

"WHISTLEBLOWER" (SPEAK UP) IN POST OFFICE® LTD

Post Office® Ltd places great importance on the ethical conduct of its business and the protection of its good reputation. In accordance with best practice, Post Office® Ltd proposes to now adopt its own Employee Confidential Disclosure Policy & Helpline. This would allow workers to raise reasonably held concerns relating to serious matters that could put Post Office® Ltd, its workers, or members of the wider public at risk. Worker confidential disclosures usually involve bringing forward concerns that are in the organisation's interest to investigate and resolve. These include fraud, the giving or taking of bribes, financial malpractice, misreporting, or practices that might endanger individuals or the environment.

Whilst this Policy & Helpline would now specifically apply to Post Office® Ltd it will obviously support and encompass the recently launched RMG "Speak Up" policy.

Post Office® Ltd has historically encouraged workers to raise concerns about serious malpractice with line management in the first instance or where appropriate, with other dedicated help lines, such as the Security Helpdesk, the Bullying and Harassment Helpline, HBSC or HR Helpdesks to name a few. The "Whistleblower" hotline will be created in order to supplement these existing specialist help lines, to be used where the worker concerned does not feel confident in raising concerns via these existing routes and Post Office® Ltd recognises that sometimes escalation through these routes will not always be possible. In such instances Post Office® Ltd wants to encourage workers to contact a "Whistleblower" confidential hotline, which is being proposed to be run by Professional Witness Ltd (P.W.L.), a third party supplier who is currently used for other vital business services.

Access to the proposed hotline will be made by phone or via an e-mail service to [enquiry@](#) **GRO** P.W.L. will treat all contact and concerns in complete confidence and all phone calls received will be tape recorded to ensure all the information is captured accurately. There is no requirement for workers to provide any contact details if they do not wish to. The worker will be requested to provide information about their concern, for example the history of the concern,

any relevant individuals and the reason why the worker is particularly concerned about the situation.

Details of the concern will be captured when raised through P.W.L. will then be assessed and forwarded to Post Office® Ltd Security Team who will act on it in the most appropriate way escalating to the necessary level and an individual to act. Any resultant investigations will be undertaken by people with appropriate authority who have the technical and professional knowledge relevant to the particular case. The P.W.L hotline will also filter and escalate any apparent non Post Office® Ltd cases to the appropriate section in accordance with the Group "Speak Up" policy to the relevant contact point, examples of which are suggested below. These may include worker concerns about serious malpractice to be raised via other routes across other areas of RMG that mean raising concerns via alternative business helpdesks.

All calls and communications to the P.W.L Hotline will be answered within 2 minutes and acknowledged formally within 3 working days if appropriate and requested by the worker.

CONTACT POINTS

Employee Confidential Disclosures "Whistleblower"

To report a concern.

Telephone 0800 000 000 and choose to either speak to an operator, or leave a voicemail message. Your call will be treated in confidence.

Alternatively leave a message using the confidential e-mail address based service using [enquiry@](#) **GRO**

Bullying & Harassment Helpline

A free helpline, operated by an independent company, to offer confidential advice relating to bullying or harassment concerns, and to assist in initiating harassment complaints.

Telephone: **GRO**

Security Helpdesk

To report any information about a crime relating to RMG, or for advice regarding security.

Telephone: **GRO** or Postline **GRO**
Email: **GRO**

Corporate & Social Responsibility Helpdesk

To ask a question relating to health, social engagement, the environment, and safety issues.

Telephone: **GRO** or Postline **GRO**
Email: **GRO**