercise reasonable care and skill in accordance with its own established internal procedures when housing and/or using the equipment to perform the Services.

- 1.14 Post Office acknowledges that the HNG-X Test Infrastructure will operate until at least 31st March 2022.

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ANNEX B**POST OFFICE RESPONSIBILITIES IN RELATION TO THE BCSF SERVICES****1. BANKING BUSINESS CAPABILITY**

The following Post Office responsibilities relate to the Banking Business Capability:

- 1.1 Post Office shall ensure the security, safe keeping and proper management (as defined in ISO 11568 parts 1 to 3) of all keys shared between the Data Centre and CAPO and Santander on the CAPO and Santander sides of the interfaces. **[B.Obl.]**
- 1.2 Post Office shall be responsible for ensuring that the links from CAPO and LINK to the Data Centres and information transmitted from CAPO and LINK to Fujitsu Services across those links shall be in accordance with the CCDs entitled "EMV Banking and Retail NBX - CAPO Application Interface Specification" (NB/IFS/025) and "EMV Banking and Retail NBX - LINK Application Interface Specification" (NB/IFS/024) and "CAPO to HNG-X Technical Interface Specification" (DES/NET/TIS/0006) and "VOCALINK - HNG-X Technical Interface Specification" (DES/NET/TIS/0008). **[B.Res.]**
- 1.3 Post Office shall be responsible for ensuring that the information transmitted from Santander to Fujitsu Services across the Santander Circuit shall be in accordance with the CCD's entitled "NBX - A&L Application Interface Specification" (NB/IFS/026) and "Santander - HNG-X Technical Interface Specification" (DES/NET/TIS/1839). **[B.Res.]**

2. BUREAU SERVICE BUSINESS CAPABILITY

The following Post Office responsibilities relate to the Bureau Service Business Capability:

- 2.1 Post Office shall be responsible for installing and ensuring that to the extent required by law all Rate Boards comply and are maintained in compliance with all relevant legislation (current and future), including all relevant Governmental Regulations and, from the date of UK implementation, EU Directives and EU Regulations. Without prejudice to the generality of the foregoing, Post Office shall ensure that the Rate Boards comply with the Electromagnetic Compatibility ("EMC") Regulations 1992, which implement Council Directive 89/336/EEC (as amended by Directive 91/26/EEC, Directive 92/31/EEC and Directive 93/86/EEC).
- 2.2 Post Office shall:
 - 2.2.1 ensure that all Rate Boards are compatible with Counter Equipment using models as specified in the CCD entitled "Counter Hardware Design Specification" (BP/DES/003);
 - 2.2.2 be responsible for the provision of all cabling necessary to connect the Rate Boards to Counter Equipment and shall ensure that such cabling is in accordance with the CCD entitled "Rate Board Cables" (AS/REP/013);

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- 2.2.3 once each Rate Board has been connected to Counter Equipment, carry out all maintenance of that Rate Board and of the associated cabling,. This responsibility extends to all cabling used in making the connection to a Counter Position; and
- 2.2.4 provide mains electrical power to each Rate Board (or where more than one in a Branch, the Rate Boards in that Branch together) from power circuits that are separate from the power circuit dedicated to the Counter Position.

3. ELECTRONIC TOP-UP BUSINESS CAPABILITY

The following Post Office responsibilities relate to the Electronic Top-up Business Capability:

- 3.1 Post Office shall be responsible for ensuring that the link from e-pay to the Data Centres and information transmitted from e-pay to Fujitsu Services across that link shall be in accordance with the CCDs entitled "Application Interface Specification: Horizon to e-pay" (ET/IFS/001) and "e-pay – HNG-X Technical Interface Specification" (DES/NET/TIS/0009).

4. APOP BUSINESS CAPABILITY

- 4.1 The following Post Office Ltd Responsibilities are included in the CCD entitled "APOP Definition" (BP/SPE/046), such Post Office Ltd Responsibilities relate to the APOP Business Capability.
- 4.2 Post Office Ltd shall specify that the Post Office Data Gateway generates an APOP verification file as defined in the CCD entitled "Horizon APOP Authorisation Service Application Interface Specification" (AP/IFS/063) if required for an APOP Service
- 4.3 APS transactions shall conform to the specification defined in the CCD entitled "AP-ADC Reference Manual" (DES/GEN/MAN/0002)
- 4.4 User access to the APOP administration service shall be from within the Post Office Ltd domain and no Post Office Ltd clients will have direct access to data held on the APOP database.

I.e. Post Office Ltd will not grant access from outside the Post Office Ltd domain

APOP Service Authorisation Service

- 4.5 The APOP authorisation service definition for an APOP Service shall conform to the specification defined in the CCD entitled "APOP Reference Manual" (AP/MAN/003).
- 4.6 Post Office Ltd shall conform to the security rules for the creation of administrators and users of the APOP administration service and the use of the APOP administration service by administrators and users as defined in the APOP Administration Service User Interface Design Proposal.

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- 4.7 The APOP Service Definition shall be constructed using the parameters defined in the CCD entitled "APOP Reference Manual"(AP/MAN/003).
- 4.8 Post Office Ltd shall define the service definition for an APOP Service which conforms to the CCD entitled "APOP Reference Manual"(AP/MAN/003) and deliver the service definition to Fujitsu Services.
- 4.9 Post Office Ltd shall define the format of the reports derived from data extracted from the APOP database and delivered to Post Office Ltd by the APOP reporting service.
- 4.10 Post Office Ltd/Prism shall build and maintain the APOP administration service server and workstations which shall include schema files to support the rendering of the extract files produced by the APOP reporting service.
- 4.11 Not Used
- 4.12 Transactions to be processed by the APOP batch service shall conform to the CCD entitled "Horizon APOP Authorisation Service Application Interface Specification" (AP/IFS/063)."
- 4.13 On-line branch transactions initiated at a Post Office Horizon counter position shall conform to the specification defined in the CCD entitled "APOP Authorisation Service-On-line Application Interface Specification "(AP/IFS/064).

New APOP Services

- 4.14 For each new APOP Service:
- Post Office Ltd will produce a specification of the APOP Service business requirements and business process definition as defined in the APOP User Guide.
 - Post Office Ltd will produce the AP-ADC counter transactions.
 - Post Office Ltd will produce the service definition for the APOP Service.
- 4.15 For each new APOP Service, Post Office Ltd shall, subject to the Work Ordering Procedure, require Fujitsu Services to produce:
- Voucher receipt templates;
 - Customer and Branch receipt templates;
 - Counter and Branch weekly reports.
- 4.16 For each Counter and Branch weekly report, Post Office Ltd shall define the:

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- List of products;
- Report title;
- Cut-off requirements

4.17 For each new APOP Service with an external authorisation service, Post Office Ltd shall, subject to the Work Ordering Procedure, require Fujitsu Services to produce:

- An APOP web service, web services agent and (optionally) a web server platform:
- An interface between the Horizon domain and the external authorisation service

Changes to APOP Services

4.18 Post Office Ltd shall, subject to the Work Ordering Procedure, require Fujitsu Services to produce changes to Fujitsu Services supplied components of an APOP Service.

5. DEBIT CARD

The following Post Office Responsibilities are Debit Card Responsibilities:

Debit Card Responsibilities

- 5.1 Post Office shall be responsible for providing, through Post Office Reference Data, DC Token definitions to cover the DC Token ranges supported by Fujitsu Services.
- 5.2 Post Office shall be responsible for following procedures for Debit Card Transaction settlement and exception reporting in accordance with the CCD entitled "Network Banking End to End Reconciliation Reporting" (to be renamed End to End Reconciliation Reporting) (CS/SPE/011) to the extent Post Office is required to do so.
- 5.3 Post Office shall be responsible for generating and transmitting (as reasonably required by the Fujitsu Services) test Reference Data for testing purposes.
- 5.4 Post Office shall be responsible for ensuring that Fujitsu Services has at all times a sufficient number of MIDs and TIDs to enable Fujitsu Services to allocate such MIDs and TIDs to the Branches and Counter Positions respectively.
- 5.5 Post Office shall be responsible for supplying an agreed batch of MIDs to Fujitsu Services in accordance with the OLA "DC Operational Level Agreement" to ensure that one MID is available for each new Branch, whenever the supplies of unallocated MIDs held by Fujitsu Services fall below a threshold limit agreed between Post Office and Fujitsu Services

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- 5.6 Post Office shall be responsible for supplying an agreed batch of TIDs to Fujitsu Services through the Change Control Procedure whenever the supplies of unallocated TIDs held by Fujitsu Services fall below a threshold limit agreed between Post Office and Fujitsu Services.
- 5.7 Post Office shall be responsible for following the reconciliation and incident management procedures for the investigation, reporting and resolution of business incidents related to the use of Debit Card (supported by the Payment Management Business Capability) as set out in the applicable provisions of paragraph 2.8 of the CCD entitled "Reconciliation Service: Service Description" (SVM/SDM/SD/0015)
- 5.8 Post Office shall be responsible for providing MIDs and TIDs in accordance with the processes for business change described in the CCD entitled "Post Office Ltd Operational Business Change – Branch, Interface Agreement" (SVM/SDM/STD/0001).
- 5.9 Post Office shall be responsible for procuring the provision of an EMIS to supply a data feed to the Reconciliation Support Facility from the Merchant Acquirer in accordance with the document entitled "Technical Specification for the Electronic Management Information Service" (SU/SPE/024).

The following Post Office Responsibilities are Debit Card Obligations:

Debit Card Obligations

- 5.10 Post Office shall be responsible for verifying and validating all Debit Card related Post Office Reference Data for use in connection with the DC MoP, save to the extent that Fujitsu Services is obliged to do so (for the purposes of the use of such Post Office Reference Data within the Infrastructure) in accordance with the CCD entitled "Fujitsu Services / Post Office Ltd Interface Agreement for Operational Business Change – Reference Data" (CS/PRD/058). For the avoidance of doubt, the Change Control Procedure shall be used if Post Office requires any Debit Card related Reference Data validation or testing outside the scope of the CCD entitled "Fujitsu Services / Post Office Ltd Interface Agreement for Operational Business Change - Reference Data" (CS/PRD/058).
- 5.11 Post Office shall procure a service designed to ensure that the EMIS file shall be available for collection from the Merchant Acquirer by 15:00 hours daily between Monday and Friday excluding English Bank Holidays. Where the EMIS file is not available by that time, Fujitsu Services shall follow the procedures set out in the relevant OLA.
- 5.12 Post Office shall follow the procedure set out in the OLA entitled "DC Operational Level Agreement" for reporting potential/actual breaches of security within either the Merchant Acquirer or Infrastructure.
- 5.13 Post Office shall ensure the security, safe keeping and proper management of all passwords/passphrases used to generate keys shared between the Data Centre and

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the Merchant Acquirer on the Merchant Acquirer side of the interface between the Data Centre and the Merchant Acquirer.

6. GENERIC WEB SERVICE SUPPORT FACILITY

The following Post Office Responsibilities are Generic Web Service Responsibilities:

- 6.1 For each Generic Web Service Post Office shall be responsible for:
 - 6.1.1 the Post Office tasks as defined in the 'Web Service Client Connection Process' (REQ/GEN/PRO/1386) for the:
 - (a) the Generic Web Service qualification stage;
 - (b) the Generic Web Service specification stage;
 - (c) the Generic Web Service build and test stage;
 - (d) the Generic Web Service introduction stage;
 - 6.1.2 the provision of the baselined WSDL for the Client web service;
 - 6.1.3 the Client specific elements of the Technical Interface Specification between the Generic Web Service and the Post Office Client;
 - 6.1.4 the design, development and testing of the APS transactions conforming to the specification defined in the CCD entitled "AP-ADC Reference Manual" (DES/GEN/MAN/002);
 - 6.1.5 the security assessment of the APS service and the associated Generic Web Service for the Post Office Client.

7. PAF SUPPORT FACILITY

- 7.1 Post Office shall be responsible for supplying to Fujitsu Services the monthly Royal Mail PAF address data on a CD in 'Royal Mail Compressed Standard™' format described in the 'Royal Mail PAF Programmers' Guide' Edition 7 Version 4.0 (REQ/APP/AIS/1526)
- 7.2 Post Office shall be responsible for supplying to Fujitsu Services the monthly Royal Mail PAF address data on a CD in accordance with the CCD 'Fujitsu Services/Post Office Ltd Interface Agreement for Operational Business Change – Reference Data (CS/PRD/058);
- 7.3 Post Office shall be responsible for supplying PAF additional address data to Fujitsu Services conforming to the application interface specification 'Post Office Limited to PAF Application Interface Specification' (REQ/APP/AIS/1503);

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7.4 Post Office shall be responsibly for managing and securely destroying the Royal Mail PAF data CDs after 12 months.

7.5 Post Office shall be responsible for the integrity and accuracy of data provided in accordance with sections 9.2 and 9.3 and any rectifications required as a result of erroneous or corrupt data supplied shall be made at Post Office's sole expense.

8. POST OFFICE DATA GATEWAY

The following Post Office Responsibilities are Post Office Data Gateway Responsibilities. For each Post Office Data Gateway Data File transfer:

8.1 Post Office shall be responsible for supplying to Fujitsu Services approved Application Interface Specifications (AIS) for Data File transformations to be performed by the Post Office Data Gateway Support Facility using the approved pro-forma;

8.2 Post Office shall be responsible for supplying to Post Office Clients the specification of the data in Data Files to be transferred from the Post Office Data Gateway to the Client;

8.3 Post Office shall be responsible for producing, as Post Office requires, Data File delivery reports from Post Office Data Gateway data supplied to Post Office Ltd by Fujitsu Services;

8.4 Post Office shall be responsible for producing Post Office to Post Office Client Operational Level Agreements for each Post Office Client sending Data Files to, or receiving Data File from, the Post Office Data Gateway Support Facility;

8.5 Post Office shall be responsible for ensuring that Fujitsu Services is permitted to process the data received by the Post Office Data Gateway Support Facility on behalf of the data owner;

8.6 Post Office shall be responsible for ensuring that the Data Files transferred between the Post Office Client and the Post Office Data Gateway Support Facility shall be in accordance with the relevant Post Office Data Gateway to Post Office Client Application Interface Specification;

8.7 Post Office shall be responsible for ensuring that the link between the Post Office Client and the Post Office Data Gateway Support Facility will be in accordance with the '*Post Office Data Gateway to Post Office Clients Technical Interface Specification*' (DES/NET/TIS/1499).

8.8 Post Office shall be responsible for supplying the information and ensuring that the content within the PODG Client Connection pack is correct.

8.9 Post Office shall be responsible for the ownership and content within the Post Office Data Gateway (PODG) Route spreadsheets.

9. CLIENT FILE DELIVERY

9.1 Post Office shall be responsible for supplying to Fujitsu Services approved Application Interface Specifications for Data Files from Post Office Clients (to HNG-X) Clients to be processed by the Client File Delivery Support Facility.

10. POST OFFICE DATA GATEWAY CLIENT CONNECTION

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The following Post Office Responsibilities are PODG Client Connection Service Responsibilities.

- 10.1 Post Office shall be responsible for supplying to Fujitsu Services a completed OBC19 form for each request with details of the changes required.
- 10.2 Post Office shall be responsible for ensuring that Fujitsu Services is permitted to process the data received by Fujitsu Services under the PODG Client Connection Service on behalf of the data owner.
- 10.3 Post Office shall be responsible for obtaining security credentials directly from Post Office Clients and to provide Fujitsu Services with the security credentials required to fulfil a PODG Client Connection Service request as defined in "Post Office Data Gateway (PODG) Secure Transfer Procedure" (SVM/SEC/PRO/1784).
- 10.4 Post Office shall be responsible for obtaining all necessary consents, authorisations and notifications from relevant Data Controllers, to enable personal data to be processed by Fujitsu Services as part of PODG Client Connection Service, in compliance with the latest Data Protection Act. Post Office Ltd shall indemnify Fujitsu Services in respect of any losses suffered by Fujitsu Services in connection with the performing the PODG Client Connection Service as a result of any Post Office Ltd failure to have obtained appropriate data protection related consents, authorisations and notifications..
- 10.5 Post Office shall be responsible for managing the service provided to the Client by the Post Office Data Gateway Service

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ANNEX C

BANKING RESPONSIBILITIES

1. HORIZON BANKING RESPONSIBILITIES

- 1.1 The following table identifies the Banking Responsibilities set out elsewhere in this Agreement that shall apply from the Amendment Date until Trigger Point T6 (Counter Application Rollout Complete). For the purposes of such identification only, the table replicates the wording of those Banking Responsibilities and gives their location in this Agreement.
- 1.2 Where the location of any Banking Responsibility set out below is a CCD, when that CCD is updated in accordance with the provisions of Attachments 1 and 4 of CCN1200 or otherwise, any amendments, additions or deletions to that Banking Responsibility or its location in that CCD shall be deemed to have been made also in the table below.
- 1.3 In the event of any conflict or inconsistency between the wording of the Banking Responsibilities set out below and that used in this Agreement where that Banking Responsibility is located, the wording used where the Banking Responsibility is located shall prevail.

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Number	Post Office Responsibility	Location in Agreement or CCD as at date of signature of CCN1200
1	The Contractor shall update the TIS required for those interfaces for approval by POCL, such approval not to be unreasonably withheld.	NBS Definition (BP/SPE/035) v1.0, Section 3.3
2	The Contractor and POCL shall agree from time to time the procedures which each party shall follow and the responsibilities of each party in respect of the transmission of POCL Reference Data which shall be documented in Working Documents.	NBS Definition (BP/SPE/035) v1.0, Section 3.5
3	Post Office Ltd shall be responsible for verifying all NBS related Post Office Reference Data for use in End to End Banking, save to the extent that Fujitsu Services is obliged to do so (for the purposes of the use of such Post Office Reference Data within the Post Office Service Infrastructure).	Fujitsu Services / Post Office Ltd Interface Agreement for Operational Business Change - Reference Data (CS/PRD/058) v11.0, Section 2.6.1.2
4	The counter dialogue for the NBS shall be as documented in the CCD entitled " <i>Network Banking: Counter Dialogue - Activity & Screen Flows</i> " (NB/SPE/003) and " <i>EMV Banking: User Interface Design Proposal</i> " (NB/PRP/004) and by the applicable date specified in the NB Project Plan the Contractor shall propose and POCL shall agree (such agreement not to be unreasonably withheld) any enhancements required to the CCD entitled " <i>HNGX-UI Style Guide</i> " (DES/APP/STD/001) (formerly " <i>Horizon Office Platform Service Style Guide</i> " (SD/STD/001)) for the NBS.	NBS Definition (BP/SPE/035) v1.0, Section 4.1
5	POCL shall be responsible for the integration of the NBS and the NB System into End to End Banking.	NBS Definition (BP/SPE/035) v1.0, Section 5.2.1

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6	POCL shall be responsible for ensuring that Bank's systems supports receipt of C0 Confirmations sent to them, and are able to generate C4 Confirmations to the DRSH, as applicable.	NBS Definition (BP/SPE/035) v1.0 Section 5.3.6
7	Following transmission of the NB Request for such Banking Transaction, POCL shall ensure that the amount which is permitted to be withdrawn shall be included in the NB Authorisation.	NBS Definition (BP/SPE/035) v1.0 Section 5.9.2
8	The provision of information required via the Banks for printing on a NB Receipt is the responsibility of POCL.	NBS Definition (BP/SPE/035) v1.0 Section 5.12.4.3
9	It shall be POCL's responsibility to ensure that Users of the NBS, log-on with separate log-on "IDs" and do not perform Banking Transactions under a different log-on ID in order that the User responsible for each Banking Transaction may be identified from audit trail data.	Schedule B4.3 and NBS Definition (BP/SPE/035) v1.0, paragraph 5.2.5
10	POCL shall submit: (a) Banking Transaction Record Queries to the Horizon System Help Desk which will pass the Record Query to the Contractor's customer service management support unit; and (b) Audit Record Queries and Old Format Queries to the Contractor's customer service security prosecution support section.	Security Management Service: Service Description (SVM/SDM/SD/0017) (Formerly "Service Description for the Security Management Service" (CS/SER/016) v2.0 Section 3.10.7

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11	<p>POCL shall be responsible for ensuring that the link from the information transmitted from Santander to Fujitsu Services across the link to the Data Centres and information transmitted to the Contractor across that link shall be in accordance with the CCDs entitled "Santander HNG-X Technical Interface Specification" (DES/NET/TIS/1839) and "EMV Banking and Retail NBX – A&L Application Interface Specification" (NB/IFS/026).</p> <p>Post Office shall be responsible for ensuring that the links from CAPO and LiNK to the Data Centres and information transmitted from Card Account and LiNK to Fujitsu Services across that link shall be in accordance with the CCD's entitled "EMV Banking and Retail NBX - CAPO Application Interface Specification" (NB/IFS/025) and "EMV Banking and Retail NBX - LiNK Application Interface Specification" (NB/IFS/024) and "CAPO- HNG-X Technical Interface Specification" (DES/NET/TIS/0006) and "VOCALINK – HNG-X Technical Interface Specification" (DES/NET/TIS/0008).</p>	<p>NBS Definition (BP/SPE/035) v1.0,</p> <p>Section 8.1.4.9</p>
12	<p>Such periods shall be scheduled by agreement with Post Office in accordance with current practices used in respect of the Applications (other than the NBS) and the Infrastructure Services, such agreement not to be unreasonably withheld.</p>	<p>Schedule B4.4</p>

2. HNG-X BANKING RESPONSIBILITIES

- 2.1 The Banking Responsibilities that will apply from Trigger Point T5 (Data Centre ready for HNG-X) are designated "[B.Res.]" in Annex B to this Schedule A5.
- 2.2 Where the same or a substantially similar Banking Responsibility is applicable during the Roll Out Phase under both paragraphs 1.1 and 2.1 of this Annex C (but not applicable in respect of the NBS and the Banking Business Capability separately), Post Office need only perform that Banking Responsibility once on each occasion that it is due to be performed.

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ANNEX D**BANKING OBLIGATIONS****1. HORIZON BANKING OBLIGATIONS**

- 1.1 The following table identifies the Banking Obligations set out elsewhere in this Agreement that shall apply from the Amendment Date until Trigger Point T6 (Counter Application Rollout Complete). For the purposes of such identification only, the table replicates the wording of those Banking Obligations and gives their location in this Agreement.
- 1.2 Where the location of any Banking Obligation set out below is a CCD, when that CCD is updated in accordance with the provisions of Attachments 1 and 4 of CCN1200, or otherwise any amendments, additions or deletions to that Banking Obligation or its location in that CCD shall be deemed to have been made also in the table below.
- 1.3 In the event of any conflict or inconsistency between the wording of the Banking Obligations set out below and that used in this Agreement where that Banking Obligation is located, the wording used where the Banking Responsibility is located shall prevail.

Number	Post Office Responsibility	Location in Agreement or CCD as at date of signature of CCN1200
1	<p>Post Office complying with (and ensuring that any third party Post Office uses for siting or storage of such equipment complies with) the following:</p> <ul style="list-style-type: none">- provision of a suitable physical operating environment for Fujitsu Services' equipment used for or in connection with the communications link including the following:<ul style="list-style-type: none">• ensuring the physical security of all equipment which is located on Post Office and/or any such third party's premises to protect against unauthorised access; and• provision of environmental conditions as reasonably required by Fujitsu Services.- permitting Fujitsu Services to gain access (at reasonable times and on reasonable notice) to all locations where such equipment is held or is to be installed, in order to enable Fujitsu Services to effect or procure the	Schedule B4.3 and Schedule B3.3

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Number	Post Office Responsibility	Location in Agreement or CCD as at date of signature of CCN1200
	installation, maintenance, repair, renewal and support of such equipment.	
2	Post Office shall report to Fujitsu Services any actual or potential threats or breaches that may have a material effect on the NBS itself or End to End Banking in accordance with agreed procedures.	Security Management Service: Service Description SVM/SDM/SD/0017 (formerly "Service Description for the Security Management Service" (CS/SER/016)) Section 3.7
3	Post Office shall ensure the security, safe keeping and proper management (as defined in ISO 11568 parts 1 to 3) of all keys shared between the Data Centre and on the CAPO and Santander side of the interface between the Data Centre and CAPO and Santander.	NBS Definition (BP/SPE/035) v1.0, Section 8.1.4.8
4	The Post Office and Fujitsu Services shall agree (such agreement not to be unreasonably withheld) a method of rectification, including a timetable, (a "Rectification Plan") for each Benchmark Time Discrepancy (which plan may involve the agreement of an adjustment to the Target Times) (as in SVM/SDM/SD/0016) (formerly section 1.5.7.1 of CS/SER/010).	Management Information Service: Service Description (SVM/SDM/SD/0016) (formerly "Transaction Benchmark Service: Service Description" (CS/SER/010)) Section 3.1.10.1

2. HNG-X BANKING OBLIGATIONS

- 2.1 The Banking Obligations that shall apply from Trigger Point T5 (Data Centre ready for HNG-X) are designated "[B.Obl.]" in Annex B to this Schedule.
- 2.2 Where the same or a substantially similar Banking Obligation is applicable during the Roll Out Phase under both paragraphs 1.1 and 2.1 of this Annex D (but not applicable in respect of the NBS and the Banking Business Capability separately), Post Office need only perform that Banking Obligation once on each occasion that it is due to be performed.