

## POST OFFICE INTERNAL

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|-------------------------|---|
| <b>Title</b>            | Knowledge Centre - Audits                             |
| <b>Subject</b>          | Chapter 09 – Retention of Audit Papers                |
| <b>Version Control</b>  | 5.1   |
| <b>Purpose</b>          | Outline process for filing and retaining audit papers |
| <b>Audience</b>         | Network Operations Field Team                         |
| <b>Next Review Date</b> | June 2020   |

**Stakeholders**

| <b>Stakeholders Name</b> | <b>Responsibility</b>                        |
|--------------------------|--|
| Tim Perkins              | Head of Loss Prevention                      |
| Alison Clark             | Branch Analysis and Control Manager          |
| Rachelle Shimwell        | Loss Prevention Casework Support Team Leader |
| Jackie Lawrence          | Senior Data Protection Manager               |

**Responsibilities in charge**

| <b>Role</b>   | <b>Job Title(s)</b>  | <b>Date</b> |
|---------------|--|-------------|
| Author        | Simon Talbot – Area Audit Manager                                | 13/01/2020  |
| Assurance     | Tahira Akbar – Audit Advisor                                     | 13/01/2020  |
| Authorised    | Alison Clark – Branch Analysis and Control Manager               | 13/01/2020  |
| Communication | Rachelle Shimwell – Loss Prevention Casework Support Team Leader | 13/01/2020  |

**Version control**

| <b>Version No.</b> | <b>Reason for issue</b>   | <b>Date of Go-Live</b> |
|--------------------|---|------------------------|
| Version 1.0        | Complete Audit Process Chapter Review – PROJECT   | October 2011           |
| Version 2.0        | Annual Review – Sections 5 & 6 – Salford (Manchester) replaced with Bark Street, Bolton                         | October 2013           |
| Version 2.1        | Section 2.3 – Lotus Notes replaced by SharePoint<br>Section 4 – BAU added in front of Regional Network Managers | October 2013           |
| Version 3          | Annual Review – All references to P32 changed to FAT, No other changes.   | January 2015           |
| Version 3.1        | Section 2.3 – Change from 5 days to 3 days to add FAT & CAT tools to Sharepoint                                 | July 2015              |
| Version 4.0        | Annual Review - Section 4 – Change of responsibility from regional Managers to Area Managers                    | Nov 2015               |

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|-------------|--|-----------|
| Version 5.0 | Annual Review - Section 4 – Updated to take account of business reorganisation. Section's 5 & 6 removed as no longer applicable. Print the CAT email added as CAT papers aren't mandatory. Section 3 & 4 combined. Reference to the central archive removed as it doesn't exist. | Sept 2018 |
| Version 5.1 | Increased 5 year retention to 7 years and 12 month QAR retention to 7 years. Changed reference to Network Server to Sharepoint. Update role names.   | Jan 2020  |

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### INTRODUCTION

**It is the duty of the Security Manager to contact the Lead Auditor within 60 days of the audit if they require the original paperwork from an audit.**

**It is imperative that the Lead Auditor completes and forwards the Event Capture Form within 48 hours to the recipients as detailed on the Audit Reporting Tool (ART) including the Security Team as this gives them the initial starting point of the need for an investigation that may lead to a court case and successful prosecution.**

**If you have not been contacted within 60 days of the audit you must shred all paperwork relating to that audit.**

**After 60 days the only records from the audit available will be those held electronically on SharePoint, or those previously requested by the Security Manager**

The ART electronic Microsoft Excel form, when completed, holds most of the information that needs to be retained following an audit. They are stored on a SharePoint and this has therefore considerably reduced the amount of manual paperwork.

Original paperwork supporting an audit will from time to time be required for a variety of purposes (e.g. presentation at court during legal proceedings), and for this reason a policy of retaining such paperwork has been introduced.

This policy covers the retention of manual documentation arising from audit activity; stating periods of retention, detailing storage arrangements, retrieval instructions, and destruction.

All audit papers are to be retained by the lead auditor and held for a period of 60 days. This allows for any immediate post-audit queries to be raised and answered without delay.

### SECTION 1- STANDARDS FOR THE RETENTION OF AUDIT PAPERS

- 1.1 All ART's (electronic Microsoft Excel forms) to be retained on SharePoint for at least seven financial years following the year in which the audit was undertaken. Electronic files to be deleted from laptops once confirmed on network server.
- 1.2 All manual supporting documentation (detailed at 1.4) to be securely retained by the lead auditor for a period of 60 days from the date of audit.
- 1.3 After 60 days, all manual supporting documentation will be shredded. If you are unsure whether to shred documents you can discuss your concerns with Security Team or your Area Audit Manager. It is the Security Manager's duty to request audit papers within 60 days.

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Events requiring investigation may include:

- Suspension of Postmaster / Operator / Agent
- Misuse of funds
- Unexpected discrepancy greater than £1000
- Admission of, or suspicion of, false accounting or theft
- Irregular personal cheque on hand
- Credit sales
- Instances where unfamiliar circumstances are encountered. In these cases a decision to destroy or retain should be made following discussion with the Security Team.

1.4 The supporting documentation retained should contain the following items:

- **Security Request Summary Sheet** if papers are requested (Knowledge Centre – Audits – Chapter 02 Working Papers);
- Cash, currency and stock sheets where used;
- Compliance Audit Test (CAT) report (Print the email confirmation);
- Any reports generated from Horizon required by the audit process or relating to the audit irregularity
- Any hand written notes, papers or associated evidence relating to an audit that revealed an irregularity.

1.5 The documentation included in any Quality Assurance Review (QAR) must be retained by the Area Audit Manager completing the QAR for a period of 7 years following the completion of the QAR. This will ensure evidence is retained for possible use when completing the Personal Development Review (PDR) or if QAR results are subsequently questioned. It also allows documentation to be retained for external audit purposes, if required.

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### SECTION 2 – LEAD AUDITOR RESPONSIBILITIES

- 2.1 Ensure that all manual documentation is necessary and not excessive.
- 2.2 Ensure that standards outlined in Section 1 are adhered to.
- 2.3 Ensure the ART and CAT Tools are submitted, within 3 days for storage on Sharepoint, and deleted from laptop once transfer is confirmed.
- 2.4 Retain audit papers locally for a period of 60 days from the date of the audit.
- 2.5 Notify the Security Team of any irregularities during audit. This will ensure that the Security Team can request relevant papers within 60 days. Forward audit papers by Royal Mail Special Delivery to the POL Security Team as requested and complete Security request summary sheet as appropriate.
- 2.6 After 60 days from the date of the audit, all audit papers not required by Security Team must be shredded by the lead Auditor.

### SECTION 3 – AREA AUDIT MANAGER RESPONSIBILITIES

- 3.1 If an Area Audit Manager is designated as the lead Auditor, their responsibility is as described above.
- 3.2 Monitor the supporting documentation retained using the QAR and 1-2-1 processes, and ensure QAR's are performed within 60 days of the date of the audit.
- 3.3 Audit papers on which a QAR has been performed are to be retained by the Area Audit Manager completing QAR for a period 7 years and then shredded.
- 3.4 Ensure that direct reports are aware of the standards and their responsibilities, and that they are **properly equipped (i.e. either be provided with, or have access to a shredder).**
- 3.5 Monitor the supporting documentation retained using the Quality Assurance Review (QAR) and 1-2-1 processes and ensure QAR's are performed within 60 days of the date of the audit.
- 3.6 Ensure that expired documentation is destroyed using a shredder.