

ROYAL MAIL GROUP SECURITY - PROCEDURES & STANDARDS

INITIATING INVESTIGATIONS		P&S Doc.2.1
1. PURPOSE.		
The aim of this document is to provide Investigators within Royal Mail Letters Security, with clear understanding in relation to Investigation categories and the action to be taken in respect of each category.		
2. CATERGORIES		
Category 1 Series of linked "External" thefts Category 2 "External" theft, with threat or attempted "External" theft with treat Category 3 "External" theft with injury Category 4 Undertake enquiries Category 5 Undertake urgent enquiries Category 6 Undertake a major enquiry Category 7 Liaison with Police (or other LEA) or assist the Police (or other LEA) Category 8 Burglary Incident Information Only Information Only (External Theft) Non Series		
3. CATEGORY 1 SERIES OF LINKED "EXTERNAL" THEFTS		
3.1 This category of investigation is raised to enable enquiries to be undertaken into a series of linked ' External ' thefts reported to the Group Security Helpdesk. Investigators must undertake all appropriate enquiries and liaison and submit a full report on progress to their line manager within 2 months . The report should include details of Police crime references and enquiries yet to be undertaken.		
4. CATEGORY 2 "EXTERNAL" THEFT, WITH THREAT OR ATTEMPTED "EXTERNAL" THEFT WITH TREAT		
4.1 This category of investigation is raised to enable enquiries to be undertaken into an incident of ' External ' theft, with threat or attempted "External" theft with treat reported to the Group Security Helpdesk.		

ROYAL MAIL GROUP SECURITY - PROCEDURES & STANDARDS

- 4.2** In the case of '**External**' theft, with threat Investigators must undertake immediate enquiries and make every effort to ensure that;
1. The DOM is sent and completes/submits the information pro-forma.
 2. The incident is compared with previous incidents for possible association.
 3. The incident is reported to Police and crime reference number obtained.
 4. A statement is taken from the OPG (or obtain copy of Police statement).
 5. Liaison is established and maintained with Police.
 6. SIMS is updated with all relevant information.
 7. Any appropriate supplementary activity is considered.

A full report on the progress of the investigation/liaison dealing with each of the elements above should be submitted to the Investigator's line manager within **1 month**.

ROYAL MAIL GROUP SECURITY - PROCEDURES & STANDARDS

4.3. In the case of **attempted 'External' theft, with threat** Investigators must undertake immediate enquiries and make every effort to ensure that;

1. The DOM is sent and completes/submits the information pro-forma.
2. This incident is compared with previous incidents for possible association.
3. SIMS is updated with all relevant information.
4. Any appropriate supplementary activity is considered.

A full report on the progress of the investigation/liaison dealing with each of the elements above should be submitted to the Investigator's line manager within **1 month**.

5, CATEGORY 3 EXTERNAL THEFT WITH INJURY (OR INJURY WITHOUT THEFT)

5.1 This category of investigation has been raised to enable enquiries to be undertaken into an incident of **'External' theft, with injury (or injury without theft)**. Investigators must undertake immediate enquiries and make every effort to ensure that:

1. The DOM is sent and completes/submits the information pro-forma (taking into consideration the victim's condition).
2. This incident is compared with previous incidents for possible association.
3. The incident is reported to Police and crime reference number obtained.
4. A statement is taken from the OPG (or obtain copy of Police statement).
5. Liaison is established and maintained with Police.
6. SIMS is updated with all relevant information.
7. Any appropriate supplementary activity is considered.

A full report on the progress of the investigation/liaison dealing with each of the elements above should be submitted to the Investigator's line manager within **1 month**.

6. CATEGORY 4 UNDERTAKE ENQUIRIES

ROYAL MAIL GROUP SECURITY – PROCEDURES & STANDARDS

6.1 This category of investigation has been raised for **enquiries** to be undertaken into the incident/s reported to the Group Security Helpdesk. Investigators must undertake all appropriate enquiries and submit a full report on progress to their line manager within **3 months**. This should include reference to enquiries yet to be undertaken and an estimated timescale for completion.

7 CATEGORY 5 UNDERTAKE URGENT ENQUIRIES

This category investigation has been raised for **urgent enquiries** to be undertaken into the incident reported to the Group Security Helpdesk. Investigators must undertake appropriate enquiries and interview all relevant parties to establish the facts as soon as possible. These interviews may take the form of fact finding with attested statements obtained if appropriate, however in the event that an individual/s is suspected of a criminal offence then an interview under caution should be considered. A full report on the progress of the enquiry should be submitted to the Investigator's line manager within 1 month. This should include reference to enquiries yet to be undertaken and an estimated timescale for completion.

ROYAL MAIL GROUP SECURITY - PROCEDURES & STANDARDS

8. CATEGORY 6 UNDERTAKE A MAJOR ENQUIRY

- 8.1** This category of investigation deals with **major enquiries** and had been set up as such due to the nature of the incident reported to the Group Security Helpdesk and the requirement for the progress of the investigation to be upwardly reported. Investigators must carry out immediate enquiries providing the Territorial Investigation Manager with weekly verbal or written updates. A full report on progress should be submitted to the investigator's line manager within **1 month**

9. CATEGORY 7 LIAISON WITH POLICE (OR OTHER LEA) OR ASSIST THE POLICE (OR OTHER LEA)

- 9.1** This category of investigation is raised to enable liaison with the Police or other LEA or to assist the Police or other LEA.

In the case of **liaison** Investigators must establish contact with the Police or other LEA regarding an incident reported to the Group Security Helpdesk. All necessary information must be obtained and reported to the Investigator's line manager within **2 months**.

Or;

In the case of **assist** the Police or other LEA with their investigation, Investigators using available sources of information should assist and submit a report on the progress to the Investigators line manager within **2 months**.

10. CATEGORY 8 BURGLARY INCIDENT

- 10.1** This category of investigation has been raised, as the circumstances of a burglary incident reported to the Group Security Helpdesk require the matter to be referred to the ITM for action. If after consideration of the circumstances an Investigator attends the scene they should make every effort to ensure that;

1. This incident is compared with previous incidents for possible association.
2. The incident is reported to Police and CRO number obtained.
3. The DOM is notified if OPG has come to previous attention for related incidents.
4. All relevant information is updated to SIMS.
5. Advice is given on immediate crime prevention action to prevent immediate repeat.
6. CRM are notified of incident details, crime prevention action taken and further requirements for CRM to initiate.
7. Any appropriate supplementary activity is considered.

A full report on the progress of the investigation/liaison dealing with each of the elements above should be submitted to the Investigators line manager within 1 month.

11. INFORMATION ONLY

- 11.1** This category of event is referred to the ITM for 'Information' only'. In the event that local information exists to warrant an investigation

ROYAL MAIL GROUP SECURITY – PROCEDURES & STANDARDS

being raised the matter must be discussed and referred back to the Casework Management Team with an explanation. In the absence of further significant evidence or information the ITM must ensure that the incident is recorded locally and that the 'Crime Type', 'Modus' and 'Incident Category' is checked/amended before closing the event.

- 11.2** If it is established that 'no crime' has taken place ITM/Investigator must ensure the SIMS event is updated accordingly via the 'Edit General Details' link.

12. INFORMATION ONLY (EXTERNAL THEFT) NON SERIES

- 12.1** This category of event is referred to the ITM for information at this stage. However, every effort must be made to ensure that;
1. The DOM is sent and completes/submits the information pro-forma
 2. This incident is compared with previous incidents for possible association
 3. The incident is reported to Police and crime reference number obtained
 4. The DOM is notified if OPG has come to previous attention for related incidents
 5. SIMS is updated with all relevant information
- On completion of the above actions the ITM must ensure that the incident is recorded locally and that the 'Crime Type', 'Modus' and 'Incident Category' is checked/amended before closing the event.
- 12.2** If it is established that 'no crime' has taken place ITM/Investigator must ensure the SIMS event is updated accordingly via the 'Edit General Details' link.