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**Security  
Project Initiation Document (PID)**

<b>Project Title:</b>	<b>“WHISTLEBLOWER”</b>
<b>Version Control:</b>	Version 1.1 - Dated 25 March 2010
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Annex: A. Project Time Line

## 1. Background

### 1.1 Project Aim

The aim of this Project is to introduce a business wide Whistleblower point of contact accessible to everyone including directly employed Post Office Ltd Staff, Franchisee's, Sub-Postmasters & their respective staff. The Project objective is to achieve a single point of contact business wide to "Whistle Blow" by reporting crime and prevent it in helping to protect our business. The principles set out within the policy will apply to all employees, whether part-time or full time, temporary or permanent and all other stakeholders.

### 1.2 Project Scope and Benefits

In Scope – Internal concerns raised by Post Office® Ltd Staff  
Internal concerns raised by Franchisees, Subpostmaster, Multiples & their staff.

Out Of Scope – External concerns raised.

Benefits – Introduction of a "Whistleblower" policy will help the business to meet the F.S.A. guidelines and will also help to identify crime at an earlier stage, which could ultimately result in a reduction in the value of individual losses to the business.

## 2. Project Phases

**Phase 1-** Identification and documentation of current processes within Group.  
(Completed by 30<sup>th</sup> June 2010)

**Phase 2-** Consideration for Single Point of Contact (SPOC) linked to Rick Griffin.  
(Completed by 10<sup>th</sup> August 2010)

**Phase 3-** Process options, benchmarking and recommendations.  
(Completed by 29<sup>th</sup> September 2010)

**Phase 4-** Process launch and implementation of Whistleblower Policy & Procedures. (Completed by 5<sup>th</sup> November 2010)

**Phase 5-** Post Implementation Review.  
(Completed by 14<sup>th</sup> December 2010)

### 2.1 Identification and documentation of current processes in Group.

- The project manager will engage with Supply Chain, Royal Mail, and Parcel Force to identify current implemented Whistleblower processes as an internal benchmarking tool.
- Current Group Processes will be documented in respect of communication, reference material etc.

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**2.2 Consideration for Single Point of Contact (SPOC) linked to Rick Griffin**

- The Project Manager will engage with Rick Griffin with regards to SPOC Project and how this could be linked to "Whistleblower"
- Project Manager to engage and communicate with Grapevine with regards to possible links with SPOC and current processes which may already be embedded at Grapevine which may provide a link to "Whistleblower" type activity.

**2.3 Process options, benchmarking and recommendations**

There are a range of possible process options including:-

- Single Point Of Contact
- Presentation possibilities
- Communication Campaign (Posters, Leaflets etc)
- Horizon & Fujitsu options
- Whistleblower Process Map
- Benchmarking against external companies Whistleblower Policies
- Process agreement between Stakeholders

Once the key activities have been clearly identified the project manager will engage with all key stakeholders to ensure all possible options have been considered before the final recommendations are made. This whistle blowing policy will include the businesses commitment to the highest standards of corporate openness, probity and accountability and will set out arrangements for all staff to raise concerns about malpractice or serious wrongdoing in ways which will protect them from reprisal.

**2.4 Process launch and implementation**

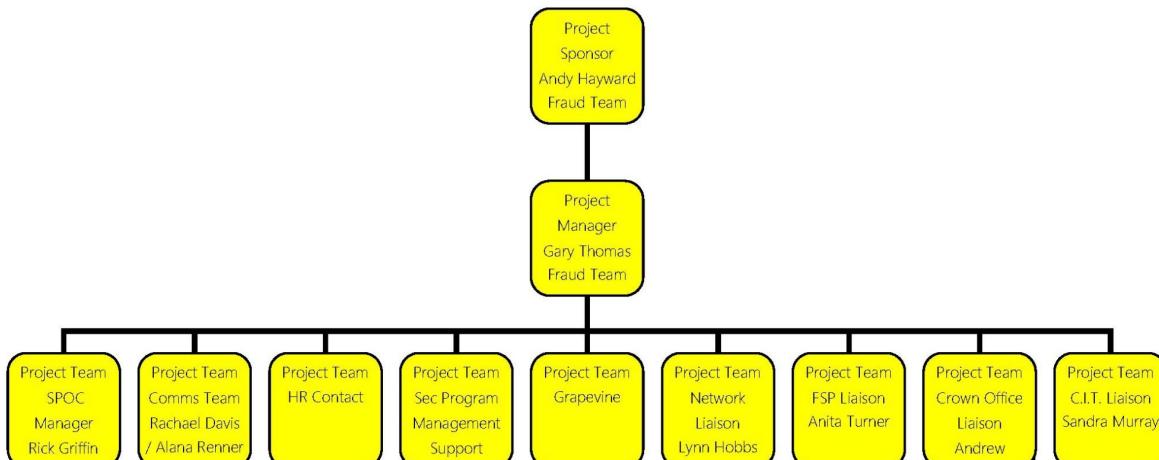
The project manager will be responsible for ensuring that the agreed recommendations from phase 2.3 above are successfully adopted and implemented

**2.5 Post implementation review**

Following phase 2.4, above the agreed process which has been implemented will be monitored and reviewed to assess the effectiveness.

### **3. Project Organisation Structure**

**3.1. Organisation Diagram**



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### **3.2. Roles and Responsibilities**

There are a number of individuals who will play an important role in ensuring the success of this Project:

**Andy Hayward** - Provide strategic direction and governance of the Project

**Gary Thomas** - Overall management of the Project

**Rick Griffin** – Single Point of Contact (SPOC) Advisor & Support

**Rachael Davis / Alana Renner** – Provide internal / external communications knowledge & recommendations.

**HR Contact jon godwin** – Provide HR knowledge & support.

**Mark Dinsdale** – Security Program management support

**Grapevine Nicola Knowles** – Analysing crime data & project knowledge for best practice.

**Lynn Hobbs** – Providing Network Liaison & Multiples Liaison advice

**Anita Turner** – Providing F.S.P. Liaison advice

**Andrew Thompson** – Providing Crown Office Liaison advice

**Sandra Murray** – Providing C.I.T. Liaison advice

### **LEGAL – Kate Homan**

NBSC – Kendra Dickinson

## **4. Project Finances**

Although at this stage the total cost cannot be quantified, there will be costs involved in this project principally around communications to cascade and deliver the process. There could also be resource costs around running the process as business as usual once the project has been completed. It is suggested an estimated budget cost for printing around £10,000 and T&S costs of £5,000 should be allowed for this project.

## **5. Project Assumptions, Risks and Constraints**

A risk could be that the cost of introducing and maintaining a “Whistleblower” policy may outweigh any potential benefits.

However if a process is not adopted and introduced then the business would fail to meet F.S.A. guidelines.

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**Annex “A”: Project Timeline**

Project time-line showing how long each phase will take to complete.

