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**Our ref: 2773701**

15<sup>th</sup> December 2022

Dear ###

We write further to your request which was received on 14 November 2022 and which states:

***Well-being report by local physiotherapist***

*To view the well-being report that local physiotherapist provided to the post office with regards to the post office vans specifically and her assessment of them, including any pro's and con's relating to said vehicles.*

Our response to your request is as follows: I have enclosed a copy of the well-being report

**s25(b)(i) & (ii)** - While our aim is to provide information whenever possible, in this instance we are unable to provide some of the information you have requested because it is absolutely exempt under section 25 of the Act (absolutely exempt personal information). The reasons why that exemption applies are that:

1. Isle of Man Post Office (IOMPO) is satisfied that the information amounts to personal data of which you are not the data subject; and
2. IOMPO is satisfied that disclosure of the information would contravene one of the data protection principles as set out at Article 5 of the General Data Protection Regulation as it applies in the Isle of Man pursuant to the Data Protection (Application of GDPR) Order 2018, namely that IOMPO can only disclose the information where it would be fair, lawful and meet one of the conditions for lawful processing in Article 6 and in this case, none of those conditions have been met.

The exemption relates to names within the report as it contains personal information, which I have redacted.

Isle of Man Post Office (IOMPO) commissioned the report as part of a project on the health and well-being of its staff. The local physiotherapist produced the report after being shown a range of vehicles by operational staff. In addition, the physiotherapist provided an onsite talk/presentation at each of the IOMPO sites to discuss with staff how to stay fit and well in the workplace.

The report included an assessment of a 'Vauxhall' vehicle, which was on loan from the Department of Infrastructure (DOI). The IOMPO Fleet Manager has confirmed in writing that staff did not advise the physiotherapist at the time of the assessment that the seat had

adjustable lumbar support, could alter up/down or forward/back to adjust the driving position for staff, which has contributed to the lower scoring.

Prior to purchasing Vauxhall vehicles, IOMPO contacted Royal Mail and the DOI Shared Fleet Services to seek their advice as to the suitability of the make/model and they raised no concerns. IOMPO purchased similar vehicles to that on loan from the DOI although these were a higher specification, for example, including rear and side doors for ease of access and non-slip flooring.

IOMPO have undertaken risk assessments (safe systems of work) across its operation to mitigate risk of damage or injury to those using a vehicle for collections and deliveries.

Please quote the reference number 2773701 in any future communications.

### **Your right to request a review**

If you are unhappy with this response to your freedom of information request, you may ask us to carry out an internal review of the response, by completing a complaint form and submitting it electronically or by delivery/post.

An electronic version of our complaint form can be found by going to our website at <https://services.gov.im/freedom-of-information/Review> . If you would like a paper version of our complaint form to be sent to you by post, please contact me and I will be happy to arrange for this. Your review request should explain why you are dissatisfied with this response, and should be made as soon as practicable. We will respond as soon as the review has been concluded.

If you are not satisfied with the result of the review, you then have the right to appeal to the Information Commissioner for a decision on;

3. Whether we have responded to your request for information in accordance with Part 2 of the Freedom of Information Act 2015; or
4. Whether we are justified in refusing to give you the information requested.

In response to an application for review, the Information Commissioner may, at any time, attempt to resolve a matter by negotiation, conciliation, mediation or another form of alternative dispute resolution and will have regard to any outcome of this in making any subsequent decision.

More detailed information on your right to a review can be found on the Information Commissioner's website at [www.inforights.im](http://www.inforights.im).

Should you have any queries concerning this letter, please do not hesitate to contact me.

Further information about freedom of information requests can be found at [www.gov.im/foi](http://www.gov.im/foi).

I will now close your request as of this date.

Yours sincerely

FOI Co-ordinator