



Date
4 July 2025

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2025/00344

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 14 May, 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:

"Please provide a summary of the amount spent by POL on contractors, and the number of contractors, since 2012.

Please also provide a list of the top 10 day rates, including the day rate amount, the job title for the contractor, and the area of the business in which they were employed."

We can confirm that Post Office does hold some of the information you have requested, and we have provided our answers to your questions (in bold) below.

Please provide a summary of the amount spent by POL on contractors, and the number of contractors, since 2012.

We can confirm that we only hold information for Financial Years 2017 to 2024 (April to March). We can confirm the overall spend on contractors since April 2017, is £255,861,282.

We do not hold the total number of contractors hired by Post Office since January 2012 in the format that you have requested. To further explain, this information is not held in a centralised or readily accessible format. It is gathered in a series of monthly and yearly reports and combining these data sets would not provide an overall 'total', as a number of contractors would be counted multiple times.

Please also provide a list of the top 10 day rates, including the day rate amount, the job title for the contractor, and the area of the business in which they were employed."

We are withholding the top 10 day-rates and job titles under section 43(2) of the FOIA, which relates to information which would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).

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 concerning details of money spent by Post Office on individual contractors, including their roles, as this helps promote transparency in Post Office business and an understanding about the way public money is being spent.

On the other hand, there is a strong public interest in withholding the information as it would, if disclosed, prejudice the commercial interests of Post Office. This is because disclosing information about contractor day rates and the associated job roles, would harm the negotiation capabilities of Post Office with current and potential future contractors. Contractor day rates for job roles are determined on a case-by-case basis and so providing the information you have requested, would give Post Office competitors a commercial advantage in knowing what day rates Post Office offers contractors. It would therefore not be in the public interest to disclose this information.

Post Office has also determined that the individual job titles should also 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 contractors hired by Post Office would not reasonably expect their job title, grade, to be disclosed in relation to this request for information as they may become identifiable.

Whilst we are unable to provide the top 10 day-rates or job titles, we would like to confirm that all 10 contractors are no longer active within the business and Post Office is committed to reducing its reliance on contractor roles.

We can confirm that Post Office holds the business areas of the top 10 day-rate contractors between December 2022 and May 2025, but due to a change in Post Office's contractor supplier agency, we do not hold information prior to this.

Contractor roles are matched to the 'best fit' business area, so for example, "Chief Executive Office" does not necessarily relate to the 'Chief Executive Officer' role. For accounting purposes, Post Office splits between contractors working on 'change projects' and those working on 'business as usual' ("**BAU**") activities. We have provided the recorded information we hold below for the business areas of the top 10 day-rate contractors:

Chief Executive Office

BAU - Chief Executive Office

Technology

BAU - People

Strategic Platform Modernisation 'SPM' Programmes

BAU - Commercial

Commercial

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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