



[REDACTED]

Date  
24 October 2024

[REDACTED]

Post Office  
100 Wood Street  
London EC2V 9ER

Your Ref:

**Classification:**  
Public

Dear [REDACTED],

## Freedom of Information Request – FOI2024/00925

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 17 June, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”). We sincerely apologise for the delay in responding to this request.

In your email you have requested the information shown verbatim in bold below:

**“Under the Freedom of Information Act 2000, I would like to request the following information:**

**- Any correspondence sent to Adam Crozier which mentioned "Horizon" from members of the Post Office executive team, Post Office board or Post Office Risk and Compliance committee.**

**This should be taken to include any emails, letters and messages in any format, and refined to emails if necessary due to the cost/time limit.**

**If this is not possible due to the cost limit, please provide any emails which mention "Crozier" and "Horizon" and either the a) "board" or b) "Risk and Compliance committee".**

**Please limit the above searches to the period 2003 and 2010. If necessary, please refine this to January 2009 to April 2010.**

**In the event that you exercise an exemption on any of the above data, please**

**could you supply me with the scheduled dates of the correspondence.**

**There is a clear legitimate public interest in this disclosure. Crozier held a senior role during a period when concerns about Horizon were raised.”**

Following searches of our paper and electronic records, including those at The Postal Museum, we have established that the information you have requested is not held by Post Office.

For the period of 1 January 2003 to 31 December 2010, we used the keywords specified in your request to search our electronic records: (a) “Crozier” AND “Horizon” AND “Board”; and (b) “Crozier” AND “Horizon” AND "Risk and Compliance Committee" as an alternative.

These found no records that are potentially in scope of your request and our MS eDiscovery portal reported a problem with the use of “AND” within a keyword / phrase, given that it is seen as a logical search parameter, rather than part of a phrase. We, therefore, simplified the searches by replacing “Risk and Compliance Committee” with just “Compliance Committee”, and still found nothing.

The simplified searches would have found some if we had any records that are potentially in scope because the search phrase you have specified (i.e., “Risk and Compliance Committee” would be a subset of the simplified search phrase (i.e., “Compliance Committee”). Finally, we conducted further searches by replacing Risk and Compliance Committee with its abbreviated form (“RCC”), but nothing was found.

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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