



[Redacted]

Date
06 August 2024

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [Redacted],

Freedom of Information Request – FOI2024/00968

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 01 July 2024, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”). Please accept our apologies for the delay in responding to your request.

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

I wish to make a request under the Freedom of Information Act 2000.

My request concerns HR policies and procedures in respect of persons employed by the Post Office as counter staff.

In particular

1. The Post Office's policy on paying hourly paid staff when they are required to be on the premises 15 minutes before their shift starts to ensure the branch opens on time and to remain on the premises 15 minutes after closing to complete and record the financial transactions for the day and secure the premises.

We can confirm that Post Office does hold a document, the Crown Office Staffing Agreement, which is the National Agreement between Post Office Limited and the Communication Workers Union for Staff Contractual Terms and Conditions, and for

Resourcing and Staffing of Crown Offices. We have provided the relevant section below:

START AND END OF DAY PROCEDURES

The following standard times apply without exception:

ten minutes for getting a till out and preparing to serve customers.

five minutes for preparing to start serving if the till is already out;

five minutes for putting a till away at the end of duty, this will be time allowed for logging off terminals and putting tills away, recognising that these tasks can be performed concurrently.

These times are part of the staff scheduled duties and are paid as part of and included in their contractual hours. This has been in place for at least the last 20 years.

2. Where counter staff are employed on a part time basis ie minimum of 20 hours per week over 6 days, what is the policy/procedure regarding allocating and notifying these staff of their shifts? Does this procedure set out a minimum notice period for staff to be advised of their shift for the following week.”

Please note, Post Office only employ staff in our Directly Managed Branches (“DMB”), and we are not involved in staffing matters at our franchise or strategic partner branches. The minimum hours for DMBs staff are 16 a week and are scheduled over 5 days maximum. Common practice is for Branch Managers to give staff 4 – 6 weeks’ notice of their future schedules.

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