Our Code: Code of Business Standards
What is the Royal Mail Group Code?

Our Code: Code of Business Standards sets out the standards of behaviour that we expect from our people at Royal Mail Group.

It is about doing the right thing: following the law, acting honourably and treating others with respect.

In this booklet, you will read about the values, policies and behaviours that are required to make Royal Mail Group a trusted, positive and successful place to work.

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Our values

Royal Mail Group’s values reflect the principles, beliefs and aspirations that guide our behaviour and shape our culture.

1. We work safely
2. We have a passion to deliver for our customers
3. We have pride and care about what we do
4. We work together and treat each other fairly
5. We are trusted to succeed
6. We act commercially

Our expectations

What you can expect from us...

Royal Mail Group commits to:

- Provide a safe, secure, healthy and productive work environment
- Treat individuals fairly and with respect
- Protect individuals from inappropriate or bullying behaviour
- Support individuals to raise concerns
- Operate within the law

What we expect from you...

Royal Mail Group expects all employees to:

- Act with honesty at all times
- Be present and productive during working hours
- Follow the Royal Mail Group - Our Code: Code of Business Standards and policies
- Use sound judgement and take personal accountability for workplace actions
- Demonstrate respect for each other
- Operate within the law
Your personal commitment

You will be asked to agree to:

A) Follow Our Code: Code of Business Standards

We all have a duty to uphold the standards defined in this guide, and managers should make sure their teams know about and observe the standards defined in Our Code: Code of Business Standards.

Please be aware that any breach of Our Code: Code of Business Standards may be dealt with under the Conduct Policy, and that any finding of misconduct could result in dismissal. In addition, some breaches of Our Code: Code of Business Standards may result in criminal prosecution.

B) Raise any serious concerns you may have

If you discover that the company’s standards and reputation are being put at risk by unethical or criminal behaviour, you should report the facts to a manager. Ignoring bad behaviour is wrong and will damage the reputation of our company and everyone who works for us.

Of course, we realise it is not always easy reporting unethical or criminal behaviour. If you have any concerns, please refer to the ‘Getting help’ section at the back of this booklet.

Making the right decision

Our Code: Code of Business Standards should be used to guide you when difficult situations arise.

Of course, not every situation you will encounter is covered; some decisions are clear cut, whereas others are more open to interpretation.

You are trusted to use good judgement in your day-to-day activities, and to seek further information or assistance when you need it.

Questions to consider

At some time in our working lives, we all confront dilemmas about whether an action is right. If you are faced with a dilemma ask yourself:

- Is it in line with Royal Mail Group’s Code of Business Standards, values and policies?
- Does it feel right?
- Is it lawful?
- Will it reflect negatively on you or Royal Mail Group?
- Would you be happy to defend your decision in public?
- Who else could be affected by this (e.g. colleagues, customers)?
- Would you be concerned if others knew you took this course of action?
- Is there a better alternative action?

If you are still unsure about the right thing to do, talk to your manager, HR Services Advice Centre, or report the matter using the Speak Up process by calling 0800 097 1131 or visiting www.intouchfeedback.com/royalmail
Business behaviour

The behaviour that makes a difference to our customers and how our business is run
Business behaviour

- Health and safety
- Service to our customers
- Commercial behaviour and compliance
- Safeguarding and escalating inside information
- Security, privacy and trust
- Dealing fairly with suppliers, clients and customers
- Political donations and impartiality
- Conflicts of interest
- Anti-bribery
- Gifts and hospitality
- Serving the community
- Concern for the environment

Health and safety

Everyone has a responsibility for their own safety and that of their colleagues:

- You will support a safe culture and show this through responsible, accountable behaviour
- Your actions will always take account of your own safety and that of others
- You will report unsafe acts and conditions to enable them to be addressed
- You must not carry out tasks without the proper training and necessary authority
- You must always follow the appropriate safety rules, standards and procedures, and ask for clarification if not sure
- You will use and maintain all controls, procedures and safeguards provided for your protection and the protection of others
- You must report all incidents, near-misses and personal injuries straight away to your manager

Example:
A manager notices that members of her team are not pushing Yorks in the correct way and believes this could be a risk to them and to the people around them. They discuss the safe systems of work for Yorks and all agree to follow these methods. The manager has effectively taken responsibility for the safety of her team colleagues.

For further information see the Health and Safety pages of the intranet
Service to our customers

Our customers are important and we serve their needs by giving them:

- Consistent delivery of what we promise
- Value-for-money services and products
- Timely, reliable and secure performance of services nationwide
- Accurate and accessible information about all our services and products
- Helpful and courteous service at all times
- A prompt and appropriate solution if things go wrong

Everyone in the organisation has an important part to play in living up to these commitments. If we fail our customers, they are likely to take their business elsewhere. That is damaging to our business and to our job security.

And it will not go unnoticed. Our external regulator, Ofcom, can impose penalties if we fail to deliver on our obligations. We also have a consumer watchdog, which takes an interest in the service we give to customers.

“"The customer experience of Royal Mail drives everything.""
Moya Greene, CEO

Commercial behaviour and compliance

The only right way to compete is by ensuring that our business methods are always honourable, professional and lawful

Regulatory Framework

Royal Mail Group operates under a General Authorisation Regime for the provision of postal services, issued by our regulator Ofcom. This outlines the requirements and obligations that we have to meet as the universal service provider. For example, we must not share Wholesale information with other parts of the business.

Competition Law

In common with all other businesses we are also subject to competition law. Both Ofcom and the OFT have competition law powers and will take action against companies who are acting in a way that damages fair competition. For example, it is illegal for competitors to agree prices, share markets or customers between them, to rig bids, etc.

Where Royal Mail Group is found to have significant market power, we have extra responsibilities under competition law not to abuse such a position. More details on these responsibilities can be found in the competition handbook, which you can download from the Group Compliance intranet site.

Failure to keep to either the regulatory framework or competition law could have serious business consequences (such as fines and reputational damage) and individual consequences (e.g. action under the Conduct Code).
Key points
To make sure we meet our regulatory and legal requirements everyone in Royal Mail Group needs to:
• Be aware of and follow our processes and procedures
• Complete all mandatory training courses to the timescales given
• Understand and act on any supplementary guidance issued by the business
• Know who to go to for help and assistance

Maintaining our standards means:
• Observe our internal ring fencing of Downstream Access information
• Act fairly in our dealings with customers and suppliers
• Do NOT share any sensitive or confidential information externally
• Do NOT make any arrangement with competitors without taking legal advice

For further information visit our Competition Law Compliance Intranet site

Safeguarding and escalating inside information

Information that is known to employees that could affect the price of Royal Mail shares is called ‘inside information’

Employees must:
• Keep Royal Mail information confidential and disclose it only to employees who need to know it
• Escalate potentially inside information (e.g. major business developments, expected earnings or losses) to their manager or to the Company Secretary as soon as possible
• Not communicate with the media, shareholders or analysts unless they have been specifically authorised to do so
• Not deal in Royal Mail plc shares or encourage anyone else to do so or tell anyone else if they have inside information
• As appropriate, comply with the Continuous Disclosure and Communications Policy and Share Dealing Policy

Our obligations as a listed company
As a company listed on the London Stock Exchange, Royal Mail plc is required to comply with the obligations contained in the UK Listing Authority Listing, Prospectus and Disclosure and Transparency Rules (Listing Rules). The Listing Rules require listed companies to meet certain standards of governance and investor protection.

The Listing Rules require Royal Mail plc to treat all of its shareholders equally. Royal Mail must therefore:
• Announce any information concerning matters and developments relating to Royal Mail companies that could affect the price of Royal Mail plc’s shares to the markets, as soon as possible. Until it has been announced to the markets, such information is known as inside information.
• Ensure that all inside information is properly safeguarded and that employees with access to it do not abuse, or are not seen to abuse, their position.

It is unethical to misrepresent, defame or abuse competitors. ‘Dirty tricks’ against competitors are never acceptable and may expose an employee involved to personal liability
Handling inside information
Royal Mail employees with access to inside or potentially inside information must keep it strictly confidential and treat it in accordance with Royal Mail’s Continuous Disclosure and Communications Policy.

Royal Mail employees who become aware of inside information or potentially inside information should escalate it to their manager or to the Company Secretary as soon as possible. Royal Mail’s Disclosure Committee will review the information immediately and decide whether it is inside information and if it should be announced.

To avoid a situation where the markets become aware of inside information that has not yet been formally announced by Royal Mail, employees should only discuss confidential information on a need to know basis. Only authorised Royal Mail employees may communicate with the media, shareholders and analysts.

If you are considered to have, or you are likely to have, regular access to inside or potentially inside information you will be formally notified by the Company Secretary and receive appropriate information and training. Royal Mail employees who are notified will also be required to comply with Royal Mail’s Share Dealing Policy and to obtain clearance before they can deal in (buy or sell) Royal Mail plc shares.

Sanctions for improper use of inside information
If you are aware of inside information that you come across in the course of your job or otherwise and try to take improper advantage of inside information, you are likely to commit a criminal or civil offence and could also face disciplinary proceedings. Taking improper advantage would include disclosing the information to someone who has no business knowing it, and buying or selling Royal Mail plc shares on the basis of the information or encouraging someone else to do so.

For further information see our Continuous Disclosure and Communications Policy and Share Dealing Policy.

Security, privacy and trust

Millions of items are entrusted to us by our customers every day
We must win and keep the absolute trust of our customers and others we come into contact with. The strength of the company rests on the integrity of each one of us individually.

Maintaining our standards means:

- Handling all items, mail, cash and valuables entrusted to us with honesty and integrity
- Safeguarding company and customer property and assets, ensuring they are not stolen, abused, damaged, or taken for personal use
- Ensuring company funds and property are never used for private purposes, including not using Royal Mail Group pre-paid envelopes for personal use
- Reporting any action that misuses company property or goods entrusted to Royal Mail Group
- Correct accounting in all financial transactions and claims, and observance of established business control procedures
- Making economic use of resources, avoiding waste and extravagance
- Accurate reporting of business performance measures, such as ensuring there is no interference or undue influence on the record of quality measurements
- Ensuring company premises and facilities are not abused for unauthorised commercial transactions
- Safeguarding confidential information against abuse or unauthorised disclosure, and complying with laws protecting personal data
- Displaying Royal Mail Group photo ID at all times when on Royal Mail Group premises and being prepared to politely challenge, in an appropriate way, anyone on our premises who is not wearing their identification

For further information see our Continuous Disclosure and Communications Policy and Share Dealing Policy.
Security, privacy and trust

Our obligation as a regulated entity
As a regulated postal operator, Royal Mail Group has an obligation to ensure the protection and security of the mail.

Safeguarding the mail
Any loss or breach of security undermines customer confidence in our ability to safeguard the mail and may attract negative media attention.

We must protect the integrity of the mail by:
- Ensuring all employees are aware of, and have access to, the security standards and procedures required to ensure mail security
- Individually and collectively complying with those standards
- Reporting and recording any incidents of loss, theft, damage or interference

Operational Pipeline Security Standards:
- Customers’ Parcels and Letters are not left unattended or unsecure at any time
- Everyone performing work for Royal Mail Group has an appropriate level of security awareness and training
- Unauthorised access to all Royal Mail Group sites is prevented
- Special Delivery, Secure and high risk customers’ Parcels and Letters are afforded appropriate protection
- Managerial checks to safeguard all customers’ Parcels and Letters are effectively deployed
- All vehicles and equipment used to convey customers’ Parcels and Letters are afforded the appropriate level of security at all times

For further information see our Security, Crime and Investigation, Prosecution, Information Security, Information Security Classification and Privacy Policies

Dealing fairly with suppliers, clients and customers

We seek to build trust with our suppliers, clients, agents and business customers through fair and consistent dealing

We can do this by doing what we have said we will do, meeting agreed timescales and delivering in full.

Our people involved in negotiating contracts are expected to obtain best value for the business and to set an example of competence and integrity.

When doing business for the company remember that:
- You must have the proper authority before you negotiate or sign contracts. You cannot negotiate with vendors and commit to third-party expenditure on behalf of Royal Mail without Procurement approval
- All sales activity should conform to the relevant legal requirements, policies and standards, and you should act professionally during all interactions with customers – remember, you are the external face of Royal Mail
- You must avoid any business practice which might reasonably be judged improper. This includes ‘cutting corners’ by neglecting proper consultations or procedures
- Prices and conditions must be set in accordance with competition law, our regulatory requirements and with due process for approval
- When any non-standard form of contract is proposed, advice must be sought from the appropriate teams in Group Legal at the earliest opportunity and a decision to proceed must not be made without this advice
- It is company policy to pay suppliers for goods and services within the agreed timescales and specification

For further information see the How to Buy intranet pages and Competition Law booklet available from the Compliance intranet site
Political donations and impartiality

As a company, we do not make political donations, whether financial or in-kind. The interests of our company, and those of our customers, must not be compromised by any party political interest or activity.

For example:
- Employees must not offer in-kind company contributions, such as the free use of company premises, for any political party or organisation which is affiliated with a political party.
- We should never sponsor or book events through any political party or organisation which is affiliated with a political party.
- Electoral material, which we are obliged by law to deliver, must be treated correctly and with the same respect as other mail.
- Company funds and resources must not be used to attempt to advance company interests by payments to foreign governments or officials.

There are a few simple rules to remember and keep to:
- If employees engage in the political process, it must be in their own time, and with their own resources.
- Political activity is not permitted at work. This includes any active support of parties, pressure groups or other causes.
- Badges, slogans or notices advertising parties or causes must not be displayed while on duty or in uniform, or on company premises, notice boards or vehicles.
- You must not distribute or deliver unauthorised material while you are on duty or in uniform, or allow anyone else to use business services free of charge for such purposes.

For further information see our Conflicts of Interest and Gifts and Hospitality Policies.

Conflicts of interest

By conducting our work with integrity and openness, difficult situations can often be avoided.

The essential principles of conduct are:
- You must not do anything which conflicts with your duty as an employee or agent of the company, or use your official position for any advantage.
- Employees must not work for, receive payment from or advertise any organisation which is in competition with Royal Mail Group, or which is engaged in activities which bring Royal Mail Group into disrepute, including any personal sponsorship.
- You must declare any outside employment, which includes directorships or material shareholdings, and these must not be contrary to the company’s commercial interests or bring it into disrepute.
- Your actions as an employee or agent must not be improperly influenced by any relationship (e.g. by blood, marriage, partnership or membership of any social, religious or political association) or by any personal or financial consideration.
- Relatives cannot work in roles where effective supervision would be compromised, or would create a perception of compromise. This extends to any relationships of a personal nature. Any potential conflict situations like these must be reported to your manager or the appropriate Senior HR Manager.
- If you receive a fee from an outside source for performing a service which forms part of your official duties, or takes place in business time (e.g. giving an interview or lecture), you must report it to your manager.

Question: My son is about to transfer to the unit where I work as a Late Shift manager. I won’t be his manager, but do I need to tell anyone about this?

Answer: Yes, you must let your manager know that your son is coming to work at your unit. It is important that managers are made aware of relationships between employees.
Anti-bribery

Corrupt acts expose Royal Mail Group and its employees to the risk of prosecution, fines, debarment from tendering for business and other penalties

What is bribery?
Bribery is promising, offering, giving, requesting or accepting any advantage to induce or reward behaviour that is improper (i.e. illegal, unethical or a breach of duty). This can be directly or through a third party. Even if a bribe is turned down or fails to have the intended effect, it is still a bribe.

‘Advantages’ may be financial or non financial and may include: money, loans, donations (including charitable donations), an award of business, employment contracts, preferential treatment, gifts and hospitality and any other advantage or benefit which is intended, or perceived to be, of value to the recipient or another person.

Royal Mail Group has a zero tolerance policy on bribery. Therefore:
- You must never promise, offer or give a bribe
- You must never request or accept a bribe
- If you become aware of any knowledge or suspicion of bribery, you should report it as soon as reasonably possible to your manager or the Speak Up line
- You will not suffer demotion, penalty or other adverse consequences for refusing to pay or receive bribes

Example:
An employee has been offered gift vouchers by a retail outlet if he ensures that their mail is delivered first in the morning. If he accepts this offer, he will be breaching our policy. He should report this to his manager.

For further information see our Anti-bribery Policy

Gifts and hospitality

It is important not to accept any gift, payment, bribe, favour or inducement that might influence, or appear to influence, your position at Royal Mail Group

You must:
- Not solicit or accept any private arrangements for gifts, discounts or concessions in connection with any contract for goods or services to which the company is a party
- Not ask for, or accept, sporting or charitable sponsorship from an organisation that has (or is seeking) a contract to supply the company, or is in competition with it for the supply of a contract. You must tell your manager about any plan to accept sponsorship and ask if there is any conflict with this
- Not provide or accept hospitality or entertainment which, because of its expense or nature, may cause the company embarrassment or bring it into disrepute
- Record and gain approval for and gifts and hospitality as set out in the Gifts and Hospitality Policy

Christmas tips
Royal Mail does a hugely important job at Christmas. We want all our colleagues to get the recognition they deserve for that from the public.

Royal Mail Group regards the giving of Christmas tips as a separate matter between customers and individual employees.

As has always been the case, tips must not be accepted if there is any suggestion of an inducement to disclose official information (or information about another customer), to break any company rule or to provide a private arrangement or preferential treatment.

If you are in any doubt then check with your manager.

For further information see our Gifts and Hospitality Policy
Serving the community

As one of the most community based organisations in the country we recognise we have a special role to play in helping the communities that we serve. We do this in many ways.

Our policy is to:

- Consider properly the effects the conduct of our business may have on people and communities; consulting wherever appropriate
- Ensure that Royal Mail Group is seen as one of the most community responsive companies in the UK
- Support and help our people in the work that they do in the community. Providing volunteering opportunities, promoting payroll giving and offering financial support to colleagues for their fundraising activities

We have one of the largest payroll giving schemes in the UK - around 6% of all payroll giving donors in the UK work for Royal Mail Group, despite us only having 1% of the UK workforce. The scheme is tax efficient in that the donation includes the tax that would have been deducted from pay.

We have a Charity of the Year chosen by our people and we support hundreds of other charities and registered good causes. We have the following very successful employee grant schemes:

- **Charity of the Year Matched Giving Scheme** Every employee can apply for penny for penny matched giving, up to a total limit of £2,500 per person every year
- **Community Support Matched Giving Scheme** Every employee can apply once a year for up to £200 in matched giving from Royal Mail for money raised for any registered UK charity or registered good cause
- **Fundraising Grant** Every employee can apply for a grant of up to £200 once every funding year to help cover the costs of organising a fundraising activity
- **Volunteering Grant** Every employee can apply for a grant of up to £400 once every funding year to help cover the costs of organising a volunteering activity

We can all play an important part in supporting good environmental practice by not wasting resources, such as fuel, energy and paper.

Concern for the environment

Our policy is to comply fully with all relevant environmental law, and to promote initiatives that save on the resources we use.

We are committed to taking account of the environmental and ethical effects of our policies in our planning and operations.

Where we have to balance environmental benefits with commercial needs, we shall properly consider the needs of our customers and the community at large.

In standards of design and cleanliness, we recognise our responsibility to ensure that our premises and street furniture are a credit to the communities in which they are situated.

*Example:*

Through the Cycle2work Scheme I was able to buy a new bike and now cycle to work each day, even on the darkest, coldest winter mornings. We’re now a one car family. We’ve reduced our carbon footprint, saved money and I’m fitter.
Part 2

Personal behaviour

How we interact with our colleagues
Personal behaviour

- Our expectations
- Equality and fairness
- Manager’s duty of care
- Working with colleagues
- Personal behaviour and appearance
- Use of company funds and property
- Use of computers, internet and phones and email
- Preventing and reporting crime
- Speak Up (Whistleblowing)

Our expectations

What we expect from employees...

Royal Mail Group expects all employees to:

- Conduct themselves appropriately
- Not bring Royal Mail Group brands into disrepute
- Act as an ambassador for the company
- Operate within the law

What we expect from managers...

Royal Mail Group expects all managers to:

- Remember that they are Royal Mail Group managers and are representatives of the business at all times both in and out of work
- Lead by example
- Support and encourage and take action where appropriate to challenge failure to meet standards
- Operate within the law
Equality and fairness

Equality is about treating our people, customers and suppliers the way we want to be treated ourselves

This means:
- We should always be open, honest and courteous with each other
- Not discriminating on grounds of race, colour, ethnic or national origin, nationality, disability, marital or civil partner status, sexual orientation, pregnancy or maternity, age, religion or belief (including political opinion in Northern Ireland), sex and gender reassignment (the protected characteristics)
- Fostering a workplace that promotes equality of opportunity for all and ensuring fair participation in employment
- Providing opportunities based on an individual’s performance, skills and development needs in a fair and transparent manner

All individuals working for Royal Mail Group must:
- Adopt the guiding principles of the Equality and Fairness Policy
- Not discriminate or encourage others to discriminate
- Not use inappropriate behaviour or intimidate other employees, customers or suppliers on the grounds of one of the protected characteristics, or because of their association with another individual who has a protected characteristic

For further information see our Equality and Fairness and Welsh Language policies

Examples of appropriate and inappropriate behaviour

Behaviour that is acceptable
- Talking to employees about their performance
- Providing constructive feedback
- Asking an employee to carry out a task in the workplace
- Providing a constructive opinion when asked
- Taking appropriate action in line with the Conduct, the Attendance, the Performance Management or the Improving Performance Policies

Behaviour that is not acceptable
- Suggestive remarks or gestures
- Display of pictures with sexual or racial undertones
- Demeaning or ridiculing someone
- Jokes and banter of a derogatory nature
- Unwelcome touching
- Any sexual advances
Equality and fairness

Everyone is expected to take personal responsibility for ensuring that these principles are put into practice, and to set an example in the workplace.

Formal complaints regarding potential breaches of the Equality and Fairness Policy will be investigated. Any employee who is found to have committed an act of discrimination or harassment will be subject to formal action (up to and including dismissal) under the Conduct Policy.

The Equality and Fairness Policy prohibits:
- Retaliation against someone who reports a concern in good faith
- Deliberately false or fictitious complaints which do not have a foundation

Retaliation or deliberately false or fictitious complaints could lead to formal action (up to and including dismissal) under the Conduct Policy.

What to do if you have a genuine concern?
It is in everyone's interest for individuals to raise a genuine concern they have about their treatment or the treatment of others at work. Concerns should ideally be raised with your manager first. In addition:

If the concern is about bullying and harassment, refer to the Stop Bullying and Harassment Policy or use the Bullying and Harassment helpline 0800 5874 777 for support and advice.

Manager’s duty of care

We expect our managers to:
- Show initiative and commitment, and encourage others through leading by example
- Manage employees appropriately and support employees in their day-to-day work, treating all employees as you would expect to be treated yourself
- Evaluate performance fairly
- Advance and protect company interests after making an adequate assessment of commercial or other risks
- Put the interests of the company, as a whole, above those of any specific part of the business
- Use company funds prudently, avoiding expenditure which does not benefit customers or add value to our core activity
- Behave responsibly, ensuring that your actions are lawful and do not expose you or the company to legal liability, either by ill-advised action or by negligence
- Take reasonable measures to record and safeguard essential information, and to ensure business continuity in the event of mishaps

Example:
A manager always offers overtime to one of his employees first. This is showing favouritism and does not live up to the high standards of behaviour that we expect.
Working with colleagues

We expect high standards of behaviour and respect between each other at all times

We must:
- Always be open, honest and courteous with each other
- Not abuse others in speech, writing, social media or email
- Not behave in any way that suggests prejudice or favouritism
- Not engage in, encourage or condone bullying, intimidation, harassment, unlawful discrimination or abuse of any kind
- Challenge any instances we encounter of bullying, intimidation, harassment, unlawful discrimination or abuse in the workplace, and show that such behaviour is not acceptable in our organisation
- Not exploit colleagues for loans, private work or favours of any kind

We can all help to create an atmosphere at work in which every individual is able to give his or her best

Personal behaviour and appearance

High standards of personal behaviour at work are expected of everyone

We should all demonstrate:
- Efficiency and reliability
- Honesty and integrity
- Punctuality and good attendance
- A smart and clean appearance

Behaviour

Behaviour which damages service to customers, or the reputation or efficiency of the company, is unacceptable, including lateness, poor attendance, dishonesty, drunkenness, use of illegal substances, and violent or disorderly behaviour or abusive language.

Gambling is not permitted on duty or on company premises, and employee clubs can exist only if they comply with company rules.

Appearance

All colleagues must present a credible image to the public, in line with business dress code. Any marks, badges, ribbons, jewellery, tattoos or ornaments (including items used in body-piercing) that are offensive, indecent, a health and safety risk, or otherwise incompatible with the standards in Our Code: Code of Business Standards, should not be displayed on duty, or on company premises or property.

If you are still unsure about the standards required of you after reading Our Code: Code of Business Standards, consult your manager or the HR pages of the Intranet.
Use of company funds and property

We expect you to protect Royal Mail Group’s property and assets. Do not use our assets for your personal benefit or the benefit of anyone other than the company.

Remember that you must not:
- Claim money from the company for hours you did not work
- Claim money for a journey you did not make
- Claim an expense you did not legitimately incur
- Use inside information about a company transaction for personal profit

All the above are unacceptable and may be treated as gross misconduct, which could result in your dismissal. If theft or fraud is involved, the company is likely to prosecute.

Example:
An employee claims expenses for her travel when she has to drive to other offices. She often adds a few extra miles onto her claim so that she can earn a bit more money. This is fraud, for which she will be disciplined under the Conduct Policy and may be prosecuted.

Examples of company assets:
- Official stationery
- Pre-paid envelopes
- Company money
- Telephones
- Photocopiers
- Mobile phones
- Wireless devices
- Computer systems
- Computer software

Use of computers, internet, phones and email

We provide computers, mobile phones and a range of portable equipment as work tools for many of our people.

The security of our information and IT systems is essential to our success. Anyone who uses Royal Mail Group equipment must know how to keep these secure by following the requirements in the Acceptable Use Policy.

Company policy allows for some limited and reasonable personal use of this equipment in your own time and requires the payment of all personal telephone calls.

Remember to use the internet safely and sensibly, be social media wise and report incidents immediately.

However it does not permit:
- Downloading, installing or using unauthorised or banned software or modifying company-provided hardware or software
- Accessing, storing, sending, posting or publishing gambling, pornographic, indecent, illegal, offensive, threatening or insulting material, or chain or “spam” emails
- Accessing or forwarding documents or emails that allow computer viruses to infect our networks
- Using Royal Mail Group or personal equipment that interferes with productivity
- Sending Confidential or Strictly Confidential information by email, instant messaging, or the Internet without adequate security
- Sharing of computer user IDs and passwords

Restrictions on photography and filming
Filming or photography on any Royal Mail Group site, or of Royal Mail Group operations, could jeopardise the security of our business. Therefore employees are not permitted to:
- Record, film or take photographs on Royal Mail Group premises, or in Royal Mail Group vehicles, without the express prior permission of the site manager or person in control
- Film or distribute materials which could harm our commercial reputation, or cause offence to colleagues. This includes uploading photos or footage to social media sites

For further information see our Information Security, Information Classification, Acceptable Use, Business Travel and Expenses and Fraud Reporting policies.
Preventing and reporting crime

We all have a duty to guard against crime, and to take care that we do not expose colleagues or company property to criminal activity.

We also have a duty to take action to prevent crime against the company, whether by fraudsters, computer hackers or by our people, and to report it.

What if I witness criminal activity?
If you see any crime being committed against the company, or become aware of criminal activity being planned against the company, you should contact your manager, the Confidential Security Helpdesk or, if you want to remain anonymous, the Speak Up line.

If you are subject to threats or intimidation and are asked to take part in, keep quiet about, or disclose confidential information to enable any criminal activity against the company or its people, your duty and best course of action is to report the facts as soon as possible so that action can be taken to prevent the crime and to give you support and protection.

Example:
A scam where someone called the office falsely claiming there had been a gas leak at an address and asking for the mail to be held at the office was uncovered by quick-thinking colleagues. The fraudster attempted to collect the mail but the team on duty delayed them while the police were called.

For further information see our Security, Crime and Investigation, Prosecution and Speak Up (Whistleblowing) policies.
Getting help

Your first point of support for this guide should be your manager or the HR pages of the Intranet.

Managers can obtain HR advice by:

- Calling the Royal Mail HR Services Advice Centre
  ☏ 0845 606 0603

- Managers working for Parcelforce Worldwide should call
  ☏ 0845 604 2787

Other useful contact points:

Bullying & Harassment Helpline
☎ 0800 587 4777

Speak Up (Whistleblowing)
☎ 0800 097 1131
Web: www.intouchfeedback.com/royalmail

Confidential Security Helpdesk
☎ 020 7239 6655
Text: SEC and your message to 88771
Email: securityhelpdesk@royalmail.com

Just Say it
Email: justsayit@royalmail.com