

We comply with law and regulation because it is the right thing to do and is good for our business. Everyone has a role to play in compliance, including you.

### Where can I go to for help or to raise concerns?

- If you're not sure whether something is compliant with law or regulation, there's lots of help and support available.
- You can:
  - speak to your manager; or
  - contact Group Compliance on 020 7449 8302 or [group.compliance@royalmail.com](mailto:group.compliance@royalmail.com)
- If you want to raise a concern confidentially, you can use the "Speak Up" hotline on 0800 097 1131 and speak to an operator or leave a voicemail message. Alternatively, you can leave a message using the confidential website: [www.intouchfeedback.com/royalmail](http://www.intouchfeedback.com/royalmail).



### Anti-bribery

- Bribery is promising, offering, giving, asking for or accepting any advantage to encourage or reward improper behaviour. We have a 'zero tolerance' policy on bribery.
- You must:
  - never promise, offer or give a bribe;
  - never ask for or accept a bribe;
  - report any bribe or suspected bribe as soon as possible to Group Compliance or the confidential Speak Up line on 0800 097 1131
- Remember that you won't suffer any negative consequences for refusing to pay or receive bribes.



### Christmas tips

- A tip is a voluntary payment given to an individual employee as a reward for good service. Christmas tips are not bribes. You don't need approval to accept a tip. However, you must not:
  - ask for a tip; or
  - accept a tip if there is any suggestion it is to encourage you to break a rule (e.g. to make sure a customer gets their mail earlier than scheduled)

### Want to know more?

For full details of the policies, ask your manager for a copy of the Anti-Bribery and Corruption; Competition Law; Access Regulation Compliance; and the Sanctions policies.

### Competition law

- Customers benefit where there is strong competition between rivals. Competition law bans behaviour which could damage this – e.g. if rivals work together to set prices instead of competing, or where the biggest company in the market prevents others from offering their products.
- Breaking competition rules can lead to large fines for Royal Mail and even imprisonment for the individuals involved.
- To keep competition healthy, businesses must make decisions independently from one another. This means Royal Mail must not share or get confidential information from our competitors, such as:
  - future prices (e.g. unpublished discounts or planned price changes);
  - future plans and strategy; or
  - details of new products or services under development
- You must not discuss confidential information with anyone outside of Royal Mail in person, by phone, via social media or by e-mail, whether at work or socially.
- If you are not sure whether information is confidential and can be shared, ask Group Compliance.



### Postal regulation (USPA5)

- There are two key components to USPA5:
  1. We cannot prioritise our own mail over Downstream Access (DSA) mail.
  2. We have restrictions on the sharing of 'controlled' information between our Wholesale and Retail teams.
- Through DSA, you may become aware of confidential information about Royal Mail's competitors, such as their mail volumes and who their customers are. USPA5 prevents Royal Mail from:
  - misusing information about competitors that we gain through offering DSA
- A breach of these rules could lead to fines for Royal Mail and stricter regulation.



### Sanctions

- Sanctions are imposed by Governments or international organisations. They prevent Royal Mail from doing business with certain people, organisations or countries. The list of people and countries subject to sanctions changes regularly.
- If we do not comply with sanctions, Royal Mail could face large fines and individuals could be fined or even imprisoned.
- Royal Mail must not:
  - do any business with anyone who is on a sanctions list; or
  - send goods that are banned to certain people or countries
- Customers must not use our services to send items in breach of sanctions. It is their responsibility to check whether something is allowed, so you must not:
  - advise customers about sanctions and whether or not they can send an item. Instead, point them to our website where they can find details about what is and is not allowed

### Want to know more?

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