POL00121467

From: Ruth Robinson[cn=ruth robinson/ou=e/o=postoffice]
Sent: Fri 04/01/2002 1:46:14 PM (UTC)
To: po_security_community
Subject: Corporate Security Newsbrief Issue 22

Corporate Security Newsbrief Issue 22

Welcome to the January 2002 Newsbrief. In this issue:

Many new items, including International Services policies and annexes, Taped Interview Recording and Fingerprint Consent (Northern Ireland) and two forms for reporting completed investigations (PO Ltd).

Notes of Interview and Quick Reference Guide (Northern Ireland) have been amended.

SIMS/WMS reports include 'missing' events, the User Group, new PO Ltd Units and contacts for any problems.

An interim process is in place for Forensic Services and further details will be published in the next newsbrief.

Two separate articles of interest concern the Call Centre and a Surveillance course.

Please remember to open all sections of this brief, with special attention given to those sections bordered in red and check on any hotlinks within them.

Finally, please continue to feedback on this issue and/or the CS database via this link {doclink : document = 'CE3F7D38F9AFD51400256ADB003F5E81' view = '971A27215893E700002565A0004326F2' database = '00256831003774C3' }

Best wishes for a successful New Year

Sharon Sartin

Head of Corporate Security Programme

New Users - Steps to Launch the Database

POL00121467

The database is available for you to access from Lotus Notes and all you need to do is install it onto your database desktop. This can be done by simply clicking on the following 'hot' link:

The **Corporate Security Database** Framework ->>

Once you have launched the database you may wish to look in Communications, Corporate Newsbrief and see the previous issues.

How to install a local copy of the Corporate Security Database onto your computer

1. Ensure that you are connected to the network (can be done while RAS connected but will take an hour or so) and Notes is set to 'Office' (bottom right)

2. From the Notes Desktop, depress the CSD icon (server copy) by clicking on it ONCE.

3. From the File menu (top left) select Replication

4. From Replication select New Replica and click

5. A box will appear with the details of the CSD; click OK

6. Click on the Replicator Tab

7. Ensure that the CSD Replicator Line has a tick in the small grey box on the left; click on the blue double-headed arrow box on the CSD line

8. Uncheck the 'Send' option and click OK

9. Click Start (top left) and wait

Return to the Notes Desktop, where you will find a new CSD Local icon (dependant on your settings it may be 'stacked' under the CSD server copy icon, but will appear if you select the Home setting (bottom Right) or click on the small arrow box on the icon itself)

For further information contact: Paul A Booth - Tel: GRO, P/L GRO, Mobex GRO, Mobile GRO GRO

New Items on the Database - Mandatory Reading

Post Office Limited only

- Report of Completed Post Office Limited Investigations

BAT02 {doclink : document = 'FA464A48BDBD15ED00256B2800403BF7' view = '971A27215893E700002565A0004326F2' database = '00256831003774C3' } BAT03 {doclink : document = '9BCCE9591F7BE8FA00256B2800408363' view = '971A27215893E700002565A0004326F2' database = '00256831003774C3' }

(also available via Forms - Investigation & Prosecution Forms)

Policies

POL00121467

• Appendix 3a - Taped Interview Recording - Northern Ireland {doclink : document = '2616B43382FA21D900256B37003568F3' view = '971A27215893E700002565A0004326F2' database = '00256831003774C3' }
See also Appendix 3 under Amendments
(also available via Policies - Corporate Security Policies - Investigation)

Policies - International Services

• Full range of policies and annexes covering all aspects of International Services Security {doclink : document = 'AD840B2FDECA842E00256B36003B5C45' view = '971A27215893E700002565A0004326F2' database = '00256831003774C3' }
(also available via Policies - Business Unit Policies)
The Airborne Liability Insurance Policy is not published on the database, any enquiries regarding this policy should be referred to:
David Hersee, Tel. GRO P/L GRO

Forms

• CS300 Fingerprint Consent (Northern Ireland) {doclink : document = '4268C9C841D6DFF600256B3600434A08' view = '971A27215893E700002565A0004326F2' database = '00256831003774C3' }
(also available via Forms - Forensic Forms)

Amendments - Mandatory Reading

The following items have been subject to amendment. If you have downloaded or printed them for reference please overwrite or reprint.

Quick Reference Guide to Tape Recorded Interviews (Northern Ireland) {doclink : document = 'F6E25BB7B639C20600256B13004F731B' view = '971A27215893E700002565A0004326F2' database = '00256831003774C3' }

(also available via Library - Interviewing Quick Reference Guide)
Now includes CS300 Fingerprint Consent Form (see New Items)

Policies

Appendix 3 - Notes of Interview Northern Ireland {doclink : document = 'F126F4A241648CC200256AA8005783A9' view = '971A27215893E700002565A0004326F2' database = '00256831003774C3' }
This Appendix has been completely rewritten following policy review.
See also Appendix 3a under New Items
(also available via Policies - Corporate Security Policies - Investigation)

Law & Legislation - Mandatory Reading

No changes this issue.

Additional Mandatory Reading

Forensic Services

POL00121467

The process for obtaining Forensic Services is currently being reviewed by Nick Mistry, SIS, SSU. He expects to complete the review early in the New Year and communicate details of the suppliers and process for obtaining services in the February newsbrief. As the contracts with the suppliers are being negotiated and the situation is changing constantly it is necessary to introduce an interim process, details below.

Security staff should first obtain authority to buy in forensic services in accordance with their Business Unit protocols. Once authority has been obtained, the precise requirements should be e-mailed to Nick Mistry, unless the request is urgent when contact should be made by phone. Nick will provide details of the appropriate supplier, again by e-mail. Security staff will then deal direct with the supplier. SIS will continue to manage the contracts with the suppliers, including billing and settlement of accounts.

In order that SIS may reconcile charges and with services provided Security staff must quote the SIMS Event Number in all dealings, especially correspondence with suppliers. In the unlikely event that a supplier asks for a budget code Security staff should refer the matter to Nick Mistry.

For further information contact: Nick Mistry STD GRO, P/L GRO or Mobex GRO

SIMS WMS

'Missing' events

SSU still receive a number of calls re 'missing' events- i.e. events which security managers know have been reported to the call centre but have not appeared in their new event list as expected. There can be a number of reasons for this, the most common being that a full postcode was not correctly entered which would result in the event being routed to the Business Unit Routing Failure Administrator. Therefore he/she is a good first point of contact if you believe you have 'lost' an event in the system- the RFAs were listed in the last Newsbrief. Failing that, the 'lost' event should be notified to Nick Mistry, Procedural Support Manager or the Business Systems helpdesk P/L GRO (specifying the problem is with SIMS WMS).

Please do NOT ring the call centre again to re-submit a 'lost' event, as this creates duplicates in the database which then distort any reports/ analysis being extracted from the system! Another change to be added in the next release will provide all security managers with the ability to search the system for a specific event id and find out who has that event, which should solve the problem of 'lost' events.

Likewise, if you receive an event in error that you believe has been mistakenly assigned to your Business Unit, please could you transfer it to the RFA for the Business Unit you think it should belong to.

For further information contact: Anne Lewis, SIMS WMS Application Owner, Tel: GRO, P/L : GRO, Mobex: GRO

POL00121467

Security Support Unit

SIMS WMS

- User Group

Any suggestions for improvements should be submitted via line managers to the relevant territorial management team and hence to the SSU Programme Support Manager for the territory. The PSMs will feed all useful suggestions through to the User Group for consideration.

The User Group met for the second time on 3 December and reviewed the specifications for changes to the system drawn up by Business Systems against the three priority requirements and all agreed they would provide useful extra functionality; these changes enable team leaders to see a summary of all the events, projects and investigations held by their team on one screen, to access a more detailed summary for an individual, and to view a history of all previous progress notes added to an investigation. The changes will be implemented in the next release of the system, hopefully in late January. The exact release date will be notified by email to all users nearer the time.

Three new priorities for the subsequent release were then identified and sub groups are due to meet in January to work up detailed requirements for these, which will then will be costed by Business Systems and considered by the SSU Application Owner against the remaining budget for 2001/2.

- Post Office Limited

Post Office Network was replaced on SIMS WMS on 7th December by two new Business Units, Post Office Limited - Investigations and Post Office Limited- External Crime. The latter (headed by Laury Callan) will investigate burglaries, robberies and counter snatches, and includes the POL Audit team, whilst the former (headed by Phil Gerrish) will deal with investigations concerning POL staff and agents. From January, the Routing Failure Administrator for both BUs will be Robert Daily.

- Solving problems

Any problems using SIMS WMS, call Business Systems helpdesk on GRO, specifying that you are using 'SIMS WMS'. Most common problems will be routed to Nick Mistry to deal, whilst more serious issues will be picked up by our Business Systems Application Support team.

For further information contact Anne Lewis, SIMS WMS Application Owner., Tel GRO P/L GRO, or Mobex: 5365 3757

Information Security News

Issue 10 of the Information Security News {doclink : document = 'B9B1F483B82D330B00256B2C003ED299' view = '971A27215893E700002565A0004326F2' database = '00256831003774C3' }

(also available via Communications - Information Security News)
Items include:

- Details of Stolen Computers/Laptops
- National Hi-Tech Crime Unit

Useful Information

SECURITY CALL CENTRE

I recently spent two days sitting with staff on the Security Call Centre with the objective of being able to impart some of my knowledge of Post Office Ltd procedures and processes and for my own part, having used SIMS in tandem with case papers, to see how SIMS operates from the initial point of contact perspective.

POL00121467

I am probably not the only investigator who has found that reporting an incident to the call centre can be a time consuming process, so I was looking forward to the prospect of seeing things from 'their' side.

On day one Alison Pollitt, one of the call centre managers, spent a great deal of time providing me with an overview of the call centre processes, whilst introducing me to all of the staff on duty.

My first thoughts centred on the vast knowledge required to run the call centre. From my own point of view, keeping abreast of just POL policies and procedures is a weighty challenge, without taking into consideration the various other business units the call centre deals with. I saw first hand the importance of call centre operators taking all the relevant details without which transferring the 'event' to the appropriate business unit/team leader would be impossible. It is particularly importance to ensure that the event, as related by the caller, is recorded with the correct crime type (there are 19 at present) and includes the correct category of crime (of which there are currently 165 !!).

Overall, I was impressed with the way the call centre operates, particularly as it has only been running since June 2001. Given the wide variety of calls received, the staff are required to have knowledge on all facets of the business in order to provide a comprehensive centralised recording system of all crimes/incidents reported within the organisation. As they continue to develop their knowledge and improve their own internal processes, I believe the call centre will become a valuable tool in the 'fight against crime'.

Graham Ward, Post Office Ltd Internal Crime Manager

SURVEILLANCE TRAINING

On the 26 November, fifteen staff comprising of 9 from IS, 3 from Apostle and 3 from L&C attended the first Surveillance Training Course held by Essex Police at Chelmsford Police Training School for a two week period. Experience within the group ranged from 18 months to 12 years but as the course unfolded it became a learning curve for all introducing new skills, tactics and the use of covert radio equipment.

Prior to the first day in the classroom, pre reading material consisting of a thick manual and video were found to be a little daunting by most especially when attempting to learn a whole new vocabulary of police glossary terms but procedures began to fall into place when combined with the classroom teaching.

Our group of 15 was spilt into five teams of three and each team was assigned a dedicated trainer, who had previously worked as a surveillance officer. After the usual introductions our first lesson began in foot surveillance. Assuming that the first days workload would be light we were then sent straight out to put into practice the use of props, positioning, glossary terms and various communications via hand signals, radio and click systems. Despite many of us in the past having followed a postman at some time in our career, this was using completely different tactics and it certainly was not as easy as it sounded.

As the course progressed our skills greatly improved, learning different surveillance techniques in driving, on trains, in airports and motorways with the invaluable assistance of a motor cyclist. When covering surveillance by vehicle the three in each car certainly worked as a team, undertaking turns in driving, radio communication, map reading,

POL00121467

deploying foot units and one of the most important aspects maintaining evidence by way of log keeping.

The second week put us all to the test on a daily basis. Each team was given a location to plot, and command followed by a full briefing in the classroom first thing each morning. The aim was to gather as much information on known and unknown subjects to assist the team the next day and also sufficient evidence to arrest one or more persons at the end of the week once the full picture had been painted.

Surveillance training within the Security Community has previously been limited and was not of a sufficient standard to work with other outside agencies. This course has now given people the knowledge, confidence and skills to now achieve this on a professional basis.

Congratulations to all those who passed with flying colours. This was a tough but most rewarding course that is highly recommended for those within the Security Community. A further course is currently being planned for May 2002 with an extra course for one day on detailed log keeping.

Sue O'Connor, Investigation Services.

Diary Dates

• 29-31 January Sandown Security Show 2002
Esher, Surrey. Tel: GRO

e-mail: GRO

• 15 February Develop and interactive approach to detecting and preventing money laundering
Le Meridien Piccadilly, London. Tel: GRO
www.compliance.co.uk/bl1267
• 25-15 February Insurance Fraud Prevention and Detection
Mayfair Conference Centre, London. Tel GRO
www.iir-conferences.com
• 26 February Employee due diligence
The Westbury Hotel, London. Tel: GRO
www.compliance.co.uk/bl1265

Contact Details: Chris E Fitzsimons, SIS Customer & Business Strategy

Tel. GRO (GRO) Mobex: GRO

End of Update