
From: Spencer John [GRO]
Sent: Fri 05/08/2022 12:32:31 PM (UTC)
To: Claire Hamilton [GRO]; John Bartlett [GRO]
Cc: Abbie Steele [GRO]; Michelle Acton-Phillips [GRO]
Subject: EY/Post Office

Hi John / Claire

Great meeting you both, and again, thanks for coming to our offices, much appreciated

As discussed, please find below the updated scope of work along with adjusted price overall

Let's catch up next week once you've had chance to review.

Wishing you both a great weekend,

Kindest regards,
Spencer

1. Policy Review

Assessment of relevant policy documents, to include review of the current Speak-Up policy and the Group Investigation policy. This assessment will compare policies against SYSC 18 regulatory requirements and to best practice, based on EY's knowledge of whistleblowing and speak-up teams in comparable entities.

2. Effectiveness of process via Speak Up Investigation reviews

Review of a sample of five investigation case files to establish whether the Post Office policies are operating as intended. This sample is to be agreed between the EY and the Post Office Limited teams and will include a representative view of the high/medium and low risk cases typically encountered by the Post Office Limited. For each case, EY will follow the path of the case as it progressed from initial report through to conclusion and will include considerations such as data capture, triage, investigatory steps, communication with and protection of the whistleblower, reporting and review.

3. Feedback gathering

Interview with a sample of up to six key stakeholders of the speak-up process to establish their views on the process and possible areas for future development. The interviewees will be agreed between EY and the Post Office Limited team.

Based on the activities at 1) to 3) above, the EY deliverable will comprise a written report to the Post Office, providing:

- An assessment of the current state of the Post Office's whistleblowing policies, processes and controls
- An assessment of the Post Office's whistleblowing investigations and the compliance with internal process, regulatory standards and industry standards
- A comparison to best practices including relation to both whistleblowing and information gathering
- Recommendations as to the target end state

Total Cost: £40,000 excl. VAT

In addition to the above scope, we will provide a briefing session to the Board and CEO of the Post Office Limited to cover their speak-up responsibilities, best practice to establish an effective tone from the top and highlighting key messages and learnings from the EY review.

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