**Notes –2 May 2023 – 1:00 pm – 13:00 - Teams**

EVRi: Dan Allan, Ella Knowles, Conor Ormsby

Apologies: Rhian Grundy

GMB: Antony Slater, Emma Wallace, Jayson Farrow, Tracey Beeson, Tracey Wint

Apologies: Eamon O’Hearn, Angela Ralph, Nathan Bell, Suzy Jenner

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| **Issue Number** | **Date Raised** | **Date of Update** | **Raised by** | **Issue** | **Current Status** | EVRI UPDATE | **Next Update Due** |
| 5 | 09/01/2023 | 27/04/2023 | Nathan Bell | Update on Pension mileage issue Mileage shown for pension has been fluctuated from 1 to 99 miles | 09/01 - a. Evri confirm that one example was resolved, any further examples please send through.  We have had queries and we are dealing with them as they come in some are incorrect, but others are not.  It is not a nationwide issue 16/01 - Update still pending 23/01 - Update still pending 20/02 - Update still pending 15/03 - Dan said that it was an IT issue, and were going to look at taking the Mode system to look at month figures and use "Mode/Median" values. 27/03 - Surely these values come from the "Optimise" function on the app. Does this mean that "Optimise" does not work properly? Would it not make better financial sense to correct the thing causing the problem, rather than just fudge the data at the other end? 03/04 - Dan not happy with progresss and has raised wit IT to get better update 17/04 -  EVRi are looking into this and awaiting an internal update 24/04 - Update | Short meeting – not all points covered | 09/05 |
| 24 | 16/01/2023 | 27/04/2023 | Tracy Beeson | Misband process and Challenging band change upgrade decisions | 16/01 - Evri we are unsure why that has been send, we will take it away 27/03 - We agreed that I would send you the video we put together for Ed/Suzy/Steve.  I thought I’d sent this but have now sent again – the file size is big so please confirm when received.  LINK DOES NOT WORK 17/04 - CDMs showing Couriers their Workforce Portal shows different bandings to that on COL. We have always been told we get paid by what it shows on COL, but then we use COL for misbands, and get rejected. What is happening here? The Courier has done the work based on the information the Company has provided them, so they should receive the Admin Payment for this. Also, how do we know that we are being paid at the correct rate? If we cannot get this resolved immediately, members are demanding we register a Failure to Agree, as they have had enough of being underpaid. They are also stating that they will leave all misbanded parcels. Barnsley has a pallet of parcels that were left today as they were under-banded - these all showed lower on COL, but higher banding on Workforce Portal 17/04 -  Rhian will take away 24/04 - Improvement Notices now being handed out. The company has always insisted that Couriers get paid by what is on COL, so if it's misbanded on COL, the GMB position is to leave the parcel - irrespective of what is showing on Workforce Portal. H01MDA0027766732 - Showing as packet on COL, but Standard on Workforce Portal | Short meeting – not all points covered | 09/05 |
| 54 | 30/01/2023 | 27/04/2023 | Emma Wallace | Safe places are being recorded inaccurately. Evidence supplied. This is impacting QVD, Courier Star Rating & Claims. We request these bonus systems are overridden during investigations into the process. | 30/01 - On the examples given, photos show where parcel is so unlikely to drive queries. Further issue raised around postables that were wrongly categorised as postables and DA said would take away. AR also raising query on an individual star rating which DA said would take away. 03/04 - Not getting the point that if we choose "shed", then the system needs to say "shed"; and that sometimes where the parcel is isn't clear in the photo due to ParcelVision 17/04 - Not getting HSIG and PODs saying "couldn't leave in a safe place or with neighbour". 24/04 - Has the Electronic Calling Card been scheduled for an IT fix? | Short meeting – not all points covered | 09/05 |
| 110 | 16/02/2023 | 27/04/2023 | Emma Wallace | 9. Star rating – negative comments | b. EVRi this is not used for the courier but it is feedback and we need the customer to tell us.  EVRi confirm bad driving is rare – normally only if driven on lawn etc.  We are looking at customers reviews being posted  d. EVRi the solution to your comment that the bad press gives you the bad star rating is to give the customer courier review so that you can see that the customer is complaining about the courier.  we take it over a time period to reflect on the courier.  24/04 - GMB asked for data for the actual comments on Ratings. Is this in the pipeline? | Short meeting – not all points covered | 09/05 |
| 118 | 16/02/2023 | 27/04/2023 | Nathan Bell | 17. ULEZ Clean Air | a. EVRi people who lived in zone delivered in the zone b. GMB will email the examples in Birmingham where this is not the case c. EVRi will look into ULEZ clean air examples from Birmingham once received.  Mayor of London was trying to get all of the couriers to deliver to a central point and we lobbied quite hard against this.  27/03 - Feltham 30+ rounds affected @ £12.50 per day per courier 24/04 - Update on ULEZ please for Feltham. Also, Sheffield extension runs out in June | Short meeting – not all points covered | 09/05 |
| 133 | 15/03/2023 | 27/04/2023 | Emma Wallace | 8. South West member Smart Pension eligibility query. | OUTCOME/ACTION POINT: Evri to continue looking into the finer details. 17/04 - DA confirm this matter has not been able to progress as yet but we are actioning 24/04 - Can we have an update please? | Short meeting – not all points covered | 09/05 |
| 235 | 27/03/2023 | 27/04/2023 | Emma Wallace | SOS / Loss of HSP | escalations from 27/2 re JNCF 13 Members unpaid HSP  24/04 - Have these all been paid? Two still missing | Short meeting – not all points covered | 09/05 |
| 238 | 27/03/2023 | 27/04/2023 | Nathan Bell | SE+ Couriers threatened with round withdrawal A lot of reports about couriers being emailed/told that they are under review as Evri cannot cover their rounds on a Saturday or Sunday. Evri have threatened that if the courier does not increase to 6-days-a-week, then they are at risk of losing their round(s). Is this not a change to the model? Why was the GMB not consulted on this? If Evri cannot cover the two weekend days now, and take the rounds off couriers, how are Evri going to cover the rounds across seven days? | DA confirming that this is done at a local level and isn’t a model change. DA confirmed will send GMB process again for info. 24/04 - Can we have an update please? | Short meeting – not all points covered | 09/05 |
| 241 | 27/03/2023 | 27/04/2023 | Tracy Beeson | Feltham still no resolution to booking holiday | Dan to look into and get solution | Short meeting – not all points covered | 09/05 |
| 250 | 27/03/2023 | 27/04/2023 | Emma Wallace | EW – Notes from 19th March still not received | 27/03 - Dan confirmed would send 03/04 - DA to send this week 17/04 - DA will confirm 24/04 - Please can we have the minutes | Short meeting – not all points covered | 09/05 |
| 262 | 17/04/2023 | 27/04/2023 | Emma Wallace | WGAC, QVC, and others all showing as "packets" | 17/04 - Air fryers as potables, and ‘what the crap’ toilet roll company as packets.  EVRi will take away 24/04 - Are Evri downgrading bandings? A lot of parcels clearly within Standard or Heavy bandings, coming through as Packets 3 Identical Parcels, all Heavy flatpack - 2 showing as Standard, 1 as Packet H01SKA0008518330 H01SKA0008518215 H01SKA0008518354 QVC ninja dual airfryer listed as a packet. H004HA0310944540  H033TA0000394446 - labeled 15.1kg, parcel weighed 15.1kg, but banded as packet. If parcels are banded on pre-advice, why is the banding not based on the pre-advice? | Short meeting – not all points covered | 09/05 |
| 268 | 24/04/2023 | 27/04/2023 | Emma Wallace | Next Collections from customers home are now chargable. Couriers being turned away by customer when Collection is Manifested | GMB raise courier going, and NEXT are now charging for home collection and the only way to collect for free is to go to NEXT store, these are manifested and this is the issues | Short meeting – not all points covered | 09/05 |
| 269 | 24/04/2023 | 27/04/2023 | Emma Wallace | DU close time - an RDM has confirmed that DUs are now paid to stay open until 12pm. Is this the case, or is it a local DU decision. |  | Short meeting – not all points covered |  |
| 270 | 24/04/2023 | 27/04/2023 | Emma Wallace | Please can this be put on COL, as the couriers are asking to see the policy | GMB: Loss prevention policy | Short meeting – not all points covered | 09/05 |
| 271 | 24/04/2023 | 27/04/2023 | Angela Ralph | Previously had mentioned backlog from Sunday. CO said normally 10 or so parcels, but what if there's more? Some rounds have 30 backlog - Is there a limit where the courier can refuse without Improvement Notice? | Can we have an update please? | Short meeting – not all points covered | 09/05 |
| 272 | 24/04/2023 | 27/04/2023 | Eamon O'Hearn | Can we have the background detail behind holidays i.e. what were couriers advised/paperwork to support it, how does the rate reduction fund the holiday payment, evidence of GMB signoff | Can couriers still book off paid, covered, holiday (via CDM) while the holiday system is down? Can the company provide confirmation of the agreement with the GMB for the original holiday volume restriction? F2F meeting needs booking for discussion about Holiday process and the App (JNCF or before) | Short meeting – not all points covered | 09/05 |
| 273 | 24/04/2023 | 27/04/2023 | Eamon O'Hearn | Can we have the ackground to the absence policy – Dan mentioned it was discussed at the JNCF in May | Can we have an update please? | Short meeting – not all points covered | 09/05 |
| 274 | 24/04/2023 | 27/04/2023 | Eamon O'Hearn | Can we have access to the processes that CDM’s are supposed to follow; e.g. concerns with courier performance, Code of Conduct, Confict of Interest, etc. | Can we have an update please? | Short meeting – not all points covered | 09/05 |
| 275 | 24/04/2023 | 27/04/2023 | Nathan Bell | Member lost holidays due to error in system. Raised with DA 27/03. Details emailed to DA 03/04 | Can we have an update please? | Short meeting – not all points covered | 09/05 |
| 276 | 24/04/2023 | 27/04/2023 | Nathan Bell | Complaints Panel updates please: 4 members waiting responses | Can we have an update please? | GMB raise this again – EVRi hopefully this will be back with them shortly | 09/05 |
| 277 | 24/04/2023 | 27/04/2023 | Nathan Bell | Need to look at those who have historically done a shorter working week. Potentially Constructive Dismissal |  | Short meeting – not all points covered | 09/05 |
| 278 | 24/04/2023 | 27/04/2023 | Nathan Bell | Need to get the Courier Audit done | GMB ask for results of audit as you mentioned Ed and Suzy provided details but we didn’t receive result? When do you need names and numbers this year?  GMB We would like to give details by mid-May – do it take a few months? GMB to provide list | Short meeting – not all points covered | 09/05 |
| 279 | 24/04/2023 | 27/04/2023 | Emma Wallace | Member had QvD email with 2 queries. CDM checked Portal for two weeks and nothing showing. | GMB nothing new on dashboard | EVRi confirmed this should be on there |  |
| 280 | 24/04/2023 | 27/04/2023 | Emma Wallace | Are we paid from COL or Workforce Portal? |  |  |  |
| 281 | 2/5/23 |  |  |  | Spoke about this Jayson had cases off on rep day not on third attempt on first attempt | EVRi ask for barcode and will revert – GMB will send the barcodes |  |
| 282 | 2/5/23 |  |  |  | GMB raise double attempt of label  EVRi ask if it is a certain client – GMB said may be NEXT, but they will send examples |  |  |

AOB

1. JF – backdated VAT pension contribution invoice
2. AS - if courier is asking for SE+ contract how can we get one to them

Dan & Conor – they are sent out automatically – if they have deleted the email or something we can see if we can get them a copy

1. EVRi we have seen the email from Eamon – how many couriers are requesting holidays?

TB there have been requests.

Dan – you will remember my warning last week about getting them paid, we need to know so we can look at a process

Conor – we don’t want a raft of escalations in a few weeks so we need a central process rather than regionally

EW we sent out text to members to say email CDM if urgent email to CDM cc GMB

Conor have you had emails, could we pull those under one list?

EW yes

Conor we are letting our guys know not to accept pieces of paper, only way reviewed is emailed copying rep in and then we can check the accruals and make sure adjusted on system so no issue.