



[REDACTED]

Date
2nd October 2024

[REDACTED]
[REDACTED]

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2024/01287

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 22 September, 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 would like to request the following information please:

- 1. When did Cardew commence their contract with POL and what was the tenure of this contract?**
- 2. What is the total headcount of the Communications team before Cardew started and currently?”**

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

Post Office has had two contracts with Cardew Group Limited. The first began on 15 October 2019 and ended on 31 December 2021. The second began on 1 January 2022 and ends on 31 December 2024.

The total head count of the Communications team before the first Cardew Group Limited contract started was 37, and as of 24 September 2024 the headcount was 33.

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/>

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