



Royal Mail Group Internal Information Only

# Forensic & Technical Procedures

Mark Blackwell  
Security Systems Support Manager  
Security Risk Management Team  
Postline: **GRO**  
Mobile: **GRO**

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## Document Change History

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## Glossary

Abbreviation or Term	Meaning
OIC	Office In Case, or Officer In Charge
SSSM	Security Systems Support Manager
RMG	Royal Mail Group

## Document Summary

This is a working document, which will be reviewed once a year for relevance. It may also be reviewed at other intervals when a significant change in the working environment or relevant working activities takes place.

The document is issued to all RMG Security Teams. It is strictly confidential, and access is restricted to the RMG Security Team network only, via the appropriate channels.

# Purpose

The aim of this document is to explain the processes Royal Mail Group (RMG) Security personnel need to follow in order to access both forensic and technical services. To avoid confusion all investigatory persons within RMG are referred to throughout this document as the 'Officer In the Case', or OIC. This includes anyone in RMG who conducts PACE interviews, including investigators in Royal Mail Letters, Post Office Ltd. (POL), and Parcelforce Worldwide (PFWW).

Forensic services are normally accessed to determine the significance of evidence recovered, particularly in cases that are thought to present a high risk of challenge in court. There are a variety of forensic tests, but the majority of RMG forensic examination is in the comparison of fingerprints and the comparison of handwriting samples.

Technical services may be defined as the accessing of particular equipment to support an investigation. This might be technical equipment deployed at the start of an investigation to help gain evidence, to the tape machines used to record an interview, or the examination of digital equipment during an investigation, right up to the copying of CCTV images in order that evidence may be placed before a court.

# Introduction

Forensic and technical services are split in two in this document, to aid clarity. However, both services are intended to support the RMG Policy of prosecuting dishonest employees or their agents, and also on occasion members of the public who perpetrate crimes against the Royal Mail Group.

Currently RMG purchases forensic support from a 'one stop shop', the Forensic Science Service (FSS). Therefore any reference to suppliers of forensic services in this document will be deemed to be FSS, albeit the contract may alter, and on rare occasions the FSS may sub-contract work to other suppliers. Most forensic experts charge between £70 and £120 an hour for their expertise. The most common RMG cases referred to the FSS include fingerprint identification and handwriting comparisons. Analysis of samples of these may result in costs of between a few hundred pounds to several thousand pounds per case, depending on the complexity and quality of evidence submitted.

Technical support is rendered by a variety of people, but all the services may be accessed via the Security System Support Manager (SSSM) in Royal Mail. If any doubt exists about any part of the technical process please contact the SSSM for advice. Details are included in the contact section at the end of this document.

## Forensic Procedure

The Forensic Science Service (FSS) consists of privatised former police forensic laboratories. Currently there are six FSS laboratories in the UK, with the Head Office being in Birmingham. The FSS provide over 25 separate services to their customers including the following main type of forensic analysis:

- i) Fingerprint examination and comparison
- ii) Handwriting examination and comparison
- iii) Indented handwriting examination (ESDA) and comparison
- iv) Date-stamp or print examination and comparison
- v) Ink examination and comparison
- vi) DNA analysis, profiling and matching

**Note: Royal Mail Letters currently provide services relating to the copying of CCTV footage and images. In these cases advice should NOT be sought from the FSS, but referred to the Royal Mail Security Systems Support Manager (SSSM). Royal Mail Letters also provides services relating to the examination of digital media, such as computer hard drives and mobile phones. In these cases advice should NOT be sought from the FSS, but referred to the Computer Forensic Team, as detailed in the contacts section at the end of this document.**

Any Officer in a case (OIC) should check with their Line Manager prior to submitting any evidence for forensic examination. The eventual decision must be approved by a Territorial Investigation Manager, or equivalent. This is in order to ensure costs are not incurred unnecessarily. It has been the case that forensic tests have been conducted that have resulted in costs of several thousand pounds to RMG, yet upon being interviewed, or re-interviewed, the suspect has admitted the offence without even being shown or told about the forensic evidence. As always, efforts should be made to keep expenditure to a minimum.

Clearly, it is impossible to judge precisely when to seek forensic assistance, as cases will vary, and people may change their plea at court, but generally it is



expected evidence should be put to most suspects before forensic tests are run, in case they admit the offence, and obviate the need for forensic tests. However, in very serious prosecutions, or cases where the forensic evidence may be thought to degenerate significantly, it may be considered prudent to get the forensic analysis completed straight away. In these cases the OIC should immediately consult and seek guidance from their Line Manager before any submission is made.

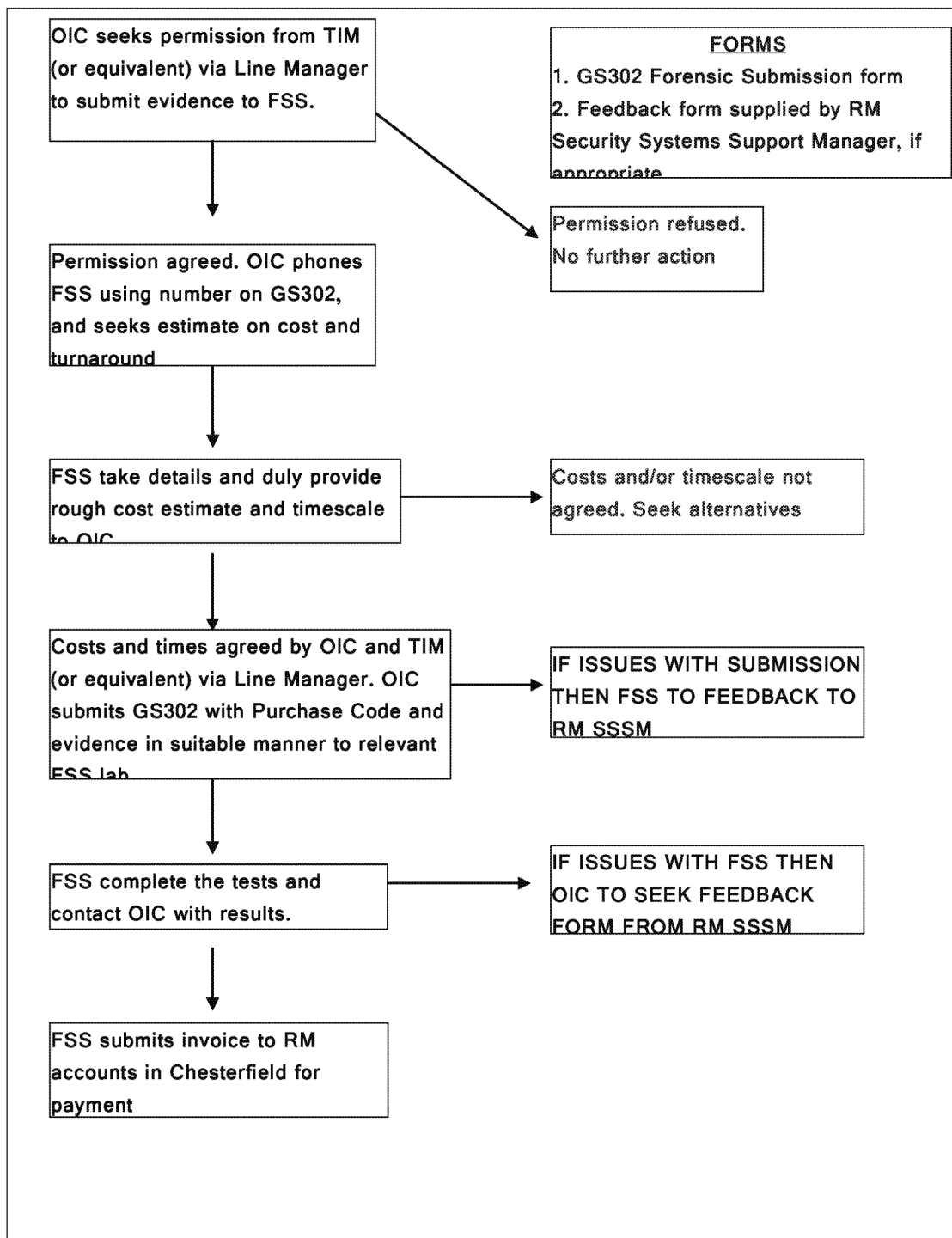
In order to elicit the support of the FSS the following process should be followed:

- 1) The OIC should establish with their Line Manager the need for forensic examination to be conducted.
- 2) Having got agreement from a Territorial Investigation Manager (or equivalent) via the Line Manager, the OIC should phone the FSS using the phone number listed on the forensic submission form GS302, and explain the nature of the work to be undertaken. The FSS will take these details, and duly supply a rough quote and a rough timescale to complete the work – by definition these may vary when the FSS actually see the work.
- 3) The cost and timescales should be communicated by the OIC to their Line Manager. If agreed by the Territorial Investigation Manager or equivalent the OIC should again contact the FSS by phone. They will be instructed where to submit the work, and how.
- 4) Once the FSS have given the instructions the OIC should complete the GS302 submission form and arrange for this form and the work to be delivered as instructed to the appropriate laboratory. There is a Purchase Order reference number on the Group Security website immediately before accessing the GS302 form. This reference is applicable to all cases submitted by Royal Mail Letters and Parcelforce, and must be quoted in the relevant section on the GS302, prior to posting. POL will need to contact their Casework Team for the appropriate Purchase Order number.
- 5) **Warning: On no account should crucial evidence be posted in the ordinary mail – Special Delivery may be used if no suitable alternatives exist.**
- 6) Once evidence is submitted the FSS will conduct the checks, and contact the OIC with the results. If subsequently required they will provide statements, and may attend court. They charge separately for these services. The FSS will send the appropriate invoice to the RMG accounts team in Chesterfield for payment.
- 7) If any problems are experienced or any concerns arise with the service provided by the FSS the OIC should contact the Royal Mail SSSM, and make them aware of these issues. The SSSM will feed back concerns to the FSS, for them to address.
- 8) Additionally, if the FSS have any concerns or issues with work



submitted they may contact the SSSM and make them aware of these, in order remedial action can be taken, where appropriate.

## PROCESS MAP FOR SUBMISSION OF EVIDENCE TO FORENSIC SCIENCE SERVICE (FSS)



## Technical Procedures

Various technical procedures exist. The Royal Mail Security Systems Support Manager (SSSM) can explain these, if required. The main procedures are as follows:

**1) The repair of PACE interview tape machines, or similar equipment (form GS304)**

The Neal twin or three deck tape recorders are supplied and repaired by David Horn Communications. The company details, including the address and contact phone number, are listed on form GS304. They should be contacted for details on costs, and timescales. The cost for the supply and repair of such equipment is now borne by each separate Business Unit. Before any expenditure is undertaken it should be agreed with your Line Manager and the relevant budget holder. Repairs to additional equipment should be as normal for office equipment, either repaired by the relevant supplier, or disposed of, as deemed appropriate.

**2) The copying of CCTV or similar evidence (form GS307)**

Royal Mail Letters retains the capability to copy CDs, DVDs, VHS tapes and various forms of DVR hard drives, particularly for subsequent use in court cases. Business Units can currently access this service for free. Advice may be sought from the Royal Mail Security Systems Support Manager (SSSM) as per the contact details at the end of this document. Prior to completing form GS307 the OIC should contact the SSSM and seek advice. If the work can be undertaken the OIC should complete the GS307 work form and forward it with the work to be undertaken to the SSSM. Timescales will vary according to the work requested and annual leave commitments, but routinely will normally involve a turnaround of just a couple of days.

**3) Examination of computer equipment and digital devices (form GS308)**

Royal Mail Letters retains the capability to forensically examine digital devices, such as computer equipment and the like, particularly for subsequent use in court cases. Business Units can currently access this service for free. An on-line form exists in the Group Security Database, form GS308. Additionally, advice may be sought from the Computer Forensic Team. Their contact details are at the end of this document.

**4) The supply and removal of covert CCTV camera equipment (forms GS305 and GS306 respectively)**

A separate policy exists for the covert CCTV camera process, and may be found on the intranet. If advice is required please contact the Royal Mail SSSM using the details on the contact sheet at the end of this document.

**5) Miscellaneous services, including the replenishment of forensic consumables**

Advice should be sought from the Royal Mail SSSM. Contact details are associated at the end of this document.



# Contacts

Name (Full LAN Address)	Title	Contact Numbers 1. Mobex/Postline 2. Mobile/STD
Julian Hurley	Nation Physical Security Manager	1. <b>GRO</b> 2.
Mark Blackwell	Royal Mail Security Systems Support Manager (SSSM)	1. <b>GRO</b> 2.
Jo Dixon	Computer Forensic Team, Investigation Team Manager	1. <b>GRO</b> 2.