

No. 133/26

1<sup>st</sup> May 2026

Dear Colleague,

## **ROYAL MAIL: SPEAK UP POLICY VS RAISING CONCERNS NATIONAL AGREEMENT**

We are aware that some Branches have reported an issue regarding an apparent ability for people to instigate a Raising Concern complaint anonymously. Seemingly, there appears to be a misunderstanding and as such some confusion around this matter.

It could be that the Raising Concerns National Agreement and process is being confused with Royal Mail's "Speak Up" (or in other words whistleblowing) Policy, which does allow for anonymous reports to be instigated if someone wishes. Below is an extract from the Speak Up Policy (attached), which Royal Mail says is designed to "...protect our people and our brand, build trust and confidence within our organisation but also with our customers and our regulators.":

*You can make reports anonymously if you wish, however, when using Speak Up, we encourage you to provide contact details to the external provider who will retain it confidentially if you wish, as otherwise it may be difficult to conduct an effective investigation.*

For clarity purposes, if an employee wishes to action a Raising Concern, they either complete the form through the People App on Robin or contact their manager. When completing the form, they must provide their name at an early stage and if they don't do so, they will be unable to progress to the next section and therefore will be unable to submit a Raising Concern. For the avoidance of doubt, we have received formal confirmation from Karen McKay, Head of HR Policy, that it is not possible under the Raising Concerns National Agreement for complaints to be lodged anonymously. The following is an extract from an email from Karen McKay:

*Colleagues are not able to raise concerns anonymously under the Raising Concerns process. As you know they either contact their manager or complete the form through the People App on Robin. By completing the form they will provide their name*

Hopefully this provides full clarity on this matter. In the event that Reps or Branches are faced with managers who say they are investigating or pursuing an anonymous

Raising Concern via the Raising Concerns National Agreement, this needs to be immediately challenged as being outwith the National Agreement and reported to my Department without delay, in order that we can highlight any malpractices and abuses of the Agreement to senior management.

If you have any queries in relation to this LTB, please contact Samantha Nicholas at [snicholas@cwu.org](mailto:snicholas@cwu.org) or Heidi Maughan at [hmaughan@cwu.org](mailto:hmaughan@cwu.org)

Yours sincerely,

**Andy Furey**  
**Assistant Secretary**



## Royal Mail Policy Statement

# Speak Up (Reporting) Policy

The Public Interest Disclosure Act (PIDA) 1998 provides protection for whistleblowers who disclose concerns that are in the public interest, whilst protecting the reporter's anonymity. Our aim is to create an internal corporate culture of trust and encourage employees to speak up regarding wrongdoing within the scope of PIDA within the organisation. Speaking up helps us protect our people and our brand.

### What should be reported:

We encourage everyone to immediately report any actual or suspected wrongdoing in the company (whether historic, ongoing, or likely to happen in the future) through an appropriate channel.

Wrongdoing includes:

- The company breaking the law i.e., doesn't have the required insurance.
- Criminal activity, including fraud, bribery, or tax evasion.
- Sexual harassment has occurred, is occurring or is likely to occur.
- Putting people's health and safety in danger.
- Risk of, or actual damage, to the environment.
- Allowing a miscarriage of justice, financial malpractice, or misreporting.
- Covering up or concealing company wrongdoing.
- Retaliation or unfair treatment as a result of raising a concern to Speak Up.

### What are the channels to raise concerns?

You should raise any concerns with your line manager in the first instance, as they may be able to take immediate action to resolve your concerns. Alternatively, you can speak to HR or our confidential, independent Speak Up helpline on 0800 090 3154 (available 24/7) or online at <https://www.safecall.co.uk/royalmailsspeakup>.

You can report concerns anonymously, but we encourage you to give your identity, as it can often assist in conducting an effective investigation. Royal Mail also provides a number of specialist helplines to deal with certain types of concern and we may redirect a concern raised under this Policy to another channel, if appropriate.

### What should not be reported to the Speak Up helpline?

The Speak Up helpline should not be used:

- To report events presenting an immediate threat to life or property. Please follow your business emergency procedures.
- Concerns of a personal non-criminal nature including those relating to behaviours in the workplace should be managed under the Raising Concerns Procedure. Colleagues should speak with their manager or use the Raising Concerns tile on the People App to raise their concern.
- To settle personal or legal disputes.
- To knowingly make false accusations.

### **What information should I provide?**

You should provide as much information as you can, such as:

- The background, history, and reason for the concern.
- Names, dates, places, and other relevant information.
- Any documents that may support your report.

Never investigate the matter yourself

### **Investigation of concerns and confidentiality**

All concerns will be taken seriously, handled fairly, promptly, and professionally. Details of your concern will be forwarded to the Speak Up Team in Royal Mail, who will assess whether your concern is appropriate to allocate for investigation. The process for dealing with a report will vary depending on its nature, complexity, and seriousness. It may not always be possible or appropriate to investigate.

All information you provide (including your identity) will be kept confidential insofar as reasonably practicable; for example, we may share it if required by law, an important public interest is at stake or with your prior permission. You should not discuss your report with your colleagues or anyone else.

### **Investigation outcomes**

We will provide feedback on the investigation to the person reporting the concern, although we may not be able to disclose full details of the outcome for reasons of confidentiality, privacy and the legal rights of others involved.

### **No retaliation**

Royal Mail does not tolerate any form of retaliation against anyone for speaking up. You will not suffer any adverse consequences or detriment for raising concerns in good faith about suspected wrongdoing, even if they turn out to be mistaken.

Any negative repercussions experienced as a result of your disclosure should be reported immediately to Speak Up. Retaliation as a result of speaking up can be dealt with under the Conduct Policy, with penalties up to and including dismissal.

**01 October 2025**

**Policy Owner: Director of Security & Resilience**

### **Who does this policy apply to?**

- This Policy applies to all employees, workers, consultants, self-employed contractors, casuals, and agency workers engaged by IDS Ltd in the UK, which includes Royal Mail and its wholly or majority owned subsidiary companies and joint ventures.
- This Policy does not form part of any employee's contract of employment, and we may amend it at any time.