



Date
10 May 2024

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED]

Freedom of Information Request – FOI2024/00287

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 10 February, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”).

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

- 1) https://www.whatdotheyknow.com/request/organisation_structure_1723#in-coming-1979264

Please can you give the latest update to: FOI2021 00988 OrgChart.pdf “An organizational structure is a system that outlines how certain activities are directed in order to achieve the goals of an organization. These activities can include rules, roles, and responsibilities. The organizational structure also determines how information flows between levels within the company. With this in mind can you supply, in flowchart format if possible, the structure of POL from boardroom level downwards Please outline the name of each department, the sub departments within, the names of each head of department and the number of years employed by POL & and the number of employees that report to them.

Post Office no longer holds the information requested in the format of FOI2021/00988 due to system changes. However, in accordance with the duty to advise and assist under s.16 of the FOIA, Post Office possesses an organisational chart that displays the members of the Senior Executive Group members (SEG) and the respective positions reporting to them. To assist you, we are providing the updated organisational chart in the current format. To view this please refer to the following attached file: **FOI2024_00287_SEG Org Chart.**

To ensure clarity, the numerical figures highlighted in blue on the chart signify the quantity of roles depicted under each member of the SEG. The first blue number denotes the count of individual direct reports, while the second blue number represents the total number of positions within that specific directorate.

2) https://www.whatdotheyknow.com/request/culture_survey_results#incoming-2049087

Please provide a summary of the results of the last Post Office employee Engagement / Culture Survey & the date it was taken.

3) **Could you also provide the expected date of the next Survey.**

In relation to questions 2 and 3, Post Office can confirm that we have run one Culture Survey which was in 2021. This was released in the link you have supplied, in response to request: **FOI2022/00239**.

We can confirm that we have released our recent Engagement Survey results, in response to **FOI2023/00416**.

Please refer to the attached files, which contain copies of these FOIA responses:

FOI2023_00416_Engagement Survey results
FOI2023_00416_ Our new annual engagement survey.

The next full Engagement Survey results are currently under review, and we expect them to be made available to staff shortly.

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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