

21st May 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 and subsequent clarification dated 26th April 2013. Your request has been considered under the terms of the Freedom of Information Act 2000.

On the 7th April 2013 you originally asked:

"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."

In our response dated 26th April 2013 we explained to you 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 exceed our requirements under Section 12 of the Freedom of Information Act – *where cost of compliance would exceed the appropriate limit*. While it was difficult to suggest ways to narrow the scope of this request we advised you may consider covering a smaller, more specific period of time. We also suggested you relate it to a specific department and explained our Ecommerce department had confirmed the integration capability for providing Royal Mail prices is currently not available.

Following our response you emailed; *"Obviously, a very small number of managers, or perhaps only one, writes instructions to web developers. You may want to explain the*

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process. The reason for such open language is that I do not know the name of the manager, or managers who decide how software is written. Please answer the original request, with its obvious meaning, within legal time limits."

We acknowledged your email and explained we would narrow our search to just those managers directly responsible for matters of Ecommerce who could have responsibility for issuing this type of instruction. We also confirmed this would be dealt with as a new request for information and therefore a response would be issued within 20 working days.

Following investigations with our Ecommerce Department I can advise your request still exceeds our requirements 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.

Any pricing instructions issued to web developers would ultimately be generated by the IT department as per business requirement. Such pricing instructions from the business to IT could be sent via a number of people in different departments including Parcelforce, Pricing and the Ecommerce team. We believe that to identify and contact all individuals in these specific departments to establish if they hold emails within the two year time period requested would exceed our requirements as set out under Section 12 of the Act.

Section 16 of the Act requires that we provide advice and assistance in regards to how you might consider narrowing the scope of your request to fit within the cost limit. As explained in our previous response, it is not possible to know the specific emails that are relevant to your request. However, you may consider focusing your request to cover a much smaller specific period of time. 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:

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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