



Investigating Allegations of Non-Compliance

1. Introduction

Royal Mail Group is committed to ensuring that representations made to it about compliance with relevant regulatory conditions are fully investigated and a response is provided.

Part of the role of Royal Mail's Assistant General Counsel & Director of Compliance & Ethics is to investigate matters which are the subject of a representation made to Royal Mail that it may be contravening postal regulatory conditions.

This document describes the procedure for such an investigation.

2. Making Representations

Anyone wishing to make a representation has the choice of approaching the relevant Royal Mail Director who is in charge of the particular area or taking the matter to Royal Mail's Compliance Director.

With respect to Network Access matters (i.e. access to Royal Mail's postal facilities under the USP access condition) the relevant Royal Mail Director would be:

Richard Travers
Managing Director Wholesale and Revenue Integrity
Royal Mail Group Ltd
185 Farringdon Road
London
EC1A 1BB

Email: richard.travers@royalmail.com

Alternatively, you may wish to raise a formal complaint with Assistant General Counsel & Director of Compliance & Ethics, in which case you should contact:

Daniel Quy
Assistant General Counsel & Director of Compliance & Ethics
Royal Mail Group Ltd
100 Victoria Embankment
LONDON
EC4Y 0HQ
Email: daniel.quy@royalmail.com

3. Procedure

Formal representation made to the Managing Director Wholesale and Revenue Integrity or Assistant General Counsel & Director of Compliance & Ethics, will be acknowledged by letter or e-mail.

The investigation to assess whether or not Royal Mail's relevant regulatory conditions and/or procedures have been contravened will commence as soon as possible. The investigation will also cover recommendations on the steps Royal Mail needs to take to remedy such a breach, if one is identified, and to prevent re-occurrence.

A copy of this document is available on www.royalmailwholesale.com to all parties who seek negotiations for access to Royal Mail's postal facilities under the USP access condition.

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