

## Royal Mail Group

Documentary Production  
(backing sheet)

Procurator Fiscal's Reference:

**GRO**

Case of:

**GRO**

Court Production Number:

Description of Document:  
Production Transcript of Taped  
Interview 2 **GRO**  
20/09/11

Business/Department:  
Post Office Ltd Security Team

Address:

**GRO**

Telephone:

**GRO**

## ROYAL MAIL - CONFIDENTIAL

### Record of Tape Recorded Interview

Person Interviewed GRO

Production No:  
Number of pages: 22  
**GRO**  
Signature of interviewing officer producing summary

Place of Interview GRO

Date of Interview 20.9.11

Time commenced 12.40

Time concluded 13.25

Duration of interview 45 mins

Tape reference no 070880

Interviewing Officer(s) ROBERT DAILY (RD)

MICHAEL STANWAY (MS)

Other persons present

| Tape counter times | Person speaking  | Text   |
|--------------------|--|--|
| 0.08               | RD   | I'm resuming this interview, the time is 12.40, we're still in <span style="border: 1px dashed black; padding: 2px;">GRO</span> at <span style="border: 1px dashed black; padding: 2px;">GRO</span> For voice verification my name's Robert Daily.   |
|                    | MS   | Michael Stanway.   |
|                    | <span style="border: 1px dashed black; padding: 2px;">GRO</span> | <span style="border: 1px dashed black; padding: 2px;">GRO</span>   |
|                    | RD   | Ok <span style="border: 1px dashed black; padding: 2px;">GRO</span> I have to remind you that you are still under caution. I'll just show you form side B again.   |
|                    | <span style="border: 1px dashed black; padding: 2px;">GRO</span> | Yeah.  |
|                    | RD   | If you could just time and date up there please it's 12.41 and just confirm that you've been reminded that you're still under caution. You do have, you do, you can have a solicitor present, if you wish to do so, we can contact a solicitor for you and you do have a right to private consultation er... |
|                    | <span style="border: 1px dashed black; padding: 2px;">GRO</span> | Just the same as the first time.   |
|                    | RD   | Just the same yeah, it's just to remind you of your legal rights, you're not under arrest and you are free to leave if you wish.   |
|                    | <span style="border: 1px dashed black; padding: 2px;">GRO</span> | So it's 11, 12 sorry.  |
|                    | RD   | 12.41.   |
|                    | MS   | 12.41  |
|                    | <span style="border: 1px dashed black; padding: 2px;">GRO</span> | 12.41.   |
| 1.22               | RD   | Now you can have, if you wish to speak to a solicitor as soon as is practical or   |







## ROYAL MAIL – CONFIDENTIAL

## Record of Tape Recorded Interview (continued)

| Tape counter times | Person speaking                     | Text  |
|--------------------|-------------------------------------|---|
| 7.20               | RD<br>GRO<br>RD<br>GRO<br>RD<br>GRO | <p>that come in, tourists and everything. But because of the bad weather that didn't happen.</p> <p>Right.</p> <p>So what we were planning to gain in summer time never happened.</p> <p>Right.</p> <p>So we couldn't build up you know like a reserve for the winter time, that's what happened.</p> <p>Right.</p> <p>We ran the Post, we ran the shop, we have in summertime, it's three times, in the winter times it's two times we need to go to the other side to get all the supplies for the restaurant, the hotel and the shop. We take over all the parcels that's laying out there. We have contracts with couriers, they drop it at the shed in REDACTED we'll pick it up from there and we'll charge them for that. So that's what we need to do as well, that takes up a lot of time. So it's, I just don't have enough hours in the day to check on things and I just go like. In the end we haven't had a holiday in two years and working 7 days a week from 9 till 9 or 10 or 12 in summer times. There's just not enough time to check on things. In the end it'll just go like a red bull and whoever screams the loudest will get their money first, that's how it happens I'm afraid.</p> |
| 8.51               | RD<br>GRO<br>RD<br>GRO              | <p>Okay I'm sorry for taking you back to this but for your first year from 2009, you was saying you could pay the bills okay?</p> <p>Yeah.</p> <p>And you got to April, May last year, you said earlier on that's when started to.</p> <p>Well the other big problem we had was, that started in 2010, 2000 and yeah. We had problems with the electricity company because in the house we rent, they were really, really old meters and I had to pay electricity bills like nearly £1,000 a month and I constantly told them that can't be right because the previous owner only paid £4-500 a month and at one point there was, I spoke to one of the company and he said well I've done some checks and you pay more electricity than a big Co-op on the mainland. So he said well you can see that something's not right and I want to have it done, I want to have that sorted because I can't afford to pay £1,000 a month on electricity and that took over more than a year, more than a year and then at point I said well I'm happy to pay for someone to come over and do checks. We had to leave the main house in</p>  |

## ROYAL MAIL – CONFIDENTIAL

## Record of Tape Recorded Interview (continued)

| Tape counter times | Person speaking | Text  |
|--------------------|-----------------|---|
|                    |                 | <p>2009 because there was a fire in the wiring and it was old and dodgy so we had to live in here for a couple I think for a half year and at that point I asked the electricians who did the rewiring to do a measuring on the electricity in the shop and they told me that we were paying, you know the meters were like, how do you say that, it was like there were two things, but because they were so old, I don't know the right words, they were exhausted. So the meters went quicker, so the meter readings, the actual meter readings were not correct. So I've been moaning to them about more than a year and then I got a letter saying that we didn't want to do anything about it, then I had to pay like I think it was £5,000 and I said I'm not going to do that because I know it's wrong. I said I want you to come and check the meters yourself and I'm happy to pay for that. But if it's, you know if it's stated that the meters are old and not right I want to have it sorted. And then I didn't hear for a couple of months and I phoned again and said what's happening, he said oh you're on a wee island, we don't have anyone to come over to there and you just have to pay your bills. I said no I don't want go there with that. And then they came up with, well there's a new government scheme for placing smart meters and it will cost you nothing and then we have actually daily readings and I said well that's happy, I'm fine with that. So they installed new meters and right from the start we could see we did only half of what we did before. So I said to them look after two months you can see that we don't, sorry, we only do half of it so I want to have the whole thing re-billed and he said no because we have to wait until another half year to see if it's actually, if it's true. I said well you have your daily readings, it goes through smart meters so they are correct. So after the half year they finally admitted that the meter readings were wrong but now they wanted to wait for the winter period to come and I said look in winter time we use even less electricity because the fridges don't work that hard, we even put them out during the night. We have energy bulbs everywhere, the heating goes through a different meter because that's panel Heaters and that gave a lot of pressure from the electricity company at one point I had to pay like £500 a week otherwise they'd want to try and cut us off. I thought I can't have them cut the shop off because it's the only shop on the island and it needs to keep going, I can't just say to people look the shop's closed, we don't have any electricity, go shopping anywhere else. So that was another point of, a lot, a lot of pressure on me. With all the problems we had with the money I never could</p> |





**ROYAL MAIL – CONFIDENTIAL**

**Record of Tape Recorded Interview (continued)**

| Tape counter times | Person speaking  | Text   |
|--------------------|--|--|
| 17.25              | <p>GRO</p> <p>RD</p> <p>GRO</p> <p>RD</p> <p>GRO</p> <p>RD</p> <p>GRO</p> <p>RD</p> <p>GRO</p> <p>RD</p> <p>GRO</p> <p>RD</p> <p>GRO</p> | <p>So your fuel was too high, when it was too high you just, you didn't have the money to pay for it. Was it because the profit margin isn't there. I mean you say that was for £5,000?</p> <p>It's like you have to pay cash for your petrol and then most people, they'd use the petrol are paying on account, it's like the fish, there's two fish farms, there's the big bed and breakfast on the island who always pays everything on account. So we tried to reduce, it's the nurse's car, it's the Royal Mail van, they all pay on account. So you know the money that comes back from that load of petrol doesn't cover for the next load.</p> <p>Right.</p> <p>Cos you have that money like one month or even two months later.</p> <p>So you're paying in advance?</p> <p>We have to pay in advance and so we said, this year we said to the tourists, look we can't do this anymore cos we don't have, we don't build enough money to pay for the next load and then there's the running costs as well and the filling station costs about like £3-4000 a year to get for electricity, for maintenance, for checks, licences and everything. So we told them look we can't do this filling station anymore cos the shop can't bear the losses of the filling station. If you would have a profitable, you would have like prices that no one wants to pay for, cos everyone says okay we know you need to pay more than on the mainland cos we have to pay for carriage from Gourock to the island so that puts already pressure on the petrol price, so it would end up like you have to pay £1.75 for one litre which no one will pay for. They know they have to pay more but they're not, you know you're not stupid you're not going to pay 30p a litre more...</p> <p>Yeah.</p> <p>Than on the mainlands and that was part of the whole problems as well.</p> <p>Yeah. Right so people on account they pay a month later but you're having to pay in advance to get the fuel so it just didn't marry up for you to.</p> |
| 19.29              | <p>GRO</p>   | <p>No when we took over there was like, this big, like you know you the one that you have with every people that pays on account because they thought it's an island and we just put it on tab. But you have to buy yours and we tried to explain to the people, look we have to pay for our supplies and we have to pay that in advance and before we sell anything, you know we need to have funds back and they were really, really cross about this, you know you're newcomers, you're not</p>   |

## ROYAL MAIL – CONFIDENTIAL

## Record of Tape Recorded Interview (continued)

| Tape counter times | Person speaking   | Text   |
|--------------------|---|--|
| 20.36              | RD<br>[GRO]<br>RD<br>[GRO]<br><br>RD<br>[GRO]<br>RD<br><br>[GRO]<br>RD<br>[GRO]<br>RD<br>[GRO]<br>RD<br>[GRO]<br><br>RD<br>[GRO]<br><br>RD<br>[GRO] | <p>from the island and then you tell them you can't buy on the tab anymore. So we said we'd just do the businesses because that's a bit difficult, so we do that on tab, so we have like. I need to write out like 15 invoices every month for businesses for money and that will take another 1 and half , 2 months before they pay me and I put. I have to, after half year I put restriction on it, if they don't pay us within 14 days I put 5% extra on it. But that will never happen they never pay that.</p> <p>So was that for fuel? Was that for the shop?</p> <p>For the shop as well.</p> <p>For goods in the shop.</p> <p>For goods in the shop as well. And I think when we took over, we never realised it was going to work like that, because we had to have more of. If we'd had had that £15,000 working capital I think we would be alright. But we never realised that people would just went on the tab and never paid for anything. They're still all like you know I'll pay you tomorrow.</p> <p>Right okay.</p> <p>I think that's just part of the whole problem.</p> <p>The premises the Post Office your house is in and the filling station and you've got two holiday cottages here, one of which we're sitting in just now. Does that all come as part of the lease from the Trust?</p> <p>Yeah.</p> <p>We say the Trust, is this the Island Trust?</p> <p>Yes.</p> <p>How much do you pay for that?</p> <p>£10,000 a year.</p> <p>10,000 a year how do they bill you?</p> <p>Monthly. First it was two times a year and then we said you know we have to put up some money, much money in half a year so we'd rather pay every month so we know it's been paid.</p> <p>So how much is that a month?</p> <p>It's like, it depends, they pay it goes by day, so one's 30 days and one's 31 days, it's about £849 a month depending on how many days there is in a month.</p> <p>Do you lease out the cottages during the summer or any time?</p> <p>Yeah.</p> |
| 22.12              | RD<br>[GRO]   |  |



## ROYAL MAIL – CONFIDENTIAL

## Record of Tape Recorded Interview (continued)

| Tape counter times | Person speaking   | Text   |
|--------------------|---|--|
| 24.14              | RD<br>GRO<br>RD<br>GRO<br>RD<br>GRO<br><br>RD<br>GRO<br>RD<br><br>GRO<br><br>MS<br><br>GRO<br>MS<br><br>GRO<br>MS<br><br>GRO<br>MS<br><br>MS<br><br>GRO | <p>£2 coins, was that, was it just £2,000 you put in that day or did you put anymore in?</p> <p>I don't remember.</p> <p>You don't remember.</p> <p>I don't remember.</p> <p>I'm just trying to establish if it would show up as £2,000.</p> <p>It must have been my own banking, it must have been the shop banking and then I had the bags with the £2 coins, which before that I could just hand over and they gave me back the £10 notes.</p> <p>Right.</p> <p>Then they said we don't do that anymore it needs to go through your account.</p> <p>But you still had to take the 2,000 coins over to the mainland because it was a waste of time putting it in through the Post Office.</p> <p>Well you know I just should have sent it back to the Post Office but I thought it was handier to go to Campbeltown to change it and take £10 notes back for the ATM machine that was the...</p> <p>Can I just quickly just go back. What's your actual income, would you say per month?</p> <p>We don't have an income.</p> <p>You've got your salary from the Post Office which we looked at earlier which was about, just short of £800.</p> <p>Yes £709 780.</p> <p>700 and your other income from the shop, erm.</p> <p>It's just if we need some, well you've seen the credit cards, if we need anything it just goes through the shop.</p> <p>No, no I appreciate that. I'm just thinking that if, say during the summer erm I know you're saying it was a bad summer so you might have had about 6,000 and then the winter was how much would you say you took was it about 2 and half thousand.</p> <p>2 and half thousand. But that's just the cash, it's not the invoicing so I don't know.</p> |
| 25.59              | MS  | <p>I'm just, I can see a shortfall in your incomings as against your outgoings immediately. If your margins were sort of set about 25%, you're looking probably just over £600 profit from the shop just on that ball part figure, it might be</p>   |

## ROYAL MAIL – CONFIDENTIAL

## Record of Tape Recorded Interview (continued)

| Tape counter times | Person speaking   | Text   |
|--------------------|---|--|
| 26.26              | <p>GRO<br/>MS</p> <p>GRO</p> <p>MS<br/>RD<br/>MS</p> <p>GRO<br/>MS</p> <p>GRO<br/>MS</p> <p>GRO<br/>MS</p> <p>GRO<br/>MS<br/>MS<br/>MS<br/>RD</p> | <p>perhaps as high as 30%. But with your income from the Post Office, once you've paid your rent and your electric.</p> <p>Yeah.</p> <p>You're almost, you're almost, you haven't got enough money so you haven't eaten at that point. And you've not actually paid any of your other bills. Do you have an income coming in from anywhere else?</p> <p>Well we do the couriers, we invoice the couriers and I just finished the bookkeeping from 2009 till April 2010 and that was like £12,000 we earned extra. So the income from the cottages is extra, we had bike hire in 2010 but it wasn't really much money and the transport, like the car like transport things we do. We earn money for that but then again there's cost on the other side for diesel and you know.</p> <p>Yeah so just. Are you okay</p> <p>Ok fine yeah.</p> <p>If I just go just for a bit longer. So we talked about your shop and your stock and your husband perhaps ordering a bit too much in. But eventually that'll sell won't it?</p> <p>Yeah.</p> <p>Because there's not masses of stock certainly foreseeably having a look round, there's not overrun with it. So surely the profit from that.</p> <p>When we took over it was £33,000.</p> <p>Yeah I'm just looking at it. If you're selling all that, then there'll be a profit element in order to go and buy some more wouldn't there?</p> <p>Ah ha.</p> <p>So what I'm leading to is that if you've got that going on, you've got this income, you've got the extra income from the couriers which is obviously how you can pay the other bit and what have you. How do you think it got to 23, 22,000, 23,000?</p> <p>The money that's missing you mean?</p> <p>Yeah.</p> <p>I have no idea.</p> <p>Okay.</p> <p>I just.</p> <p>Did you not keep a note of how much you were taking out?</p> |
| 28.11              | RD  |  |

## ROYAL MAIL – CONFIDENTIAL

## Record of Tape Recorded Interview (continued)

| Tape counter times | Person speaking   | Text  |
|--------------------|---|---|
| 28.14              | <p>GRO</p> <p>RD</p> <p>GRO</p> <p>RD</p> <p>GRO</p> <p>RD</p> <p>GRO</p> <p>RD</p> <p>GRO</p> <p>RD</p> <p>GRO</p> <p>RD</p> <p>MS</p> <p>RD</p> <p>GRO</p> <p>RD</p> <p>GRO</p> <p>RD</p> <p>GRO</p> <p>RD</p> <p>GRO</p> | <p>Yes I did, I had it on the.</p> <p>Or not putting into the Post Office, when you made your deposits?</p> <p>Yeah cos you know on the sheet you could see, I know what I owed the Post Office.</p> <p>Yeah.</p> <p>But you know because.</p> <p>You just didn't register it was that much. Because you did tell us.</p> <p>I must have known but I just didn't go into my brain and I thought oh you know somewhere it needs to stop because I told Doug as well, I should have phoned the Post Office because this is you know it's getting worse, I must stop this and someone needs to tell me, I have to stop this and I never, you know as you see it now I'm a thief. But I just never just realised it. I just was, I borrow it and I'll pay it back and that was, it didn't happen.</p> <p>But it got out of hand?</p> <p>Got out of hand.</p> <p>Because you told Doug.</p> <p>(Becomes upset) I feel really awful about it.</p> <p>That's alright take your time Ali, because you did take.</p> <p>I've never been a crook, I've always been honest and everything. I can't, I don't know why I did it. I just feel terrible, sorry.</p> <p>Okay.</p> <p>That's okay.</p> <p>You did tell Doug you thought it was over 13,000 is that correct?</p> <p>Well I must have known how much it was.</p> <p>But you're telling him you thought it was 13, then you found it was 23,000, you told him you didn't realise it had got that far.</p> <p>No. You know I just hate myself.</p> <p>What I'd like to do just now is er.</p> <p>It was just, on most days because I work so many hours and I don't have time for anything, I just go on and go on and go on, you know I just block it somewhere and think oh that's a problem for tomorrow and then a new problem arises, and I just I just I got to the point just your brain's not working anymore.</p> |
| 30.15              | RD  | I've got so many branch statements here Ali, we need to get other ones from the shop, the Post Office.  |

## ROYAL MAIL – CONFIDENTIAL

## Record of Tape Recorded Interview (continued)

| Tape counter times | Person speaking   | Text   |
|--------------------|---|--|
| 30.22              | <p>GRO</p> <p>RD</p> <p>GRO</p> <p>RD</p> <p>GRO</p> <p>RD</p> <p>GRO</p> <p>RD</p> <p>GRO</p> <p>RD</p> <p>GRO</p> <p>RD</p> <p>GRO</p> <p>RD</p> <p>GRO</p> <p>RD</p> <p>GRO</p> <p>RD</p> <p>GRO</p> <p>RD</p> <p>GRO</p> <p>RD</p> <p>GRO</p> <p>RD</p> | <p>They're in a different envelope.</p> <p>Yeah I'll find them. I've got the one here from branch trading period 5 which ended 24<sup>th</sup> August 2011. Are you okay to carry on just now?</p> <p>Yeah.</p> <p>Yeah so that's just recently, the last month. Can you just say what this cash in hand figure is?</p> <p>That is just what I do for the daily thing, the cash.</p> <p>Sorry can I ask you to read that out.</p> <p>Oh sorry. £25,225.03p.</p> <p>That's how much money you said would have been there at that time yeah. Is that a true and accurate figure?</p> <p>It is yeah. But it was always because on a Wednesday.</p> <p>When we say is that a true and accurate figure, is that the amount of money that was in the Post Office?</p> <p>No.</p> <p>No it had been inflated by then?</p> <p>Yeah.</p> <p>So on this Branch Trading Statement.</p> <p>I signed it was there.</p> <p>It does say you can't really read here 'certify this is a true and accurate balance' I'll get one I can read.</p> <p>Well I think the printers not working.</p> <p>Certify that the contents of this balancing and trading statement is an accurate reflection of the cash of the stock on hand at this branch. And that's your signature on it, to state it is yeah.</p> <p>Yeah.</p> <p>I've only got 6 months just now.</p> <p>The other envelope is on the top of the.</p> <p>If I go back to trading period 1, it's 5 months I've got sorry, this is trading period 1 ending 27<sup>th</sup> of the 4<sup>th</sup> 27<sup>th</sup> April 2011. We've got, just confirm that, cash in hand figure £24,146.31. Was all that money in the office at the time?</p> <p>It was from this year, 27<sup>th</sup> April no.</p> |
| 32.25              | <p>GRO</p> <p>RD</p>  | <p>No so that's not a true and accurate figure and you've inflated the cash to disguise a shortage within.35 your office, yeah?</p>  |













## ROYAL MAIL – CONFIDENTIAL

## Record of Tape Recorded Interview (continued)

| Tape counter times | Person speaking | Text   |
|--------------------|-----------------|--|
| 45.09              | RD              | You've told us the reasons why you've been taking the money out. Things have just got too much yeah.   |
|                    | GRO             | It went too much I had no one to speak to, it was too much pressure on me and I just tried to keep everyone happy but in the end it doesn't work out and I never, I knew when I was doing it but I never realised, you know.   |
|                    | RD              | What I'd like to do with your permission is, if I can take away these bank statements and bills and photocopy them, I can send you back the photocopy of them, photocopies of them, is that okay, are you happy with that?   |
|                    | GRO             | With all these what you've got all there? (tape beeps).  |
|                    | RD              | Yeah (indistinct). We'll change tapes we need to just finish it off on another tape yeah. We'll quickly change these tapes and I'll explain what happens next. We should only be about another 10-15 minutes and that'll give you time. Okay if you can just read out that tape seal number again. |
|                    | GRO             | 070880.  |
|                    | RD              | And sign above your name please.   |
|                    | GRO             | Yeah.  |
| 46.21              | RD              | Mike. And the time is 13.25 and I'm just going to stop to change tapes.  |