



Date
22 October 2025

Post Office
100 Wood Street
London EC2V 7ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2025/00667

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 16 September 2025, which has been dealt with under the terms of the Freedom of Information Act 2000 (**"FOIA"**).

In your original email, you requested the information shown verbatim in bold below:

"Which Department in POL has current responsibility for Contracts of Employment for 1)SPM 2)All other staff?Which Department/s had responsibility for these two groups in 2020 and 2019?"

We then reached out for clarification on the definition of "responsibility" within this request, and you provided the following context and further questions shown verbatim in bold below (with our answers underneath):

"By responsibility I mean who has control or authority over a process,this might be apparent by job title or job description.1)Who writes the SPM Contract 2) Who ensures a signed copy is held by POL and that the SPM has signed the contract 3) Who is responsible for changes to the SPM Contract 4)When will the expression or sentiment([REDACTED] 16 Oct 2024)that SPM need only repay money "if they agree and are happy to do so" appear in SPM Contracts? These questions relate to POL staff and users of the POST OFFICE Branch network. 5)Who writes the contracts that provide access to the network for Amazon,Evri,DPD,Paystation and First Rate?6)Who ensures all parties have signed contracts 7)How are changes to the contract implemented 8)Who writes the contracts for SPM NEDs,,do both

parties have signed copies? If the answer to any of the above questions is we dont know or we did not think it was required please advise accordingly”

We can confirm that Post Office does hold the information you have requested.

“Which Department in POL has current responsibility for Contracts of Employment for 1)SPM 2)All other staff?Which Department/s had responsibility for these two groups in 2020 and 2019?”

Postmasters are not employed by Post Office and therefore do not hold a contract of employment. The team responsible for issuing contracts of employment is the People Services Team for all internal employees. This is the same team as in 2019 and 2020, although the team name at that time was the People Transactional Services.

“1)Who writes the SPM Contract”

There is not a single author of the postmaster contracts – they are drafted with full legal review and input from any relevant business areas.

“2) Who ensures a signed copy is held by POL and that the SPM has signed the contract”

The Onboarding Team manages the processes for administering contracts, including issuing and receiving signed copies.

“3) Who is responsible for changes to the SPM Contract”

As mentioned above, there is no single individual or team responsible.

“4)When will the expression or sentiment([REDACTED] 16 Oct 2024)that SPM need only repay money "if they agree and are happy to do so" appear in SPM Contracts? These questions relate to POL staff and users of the POST OFFICE Branch network.”

Post Office’s policy regarding postmasters repaying money is set out in the Operations Manual which is part of the postmaster contract. Please see the screenshot below:

Settle to cash or settle to cheque

This option should be selected only if you have 100% confidence that you know the reason for the discrepancy i.e. that there was a mistake in branch that Post Office is unable to rectify, or the issue cannot be resolved locally with a customer **AND** if a deficit, you are comfortable introducing funds to settle the discrepancy. If you are unable to identify the cause of the discrepancy **OR** you are not comfortable introducing funds you should use the 'review or dispute' function to ask Post Office to look into the discrepancy.

“5)Who writes the contracts that provide access to the network for Amazon,Evri,DPD,Paystation and First Rate?”

We have interpreted this to mean Post Office's contracts with these particular companies. These contracts are negotiated by the relevant commercial function with full legal review.

“6)Who ensures all parties have signed contracts”

There is no specific function responsible for this.

“7)How are changes to the contract implemented”

There is no specific process that applies to the negotiation and implementation of contract changes.

“8)Who writes the contracts for SPM NEDs,,do both parties have signed copies?”

Our Postmaster Non-Executive Directors (“**NEDs**”) do not hold contracts of employment for their roles – they have letters of appointment.

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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