

A MEMORANDUM OF UNDERSTANDING ON JOINT INVESTIGATION

PROTOCOLS POST INDEPENDENCE INVOLVING ROYAL MAIL AND POST

OFFICE LTD SECURITY

1 - Introduction

This memorandum of understanding sets out the principles underpinning the working relationship between the Royal Mail Group Security Criminal Investigation Team and Post Office Ltd Security Team in regard to criminal investigations that affect both businesses.

2 - Purpose of the Memorandum of Understanding

The purpose of the memorandum of understanding is to ensure consistency of approach in relation to dealing with suspected crime involving Royal Mail / Post Office Ltd staff, products and services where reported incident impacts across both parties. The key areas within the understanding are;

- 2.1 Communication
- 2.2 Investigation triggers
- 2.3 The investigation of suspected crime
- 2.4 The prosecution decision making process
- 2.5 Preventing reoccurrence of offence

2.1 Communication

Both parties will establish a single point of case reporting contact and through that channel ensure that information relating to suspected crime involving Royal Mail / Post Office Ltd staff, products and services is shared with the other party at the earliest opportunity and normally within seven working days following confirmation of the cross business impact.

For RMG the point of contact will be the Royal Mail Security Helpdesk
[REDACTED] **GRO** - securityhelpdesk [REDACTED] **GRO** and for Post Office Ltd
it will be the Casework Team [REDACTED] **GRO** [REDACTED]
post.office.security [REDACTED] **GRO** [REDACTED]

2.2 Investigation Triggers

Both parties will initiate enquiries in line with their respective trigger points; where the reported incident impacts across the other party then

that affected party will be advised, within seven days, of the details of enquiries made irrespective of the triggers applied by that parent unit.

2.3 Investigation

Following notification of the suspected crime to either point of contact, a meeting will take place at the earliest opportunity and normally within seven working days between both parties (Security Operations / Royal Mail Criminal Investigation **Team Leader level**) to agree operational planning; plans will include operational roles, responsibilities and the frequency and method of progress updates.

In the event that operational plans can not be agreed at an operational level then the matter will be raised direct to the relevant Royal Mail Head of Investigations and Post Office Ltd Senior Security Manager Security Operations. Continued disputes will be referred to the next appropriate level of authority.

Both parties recognise that approaches to their respective agents, employees and clients subject to any enquiry must not be made without the express authority and request for attendance of security personnel proper to the parent organisation; likewise, any suspect engagement process must be led by the parent organisation and must be managed in accordance with the HR policies relevant to the parent organisation of the suspect and the appropriate legislation (e.g. Police and Criminal Evidence Act 1984).

2.4 Prosecution Decision

Cases leading to an interview under caution will ordinarily be reported to the Criminal Law Team acting on behalf of the organisation which has suffered the loss and against which the offence(s) have been committed, for advice on the sufficiency of evidence and the usual public and business interest considerations. There may be exceptions to this where the lead business is the more appropriate choice and this will be normally be at the discretion of the appropriate legal team and Royal Mail Head of Investigations and Post Office Ltd Senior Security Manager Security Operations.

Any dispute in regards to prosecution decision will be escalated to the relevant Royal Mail Head of Investigations or Post Office Ltd Senior Security Manager Security Operations.

2.5 Preventing Reoccurrence of Offence

Every investigation undertaken, irrespective of outcome, will be critically examined, by parent unit, following an interview under caution or at investigation closure (where an interview is not undertaken) to establish any procedural or product failings leading to or facilitating the suspected offence. Any failings will be notified to the other party and reciprocated by evidence being provided as to the remedial action taken.

3. Commencement Date

This Memorandum came into effect on 1st April 2012.

4. AGREEMENT

In addition to formalising arrangements for co-operation between Post Office Ltd and Royal Mail Group Security, this memorandum of understanding provides important guidance regarding relevant operational procedures that apply to both parties. Recognising that these may be subject to change, this document will be regularly reviewed on a yearly basis, or at the request of either of the parties to the agreement.

Signatories to this agreement:

John M Scott - Post Office Ltd

Phil Gerrish-Royal Mail Group Ltd