



Date
31 October 2024

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2024/01238

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 5 September, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”). Please accept our sincere apologies for the delayed response.

Please see the information you have requested shown verbatim in bold with our response to each question in turn below:

“1. Post Office statement/policy on human rights, with regards to customers (all I can find online is your Modern Slavery policy). In other words, does the Post Office adhere to, for example, the Human Rights Act and/or the European Convention on Human Rights, and is it all clauses or specific clauses only, etc, etc, when dealing with customers).”

Post Office holds no specific statement/policy on Human Rights, however, is subject to the Human Rights Act 1998 which was implemented by the UK Government to give force to the European Convention. The question of how that legislation is applied by the courts is complex. For example, one of its key effects is to require UK courts to interpret, as far as possible, all legislation, whenever enacted, in a way that is compatible with the Convention.

The Equality and Human Rights Commission does have some information about the legal effect of the HRA online at:

<https://www.equalityhumanrights.com/human-rights/human-rights-act>

Post Office adheres to Human Rights primarily through complying with UK legislation such as the Equalities Act 2010, the Data Protection Act 2018, the Trade Union and Labour Relations (Consolidation) Act 1992, The Employment Rights Act 1996, Modern Slavery Act 2015 to name a few.

Further Post Office has a 'Code of Business Conduct' which confirms Post Office's commitments to uphold the law regarding human rights.

<https://corporate.postoffice.co.uk/media/1e2lqz3k/code-of-business-conduct.pdf>

Post Office also has an entire suit of policies designed to ensure compliance with the UK legislation mentioned above which, in turn, help to ensure broad compliance with Human Rights legislation. Such policies include the Dignity at Work policy, Equality Diversity and Inclusion, and Working Time, for example.

“2. Post Office policy for infringement of the aforementioned rights by Post Office staff. Or can you confirm that Post Office staff are able to breach the human rights recognised and protected by the HRA and/or ECHR, and if so, which rights can be set aside when using Post Office services?”

Whilst we hold no specific policy on infringement of human rights, there are no circumstances or policies in which Post Office staff are permitted to breach the Human Rights Act.

If a Post Office employee were to act in a way that infringes an individual's Human Rights this will amount to a breach of Post Office's "Code of Business Conduct" which, if reported, would be investigated and may result in disciplinary action.

“3. Post Office Terms and Conditions of service (ie, Post Office T&C's by which customers must abide in order to use Post Office services).”

Post office does not have standard terms and conditions for customers generally accessing Post Office services, however there are Ts&Cs for specific products. Consumers have statutory protections e.g. that goods and services must be as

advertised and fit for purpose. However, these protections are numerous and aren't all contained in a singular piece of legislation.

“4. The Post Office staff procedure when items are presented for postage at Post Office outlets, including the list of items deemed "unsafe" or dangerous for postage purposes, disseminated to Post Office staff in order that they can determine what kinds of items may or may not be posted via Post Office/Royal Mail.”

Please see the following attached appendices accompanying the letter provided with this response containing the training modules that every counter colleague must undertake each year and pass before they can transact mail products.

Appendix A - The Mails Compliance Workbook, covering procedural acceptance of mail products.

Appendix B - The Prohibited and Restricted Workbook 2024 training module for operational acceptance of Hazardous goods.

Appendix C -The Prohibited and Restricted Items Reference Guide 2024 training module for regulatory acceptance of hazardous goods.

Counter colleagues can also access the following 'Horizon Help' terminal screens to ascertain if a particular product is generally acceptable for posting or not.

Appendix D – RM Dangerous Goods and Prohibited and Restricted

Appendix E – Evri Prohibited and Restricted and Excluded

Appendix F – DPD Prohibited Items

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