



[REDACTED]
[REDACTED]

Date
8 August 2025

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2025/00466

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 30 June, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”). We previously extended this response whilst we carried out the public interest relating to section 43(2) of the FOIA.

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

“Whether Post Office Limited will indemnify its franchise partners for the additional pay and pensions costs of Post Office employees who will be TUPE transferred to Post Office franchise partners from the remaining Directly Managed Branches.

How much Post Office Limited expects to pay its franchise partners in indemnification costs for the additional pay and pensions costs of Post Office employees who will TUPE transfer from the remaining Directly Managed Branches.

How any such indemnification costs compare with the employment costs of keeping the remaining Directly Managed Branches open.”

We can confirm that Post Office does hold the information you have requested. We hold one document within scope of your request.

However, the information you requested is being withheld as it falls under the exemption in 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 the Directly Managed Branch network as this helps promote transparency in Post Office business and reassurance about the way public money is being spent.

However, there is a strong public interest in withholding the information as it would, if disclosed, prejudice the commercial interests of Post Office, as we are still in the process of transferring Directly Managed Branches to franchisees. Disclosing information whilst these negotiations are live would prejudice future franchise negotiations, thus giving others a competitive advantage over Post Office. It would not be in the public interest to disclose information if Post Office would be unable to operate in a fair marketplace regarding the competitive dialogue procedure and are commercially damaged by the release of the information.

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