

Appendix G1 – Communication April 2019 – Our Whistleblowing Survey Results

Our Whistleblowing Survey results

Thank you to those who completed our Whistleblowing Survey. Your responses have helped us to understand what employees know about whistleblowing at Post Office and identify improvements we can make. We will be delivering regular communications and awareness across the business to help improve everyone's understanding, but here are some of the key themes we found as a result of your responses:

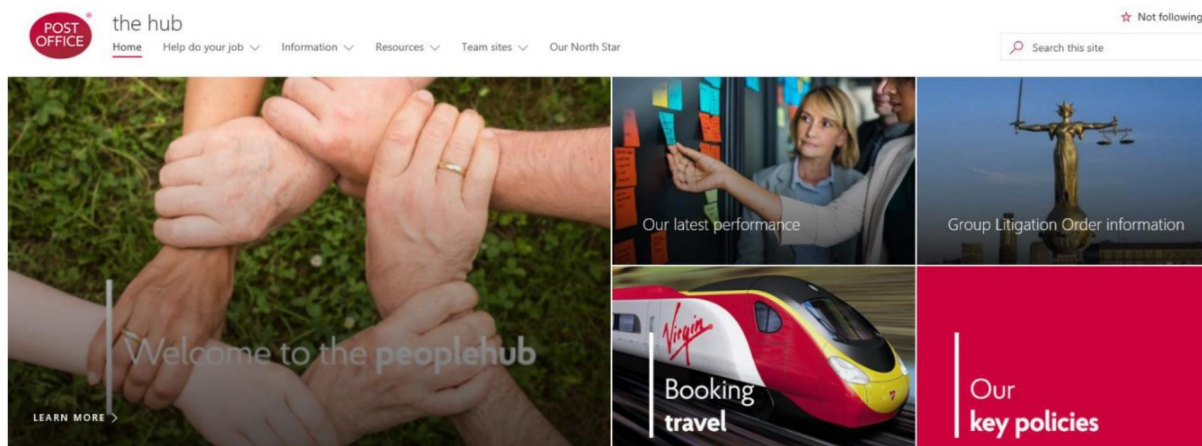
1. Not everyone understands what whistleblowing means:

"Whistleblowing" is protected by law and is the act of exposing potential or actual wrongdoing by reporting it either internally within an organisation, or externally, for example to a regulator.

Examples of the kinds of wrongdoing that we encourage you to report include: concerns that someone is putting the health or safety of individuals in the workplace at risk; someone falsifying official documents; someone committing fraud against Post Office; or someone taking, offering or paying bribes.

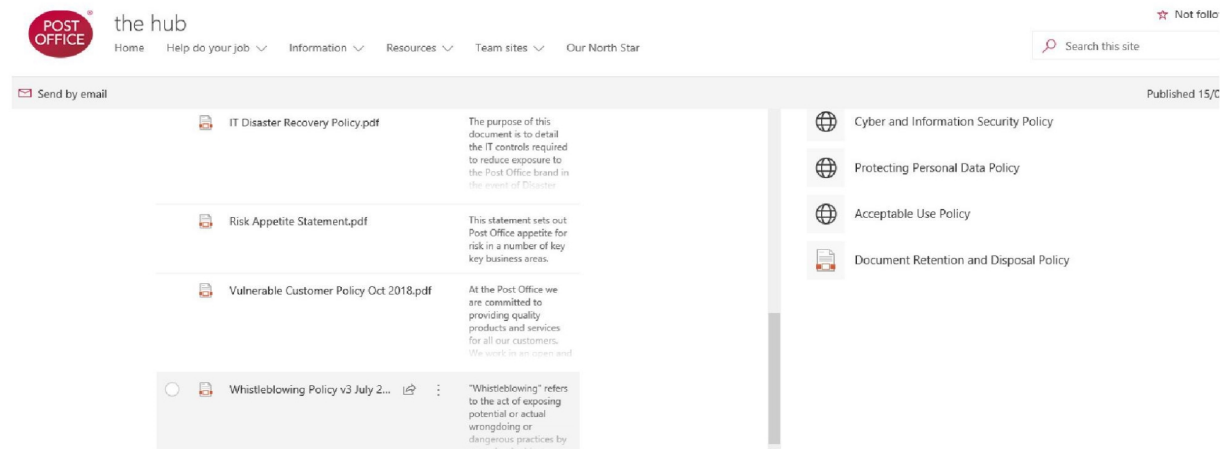
2. Not everyone knows where to find the Whistleblowing Policy:

Click on "Our Key Policies" on the Hub homepage:



Scroll down to "Whistleblowing Policy" at the bottom of the page, here:

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3. Not everyone knows how to report whistleblowing:

There are three ways in which you can report a concern:

1. Contact your line manager or HR Director
2. Contact the Speak Up confidential reporting service run by Expolink Europe Ltd on **GRO** or via <https://wrs.expolink.co.uk/postoffice>
3. Contact the Whistleblowing Officer at whistleblowing **GRO**

4. People raised concerns that reports are not treated confidentially:

Your protections are set out in our Whistleblowing Policy; we will always support anyone who raises a genuine concern, even if it turns out to be mistaken. You will not be treated unfairly or liable to disciplinary action as a result of you raising your concerns.

If you have any questions about the survey, any suggestions or would like further information, please email **whistleblowing** **GRO**