



Information Rights Team  
Post Office Limited  
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Ms Andrea West  
[request-167807-cab115db@whatdotheyknow.com](mailto:request-167807-cab115db@whatdotheyknow.com)

Our reference : 00LO-9BLBTJ

14 October 2013

Dear Ms West,

**Ref: Freedom of Information Request – 00LO-9BLBTJ**

I am writing in response to your email dated 14 September 2013, which I am dealing with under the terms of the Freedom of Information Act 2000, we consider we have responded to your request for information in our recent response dated 09 September 2013.

In respect of our previous answer in response to your question *"please confirm if all of these transactions actually earn subpostmasters the national minimum wage to carry out these transactions on your behalf?"* We have already made clear, in our response dated 09 September; Subpostmasters are engaged by Post Office Limited via a contract for services and are therefore not employees of Post Office Limited. Additionally, they are not considered to fall within the statutory definition of a 'worker' and therefore the National Minimum Wage Act 1998 (as amended) does not apply to them.

To add further clarity, Subpostmasters are not required to provide personal service; whilst many Subpostmasters choose to work in Branch they are not obliged to do so and could instead engage members of staff to conduct transactions, as well as all other branch services.

Additionally, it should be noted the Post Office network, of over 11,700 branches, offers a wide range of products and services to customers; the products and services are available whilst the branch is open and trading, subsequently branches do not process just one type of transaction continuously throughout the hour or day, but instead process a range of transactions, each of which has a specific value. Additionally, Subpostmasters are remunerated for services not undertaken directly in branch, but processed through specific call centres.

In answer to your question, relating to comments attributed to Mr Larkin during a recent roadshow, I understand that Mr Larkin seeks to encourage Subpostmasters to consider the margins on products and services in a general way and emphasises the need to look for opportunities to increase income from services such as our financial and telecom ranges.

[www.postoffice.co.uk](http://www.postoffice.co.uk)

I hope the information I have provided on this occasion is useful, however 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 below stating your reasons for your internal review request.

Senior Engagement & Involvement Manager  
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If, having requested an internal review by Post Office Limited, 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: 01625 545 700  
[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Yours sincerely



**O. Olabopo**

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<http://www.postoffice.co.uk/our-publication-scheme>