



Date
20 February 2025

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2024/01628

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 20 December, which has been dealt with under the terms of the Freedom of Information Act 2000 (**"FOIA"**).

In your email, you have requested the information shown verbatim in bold with our answers in turn below:

1. **"What are the Post Office's expectations for office attendance for staff who are contracted to work at one of the organisation's offices? Please provide this in days per week or proportion of working hours spent in office - ie a percentage."**

Post Office has no explicit expectation that uniformly affects all staff who are contracted to work in the office regarding the number of days, or proportion of working hours, per week that they should be in the office. Rather, office attendance rate is influenced by various factors, including job roles, as may be stipulated in individual employment contracts.

2. **"Please provide the average attendance at Post Office offices. I understand there is at least one office in London and another in Chesterfield. Could you please provide the office attendance averages - against headcount expected at each office, for each building. If this measure is calculated in a slightly different way, I am happy to accept a measurement that may be easier to**

present. Please provide this for the most recent calendar year (2024) and on a monthly basis.”

As above Post Office has no explicit “expectations for office attendance” across its various sites. Whilst Post Office may hold some preliminary raw data with respect to office attendance, due to the use of visitor passes, manual admissions and other forms of entry it is not conclusive and heavily nuanced, therefore, we are unable to provide any meaningful figures. As a result, we consider that the information requested is not held in the format you have requested it in.

3. “Over the last calendar year (2024) - please provide attendance for the Senior Executive team office attendance. Please provide this for each individual within the team and on a monthly basis.”

Regarding 2024 monthly office attendance by “the Senior Executive Team”, we have interpreted this to mean the members of Post Office’s Senior Executive Group (“SEG”).

Post Office considers that this information should be withheld under sections 40(2) and 40(3A) of the FOIA as it constitutes personal data relating to other persons. These sections exempt personal information from disclosure if that information relates to someone other than the applicant, and if disclosure of that information would breach any of the data-protection principles in Article 5(1) of the UK General Data Protection Regulation (“GDPR”).

We consider that disclosure of this information is likely to breach the first data-protection principle, which provides that personal data must be processed lawfully, fairly, and in a transparent manner. Disclosure would not constitute ‘fair’ processing of the personal data because the Post Office staff involved would not reasonably expect their office attendance to be disclosed in relation to this request for information.

If you are dissatisfied with the handling of this response, you do have a right to request an internal review. You can do this by writing to the address above within 40 working days of receipt of this response stating your reasons for your internal review request or alternatively, by emailing information.rights@postoffice.co.uk.

If, having requested an internal review by Post Office, you are still not satisfied with our response you also have a right of appeal to the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 0303 123 1113
www.ico.org.uk/foicomplaints

Yours sincerely,

Information Rights Team
information.rights@postoffice.co.uk
<https://corporate.postoffice.co.uk/en/governance/access-to-information/access-to-information/>

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