
From: Mark R Davies[/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=MARK R DAVIESA80D7269-659B-41D0-9C80-68D9DE4FA7C5D38]
Sent: Fri 19/07/2013 9:15:29 AM (UTC)
To: Susan Crichton; GRO
Cc: andrew.parsons; GRO
simon.richardson; GRO
gavin.matthews; GRO; Louise
Chatfield; GRO; Nina Arnott; GRO
Subject: Re: Mediation

Here you go. Also copying Nina to take soundings from Portland.

This is email I sent earlier in week;

I have been reflecting on our conversation on Friday around Horizon.

The danger in reputational terms is that the issue rumbles on without conclusion both before and after the 'final' Second Sight report. This could really damage the business and hamper NT.

We need somehow to take the sting out of it, in advance of the report.

We are taking the right steps in looking to the future (with the working group, user forum and independent adjudicator).

But none of these will go far enough to address the damage which some believe they have suffered. These cases will continue and the noise will be louder as the SS process concludes.

There is an opportunity here to make a big statement about the kind of business we are and intend to be in future.

We can't though issue a blanket apology because we just don't know the details of each case. At present we also face the risk of an "open ended" situation where the pipeline of cases is potentially very long.

So I wonder whether something like the following would work;

- we create an independent panel to oversee cases where a SPMR feels lack of training or support contributed to an issue (therefore in addition to the legal review)
- we proactively invite people to submit their cases to the panel (including writing to the likes of those in the Telegraph piece)
- the panel is chaired by a QC or perhaps a former MP/peer
- it hears evidence from the SPMR and PO on the training and support elements and reaches a 'judgement'
- evidence is made public
- we allocate funding to compensate in cases where training and support judged to have fallen short (but the fund is limited)

I appreciate this is potentially expensive and needs more thought but I think it worth considering.

Thoughts?

Mark

Sent from my iPhone

Sent from my iPhone

On 19 Jul 2013, at 10:11, "Susan Crichton" [GRO] wrote:

Mark - can you also circulate your ideas before the call?

Thanks

Susan

From: Mark R Davies
Sent: Friday, July 19, 2013 09:01 AM
To: Parsons, Andrew [GRO]
Cc: Susan Crichton; Richardson, Simon [GRO]; Matthews, Gavin [GRO]; Louise Chatfield [GRO]
Subject: Re: Mediation

Copying Louise - please can you work out a time today with Susan C'a office?

M

Sent from my iPhone

On 18 Jul 2013, at 17:14, "Parsons, Andrew" [GRO] wrote:

Mark

Further to below, I'm around all day tomorrow but in other Horizon-related calls at 11-12 and 3-4. Other than that, let me know when is best for you and Susan and I'll make sure I'm available.

Kind regards
Andy

Andrew Parsons
Senior Associate

for and on behalf of Bond Dickinson LLP

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From: Mark R Davies; GRO
Sent: 17 July 2013 20:11
To: Parsons, Andrew
Cc: Susan Crichton; Richardson, Simon; Matthews, Gavin
Subject: Re: Mediation

Hi

Will send you my thoughts - essentially an outline of what might work from my perspective.

I'm tied up all day tomorrow but could do a call on Friday.

Mark

Sent from my iPhone

On 17 Jul 2013, at 18:58, "Parsons, Andrew" >GRO wrote:

Susan

Gavin and I have run lots of mediations so happy to field any questions. We're around nearly all day tomorrow (except 10-11). Please let us know when is best for you and Mark.

Kind regards
Andy

Andrew Parsons

Senior Associate

for and on behalf of Bond Dickinson LLP

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From: Susan Crichton; GRO
Sent: 17 July 2013 14:28
To: Parsons, Andrew
Cc: Richardson, Simon; Matthews, Gavin; Mark R Davies
Subject: Mediation

Andy - our Comms director at POL, Mark Davies is keen to explore the concept of mediation (I will send you his thoughts separately) who is the best person at BD to discuss this with and when could we do it?

Thanks

Susan Crichton | HR & Corporate Services Director

<image009.jpg>

1st Floor, Central Wing, 148 Old Street, London, EC1V 9HQ

GRO	Postline	GRO
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