

Do the right thing, SPEAK UP

Whistleblowing

Post Office is committed to conducting business with the highest standards of honesty, integrity and openness. Colleagues can raise concerns in confidence, secure in the knowledge that we will take those concerns seriously and act on them. A culture of openness and accountability is essential to ensure Post Office matters as much tomorrow as it does today. Any suspected wrongdoing should therefore be reported as soon as possible.

What is whistleblowing?

"Whistleblowing" refers to the act of exposing potential or actual wrongdoing by reporting it either internally within an organisation, or externally, for example to a regulator. Potential or actual wrongdoing includes serious accidents, bribery, fraud, any criminal activity, regulatory breaches, miscarriages of justice, health and safety risks, damage to the environment, financial impropriety, and facilitation of tax evasion, reputational damage and/or any breach of legal or professional obligations.

We care about our customers, colleagues and members of the public here at Post Office and we are committed to raising concerns that affect them.

How do I raise a concern?

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 InTouch MCS Ltd on [GRO](mailto:GRO@postoffice.co.uk) or via [\[HYPERLINK "https://wrs.expolink.co.uk/postoffice" \]](https://wrs.expolink.co.uk/postoffice)
3. Contact the Whistleblowing Officer at [\[HYPERLINK "mailto:GRO" \]](mailto:GRO@postoffice.co.uk)

The business will 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 doing so. These protections are set out in our [[HYPERLINK](#)

"<https://poluk.sharepoint.com/sites/thehub/SitePages/Key%20policies.aspx?web=1Policy>."].

Can I report bullying & harassment in the same way?

Grievances and matters such as bullying and harassment are addressed under Post Office's Dignity at Work policy. To find out more information about how you can report a concern:

1. Discuss the issue with your Line Manager, a trusted colleague or a trade union representative
 2. Contact the HELP Employee Assistance – GRO 24 hours a day, 7 days a week
 3. Explore our Dignity at Work pages [[HYPERLINK](#)
- "<https://poluk.sharepoint.com/sites/PeopleHub/SitePages/Dignity-At-Work.aspx>"].

Any report received about bullying and harassment will be passed to the relevant team to investigate it further.

Can I remain anonymous?

Whistleblowing reports made via **Speak Up** can be made **anonymously** and each report is treated in **strict confidence**. You do not have to provide your name or contact details. However, our ability to undertake a thorough investigation into the concerns raised may be adversely affected if we can't approach the person who made the report. **Post Office are committed to respecting the confidentiality of all whistleblowers and will make every effort to protect the whistleblower.**

What happens after I have made a report?

All concerns, including those raised via **Speak Up**, will be passed to the Whistleblowing Officer who will carry out an initial assessment of the issue to determine the scope of investigation.

Where can I find out more?

For further information please see our [[HYPERLINK](#)

"<https://poluk.sharepoint.com/sites/thehub/SitePages/Key%20policies.aspx?web=1Policy>."] on the Intranet. Alternatively, you can refer to the HR Advice Speak Up guidance by clicking [[HYPERLINK "https://www.myhrhelp.co.uk/default.aspx?p=cont&s=522&t=3081"](https://www.myhrhelp.co.uk/default.aspx?p=cont&s=522&t=3081)] .

For information about bullying & harassment, take a look at our [[HYPERLINK](#)

"<https://poluk.sharepoint.com/sites/PeopleHub/SitePages/Dignity-At-Work.aspx>"].

If you have any questions about the Whistleblowing policy, or you are a line manager seeking support on a case, please email [[HYPERLINK](mailto:whistleblowing@gro.nl) "mailto:whistleblowing@gro.nl"].