

Message

**From:** Angela Van-Den-Bogerd [GRO]  
**on behalf of** Angela Van-Den-Bogerd [GRO]  
**Sent:** 04/07/2013 08:59:13  
**To:** Theresa Iles [GRO]  
**Subject:** RE: Conference Call this morning with Paula

Theresa,

I'll be dialling in.

Angela

Angela Van Den Bogerd I Head of Partnerships

148 Old Street, LONDON, EC1V 9HQ

[GRO]

angela.van-den-bogerd [GRO]

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-----Original Message-----

**From:** Theresa Iles  
**Sent:** 04 July 2013 08:25  
**To:** Mark R Davies; Alwen Lyons; Martin Edwards; Susan Crichton; Lesley J Sewell; Angela Van-Den-Bogerd  
**Cc:** Sarah Paddison; Jorja Preston; Amanda A Brown; Gina Gould  
**Subject:** Conference Call this morning with Paula

Hi All

Referring to Paula's email below (and Alwen's in RemCom/NomCom till 10:30) - can I suggest 10:45am in Paula's room for the conference call - please let me know if you will be calling in/attending in person.

Dial in details are as follows:

Dial in  
From landline:  
From mobile:

[GRO]

Participant's code: 1512931#

Chair code: 2113547#

Kind regards  
Theresa

-----Original Message-----

**From:** Paula Vennells  
**Sent:** 04 July 2013 08:04  
**To:** Mark R Davies; Theresa Iles; Sarah Paddison  
**Cc:** Alwen Lyons; Martin Edwards; Susan Crichton; Lesley J Sewell; Angela Van-Den-Bogerd  
**Subject:** Re: Hi

Thank you Mark. And also thanks to Martin for his inputs over the last 24 hours whilst on holiday. In fact, for the record, I am hugely appreciative of the work going in by everyone and your teams over the last few days.

Could you forward the JA letter if not already done so (haven't yet checked all mails).

I'll try to get a conference call in for the ExCo sub-group this am. The meeting went better (and at moments) worse than hoped. But overall, the balance was positive. I suggest you speak to Alwen who can debrief you. I am with the Fujitsu CEO at 8am then at a Crown vision event (visible leadership:) so although I'll try and call personally it may not be possible.

The angle is turning I think, to Horizon is ok (hurrah) but we as a business are not. Ie., that we have behaved in a heavy-handed way with some Spms who panicked, which resulted in them inadvertently getting into a muddle and committing fraud. There is no suggestion that it is wide-spread and there is recognition that other prosecutions were correct.

I have a number of thoughts on this, which we need to discuss. This was fed back to me also by Will post the JS/JA phone call. His view was that JA was very loose on detail and backed off a number of points when challenged but that was pursuing this theme - ie., big institution poor duty of care. If it is true, I am very clear that I would want to call it out first. It does not sit comfortably with our current values and it would undermine the trust in the brand.

However, we need to be very careful about proportionality, which is the point I have made consistently: a handful of cases vs 2.5bn txns a year, vs (at the time) 15-20k Spms who didn't panic, etc.

I would like Susan to find out how many prosecutions we have had over the last 10 years. And from Angela, I would like to know what flags we have in place in the NBSC and in Chesterfield today, to make sure we pick up any signs of concern or incompetence or inability re Spms balancing etc. If accurate answers are not available immediately, I need a steer for our phone call.

Susan, I will try to call you asap I finish with Duncan as would like more advice before the call.

Finally, I'd like our next steps updated please: there are a number of activities various of us have committed to doing and I'd like a check all is on track. Could everyone come on the call with a list.

Theresa, could you get a conf call in the diary for mid-morning?

Many thanks all.

Paula

Sent from my iPad

On 3 Jul 2013, at 19:36, "Mark R Davies" [GRO] wrote:

> Hi Paula

>

> I hope the Second Sight meeting went as well as it could have done. And that you are ok after another long day!

>

> We have a draft letter for you to send to James and have got to the bottom of the 'Bracknell email' issue which James raised in the meeting today.

>

> I also feel that the comms positioning is coming along well.

>

> Portland have been in twice today and provide helpful perspective (though I must also say that Nina and Ruth are making for a good in house team).

>

> Their view, which I agree with, is that subject to how the report lands, we can and should handle the story without putting you up for TV and other interviews. We have also landed the 'rocks' which should form the basis of our statement.

>

> I'll let you know any other developments.

>

> Mark

>

> Sent from my iPhone