



[REDACTED]

Date
17 July 2024

[REDACTED]

[REDACTED]

Post Office
100 Wood Street,
London, EC2V 7ER

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2024/00626

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 17 April, 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 your request.

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

It has been highlighted in the current Horizon IT Inquiry (during the evidence session of [REDACTED]), that you (POL) , had an external audit of the Horizon operating system and the reliability of it's cash account systems undertaken by Ernst & Young your chosen external third party.

In 1999 around 320 branches were included from a population of around 12000 and in 2004 one branch was analysed as was the case in 2005.

Please could you provide the terms of reference applied in each of the three examples as well as the total cost for Ernst & Young to carry out this work in each year.

Please also provide the rationale for the choice of each of the branches selected in 2004 and 2005.



After carrying out an electronic search of our records, we can confirm that Post Office does not hold the information you have requested.

The Ernst & Young contract was with the Royal Mail Group ("**Royal Mail**"). Post Office separated from the Royal Mail Group on 1 April 2012 and, therefore, we do not have access to information held by Royal Mail.

Whilst Royal Mail are not subject to the FOIA, you may wish to contact the Royal Mail Customer Services on 08457 740 740, or contact them online at:

<https://personal.help.royalmail.com/app/webforms/contact/c/310>.

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

<https://ico.org.uk>

Yours sincerely,

Information Rights Team

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