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**Sent:** Monday, 16 December 2019, 14:24  
**To:** Communications Team  
**Subject:** A message from Nick Read: Group Litigation Update

# me update

16 December 2019 | Reading time 2 minutes | For information



Dear all,

I wanted to update you on recent developments in the Group Litigation Order trials.

Firstly – as you know we have been able to find a resolution to this litigation following several days of respectful, challenging, and ultimately successful mediation. This means future trials that were planned as part of this Group Litigation will no longer take place.

Secondly – today the judgment from the second trial as part of the Group Litigation Order was handed down. This trial, which centred on the Horizon system, took place in the summer and predated the mediation and settlement. The judgment does recognise the improvements we have made and that our current Horizon system is robust relative to comparable systems. It also highlights some historic issues with previous versions of the system and past behaviours. This further demonstrates the importance of the changes we must make in our business, particularly the ways in which we support our postmasters. As new CEO I am clear that we need to reset our relationship with our postmasters.

We are now working to shape a modern and dynamic Post Office, with changes at every level of the organisation placing our postmasters and our customers at the centre of the business.

The task ahead is to continue to improve, being clear about our direction and purpose, and give all of those who work for and with us the guidance and support they need to help us build a Post Office fit for the future, serving in communities throughout the UK. I will update you in the new year on our plans.

Further information is available [here](#) and If you have any questions please contact [communications.team@postoffice.co.uk](mailto:communications.team@postoffice.co.uk).



**Nick Read, Group Chief Executive Officer**

one update is a single issue email sent only to a selected group of Post Office colleagues.  
This email has been sent to all Post Office colleagues' email addresses.

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