

## SECURITY OPERATIONS TEAM

### Triggers & Timescales

This document details triggers and timescale processes and in particular those relating to Immediate Open & Major Enquiry status.

Immediate notice Open Enquiry cases must be dealt with as follows:

|                               |   |   |
|-------------------------------|---|---|
| <b>Immediate Open Enquiry</b> | Where interviews within 48 hours are appropriate and few pre-interview enquiries are needed | Able to progress almost immediately<br>Case to be at “suspect offender” interviewed within 48 hours where practically possible. |
|-------------------------------|---|---|

Major Enquiry cases must be dealt with as follows:

|                      |   |   |
|----------------------|---|---|
| <b>Major Enquiry</b> | >£15,000 (or major customer / client / reputation impact) where immediate response is not possible due to the requirement to perform pre-interview enquiries / analysis | Case to be at “suspect offender” interviewed and submitted / or closure stage within 1 month of raise |
|----------------------|---|---|

All team members are reminded that every effort must be made to reach suspect offender interview stage within the timescales advised. Problems achieving this should be relayed to line managers for concurrence, but team members should not simply rely on extending the case life by seeking such concurrence.

Additionally, the monthly case updates, submitted for all live cases on hand, must see the progression comments for enquiries completed in enough detail to provide a description of the case and the current status (e.g. next court date, which court, type of hearing, recovery position, awaiting CLT advice, date of apprehension, date of interview, admissions, etc). Certainly, progression comments must be concise, but extend past one sentence and be sufficiently informative.

All new cases will be raised by the Casework Team and will be accompanied with a case category marking.

The following is a simple table and time-line for establishing submission goals. Reviews of activity versus timescales will be undertaken by the Casework Team, Financial Investigators and Team Leaders at 121s and other appropriate meetings.

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### Triggers & Timescales

| Category                      | Definition  | Submission / Closure   |
|-------------------------------|---|--|
| <b>Immediate Open Enquiry</b> | Where immediate response is appropriate and few pre-interview enquiries are needed or practicable   | Interview on day of notification (where possible) minimum within 48 hours and case submitted to normal report timescales (12 days)   |
| <b>Major Enquiry</b>          | >£15,000 (or major customer / client / reputation impact) where immediate response is not possible due to the requirement to perform pre-interview enquiries / analysis | Case to be at "suspect offender" interviewed within 1 month of raise   |
| <b>Open Enquiry</b>           | Where interviews within 2 month are appropriate and few pre-interview enquiries are needed  | Able to progress almost immediately<br>Case to be at "suspect offender" interviewed stage within 2 months of raise   |
| <b>Standard Enquiry</b>       | All other enquiries not included in the above - where immediate response is not possible due to the requirement to perform pre-interview enquiries                      | Case to be at "suspect offender" interviewed and submitted / closure stage within 2 months of raise<br>Should enquiries indicate increased loss or impact, status must be amended to Major Enquiry immediately |
| <b>Liaison</b>                | Any case where liaison with another investigative body leading enquiries into criminal activity at POL branches   | Case to be updated monthly via the monthly spreadsheet process   |

48 hours

1 Month

2 Months

3 Months

6 Months

▲ = Interviews

## SECURITY OPERATIONS TEAM

### Triggers & Timescales

#### Immediate Open



Interview within 48 hours

= Stakeholder

= Closed/Prosecute

#### Major Enquiry



Stakeholder engagement  
within 48 hours

Interview within 1 month

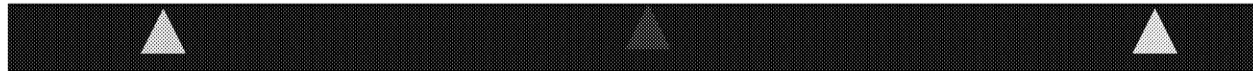
#### Open Enquiry



Stakeholder engagement  
within 48 hours

Interview within 2 months

#### Standard Enquiry



Stakeholder engagement  
within 48 hours

Interview within 2 months

#### Liaison



Stakeholder engagement  
within 48 hours

Interview within 3 months

48 hours

1 Month

2 Months

3 Months

6 Months

Aside prosecution cases, all other cases to be closed within 6 months from the date the