



[Redacted]

Date  
16 August 2024

[Redacted]

[Redacted]

Post Office  
100 Wood Street  
London EC2V 9ER

Your Ref:

**Classification:**  
Public

Dear [Redacted],

## Freedom of Information Request – FOI2024/01038

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 20 July, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”).

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

**“I understand Post Office Limited has been undertaking surveys with its employees and Postmasters for a few years now. I would be grateful if you could disclose the survey results (i believe you refer to them internally as 'engagement surveys') for the last five years please.”**

We can confirm that Post Office does hold the information you have requested in your email details of which are shown in bold below:

### **1. Engagement surveys of employees for the last five years**

Please find attached files titled: “Employee Engagement Survey 2019\_Redacted”; “Employee Culture survey Sept 2021; “Engagement Survey 2022”; “Employee Pulse Survey Results Nov 2023”; “Post Office Core Report 2024”.

### **2. Engagement surveys of Postmasters for the last five years.**

Please find attached files titled: “Post Office Postmaster Survey Feb 2021”; “Postmaster research 2022”; “Postmaster Pulse Survey Nov 2023”; “Postmaster Sentiment Survey May 2024”. Please note the 2021 Postmaster survey was the first

survey undertaken with Postmasters, so there was no survey in 2020 or any years before that.

A small amount of information has been withheld 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 Post Office staff involved would not reasonably expect their names to be disclosed in relation to this request for information. This exemption is absolute, so there is no need to apply the public interest test.

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/>

**Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at [www.postoffice.co.uk/privacy](http://www.postoffice.co.uk/privacy)**