

Phillip Green

24 January 2024

[request-1058866-
ad2e9db9@whatdotheyknow.com](#)

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear Phillip Green,

Freedom of Information Request – FOI2023/00699

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 13 December, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”). We apologise for the delay in responding.

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

“My request surrounds the setting and application of bonuses or as you may refer to as 'short term incentive plans' for manager level grades and senior executives within Post Office Limited for the financial years 2021, 2022 and 2023. If you could kindly provide details for each year, i would be grateful.

- 1. When did Post Office Limited set the metrics?**
- 2. Were these metrics communicated to the individuals/employees?**
- 3. How was this communicated to those individuals?**
- 4. Did the metrics change at any point during these years?**
- 5. How were the changes communicated to those individuals?**
- 6. Did Post Office Limited seek legal counsel on such matters?”**

We can confirm that Post Office does hold the information you have requested. We have interpreted the requested period to be the financial years 2021/22, 2022/23, and 2023/24 and set out the information below:

	2021/22	2022/23	2023/24
1. When did Post Office Limited set the metrics?	July 2021	December 2022	September 2023
2. Were these metrics communicated to the individuals/employees?	Yes.	Yes.	Yes.
3. How was this communicated to those individuals?	It was communicated by way of calls, emails and letters.	It was communicated by way of calls, emails, letters, and Post Office's internal intranet.	It was communicated by way of calls, emails, letters, and Post Office's internal intranet.
4. Did the metrics change at any point during these years?	No.	The metrics themselves did not change but a decision was subsequently taken that no Post Office incentive scheme should contain metrics that are linked to the ongoing Post Office Horizon IT Inquiry. Accordingly, two sub-metrics were later disregarded in the assessment of metric performance.	No.
5. How were the changes communicated to those individuals?	This is not applicable because the metrics did not change.	Whilst there were no changes to the metrics, communications about the two excluded sub-metrics were made to the relevant individuals at all-staff briefings.	This is not applicable because the metrics did not change.
6. Did Post Office Limited seek legal counsel on such matters?	No.	Yes.	Yes.

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.xxxxxx@xxxxxxxxxx.xx.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