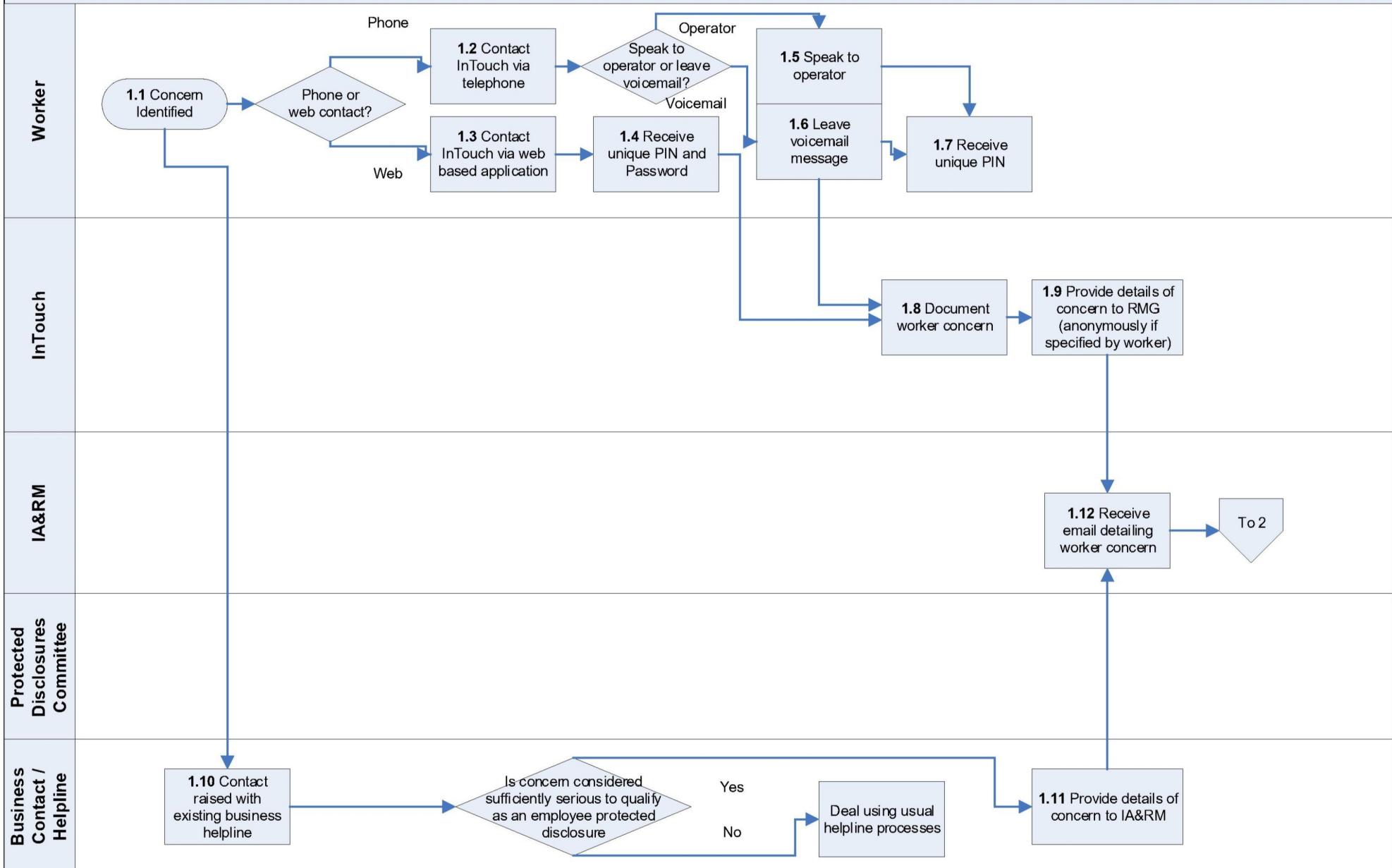
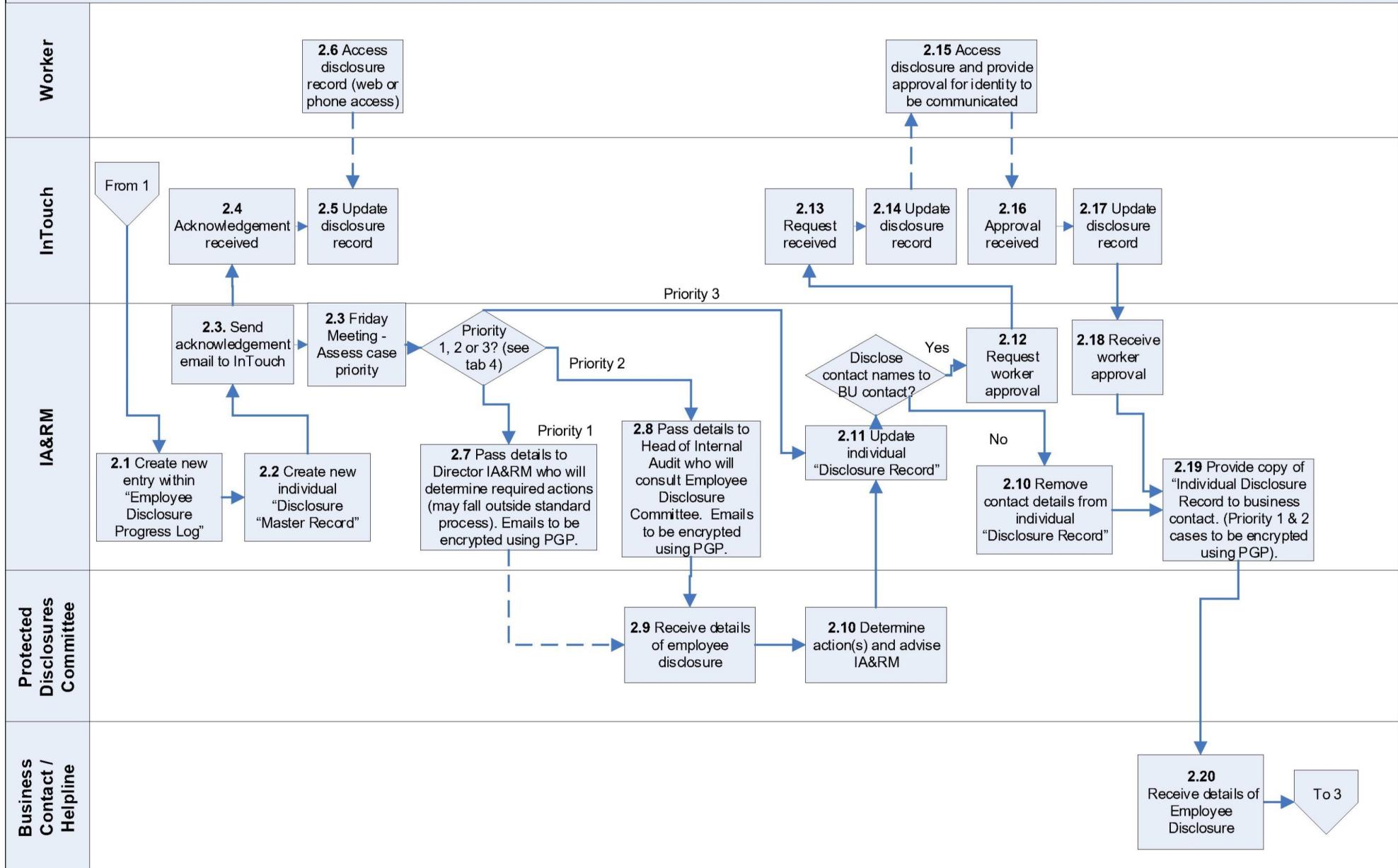


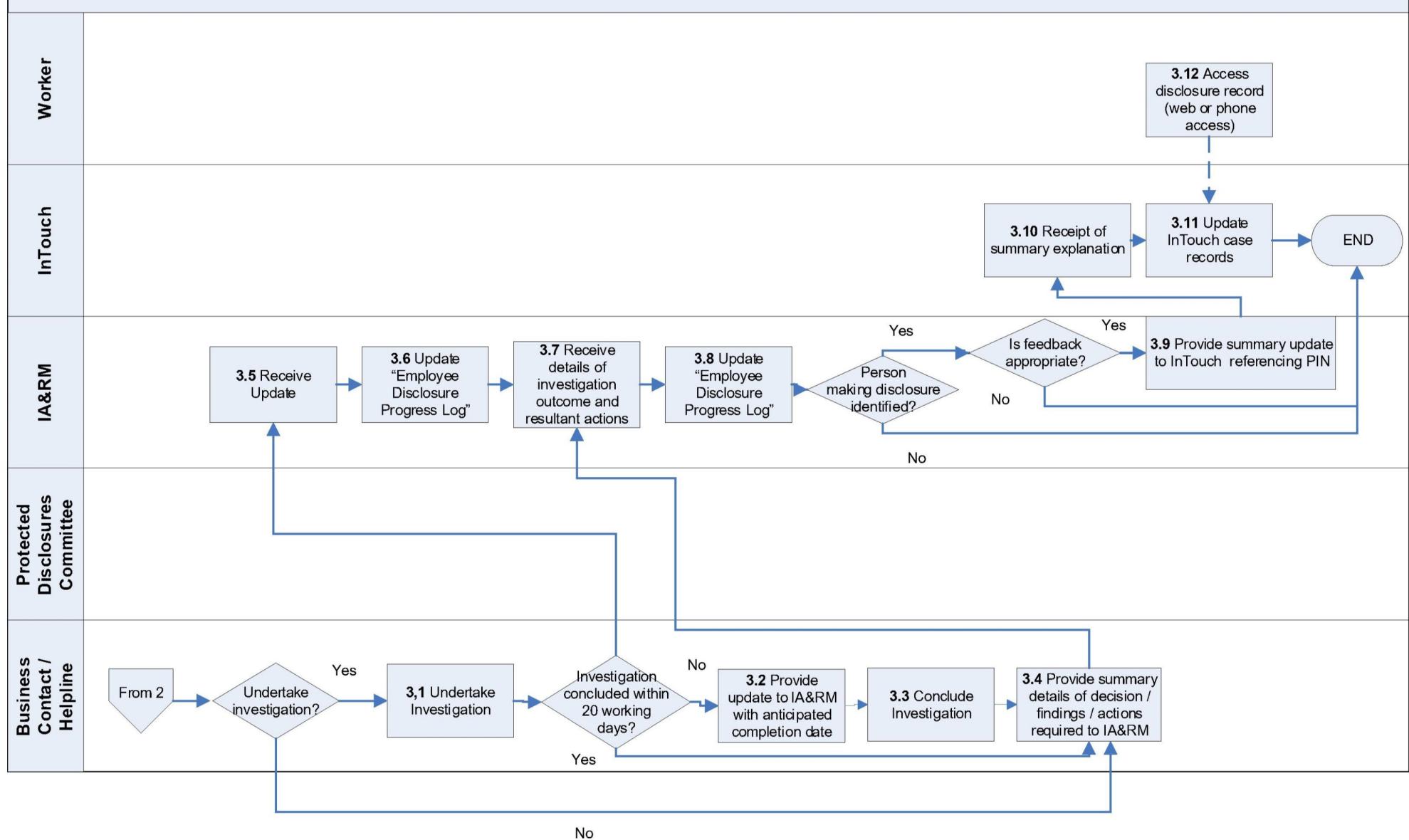
1 – Receipt of Disclosure



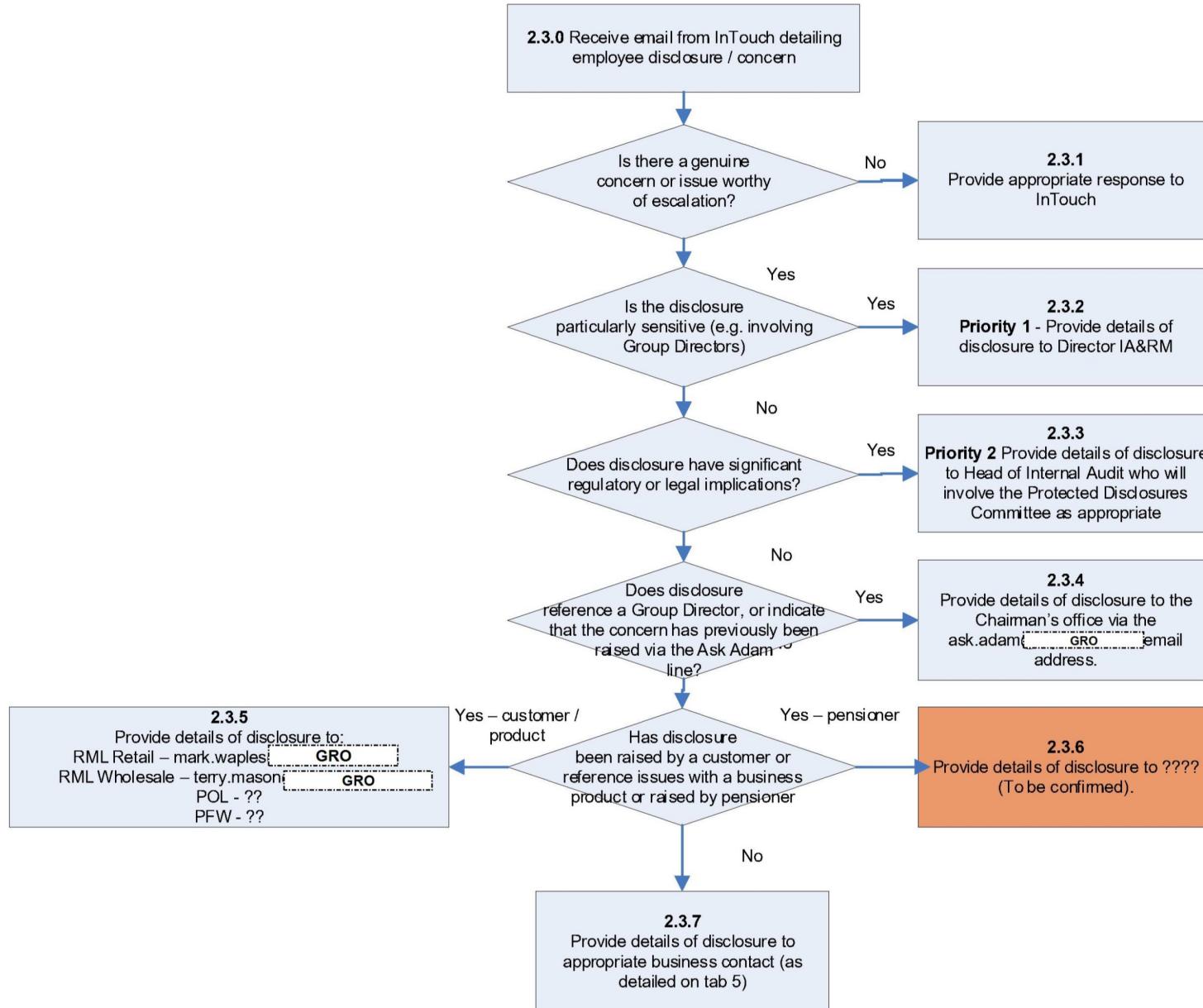
2 – Commence Disclosure Investigation Process



3 – Investigation and Feedback to InTouch



IA&RM – Overview of Approach to Disclosure Prioritisation and Allocation to Appropriate Business Contact(s)



Employee Confidential Disclosures – Allocation to Business Unit Contacts

	Health & Safety / Environmental (see note 1)	Discrimination, Harassment & Bullying (see note 2)	Operational Issues (including compliance) (see note 3)	Other HR Issues	Theft / Fraud
Group	steve.boorman [GRO]	HRSC Gateway kay.allen [GRO]	N/A	HRSC Gateway	securityhelpdesk [GRO]
RML Retail	Ops_Compliance_Risk [GRO] steve.boorman [GRO]	HRSC Gateway kay.allen [GRO]	Ops_Compliance_Risk [GRO]	HRSC Gateway	securityhelpdesk [GRO]
RML Wholesale	terry.mason [GRO] steve.boorman [GRO]	terry.mason [GRO] kay.allen [GRO]	terry.mason [GRO]	terry.mason [GRO]	securityhelpdesk [GRO]
Parcelforce	benjamin.boyce [GRO] steve.boorman [GRO]	benjamin.boyce [GRO] kay.allen [GRO]	benjamin.boyce [GRO]	benjamin.boyce [GRO]	securityhelpdesk [GRO]
Post Office Limited	fay.healey [GRO] steve.boorman [GRO]	fay.healey [GRO] kay.allen [GRO]	lynn.hobbs [GRO] keith.woppard [GRO]	fay.healey [GRO]	intel [GRO]

Notes:

1) Environmental Disclosures

RML /PFW

Environmental Disclosures - For serious disclosures the escalation is to Steve Boorman with the BU contact copied in. For less serious disclosures email the BU contact but copy in Steve Boorman
POL

Environmental Disclosures - the escalation is to Steve Boorman

Health & Safety Disclosures

For serious disclosures the escalation is to Steve Boorman with the BU contact copied in. For less serious disclosures email the BU contact but copy in Steve Boorman

2) Discrimination, harassment & bullying disclosures

Kay Allen is the Group owner of social policy, diversity and inclusion type policies. For serious disclosures the escalation is to Kay Allen with the BU contact copied in. For less serious disclosures email the BU contact but copy in Kay Allen

3) For Post Office Limited general operational issues should be directed to Lynn Hobbs. Those that relate to Compliance Issues (FSA, OFCOM or Postcomm) should be directed to Keith Woppard.

Process Change Log

02/09/2010 – Step 2.8 updated to reflect decision to assess treatment of cases at the Friday Speak Up Team Meeting