

*"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.

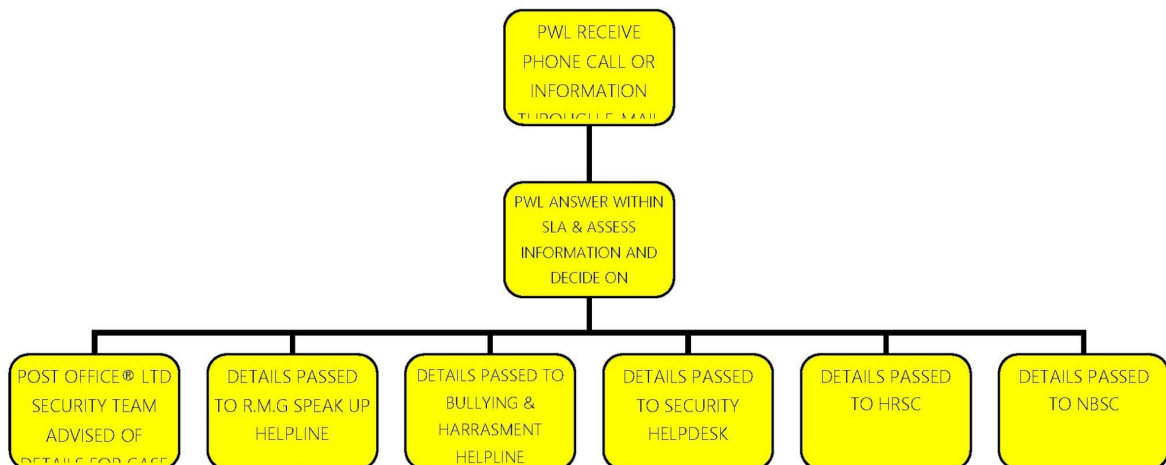
Post Office® Ltd has historically encouraged workers to raise concerns about serious malpractice with line management in the first instance or where appropriate, with other dedicated help lines, such as the Security Helpdesk, the Bullying and Harassment Helpline, NBSC or HR Helpdesks to name a few. Post Office® Ltd recognises that escalation through these routes will not always be possible, for example in cases where the individual concerned does not feel confident in raising issues via these existing routes or isn't sure exactly which helpline they need to contact. The "Whistleblower" hotline will be created in order to supplement these existing specialist help lines, and will provide a vehicle for workers to voice their concerns in a safe and confidential environment. It is proposed that the "Whistleblower" confidential hotline will be run by Professional Witness Ltd (P.W.L.), a third party supplier which is currently being used for other vital business services.

Access to the proposed hotline will be made by a dedicated phone line 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 more detailed information, for example the history of the

concern, any relevant individuals and the reason why the worker is particularly worried about the situation.

Details of the concern will then be captured and assessed by P.W.L and forwarded if appropriate to the Post Office® Ltd Security Team, who will then make the decision on whom the issue should be escalated to for appropriate action. Any resultant investigations will be conducted at the appropriate authority level by individuals who possess the necessary technical and professional knowledge to progress each specific case. In accordance with the Group "Speak Up" policy, the P.W.L hotline will also filter and escalate any apparent non Post Office® Ltd cases to the relevant section and contact point, some examples are suggested below. These include worker concerns about serious malpractice, which need to be raised via alternative business helpdesks across other areas of the RMG.

All calls and communications to the P.W.L Hotline will be answered within agreed service level agreements with regards to answering the call and acknowledging formally within a certain no of working days if appropriate and so requested by the worker.



## CONTACT POINTS

### Employee Confidential Disclosures "Whistleblower"

To report a concern.

Telephone 0800 0000 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**