POL00423210

Message

From: Wayne Z Griffiths GRO
Sent: 06/10/2011 14:54:24
To: Lesley Frankland GRO; Allison Drake GRO; Jason G Collins GRO
CC: Helen Rose GRO; Dave S Pettitt GRO; Andy Hayward GRO; Sally Smith GRO; Dave Pardoe
Subject: FW: Grapevine Internal fraud/Security Breach Service
Attachments: Grapevine Int Fraud Reporting Master Process Oct 11.doc; Int Fraud Process Map V2 061011.doc

All,

Further to my earlier e mail, I've re-sent the process as I've made a couple of minor changes to the last embedded document (process map) within it. I've also attached the said document separately so you will be fully aware which one it is.

The rest of the document is exactly the same as previously sent.

Apologies for any inconvenience.

Regards

Wayne

From: Wayne Z Griffiths
Sent: 06 October 2011 12:29
To: Lesley Frankland; Allison Drake; Jason G Collins
Cc: Helen Rose; Dave S Pettitt; Andy Hayward; Sally Smith; Dave Pardoe
Subject: Grapevine Internal fraud/Security Breach Service

All,

I'm writing to make you aware of a new service launched through Grapevine which allows individuals to report instances of internal fraud or security breaches through the Grapevine helpline number. Although this isn't a full blown whistleblower line ('Speak Up', run by Group currently fulfils this need), we are still governed by the principles of the 'Public Interest Disclosure Act 1998' (PIDA), which states that individuals raising a genuine concern should not suffer from reprisal or recrimination in any way, therefore the individuals anonymity and call confidentiality are of paramount importance.

The attached document details every aspect of the new service, including process maps, the final one of which will be pertinent to you and your teams potentially. Although these types of issues should be dealt with through the relevant line management structure already in place, individuals may not feel comfortable doing this under certain circumstances, and the attached process gives a couple of such examples. Therefore any intervention activity resulting from the initial call should always be dressed up as 'business as usual' to fully protect the individual making the initial call.

From a Physical security perspective, it is anticipated that regular security breaches may entail a safe being constantly left ajar, or perhaps a parcel hatch. Mitigating security Team activity may involve a 'Torch' type visit to assess the office and progress as necessary, but again as BAU activity.

A lot of the attached documentation relates to the initial call and how it is progressed by Grapevine. However I would recommend you read the whole process to digest the intentions and potential outputs of the service, this may then require a further cascade to Team members.

If you have any questions or issues after reading through the documentation, please do not hesitate to contact me.

Regards

POL00423210

Wayne

Wayne Griffiths

Security Manager
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