

Royal Mail Group

Royal Mail Internal Information
Criminal Investigation Team

2.2 Joint Investigation Protocols - RMGS and PO Ltd Security

Version 2 Final

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Contents

Key Accountabilities	3
1. Introduction	4
Change Control	5
Glossary	6

1

2

Key Accountabilities

Who is accountable?	What do I have to do?	When do I have to do this?	How do I do this?
All members of Royal Mail Group Security	Ensure you comply with these procedures	Ongoing	As detailed within these procedures

Joint Investigation Protocols RMGS and PO Ltd Security

1. Introduction

- 1.1 These Procedures and Standards (P&S) detail the protocol underpinning the relationship between Royal Mail Group Security (RMGS) Criminal Investigation Team (CIT) and Post Office Limited (PO Ltd) Security Team in regard to criminal investigations that affect both businesses.
- 1.2 Since the separation of PO Ltd and Royal Mail Group (RMG) it has become increasingly necessary to formalise the relationship between the two respective investigation teams. A Memorandum of Understanding (MOU) exists between our two teams and from time to time investigation staff from either side will need to liaise with their counterparts and exchange intelligence, seek information or jointly work together on crimes of mutual interest. Embedded below is a copy of that MOU which Investigators must familiarise themselves with.



MOU RMGS PO
Ltd.doc

- 1.3 Bi-monthly meetings will take place between Derek C Pratt RMGS and Dave Posnett PO Ltd to ensure each party is aware of live investigations on hand, review current casework and resolve any matters of concern.

2. Liaison Protocol

- 2.1 Both RMGS and PO Ltd Security will initiate enquiries in line with their respective trigger points. Where the reported incident impacts across the other business then, within seven days, the affected business will be advised of details of enquiries made. This is irrespective of the triggers applied by the parent business.
- 2.2 When a RMGS enquiry suggests the offence has taken place on PO Ltd premises (Crown or Sub offices) and/or involves PO Ltd staff the initial point of contact for RMGS Investigators is the PO Ltd Security Casework Team on GRO or post.office.security@GRO. Should PO Ltd Security wish to contact RMGS their initial point of contact is RMGS Helpdesk on security.helpdesk@GRO.
- 2.3 To ensure intelligence sharing takes place and that neither party takes unilateral action that might impact negatively on existing or planned lines of enquiry, initial discussions about the suspicions will take place between investigators from both parties. Following this discussion the lead Investigator will be agreed.
- 2.4 The lead Investigator (RMGS or PO Ltd) must then complete a Terms of Reference (TOR) form GS046. The completed GS046 should outline the proposed actions and accountabilities of each party and be updated if changes occur as the case progresses.
- 2.5 A copy of the completed GS046 must be emailed to the identified counterpart in the other business on completion and whenever the form is updated. In RMGS a copy of new or amended GS046 should be forwarded to the Investigator's line manager, the relevant Head of Investigation (HOI) and Derek C Pratt.
- 2.6 The investigation will then proceed accordingly with support from both parties as necessary.
- 2.7 In some cases the GS046 form will serve only as a way of ensuring PO Ltd Security are aware of our activities and require no further involvement on their part.
- 2.8 Should an offender be apprehended, a copy of the Exec Summary should be served on both the POL/RMG counterpart and Derek Pratt.
- 2.9 While it is appreciated that this will add a layer of bureaucracy to current ad hoc arrangements, the nature of our relationship with PO Ltd Security has necessarily had to become more prescribed as a consequence

of the separation of the organisations and privatisation of Royal Mail Group. What remains however is a shared enthusiasm to remove offenders, resolve crimes and to work together for the mutual benefit of each organisation and we will continue to share intelligence and work closely with our colleagues in PO Ltd.

3. Obtaining Horizon & Credence Data

- 3.1 Should it become necessary to acquire Horizon data (the computerised accounting software used in all PO Ltd outlets to record transactions on the counter), the request should be submitted by e-mail to Paul Ackroyd the Acquisition and Disclosure Manager and SPOC, RMGS with specific details of what is required. Please be aware that such data is only available via Fujitsu who make a charge for data retrieval. Less comprehensive data ('Credence') is more readily available from PO Ltd Security at no cost which may be sufficient for your needs and this too can be accessed via Paul Ackroyd. (In most cases a phone-call before submitting the request will enable him to determine the best source of information.)
- 3.2 In the event of a joint enquiry where PO Ltd Security has the lead, it would be expected that such requests and the subsequent charges would be met by PO Ltd. Alternatively it may be necessary to include this expenditure in the investigation costs on any subsequent prosecution case.

4. Escalation Process

- 4.1 If despite best efforts there are issues which cannot be resolved then the matter should be escalated through the line to HOI level. Thereafter, these should be referred to Derek C Pratt to seek resolution with his counterpart in PO Ltd Security.

Change Control

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Authorisation

Title	Name	Signature	Date
Head of Professional Standards	Rashid Sarwar		July 2015

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V1	Document produced in RM format
V2	Annual review, no material change

Glossary

Abbreviation or Term	Meaning
P&S	Procedures and Standards
RMGS	Royal Mail Group Security
CIT	Criminal Investigation Team
PO Ltd	Post Office Limited
RMG	Royal Mail Group
MOU	Memorandum of Understanding
TOR	Terms Of Reference
HOI	Head Of Investigation

Document Summary

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