

Witness Name: Melissa Karen
Delamaine
Statement No: WITN07140100
Exhibits: None
Dated: 17th March 2023

POST OFFICE HORIZON IT INQUIRY

FIRST WITNESS STATEMENT OF MELISSA DELAMAINE

I, Melissa Delamaine, will say as follows...

Introduction

1. I am an Account Manager for the World's number 1 privately owned Flavour and Fragrance company. For the past 17 years since leaving Fujitsu, I have worked in this industry in similar roles.
2. During my time at Fujitsu in Stevenage which I believe spanned approximately 2 years, I worked as a Helpdesk operator and trained new Helpdesk operators working on the Post Office Account.

Training and/or instructions received for HSH and/or HSD

3. Upon joining Fujitsu, I had classroom style training where we were taught how to handle the hardware, perform factory resets, understand the setup of a postmaster/mistress till, learn the software etc., before moving on to how to handle a call and the processes we should go through to resolve the issue of the caller. We were taught also, how to log this in the system.
4. During part of my time at Fujitsu I was asked to help with training new starters. This training took on the same form as the training I had, and I believe it ran from 4-6 weeks.

Experience working on the HSH/HSD

5. At Fujitsu we worked in teams of around 6 people, who sat together and worked the same shift together. The shifts rotated and I believe ran from around 8am — 6.30PM total coverage.
6. During an average day at Fujitsu, I would simply be taking any calls that came in from a postmaster/mistress regarding issues such as, the screen wouldn't turn on, no power lights on the base unit, printer not working, connection issues etc. During all these calls, I would start with a greeting, assess the issue and work through the system to direct the PM to the right resolution. In extreme circumstances where this couldn't be resolved over the phone, we would make a referral (I think) for an engineer to go out. I do not know whether this then happened automatically or was vetted, as it was such a long time ago.

7. I wouldn't say we had any resources as such, just our training, built up knowledge and the system we were inputting the data in to. We had a supervisor for our team and for me it was someone called Ken. It has been a while, but I remember him not being a good manager/supervisor and he wasn't well respected among the team for that reason.

8. I wouldn't say my team members at the time saw Fujitsu as a career path but more a job that would do. It was a fairly nice place to work and I had some good times there with my colleagues but it was a very boring and mundane job with little career prospects. I left here and ended up in the Flavour & Fragrance industry where as aforementioned I have been for 17 years, with great success and career development.

9. If we required a break, we were to go on DND (Do not Disturb). Our time spent on DND was monitored.

Did the HSH/HSD provide adequate support to Subpostmasters?

10. In my opinion, the helpdesk largely provided adequate service to the callers, however, I feel that the machinery itself was obviously problematic and training to the PM's wasn't sufficient. For example, I would get calls saying the computer wouldn't turn on, and it would be because the monitor or base unit wasn't switched on.

Bugs, errors and defects within the Horizon IT System

11. I am not aware of any bugs, viruses, or defects with the system, but as I say the frequency of the issues and the simplicity of the issues does make you wonder whether perhaps there was a bigger issue.

Further comments

12. I do not feel I have anything further to add and feel that I have provided as much information as I can recall from such a long time ago.

Statement of Truth

I believe the content of this statement to be true.

Signed:

GRO

Dated: 17th March 2023

Index to First Witness Statement of Melissa Delamaine

No.	URN	Document Description	Control Number
1	N/A	N/A	N/A
2			
3			
4			
5			