

Not to be Disclosed Outside of RM Security



**Royal Mail Internal Information
Criminal Investigation Team**

Appendix 1 to 2.1 Criminal Investigation Trigger Points

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Key Accountabilities

Who is accountable?	What do I have to do?	When do I have to do this?	How do I do this?
All members of Royal Mail Security	Ensure you comply with these procedures	Ongoing	As detailed within these procedures

Criminal Investigation Trigger Points

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Investigations requested that sit below the trigger points to be agreed between ITM and Hol for Territory (or SIM)

CRIME/INCIDENT TYPE		INVESTIGATION/ TRIGGERS POINTS	INV CATEGORY	INFORMATION ONLY	NOTES
Theft External	Singleton incident of mail theft of/from Pouch, Pouch Box, Safe Drop, OMV	<ul style="list-style-type: none"> Any incident involving loss of 3 or more SD items; or any SD loss where good information/evidence exists to allow identification of the offender 	3	<ul style="list-style-type: none"> Singleton incident and loss of 2 or less SD's 	'Information Only' incidents to be allocated to CIT for analysis and recorded locally by ITM for future identification of trends
	Mail theft of/from Pouch, Pouch Box, Safe Drop, OMV	<ul style="list-style-type: none"> Series of linked incidents 	1	<ul style="list-style-type: none"> Singleton Incidents (see above) 	All incidents to be critically examined for any suggestion of internal involvement
	Theft of OMV			<ul style="list-style-type: none"> All incidents 	Incidents to be allocated to CIT for analysis and recorded locally by ITM for future identification of trends
Robbery	Robbery (inc attempt)	<ul style="list-style-type: none"> All incidents 	2		

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Burglary	Burglary	<ul style="list-style-type: none"> Series of linked incidents 	8	<ul style="list-style-type: none"> All incidents 	<p>'Information Only' incidents to be recorded locally by ITM for future identification of trends</p> <p>All incidents to be critically examined for any suggestion of internal involvement</p>
Assault	Assault on staff - not mail related	<ul style="list-style-type: none"> Police Apprehension 	7	<ul style="list-style-type: none"> All incidents where no police apprehension 	Ensure all 'info only' incidents are reported to police and that welfare of staff is checked upon.
Theft of Mail Internal - Dumped Mail (Includes opening and attempt/actual criminal damage)	Normal Mail/D2D	<ul style="list-style-type: none"> Incident of 50 or more normal mail or 250 or more D2D items found dumped in a manner to suggest attempt/actual criminal damage Chairman/Chief Executive Flag cases 	4/5	<ul style="list-style-type: none"> Incidents below Inv criteria 	'Information Only' incidents to be recorded locally by ITM for future identification of trends

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Theft of Mail Internal	<ul style="list-style-type: none">• Greetings cards• Postal orders• Gifts• Private cheques• Recorded/ Signed For• RM Tracked, Red Tag• Vouchers• Plastics• IoPs• Chequebooks• Home Shopping	<ul style="list-style-type: none">• Credible information about a suspect supported by loss diagnostic info and/or complaint history• High or increasing level of losses affecting walk/office identified via loss diagnostics or complaints• Major customer complaints• Chairman/Chief Executive Flag cases	4/5/6	<ul style="list-style-type: none">• Incidents below Inv criteria	'Information Only' incidents to be recorded locally by ITM for future identification of trends

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CRIME/INCIDENT TYPE		INVESTIGATION/ TRIGGERS POINTS	INV CATEGORY	INFORMATION ONLY	NOTES
Theft	Special Delivery	<ul style="list-style-type: none">• Any non external theft incident involving loss of 3 or more SD items; or any SD loss where information/evidence exists to allow detection of the offence• Credible information about a suspect supported by loss diagnostic info and/or complaint history• High or increasing level of losses affecting walk/office identified via loss diagnostics or complaints• Major Customer complaints• Chairman/Chief Executive Flag cases• Loss of mailbag/s containing SD's at or between MC and DO	4/5/6	<ul style="list-style-type: none">• Incidents below Inv criteria	'Information Only' incidents to be recorded locally by ITM for future identification of trends

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CRIME/INCIDENT TYPE		INVESTIGATION/ TRIGGERS POINTS	INV CATEGORY	INFORMATION ONLY	NOTES
Theft	Of/from Mailbags in transit to/from MC	<p>All incidents to be sent out for 'Information Only' in first instance (Craig Lodder)</p> <ul style="list-style-type: none"> Investigation raised and allocated to local teams subject to evaluation and confirmation of point of loss 	4/5/6	<ul style="list-style-type: none"> All incidents not raised to investigation 	Information only incidents to be recorded by Fraud Team for future identification of trends
Theft	Special Delivery Disputed Delivery/Abstra ction	<ul style="list-style-type: none"> Singleton or multiple loss where content value £1,000 or more Credible information about a suspect supported by loss diagnostic info 2 or more incidents in a 6 month period involving the same OPG/DCDO Series of unexplained losses affecting walk/DO 	4/5	<ul style="list-style-type: none"> Incidents below Inv criteria 	<p>All incidents to be recorded locally for information and identification of trends</p> <p>May lead to police liaison if suspected theft after delivery/customer fraud</p>
Theft	Private Property	<ul style="list-style-type: none"> More than 3 incident/s affecting same location and value £250 or more and... Subject to HoI authority 	4/5	<ul style="list-style-type: none"> Incidents below Inv criteria 	Advice to be provided on loss prevention for incidents below trigger point. It should be stressed that it is an individuals or managers responsibility to

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CRIME/INCIDENT TYPE		INVESTIGATION/ TRIGGERS POINTS	INV CATEGORY	INFORMATION ONLY	NOTES
					<p>safeguard personal property</p> <p>All incidents to be recorded locally for information and identification of trends</p> <p>Losers to be advised to report incident to the police for insurance purposes</p>
Theft	Official property	<ul style="list-style-type: none"> • Singleton or series of thefts affecting same location or with same suspect (total value £500 or more) 	4/5	<ul style="list-style-type: none"> • Singleton incidents with multiple access • Loss value £500 or less 	<p>Advice to be provided on loss prevention for singleton incidents.</p> <p>All incidents to be recorded locally for information and identification of trends</p>
Intentional Delay (No attempt/actual criminal damage)	Normal Mail Items	<ul style="list-style-type: none"> • Unless Loss Diagnostic info or other factors exist, minimum of 300 items of mail (excluding door-to-door items) involving the same delivery officer and delay is more than 1 week 	4/5	<ul style="list-style-type: none"> • Incidents below Inv criteria 	<p>Incidents below Investigation criteria to be dealt with along conduct lines by local management.</p> <p>If a casual employee consideration should be given to debarment.</p>

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Intentional Delay (No attempt/actual criminal damage) Includes fraudulent claims	D2D mail	<ul style="list-style-type: none"> • More than 1000 items and delay is more than 1 month beyond contract stipulation 	<ul style="list-style-type: none"> • Incidents below Inv criteria 	<p>Incidents below Investigation criteria to be dealt with by DOM along conduct code lines.</p> <p>Record to be maintained of action taken and that warning of criminality is issued.</p>
Fraud	Fraudulent D2D claim	<ul style="list-style-type: none"> • D2D items due for delivery pre change of payment method • 2 or more incidents involving same OPG 	<ul style="list-style-type: none"> • Incidents below Inv criteria 	

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Fraud	Delivery Services • Mail Collect • Keepsafe • Redirection	<ul style="list-style-type: none"> • External crime with direct link to use of RM Delivery service to facilitate the offence • Each case to be discussed and agreed by HoI 	7	<ul style="list-style-type: none"> • All incidents to be sent out as information only in first instance 	These would normally be Police liaison cases
Fraud	False Representation to gain employment	<ul style="list-style-type: none"> • Dependant on nature of information and with authority from HoI 	4/5	<ul style="list-style-type: none"> • All incidents to be sent out as information only in first instance 	Matter to be dealt with by local management, although certificates of conviction and/or advice can be provided to support conduct decision.
Fraud	Overtime	<ul style="list-style-type: none"> • Single or multiple claims involving same person where total value is £300 or more and forgery and/or deception is apparent 	4/5	<ul style="list-style-type: none"> • Incidents below Inv criteria 	Operational line to deal locally with incidents below Inv criteria.
Fraud	T&S	<ul style="list-style-type: none"> • Singleton or multiple claims where value is £300 or more and forgery and/or deception is apparent 	4/5	<ul style="list-style-type: none"> • Incidents below Inv criteria 	Operational line to deal locally with incidents below Inv criteria.

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Fraud	Working whilst on S/L			<ul style="list-style-type: none"> All incidents 	Advice can be provided on how to progress, but no actual investigation is to be undertaken by RM Security.
Fraud	Compensation	<ul style="list-style-type: none"> Singleton or multiple suspect SD claims where value is >£500 and forgery and/or deception is apparent >50 suspect claims from business poster involving general mail items and supported by P91 verification >10 suspect claims from MoP poster involving general mail items and supported by P91 verification 	4/5/6	<ul style="list-style-type: none"> All incidents not raised to Investigation 	<p>CS must provide valid reason for suspicion when reporting.</p> <p>Suspect claims not raised to investigation to be dealt with by Customer Services.</p>
Fraud	Revenue Fraud <ul style="list-style-type: none"> Stamps Meters Accounts RM Prepaid envelopes Smartstamp On-Line 	<ul style="list-style-type: none"> >100 items bearing suspect stamp/meter impression or PPI Suspect posting value >£50 3 incidents by same poster and overall value >£50 	4/5/6	<ul style="list-style-type: none"> Incidents below Inv criteria 	Incidents below Inv criteria to be dealt with by local RP teams via surcharge route or by local management.

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	Postage				
Computer Crime	Misuse	<p>All incidents to be sent out for 'Information Only' in first instance (D Brassington)</p> <ul style="list-style-type: none"> All incidents to be assessed by DFT and allocated subject to circumstances to either local teams or Fraud Team 	4/5/6	<ul style="list-style-type: none"> All incidents not raised to investigation 	Non - serious incidents to be dealt with by local management
Quadrant/ Romec Incidents	Theft by RM employee Local Inv Teams	<ul style="list-style-type: none"> Incident(s) where value of loss exceeds £100 	4/5	<ul style="list-style-type: none"> Incidents where value of loss is less than £100 	'Information Only' incidents to be recorded locally by ITM for future identification of trends

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	Quadrant/Romec employees (Offences against Q/R)	<p>All incidents to be sent out for 'Information Only' in first instance (Alan Bartholomew)</p> <ul style="list-style-type: none"> • Subject to Terms of Reference being agreed with Quadrant/Romec. Investigation responsibility to be agreed between HoI and AB 	4/5/6	<ul style="list-style-type: none"> • All incidents not raised to investigation 	

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CRIME/INCIDENT TYPE		INVESTIGATION/ TRIGGERS POINTS	INV CATEGORY	INFORMATION ONLY	NOTES
Major Incidents	Non pipeline crime • Bribery/Corruption • Procurement • HRSC Payroll/ Variable Allowances • RM Wholesale - Mailing House Crime • HQ location theft • Customer Services • RM Retail • Accident Management Unit • Assets	All incidents to be sent out for 'Information Only' in first instance (Alan Bartholomew) • Investigation responsibility subject to evaluation	4/5/6	• All incidents not raised to investigation	Dependant on source and/or suspect allegations may require upward reporting

Change Control

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Document Change History

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V1	Document Produced
V2	Amended to reflect re-routing of events and Investigation creation

Glossary

Abbreviation or Term	Meaning
ITM	Investigation Team Manager
HoI	Head of Investigations
OMV	Official Motor Vehicle
SD	Special Delivery
CIT	Criminal Intelligence Team
D2D	Door to Door
IoP	Instrument of Payment
MC	Mail Centre
DO	Delivery Office
FN&D	Fraud, Network and Distribution
OPG	Operational Postal Grade
DCDO	Due Course Delivery Officer
T&S	Travel and Subsistence
S/L	Sick Leave
P91	A letter sent to the intended recipient of an item to confirm delivery of the said item
MoP	Member of Public
RP	Revenue Protection
DFT	Digital Forensic Team
HRSC	Human Resource Service Centre

Document Summary

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