### Separation Project - Criminal Investigations Policy for Post Office® Ltd

### **Project Objective**

# To develop & record a process map for the role of criminal investigations policy within POL post separation.

- Process maps that have now been prepared are as follows:
  - 1. Investigation related courses
  - 2. Research, interpretation, preparation, development and publication of investigation procedures
  - 3. Evaluation of criminal misconduct complaints and subsequent internal investigations
  - 4. Forensic examination of computers for investigation/prosecution
  - 5. Safe Systems of Work (SSoW) and near miss evaluation
  - 6. Tape recording, playback and copying machines
  - 7. Copying of CCTV tapes for investigation/prosecution
- > The 2 areas below have been amalgamated onto a summary bullet point sheet;
  - 1. Almanac Annual entry in Police & Constabulary Almanac will need amending
  - 2. Proceeds of Crime Act Need to ensure that both RMG and POL are scheduled under POCA.
- > The following area is under review within Section 5 of the Mails Distribution Agreement ('Investigations relating to POL Personnel');
  - 1. Operational Primacy An MOU will need to be developed on operational primacy in given situations, e.g. POL counter staff stealing RM special deliveries.

Those process maps prepared include a description of the task, the benefits to the business, (i.e. financial, legal, compliance. H&S or otherwise). The process maps also include inputs (i.e. where does the info come from, who do we need to liaise with, what forums do we attend, what organisations must we join) and outputs, (what do we do with the info, who do we send it to, how do they use it etc).

### **Project Phases**

- · Program plan prepared.
- Focus Group formed (Graham Ward (Lead), Paul Southin, Dave Posnett, Helen Dickinson, Paul Whitaker)
- Initial meeting with RMUK Investigation Team to identify RMUK, contacts, Policies and Baton Passing requirements post separation.
- Format for Process maps agreed with POL stakeholders

The following pages detail the outputs.

### Index

### Page 3 - Investigation Related Training Courses

Page 4-6 inclusive – Investigation Procedures (Appendix 3A – Royal Mail Group Investigation Policy)

- ◆ P3A Reporting of Crime / Case Raised (Appendix 3A(1) POL Triggers & Timescales)
- P3B Progression & Reporting of Investigations / Prosecutions (Appendix 3B(1) CHIS) Appendix 3B(2) Glossary of POL forms.

Page 7 – Criminal Misconduct & Internal Complaints – (Appendix 4 RMUK Policy)

Page 8 – Forensic Examination of Computers (Appendix 5(1) – RMUK Policy / Appendix 5(2) – Hardware & Software requirements for a Computer Team)

Page 9 - Safe Systems of Work & Near Miss Evaluation (Appendix 6 - RMUK SSoW Policy)

Page 10 - Tape recording, playback, CCTV and copying machines

Page 11 - Police Almanac & POL scheduled under POCA 2002

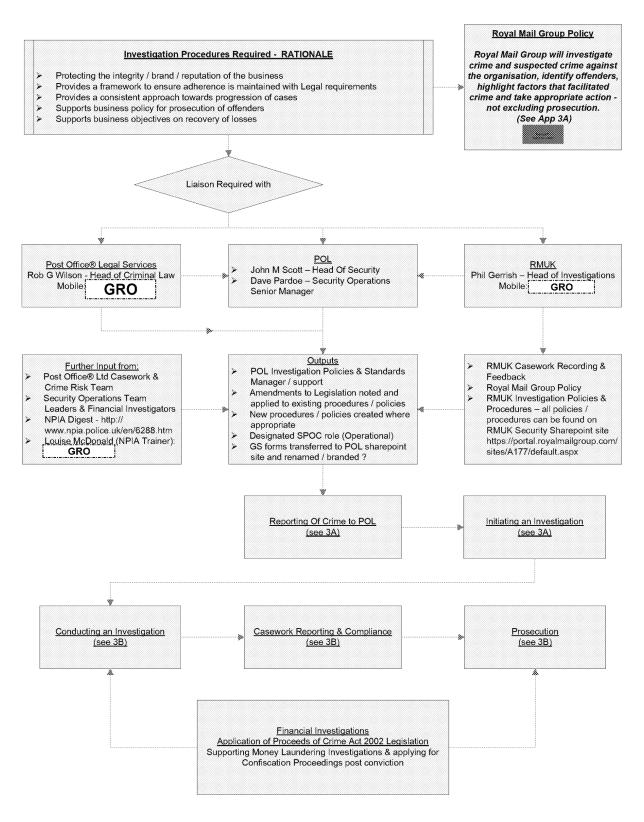
### Important Areas to be addressed prior to Separation

- 1. Requirement for a POL computer forensic team (or access to existing RMUK team?)
- 2. Migration of existing Investigation / Prosecution forms from RM Sharepoint to POL Sharepoint (and to include editing RM entries to POL)
- 3. POL to have a 24 hour standby officer (or continue with inclusion on the existing POL Incident Management Process)
- 4. POL to have access to the PNC. Secure link required.

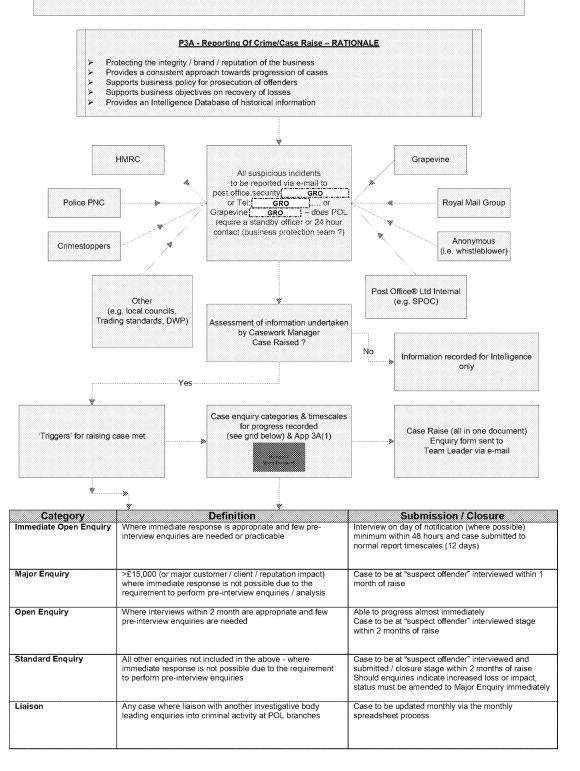
### POL Separation Project - P2 - Investigation Related Training Courses

#### <u>Investigation Training Courses Required - RATIONALE</u> Supports business policy for Prosecution of Offenders / Recovery of Losses. Legal requirement to have PACE trained Investigators as POL is a non-police prosecuting authority. Provides Framework for maintaining & developing consistent Professional Standards of Investigation Personnel. Providing ongoing training for the professional development of individuals. Supports business requirement in complying with industry standards & H&S legislation. Provides continuity for succession planning. Liaison Required with National Policing Improvement Agency (NPIA) Websites & publications **RMUK** NPIA Digest - http://www.npia.police.uk/en/ Home Office http://www.legislation.gov.uk/ 6288.htm Ray Pratt http://homeoffice.gov.uk/ http://www.lawsociety.org.uk/ Louise McDonald (NPIA Trainer) Mobile GRO home.law GRO Outputs New Criminal & Proceeds of Crime Consider Further Input from: Police Legislation identified RMUK Casework Recording & Post Office® Ltd Casework & Crime Identification of amendments & updates to Feedback Risk Team existing Criminal & Proceeds of Crime Royal Mail Group Policy Security Operations Team Leaders & Legislation Financial Investigators Training requirements reviewed POL Legal Services Refresher Training identified for existing staff Bespoke Courses required following amendments to Legislation Identification of a full time POL training manager POL continues to be recognised as a leading professional investigation team. Recruitment of staff POL Training policy New Staff Recruited -Ongoing 'in-house' Induction Training Required Mentoring Investigation Training Courses Identified (In-House or External Company) 02 - Administration - Case file submission, 01 - Investigation Induction Workshop Prosecution Process, 04 - Proceeds of Crime 2002 - Financial Investigations 03 - Court Process - Giving evidence, court etiquette 05 - Conflict Management / Disengagement 06 - Interviewing skills advanced (accreditation required) Ongoing Review of all Training 07 - CVIT training / Supply training Issues / Requirements (SIA licence received)

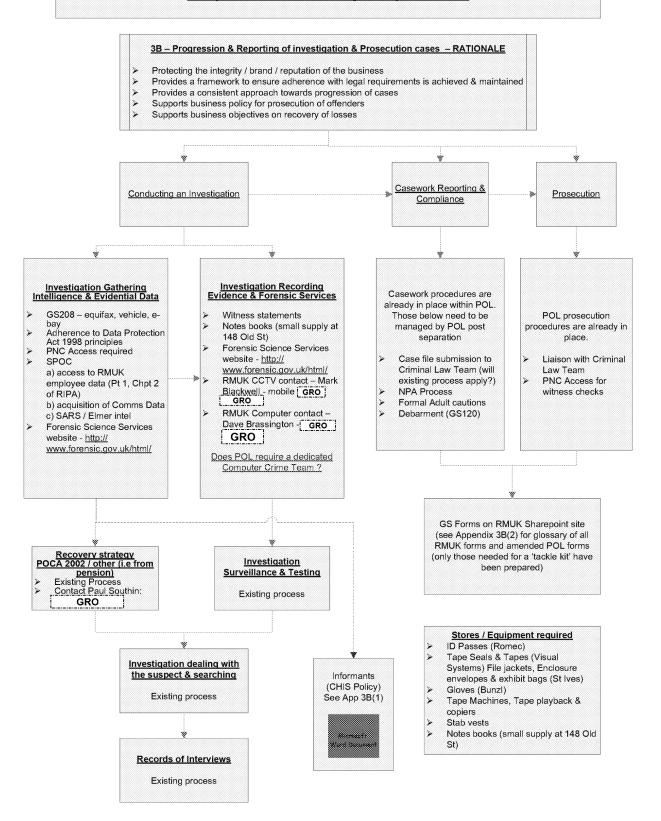
## <u>POL Separation Project – P3 – Research, interpretation, preparation, development and publication of investigation procedures</u>



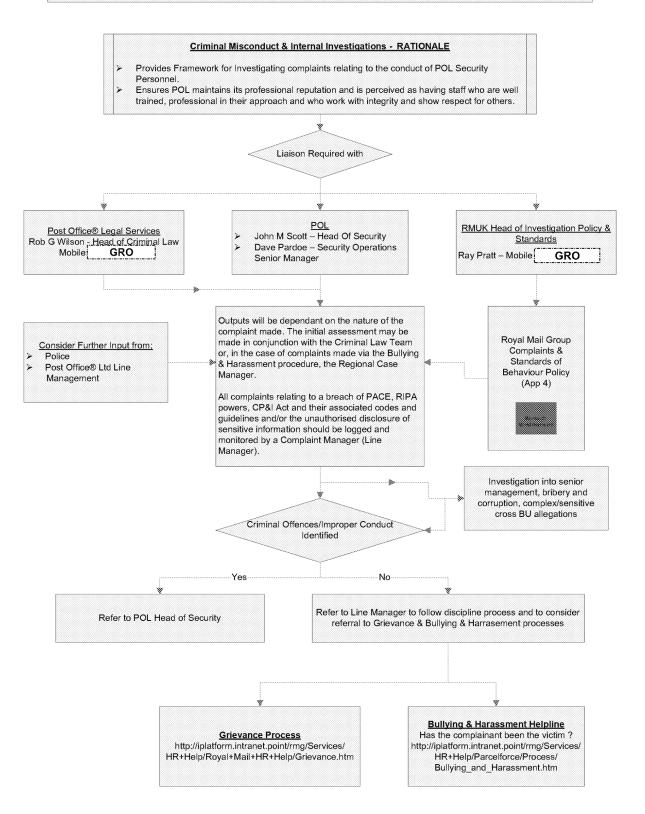
### POL Separation Project - P3A - Research, interpretation, preparation, development and publication of investigation procedures



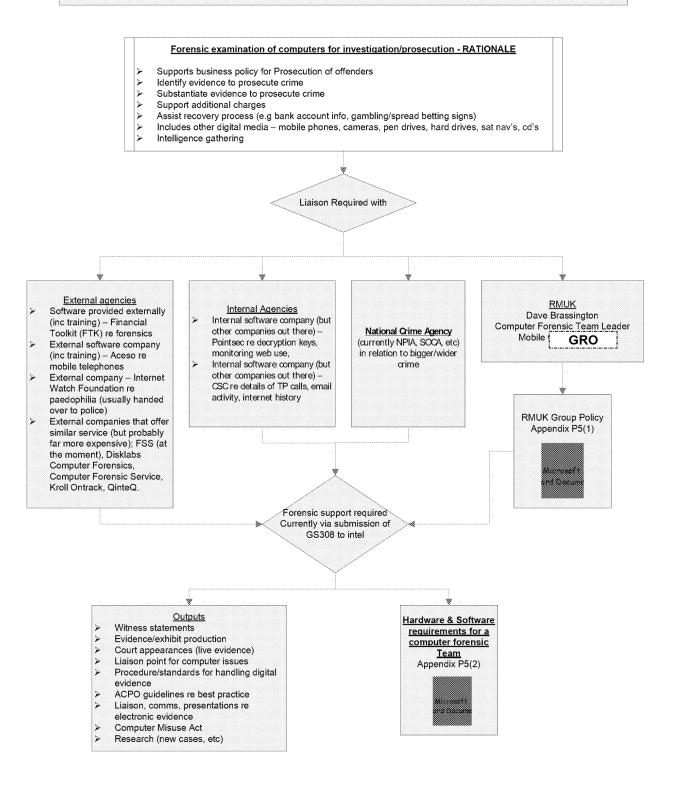
## <u>POL Separation Project – P3B – Research, interpretation, preparation, development and publication of investigation procedures</u>



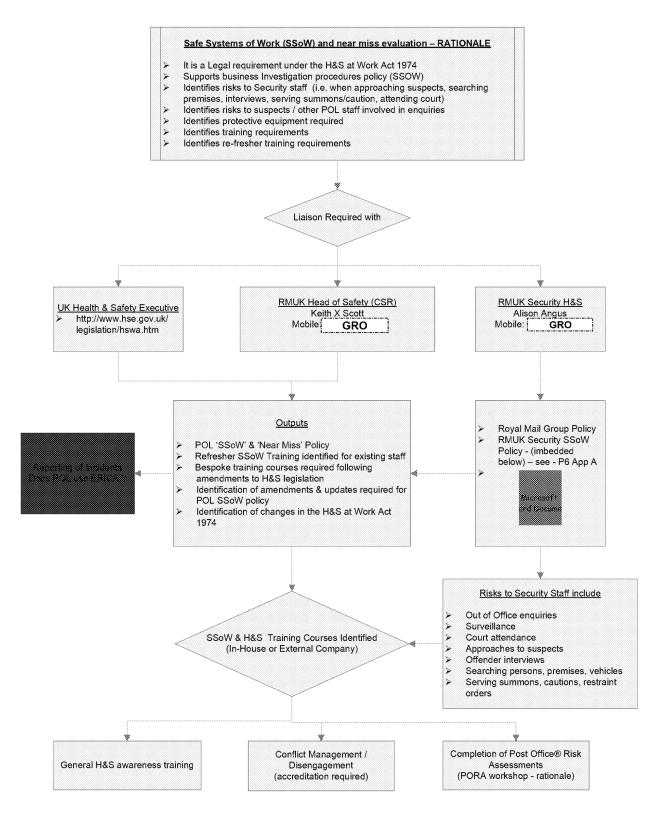
### POL Separation Project – P4 – Evaluation of criminal misconduct complaints and subsequent internal investigations



### POL Separation Project – P5 – Forensic examination of computers for investigation/ prosecution



## POL Separation Project – P6 – Safe Systems of Work (SSoW) & near miss evaluation



### POL Separation Project – P7 & P8 <u>Tape recording, playback, CCTV and copying machines</u>

#### Tape recording, playback and copying machines - RATIONALE Supports business policy for Prosecution of offenders Professional copying service for field investigators throughout Royal Mail Security Assist Investigators in producing evidence for court Service includes audio tape, video tape and DVD recording formats Identify evidence to prosecute crime Substantiate evidence to prosecute crime Support additional charges Assist recovery process (e.g bank account info, gambling/spread betting signs) Includes other digital media - mobile phones, cameras, pen drives, hard drives, sat nav's, cd's Intelligence gathering Liaison Required with External Companies to be sourced on the Internet <u>RMUK</u> **RMUK** e.g. Disklabs Computer Forensics, Dave Brassington Andy C Brown Prosecution Support Office Jeam Computer Forensic Service, Kroll Computer Forensic Team Leader Ontrack, QinteQ. Mobile Mobile **GRO GRO** PSO use a stand alone laptop, not connected to the network for Further Input from: copying purposes Police Some DVD platforms will not Post Office® Ltd Casework & Crime allow copies to be made, or Risk Team played using anything but the Security Operations Team Leaders & software embedded within the Financial Investigators specific DVR system <u>Outputs</u> Witness statements Continuity of evidence for exhibits sent for copying Court appearances (if required) Copies of audio, video and DVD exhibits Edited highlights produced from original exhibits Image stills produced from original exhibits Copies produced in different formats to the original exhibits, i.e. DVD copies from original video exhibits etc

### P9 - Separation Project

### A - Police Almanac & POL Listing as Non-Police Prosecuting Agency

#### Rationale

- Provides a listed point of contact for all security agencies to contact correct POL personnel
- · Raises awareness of the POL Security Team throughout the industry
- Builds and develops relationships with external agencies

### Liaison required with

Thomson Reuters (Producers of the Almanac) – Paul Southin already dealing via Chris Webb at Reuters

#### Outputs

- External enquiries directed to correct personnel
- Improved use of team resources
- More effective communication

#### Other potentially useful info

 The Police Almanac is supplied to all Police forces and other security agencies within the UK and is updated to reflect changes in each new issue

### B - Post Office Ltd scheduled independently under POCA

### **Rationale**

- To enable Post Office Ltd to conduct full financial investigations and recoveries through the powers provided by the Proceeds of Crime Act 2002 legislation
- POL can continue with it's robust approach to the recovery of business losses as a result of crime

### Liaison required with

•	Home Office (see e-mail below from Steve Guilbert dated 1st Aug ***) (Steve Guilbert - Postal Policy -					
	Depart	ment for Busin	ess, Innovation and Skills,	GRO	and (William.Gibson	GRO
Will Gibson, Shareholder Executive						
	Tel:	GRO				
*** As	far as <u>PO</u>	<u>CA</u> is concerned	d, we did clear the separation	with Home C	Office and the modification (	Order to account
or the	split and	the naming of I	Royal Mail Group Limited and	Post Office L	imited will be made to allov	v for the
continu	ed opera	itions of POL.				

### **Outputs**

- Enable effective recovery of monies stolen from the business
- Expand the brief of the Financial Investigation Unit to conduct full intelligence enquiries
- Listed separately from RMUK under JARD (Paul Southin dealing with Geoff Hussey NPIA)

### Other potentially useful info

• The separation from Royal Mail Group in relation to POCA has been agreed by the Home Office and a new statutory instrument listed POL as a separate entity will be issued in the autumn.