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**ROYAL MAIL GROUP LTD SECURITY - PROCEDURES & STANDARDS**

FORENSIC SERVICES & TECHNICAL EQUIPMENT		P&SDoc 5.1, V3 Jul 08
1. PURPOSE.		
The purpose of this document is to provide Investigators within Royal Mail Group Ltd (RMG Ltd), with clear understanding in relation to Forensic Services and Technical Equipment available to Investigators.		
2. CONTENTS		
Section 3	Introduction.	
Section 4	Forensic Services.	
Section 5	Technical Equipment.	
3. INTRODUCTION		
3.1	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, which are detailed in Section 4 but the majority of RMG Ltd forensic examination is in the comparison of fingerprints and the comparison of handwriting samples.	
3.2	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. Electronic Tracking Devices (ETD) used to track postal packets, individuals or vehicles are covered in their own Procedures & Standards which can be found on the Group Security Database - Criminal Investigations - Investigation Procedures & Standards - Investigation Activities Surveillance & Testing.	
3.3	Forensic and technical services are split in two in this document, to aid clarity. However, both services are intended to support the RMG Ltd Policy of prosecuting dishonest employees or their agents, and also on occasion members of the public who perpetrate crimes against the RMG Ltd.	
3.4	Currently RMG Ltd 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 Ltd 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.	
3.5	Technical support is rendered by a variety of people, but all the services may be accessed via Mark Blackwell Security System Support Manager (SSSM) in Royal Mail Letters Security (RMLS). If any doubt exists about any part of	

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the forensic or technical process please contact him on mobex **GRO** or  
mobile **GRO**.

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**4. FORENSIC SERVICES**

- 4.1** The Forensic Science Service (FSS) consists of privatised former police forensic laboratories. The FSS provide many separate services to their customers including the following;
1. Fingerprint examination and comparison.
  2. Handwriting examination and comparison.
  3. Document examination to determine;
    - a. If alterations have been made to it by both the addition and removal of entries.
    - b. The "hidden writing" entries which have been obliterated by ink or correction fluid.
    - c. If it is genuine or counterfeit.
  4. Reassembly of torn or shredded documents.
  5. Date-stamp or print examination and comparison.
  6. Indented handwriting examination (ESDA) and comparison.
  7. Envelope/Pouch examination to determine if they have been opened and resealed.
  8. Analyses of inks, paper, glue, toner etc.
  9. Analyses of office equipment to identify the source of printed documentation.
  10. DNA analysis, profiling and matching.
  11. Video recording enhancement.
- For further details of the services provided by the FSS go their website at:  
[http://www.forensic.gov.uk/forensic\\_t/inside/services/events/com\\_ser.htm](http://www.forensic.gov.uk/forensic_t/inside/services/events/com_ser.htm)
- 4.2** RMLS currently provides services relating to the copying of CCTV footage and images. In these cases advice should NOT be sought from the FSS, but referred to Mark Blackwell the SSSM RMLS contactable on mobex GRO or mobile GRO. RMLS 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 Jo Dixon Computer Forensic Team on mobex GRO or mobile GRO.
- 4.3** All Investigators must check with their Line Manager prior to submitting any evidence for forensic examination. The eventual decision must be approved by a Territorial Investigation Manager (TIM), 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 Ltd, 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.
- 4.4** 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 Investigators should immediately consult and seek guidance from their Line Manager before any submission is made.
- 4.5** In order to elicit the support of the FSS the following process should be

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followed;

1. Investigators must establish with their Line Manager the need for forensic examination to be conducted.
2. Having got agreement from a TIM, or equivalent, via the Line Manager, Investigators 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.

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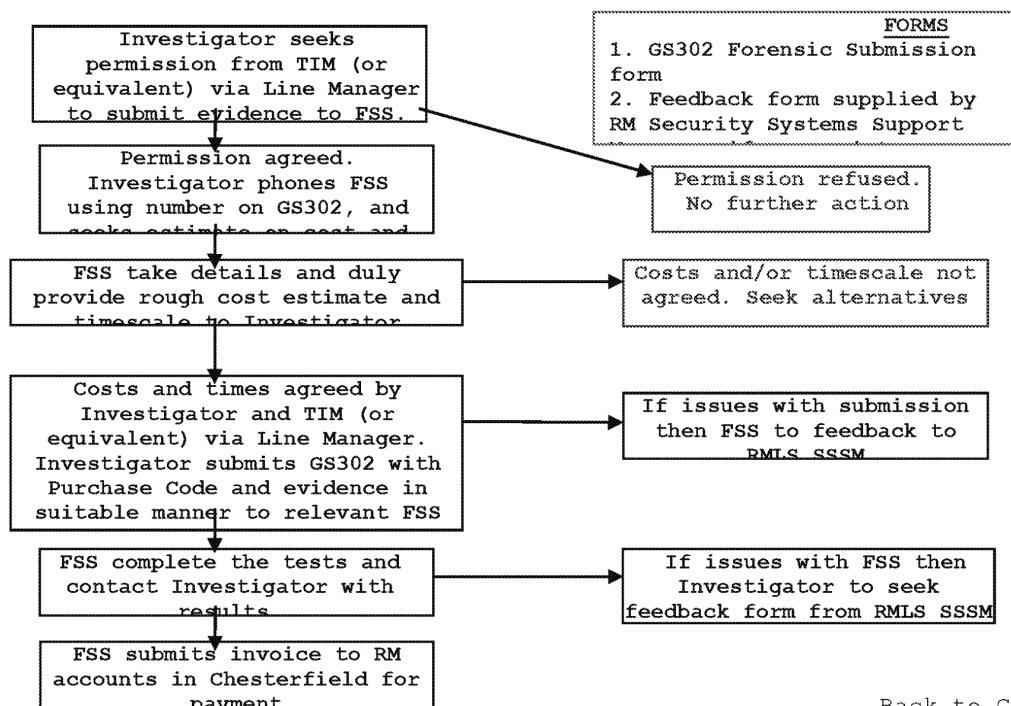
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3. The cost and timescales should be communicated by the Investigator to their Line Manager. If agreed by the TIM or equivalent the Investigator should again contact the FSS by phone. They will be instructed where to submit the work, and how.
4. Once the FSS have given the instructions the Investigator 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. **On no account should evidence be posted in the ordinary mail - Special Delivery must be used if the evidence is not delivered by hand by an Investigator.**
6. Once evidence is submitted the FSS will conduct the checks, and contact the Investigator 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 Investigator 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. 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

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



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**5. TECHNICAL EQUIPMENT**

- 5.1** Various technical procedures exist and if required Mark Blackwell SSSM RMLS can explain these. He is contactable on mobex  or mobile  . The main procedures are as follows.
- 5.2** **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.
- 5.3** **The copying of CCTV or similar evidence (form GS307).** RMLS 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. Prior to completing form GS307 the Investigator should contact Mark Blackwell SSSM and seek advice. If the work can be undertaken the Investigator 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.
- 5.4** **Examination of computer equipment and digital devices (form GS308).** RMLS retains the capability to forensically examine digital devices, such as computer equipment, mobile phones 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 Jo Dixon, Computer Forensic Team on  or mobile .
- 5.5** **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 Mark Blackwell SSSM.
- 5.6** **Miscellaneous services, including the replenishment of forensic consumables.** Advice should be sought from Mark Blackwell, SSSM.

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