



Date
9 May 2025

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2025/00190

We are writing in response to your two emails received by Post Office Limited ("**Post Office**") on 18 March, which has been dealt with under the terms of the Freedom of Information Act 2000 ("**FOIA**").

In your emails, you have requested the information shown verbatim in bold below. We can confirm that Post Office does hold some information you have requested. We have responded to each of your questions in the body of your request below:

"Under the Freedom of Information Act, I would like to request the following information:

Background:

In 2020, Post Office Ltd identified errors in the calculation of employees' pensionable pay in respect of the Royal Mail Pension Plan, Post Office Ltd conducted a review and rectification exercise which is now complete.

My Request:

1. Can you please provide copies of all Post Office Ltd policies held which relate to the administration of the Royal Mail Pension Plan and the calculation of Royal Mail Pensionable Pay- date range 2012-2024.

Please see attached the following documents: "FOI2025_00190 Robin Decision Brochure Final 03 2014" and "RMPTL POL Admin Agreement 2015.pdf".

2. Can you please provide a copy of Post Office Ltd letter dated April 2023-titled 'Royal Mail Pension Plan Review of "pensionable pay" data'

Please see attached document titled "FOI2025_00190 Post Office letter – RMPP review of pensionable data – April 2023_Redacted". Please note we have withheld a small amount of information under sections 40(2) and 40(3A) of the FOIA as the information constitutes personal data relating to other persons. These sections exempt personal information from disclosure if that information relates to someone other than the applicant, and if disclosure of that information would breach any of the data protection principles in Article 5(1) of the UK General Data Protection Regulation ("GDPR").

We consider that disclosure of this information is likely to breach the first data protection principle, which provides that personal data must be processed lawfully, fairly, and in a transparent manner. Disclosure would not constitute 'fair' processing of the personal data because staff involved would not reasonably expect their signature to be disclosed in relation to this request for information

3. Can you please provide the total and yearly value of 'additional money Post Office Ltd paid into the Royal Mail Pension Plan' to avoid members repaying money they received which was not due as a result of the errors.

Please provide this information for the following financial years

- a. 2020/21
- b. 2021/22
- c. 2022/23
- d. 2023/24
- e. 2024/25
- f. total

This information is not held as the figures are yet to be determined.

4. Can you please provide the following

- a. How many individuals were 'adversely' impacted by the pensionable pay error?
- b. Average age and average length of service of those impacted.
- c. Average value of variance in pensionable pay.

This information is not held as the reconstruction exercise is not yet complete.

Background:

At some point in 2020, Post Office Ltd made changes to the Broad-banding Managers Pay Framework (2007) which impacts the calculation of Royal Mail Pensionable Pay. The changes included removing the 'National Rate' and replacing with one rate which was previously recognised as the 'London Rate'

My Request:

1. Can you please provide the details of 'who' made and 'when' the decision was taken to make changes to the Broad-banding Managers Framework.

2. Can you please provide copies of all communications- from March 2020 to Mar 2025- to Post Office Managers on the changes to the Broad-banding Managers Pay Framework.

3. Can you please confirm if Post Office Ltd consulted with Post Office employees on the above changes to the Broad-banding Managers Pay Framework. If so -

- a. please provide dates of consultation
- b. please provide outcome of consultation
- c. please provide communication of outcome of consultation

4. Can you please confirm if Post Office Ltd consulted with Unite Union on these changes. if so -

- a. please provide dates of consultation
- b. please provide outcome of consultation
- c. please provide communication of outcome of consultation

5. Can you please confirm if Post Office Ltd consulted these changes with members of the Royal Mail Pension Plan. If so:

- a. please provide dates of consultation
- b. please provide outcome of consultation
- c. please provide communication of outcome of consultation

6. Can you please confirm if Post Office Ltd informed Royal Mail Pension Plan

Trustees of these changes. If so:

- a. please provide date Trustee was informed**
- b. please provide copies of information shared with the Trustee**

The information is not held for these parts, as the Broad-banding Managers Framework has not changed.

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.

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

Yours sincerely,

Information Rights Team
information.rights@postoffice.co.uk
<https://corporate.postoffice.co.uk/en/governance/access-to-information/access-to-information/>

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