
From: Bounds Gavin[/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=BOUNDSG]
Sent: Tue 06/10/2009 8:31:07 PM (UTC)
To: Tait Duncan[GRO]
Subject: FW: Horizon Data Integrity publicity - briefing summary

Duncan

A heads up, in case of questions from Roger and/or the client:

I asked Suzie, RMG Acc Mgr, to summarise our involvement in assisting POL rebut sub masters allegations (made public) of flawed data integrity caused by Horizon - leading to inaccurate accounts and thus monies owed. Please see below.

Kind regards,

Gavin

From: Kirkham Suzie
Sent: 06 October 2009 12:36
To: Bounds Gavin
Subject: Horizon Data Integrity publicity - briefing summary

Gavin

I have detailed below a brief summary of the sub postmaster claim that Horizon fails to maintain the integrity of branch accounts if the branch experiences technical issues.

Horizon has been running for around 10 years, during which time Post Office has had to handle a number of legal cases surrounding system integrity, mostly from apparently disgruntled or fraudulent sub postmasters. Fujitsu has twice appeared in court to support Post Office. Only once has Post Office conceded its case, and this was at a time when the audit trails were too short to provide sufficient evidence to refute a sub postmaster's claims.

In recent weeks a number of sub postmasters are again querying the data integrity of Horizon and are claiming that they are owed money by the Post Office due to inaccurate branch accounts. These sub postmasters are talking to the press (London News) and trying to gain some momentum to support their case - it's even rumoured that the BBC is considering a Watchdog programme on this subject. Post Office is trying to head-off this possible escalation of interest by preparing a stock of simple responses to possible questions from the media, or from interest groups. I have summarised below the timeline that details when Post Office asked Fujitsu for assistance in compiling this information

The initial request from Post Office (Dave Smith and David Gray – POL) was made on 24th September asking us to join a conference call on Friday 25th September. This call was to be hosted by Dave Smith where Dave would outline his understanding of the situation and outline his response. Fujitsu would only comment if he made any factual errors on how Horizon works.

- I spoke to Mike Wood, David Roberts and our Press Office as soon as the request was made. FJ Press Office confirmed with POL Press Office that the journalist would not be present at this conference call and that it was purely internal POL attendees. They also confirmed they did not want FJ responding to any questions from the press or external organisations. This was a Post Office issue as the solution has been formally handed over to Post Office. They only need Fujitsu for "expert" advice if required.
- Friday 25th September – conference call completed. FJ attendees Jeremy Worrell, Alan Hodgkinson, Jim Sweeting and Howard Pritchard
- During the conference call POL requested from Fujitsu a short paper to describe how Horizon maintains the integrity of the branch accounts when certain issues affect the branch eg blue screen, hardware failure. Report requested to be given to Dave Smith by 2nd October
- Gareth Jenkins (FJ architect) spent the best part of one day completing the report. The finished report was passed to Amanda Craib (Commercial - at David Roberts request) before being sent to Dave Smith. Report was sent to Dave Smith on Friday 2nd October late morning just prior to a second conference call.

- Friday 2nd October – second conference call – Dave thanked Fujitsu for the document – no further actions at this stage.
- I spoke to Andy McLean on 5th October - he didn't expect any further activity for at least a couple of weeks.

If POL request further involvement from Fujitsu I will discuss with Dave Smith how we will cover this commercially but at the moment we have nothing further to do.

In summary, our body of evidence is mature, so we're well-placed to help Post Office today. But when "Horizon Online" is installed in 2010, much of our existing material will become irrelevant, so allegations of system failures in the future may take more work in preparing evidence or explanations.

Regards

Suzie

Suzie Kirkham

**Account Manager
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