



[REDACTED]

Date
08 October 2024

[REDACTED]

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2024/00888

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 5 June, 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:

“[1] Please can I have the current pay rates (lowest to highest) of the current 30 Network Provision Lead roles graded at 2a?”

[2] Please can I have the mean average of the Network Provision Lead's salaries?

[3] Please can I have the agreed broad banding pay scale for the 2a grade?

[4] Please can I have the current pay rates (lowest to highest) of the current Area Manager roles graded at 3b?

[5] Please can I have the current pay rates (lowest to highest) of the current Business Support Manager roles graded at 3b?”

We can confirm that Post Office does hold the information you have requested, however, most of the information you have requested falls under the following FOIA exemptions: section 43(2), which relates to commercial interests and section 40, which relates to personal data.

Section 43(2) of the FOIA, is engaged as disclosing the mean average of the Network Provision Lead's salaries, the pay rates (lowest to highest) for the Area Manager roles and Business Support Manager roles graded at 3B (questions 2, 4 and 5) would be likely to prejudice the commercial interests of Post Office. In applying this exemption, we have had to balance the public interest in withholding the information against the public interest in disclosure.

We recognise that there is a public interest in disclosure of information relating to pay rates, as this helps promote transparency in how Post Office conducts its business and spends taxpayers' money efficiently, whilst remunerating colleagues fairly within our internal pay framework. It also enables the public to better understand the ways of working in Post Office.

However, disclosing information about pay rates or averages, including against specific job titles, would prejudice Post Office's commercial interests, as it would give competitors a commercial advantage by understanding in-depth details of employee remuneration. It would not be in the public interest to disclose this information if Post Office would be unable to operate in a fair marketplace regarding the competitive rates of pay.

We confirm that Post Office has also withheld the pay rates (lowest to highest) of all 30 Network Provision Lead roles graded at 2a (question 1) 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 it may be possible to identify specific salaries by the disclosure of this information and the employees in the roles outlined in your request would not expect this to be disclosed under this FOIA request.

[3] Please can I have the agreed broad banding pay scale for the 2a grade?

Please see the below showing the broad pay range for the pay scale 2a grade:

Grade 2A:

- National £28,335.08 - £44,952.05
- London £32,209.77 - £50,826.40

Under our section 16 FOIA duty to provide advice and assistance, we are able to provide the broad pay range under grade ranges, as they are collectively agreed with Unite. Please see the below showing the broad salary ranges within the grade ranges:

Grade 2B:

- National £24,460.39 - £38,694.78
- London £27,971.40 - £44,441.09

Grade 3B:

- National £35,843.14 - £56,700.74
- London £40,565.27 - £64,107.95

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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