



John O'Sullivan  
[request-992390-](#)  
[b46f6680@whatdotheyknow.com](mailto:b46f6680@whatdotheyknow.com)

Date  
21 July 2023

Post Office  
100 Wood Street,  
London, EC2V 7ER

**Classification:**  
Public

Dear John O'Sullivan,

## Freedom of Information Request – FOI2023/00351

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 20 June, 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 in bold below:

**“All required evidence and information supplied on time, with confirmation from Sir Wyn Williams and team that Post Office’s performance supported and enabled the Inquiry to finish in line with expectations.” Can you please say who owned this Metric and was able to confirm it had been met in order to allow Bonus Payments to be made to POL Executive?”**

We can confirm that Post Office does hold the information you have requested. To provide context, Post Office considers that the ‘ownership’ of all bonus-related metrics in the 2021-22 Annual Report and Accounts (“**ARA**”) sits with the Remuneration Committee, rather than any individual, as it is the Remuneration Committee that is accountable for these metrics.

Whilst we do hold some information that associates individual names with the ARA inquiry metric, it is the position of Post Office that these individuals were providing a purely administrative function, such as tracking and monitoring progress through

committee stages and submitting papers for review by the Remuneration Committee. Those individuals did not exercise any direct control over the metric, nor did they hold any decision-making responsibility for its implementation. This control sat solely with the Remuneration Committee.

We have, therefore, decided that the names of these individuals should be withheld under sections 40(2) and 40(3A) of the FOIA as the information 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).

As these individuals did not have any level of control over the metric due to their contextually purely administrative role, we consider that disclosure of this information would be highly misleading. Identifying these individuals with ownership of the metric, would incorrectly and unfairly imply a level of responsibility that was not held and would breach the first data protection principle, which provides that personal data must be processed lawfully, fairly, and in a transparent manner.

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](mailto: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  
<https://ico.org.uk>

Yours sincerely,

Information Rights Team

[information.rights@postoffice.co.uk](mailto: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](http://www.postoffice.co.uk/privacy)**