



Rt Hon Liam Byrne MP
Chair of the Business and Trade Committee
House of Commons
London
SW1A 0AA

17 April 2024

Post Office Ltd
100 Wood Street
London
EC2V 7ER

Dear Mr Byrne,

Post Office and Horizon: Ensuring full and fair redress

Following the Business and Trade Select Committee session on 27th February, you requested the document relating to the live, external investigation into Nick Read, the existence of which Mr Staunton disclosed during the proceedings. In my reply, dated 5th March, I committed to providing a summary of the independent investigating Barrister's findings to the Committee, once the process had concluded.

With this investigation now complete and provided to the Board, and, on the basis of assurances you have given in previous correspondence about the Committee's strong commitment to effective safeguarding of data and individuals, I attach the summary (which has been prepared by the independent investigating Barrister) of the outcome of the investigation. I hope that this demonstrates our desire to be fully transparent with the Committee and to support its ongoing work.

As you will appreciate, the summary contains sensitive personal information, including that of individuals other than Mr Read. With this in mind, I note your view in previous correspondence that it would be highly unlikely that the Committee would resolve to publish the documents that you have requested relating to the Speak Up/whistleblowing process, unless there was a clear public interest in doing so and, even then, only with proper redactions to protect the rights and interests of individuals.

I hope that the outcome of this investigation, which is the product of a comprehensive six-month process, demonstrates the very thorough scrutiny that has taken place in relation to allegations made under our Speak Up process, including misconduct allegations made about Mr Read. You will note that the independent investigating Barrister has not upheld any of the misconduct allegations against Mr Read.

As a consequence of the findings in the independent investigation, the Board remains united in its support of Mr Read. At the same time, the investigation process we have commissioned by an independent, specialised investigator and the rigour applied also confirms that no-one is above due process at Post Office and that we take our Speak Up policy very seriously.

In the report, the external investigator suggests a number of improvements to Post Office's processes. We have already addressed some of these recommendations and we are committed to reviewing and addressing the remainder.

As you would expect, our priorities in the next few months remain to continue to support Sir Wyn William's Public Inquiry, as well as to deliver fair and swift redress to all those



impacted by this scandal. Simon Recaldin, our Remediation Matters Director, will be writing to you in the coming days with a further update in relation to redress.

If you have any questions arising from the summary document, do please let me know.

Yours sincerely,

A handwritten signature in black ink, appearing to be "BT", written in a cursive style.

Ben Tidswell

Senior Independent Director