

26th April 2013

Mr John Robertson

By Email: request-156434-aaaa2fd9@whatdotheyknow.com

Information Rights Team
(Freedom of Information Act)
2nd Floor
Royal Mail Sheffield
Pond Street
SHEFFIELD
S98 6HR

0114 241 4215
foi@royalmail.com
www.royalmail.com

Dear Mr Robertson

Re: Freedom of Information Act Request (Our Reference: MTEE-96LDZT)

I am writing in response to your recent request for information dated 7th April 2013. Your request has been considered under the terms of the Freedom of Information Act 2000. You requested the following:

"Please email all instructions by senior staff who are not web developers to web developers over the last two years.

If simpler, please email all instructions on the subject of online price lists in a form useful to other web developers, who write shopping cart modules for different post offices around the world."

Royal Mail Group is one of the UK's largest employers with around 150,000 current employees. The 'senior staff', or management level, at Royal Mail Group ranges from Chief Executives and Directors to shift supervisors in Mail Centres. We consider that to identify information within scope of your request would exceed our obligations as set out under Section 12 of the Freedom of Information Act – *where cost of compliance would exceed the appropriate limit*. The appropriate limit for Royal Mail Group is set at £450. This represents the cost of one person spending 18 hours in identifying, locating, retrieving or extracting the requested information

We believe that to identify and contact all managers in all areas of Royal Mail Group to establish if they hold emails within scope of your request would significantly exceed our requirements as set out under Section 12 of the Act.

Cont...

Section 16 of the Act does require that where we are unable to answer your request we provide advice and assistance in regards to how you might consider revising your request to fit within the cost limit. It is not possible to know the specific emails that would fall within scope of your request and therefore it is difficult to suggest ways in which you could narrow your request to fit within the cost limit. However, you may consider focusing your request to cover a smaller specific period of time and relate it to a specific department. It may help if I advise, after reviewing your request, our Ecommerce department confirmed the integration capability for providing Royal Mail prices is not currently available nor is it envisaged to be this year.

Please note any revised request we receive would be considered as a new request and therefore it may be the case that the cost limit or other exemptions may still apply to the information requested

I am sorry we could not provide any information on this occasion. If for any reason you are not satisfied with this response, you do have the right to request a review. If you wish to do so please set out your reasons in writing and send to the Head of Information Governance, Royal Mail Group, Company Secretary's Office, 100 Victoria Embankment, LONDON, EC4Y 0HQ. An internal panel will then review the request, and you will be advised of the outcome.

If, having requested an internal review, you are still not satisfied with our response you also have a right to appeal to the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
WILMSLOW
SK9 5AF
Telephone: 01625 545 700
www.informationcommissioner.gov.uk

Yours sincerely

Marie Teasdale
Information Rights Officer
Company Secretary's Office