



[Redacted]
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Date
8 August 2025

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [Redacted],

Freedom of Information Request – FOI2025/00493

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 13 June, which has been dealt with under the terms of the Freedom of Information Act 2000 (**"FOIA"**). You also sent a clarification email on 11 July 2025.

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

**"How many managers were awarded a PDR score of 1, broken down by year for each of the last 3 financial years?
How many individual managers have had a PDR score of 1 more than once in the last 3 financial years?
How many managers have had their contract end due purely to under performance, broken down by year for each of the last 3 years?"**

For clarity, the request is relating to ANY employee that is manager grade (2b) or above, regardless of if they have any direct reports."

We can confirm that Post Office does hold the information you have requested.

Between the financial years 2022/23 and 2024/25, a total of 11 Post Office employees at grade 2B or above, were awarded an end of year performance rating of 1. No employee was awarded an end of year performance rating of 1 more than once during this time and a total of 7 employees had their contract terminated due to not meeting role requirements within their probationary period.

We confirm that Post Office does hold the yearly breakdown information that you have requested, but as each year has fewer than 5 individuals, we have decided that the information should be 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 the total for each year is fewer than 5 individuals and so there is a possibility of these individuals being identified.

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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