

Title	Knowledge Centre - Audits
Subject	Chapter 09 – Retention of Audit Papers
Version Control	5.0
Purpose	Outline process for filing and retaining audit papers
Audience	Network Operations Field Team
Next Review Date	September 2019

Stakeholders

Stakeholder Name	Responsibility
National Training & Audit Manager – Lesley McNally	Retention and Archiving Reports
Security Team	Review of process

Responsibilities in Change

Role	Job Title	Date
Author	Tim Gordon-Pounder – Training & Audit Advisor	27/09/2018
Assurance	Keith Scott – Training & Audit Advisor	28/09/2018
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Communication	Tim Gordon-Pounder – Training & Audit Advisor	

Version control

Version No.	Reason for issue	Date of Go-Live
Version 1.0	Complete Audit Process Chapter Review – PROJECT	October 2011
Version 2.0	Annual Review – Sections 5 & 6 – Salford (Manchester) replaced with Bark Street, Bolton	October 2013
Version 2.1	Section 2.3 – Lotus Notes replaced by SharePoint Section 4 – BAU added in front of Regional Network Managers	October 2013
Version 3	Annual Review – All references to P32 changed to FAT, No other changes.	January 2015
Version 3.1	Section 2.3 – Change from 5 days to 3 days to add FAT & CAT tools to Sharepoint	July 2015
Version 4.0	Annual Review - Section 4 – Change of responsibility from regional Managers to Area Managers	Nov 2015

Version 5.0	Annual Review - Section 4 – Updated to take account of business reorganisation. Section's 5 & 6 removed as no longer applicable. Print the CAT email added as CAT papers aren't mandatory. Section 3 & 4 combined. Reference to the central archive removed as it doesn't exist.	Sept 2018
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INTRODUCTION

It is the duty of the Security Manager to contact the Lead Auditor within 60 days of the audit if they require the original paperwork from an audit.

It is imperative that the Lead Auditor completes and forwards the Event Capture Form within 48 hours to the recipients as detailed on the Audit Reporting Tool (ART) including the Security Team as this gives them the initial starting point of the need for an investigation that may lead to a court case and successful prosecution.

If you have not been contacted within 60 days of the audit you must shred all paperwork relating to that audit.

After 60 days the only records from the audit available will be those held electronically on SharePoint, or those previously requested by the Security Manager

The ART electronic Microsoft Excel form, when completed, holds most of the information that needs to be retained following an audit. They are stored on a network server and this has therefore considerably reduced the amount of manual paperwork.

Original paperwork supporting an audit will from time to time be required for a variety of purposes (e.g. presentation at court during legal proceedings), and for this reason a policy of retaining such paperwork has been introduced.

This policy covers the retention of manual documentation arising from audit activity; stating periods of retention, detailing storage arrangements, retrieval instructions, and destruction.

All audit papers are to be retained by the lead auditor and held for a period of 60 days. This allows for any immediate post-audit queries to be raised and answered without delay.

SECTION 1- STANDARDS FOR THE RETENTION OF AUDIT PAPERS

- 1.1 All ART's (electronic Microsoft Excel forms) to be retained on a network server for at least five financial years following the year in which the audit was undertaken. Electronic files to be deleted from laptops once confirmed on network server.
- 1.2 All manual supporting documentation (detailed at 1.4) to be securely retained by the lead auditor for a period of 60 days from the date of audit.
- 1.3 After 60 days, all manual supporting documentation will be shredded. If you are unsure whether to shred documents you can discuss your concerns with Security Team or your Training and Audit Manager (TAM). It is the Security Managers duty to request audit papers within 60 days.

Events requiring investigation may include:

- Suspension of Postmaster / Operator / Agent
- Misuse of funds
- Unexpected discrepancy greater than £1000
- Admission of, or suspicion of, false accounting or theft
- Irregular personal cheque on hand
- Credit sales
- Instances where unfamiliar circumstances are encountered. In these cases a decision to destroy or retain should be made following discussion with the Security Team.

- 1.4 The supporting documentation retained should contain the following items:

- **Security Request Summary Sheet** if papers are requested (Knowledge Centre – Audits – Chapter 02 Working Papers);
- Cash, currency and stock sheets where used;
- Compliance Audit Test (CAT) report (Print the email confirmation);
- Any reports generated from Horizon required by the audit process or relating to the audit irregularity
- Any hand written notes, papers or associated evidence relating to an audit that revealed an irregularity.

- 1.5 The documentation included in any Quality Assurance Review (QAR) must be retained by the Training and Audit Manager (TAM) completing the QAR for a period of 12 months following the completion of the QAR. This will ensure evidence is retained for possible use when completing the Personal Development Review (PDR) or if QAR results are subsequently questioned. It also allows documentation to be retained for external audit purposes, if required.

SECTION 2 – LEAD FIELD TEAM MEMBER RESPONSIBILITIES

- 2.1 Ensure that all manual documentation is necessary and not excessive.
- 2.2 Ensure that standards outlined in Section 1 are adhered to.
- 2.3 Ensure the ART and CAT Tools are submitted, within 3 days for storage on a network server, and deleted from laptop once storage on network server is confirmed.
- 2.4 Retain audit papers locally for a period of 60 days from the date of the audit.
- 2.5 Notify the Security Team of any irregularities during audit. This will ensure that the Security Team can request relevant papers within 60 days. Forward audit papers by Royal Mail Special Delivery to the POL Security Team as requested and complete Security request summary sheet as appropriate.
- 2.6 After 60 days from the date of the audit, all audit papers not required by Security Team must be shredded by Lead Auditor.

SECTION 3 – Training & Audit Manager (TAM) RESPONSIBILITIES

- 3.1 If a Training & Audit Manager (TAM) is designated as the lead Field Team Member, their responsibility is as described above.
- 3.2 Monitor the supporting documentation retained using the QAR and 1-2-1 processes, and ensures QAR's are performed within 60 days of the date of the audit.
- 3.3 Audit papers on which a QAR has been performed are to be retained by Training & Audit Manager (TAM) completing QAR for a period 12 months and then shredded.
- 3.4 Ensure that direct reports are aware of the standards and their responsibilities, and that they are **properly equipped (i.e. either be provided with, or have access to a shredder).**
- 3.5 Monitor the supporting documentation retained using the Quality Assurance Review (QAR) and 1-2-1 processes and ensures QAR's are performed within 60 days of the date of the audit.
- 3.6 Ensure that expired documentation is destroyed using a shredder.