



Date
13 February 2025

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2025/00017

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 10 January, 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 below:

"Dear Post Office Limited,

People applying for passports have to provide a photograph. Some Post Offices may have facilities to provide these. Could you please tell me if now, or at any time in the past, people working for businesses that take and provide photographs for this purpose, must not have any convictions for sexual offences.

In addition could you please tell me if there is, or ever has been, a ban on people with such convictions working for the Post Office."

We can confirm whilst Post Office does not hold the specific information you have requested, we do hold some information that relates to vetting of postmasters and Post Office employees, which may be of interest to you. We are voluntarily providing this information to you outside of the Act.

We can confirm the Post Office does carry out vetting of branch staff as per the Vetting Policy and the information relating to this can be found below. We have also

attached the relevant sections of the Vetting Policy which explain the types of checks carried out during the vetting process.

Post Office can confirm all employees including Branch Managers, Assistant Branch Managers and Customer Service Consultants at Directly Managed Branches have a basic level criminal record check done as part of the vetting process. This will only check for and show unspent convictions. We are legally not allowed to do a higher level of criminal record check than a basic one for those kinds of roles.

Whilst we do not hold a specific policy relating to individuals who have been convicted of sexual offences, any convictions that show up on the checks we carry out, prior to someone starting their role, would be looked at on a case-by-case basis in line with the Company Vetting Policy. Please see attached an extract from the Post Office Vetting Policy.

Post Office can confirm we do vet Independent Postmasters and their assistants; however, they are not directly employed by Post Office. The checks carried out are listed below.

Independent Postmasters, Pluralist, Multiple Partners

- Identification
- Proof Of Address
- Right To Work Checks
- Sanctions
- Adverse Finance
- DBS
- Limited Company Report (if applicable)

All assistants Via a P250 Application

- Identification – Checked by Postmaster
- Proof Of Address – Checked by Postmaster
- Right To Work Checks – Checked by Postmaster
- Credit & Voters Checks (Adverse Finance)
- Sanctions
- DBS

With regards to our Strategic Partners, for example WHSmith, who employ their own staff and take on new Post Office branches, all their Post Office assistants would also need to complete the P250 process as stated above.

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/>

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at www.postoffice.co.uk/privacy