



Guy Forkes

Date  
2 May 2024

[request-1097623-  
c50177a4@whatdotheyknow.com](#)

Post Office  
100 Wood Street  
London EC2V 9ER

Your Ref:

**Classification:**  
Public

Dear Guy Forkes,

## Freedom of Information Request – FOI2024/00384

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 6 March, 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:

**“How many of your Drop & Collect branches are profitable for Post Office?”**

**Please can you advise the cost distribution of setting these up in % terms :-  
by branch setup ongoing cost.”**

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

The information you requested is being withheld as it falls under the exemption in section 43(2) of the FOIA, which relates to information which would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it). In applying this exemption, we have had to balance the public interest in withholding the information against the public interest in disclosure.

We recognise that there is a public interest in disclosure of information concerning details of the volume of profitable Post Offices that operate a Drop & Collect service, as this helps promote transparency in Post Office business and reassurance about the way public money is being spent.

However, there is a strong public interest in withholding the information as it would, if disclosed, prejudice the commercial interests of Post Office and Postmasters. This is because disclosing information about how many Post Office branches are profitable with a Drop and Collect service would prejudice Post Office's commercial interests as the costs to setup a branch is information that our competitors would benefit, to our disadvantage, from knowing. This information could also impact Post Office's ability to negotiate contracts with suppliers. It would not be in the public interest to disclose information if Post Office would be unable to operate in a fair marketplace regarding the competitive dialogue procedure and are commercially damaged by the release of the 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](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  
[www.ico.org.uk/foicomplaints](http://www.ico.org.uk/foicomplaints)

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/>

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