**Notes – 15 May 2023 – 1:00 pm - Teams**

EVRi: Dan Allan, Ella Knowles, Rhian Grundy

Apologies: Conor Ormsby

GMB: Angela Ralph, Jayson Farrow, Tracey Beeson, Tracey Wint, Nathan Bell,

Apologies: Emma Wallace, Eamon O’Hearn, Antony Slater, Suzy Jenner

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| **Issue Number** | **Date Raised** | **Date of Update** | **Raised by** | **Issue** | **Current Status** | EVRI UPDATE | **Next Update Due** |
| 118 | 16/02/2023 | 27/04/2023 | Tracy Beeson | \*ULEZ\* 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. In relation to this - Garry Smith will be meeting with our CEO soon and I will introduce you to Helen Barker.  24/04 - Update on ULEZ please for Feltham. Also, Sheffield extension runs out in June 27/04 - There are 15 couriers affected, Feltham is the main issue - 15 live in the ULEZ, 15 who don’t of the 15 there are 9 who don’t have a round they only go in to collect parcels and the other 6 go to get parcels and deliver their parcels in the ULEZ.  We are asking the couriers what their plans are and trying to work with them.  We didn’t get a good response rate to the survey. GMB raise London and Sheffield, and that rates and milage costs will change. EVRi confirm that will be part of the normal process.  If a courier is delivering in ULEZ and we are saying we will swap the round outside and they will have the rate for the round, we swap to help them avoid the charge. GMB because of the rate protection, you may say we will give you a rate cut SE+ have rate protection if round significantly changed then the company can do a rate review in view of cutting rates, we want to ensure rate is protected still EVRi If a round inside is 1.50 and outside 1.00 we are not going to swap them outside and leave them on an inside rate.  We are giving them option to help them avoid the ULEZ charge – we are not protecting their rate – if they want to keep their round and rate they do not have to change and they can pay the £12.50 ULEZ fee for going inside. Evri will revert on Sheffield  15/05 - Feltham | EVRi will revert Thursday or next week | 22-May |
| 133 | 15/03/2023 | 27/04/2023 | Emma Wallace | \*Pension\* 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? 27/04 - EVRi we know he keeps querying with you, let us take away and come back to you. | EVRi proving problematic to sort as he is not on the system we are trying to do manually,  GMB confirm that another week is fine | 22-May |
| 268 | 24/04/2023 | 27/04/2023 | Emma Wallace | \*Collections\* Next Collections from customers home are now chargable. Couriers being turned away by customer when Collection is Manifested | 27/04 - EVRi will check to see what is happening with NEXT collections and any issues now they have started charging for them – EVRI will revert | EVRi no further update – we have asked for data | 22 May |
| 271 | 24/04/2023 | 27/04/2023 | Angela Ralph | \*Sunday volume backlog\* 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? | 27/04 - DA best to wait for CO for a response  Conor and Angela not on – Angela will ask on Thursday or next week | EVRi three complaints have been completed. The panel member dealing with the fourth has been off sick, so between DA and EK we will deal with Grahame Clarke and have outcome by next week | 22-May |
| 276 | 24/04/2023 | 27/04/2023 | Nathan Bell | \*Complaints Panel\* Complaints Panel updates please: Four members | 27/04 - DA - will chase for updates. CJ and GC has been raised at last three RDCFs. Panel is short staffed currently, DA looking to sort out.  EVRi they should be done by 12 May | EVRi next week, we have chased | 22-May |
| 277 | 24/04/2023 | 27/04/2023 | Nathan Bell | \*Enforced 6 day working\* Need to look at those who have historically done a shorter working week. Potentially Constructive Dismissal | 27/04 -   EVRi typically started at 6 days and they dropped Saturday – every example is courier worked 6 dropped Sat and refused so they defacto ended as 5 days – these are the ones we are aware of not sure of any others. GMB TB raise courier for 16 years and now told has to work Saturday . EVRi ask for the details – I am asking you to send TB as 3 days is quite unusual. EVRi we are still allowing round share.  TB – sent evidence in to DA  VRi ask if the example was sent to us? GMB will send as doesn’t seem to have come through | EVRi will hopefully have by next week | 22 May |
| 278 | 24/04/2023 | 27/04/2023 | Nathan Bell | \*Courier Audit\* 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 received 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 Still not received last year's results.  EVRi you are providing list of 100 ish and we will send you the results from last year | EVRi we will have update by next week | 22 may |
| 282 | 28/04/2023 | 02/05/2023 | Tracy Beeson | \*Double Labelling\* Reports of parcels now arriving with new labels on top of original labels, weight details changed to 0.001kg or 0.003kg | 2 May 2023 – EVRi asked for examples, GMB would send  EVRi ask what happened in the last notes – how do you know I may get a packet from vinted then send something else back to NEXT and cover the old label  GMB you have to look at the examples – GMB confirm EW sent to NB – NB will send the examples to Dan, Tony also has an example to send through.  EVri to update next week after review |  | 22-May |
|  | 02/05/2023 | 02/05/2023 | Jayson | Pension VAT invoice | Has this been sent?  EVRi trying to get exact date | EVRi there was an error and it failed but she should have received it on Friday | 22-May / TBA |
| 284 | 05/05/2023 | 05/05/2023 | Angela Ralph | \*Rate Reviews\* Member raised in RDCFs in March and April, told would be resolved within a week of RDCF, but still outstanding. | EVRi will try to organise now | EVRI asked for updates   * This was rejected last month, unsure why she has not been updated. * GMB we have RDCF this week so we will raise there | Completed |
| 285 | 05/05/2023 | 05/05/2023 | Emma Wallace | \*Missing Payments\* Member rate increase missing - told if he didn't take additional postcodes, they threatened to remove round. Was told would get rate rise, but has not been processed. Ad-hoc payments being put through each month, but missing this invoice | 2 May 2023 EVRi confirmed this should be on there;  EW raise that the RDM Gemma Light put through ad hoc payments in interim but they have become lost – raised with GL and she adv she is looking into it.  EVRi will chase and revert | EVRi will chase again | 22 May |
| 286 | 05/05/2023 | 05/05/2023 | Emma Wallace | \*Missing Payments\* Member 75p and 65p rounds, Evri reduced to 65p on both rounds. Needs blended rate of 70p, and backpay for period when 75p underpaid | GMB round merged and reduced rate – I asked for her to have a blended rate – the RDM and DM said yes but its not gone through – RDM is Mike Till – she is asking if it can be backdated as she has missed out on 10p pp  EVRi have asked will revert | EVRi she accepted the 65p, we have asked it is in place going forward at 70p – if GMB could please check in she should be on 70p | Completed |
| 287 | 05/05/2023 | 05/05/2023 | Tracey Wint | \*Ricoh emails\* No-one has received emails for their invoice this month. Is this expected functionality, or an issue? | EVRi ask if they have now had one  GMB advise they have not  EVRI invoice were late and message went out is this what you refer to?  GMB no – we are asking if there is an email to advise invoice is in docuware?  EVRi will check and revert – I think we can say invoices will land between x and y on Thursday – a bit of this has to be on courier to check – 1) will find out about email 2) if they have we can put comms out check on platform between x and y time if you check  GMB its ok if there is no email, we just want to tell them  EVRi – we have the answer now – there is not email we will ask for comms  GMB no bank holiday pay for BHM Easter Monday  EVRi will revert | EVRi this has been sorted  EVRi we will ask for copy to get to the bottom of this   * Part of what we raised last week about unbundling the invoice amounts | 22 May |
| 288 | 27/04/2023 | 05/05/2023 | Emma Wallace | \*Improvement Notice\* Member last week given an I.N. for being off with a migraine and providing her own substitute. Same courier received an I.N. in October for phoning in sick, but still serviced her round (7 months ago, but still on system) | A.O.M.(Laura Newberry) agreed that I.N should not have been issued, and can still see other I.N. from seven months ago (which was agreed to be removed by the then DM Craig Spencer). Laura stated the issuing CDM is the only person who can remove I.N.  What is the process for removing I.N.? London South say they can be removed, East say they cannot  I.N. are supposed to expire and be removed after six months - is this actually happening? (EW has raised to David IT already)  How do the GMB check that I.N. have actually been taken off?  LN said its because the cover dropped a round to cover this other couriers round  EVRi 2 issues 1) IN will not drop off they stay 2) we have to check with LN and then we can revert | EVRi Laura Newberry AOM is picking this up and EVRi will check this is in hand and they will be able to revert directly to Emma  Evri confirm that I.N. do not come off the system after 6 months – this is expected behaviour – instead, the CDMs/RMs etc will ignore any over 6 months old | Completed |
| 290 | 05/05/2023 | 05/05/2023 | Tracy Beeson | \*Prohibited items\* 12 inch Crocodile Dundee knife Sulphuric Acid | Why are these coming through the network?  GMB ask EVRI to explain  EVRI we explain that there is no knives it is clear in posting journey that you cannot send knives we  GMB knife fell out of jiffy and it was retaped  The place this knife was going in Dagnahm there was a murder at the weekend  EVRI 2 issues – the depot shouldn’t have sent the parcel on but the issue how do we stop a customer sending a knife, we are talking xray every parcel so airport security on parcel – we tell customers they cannot send, we are limited as we cannot check – GMB raise blacklisting sender EVRi we can ask to black list sender and we will go back to depot – my only caveat is that is that the genuine sender? But we will absolutely look at it  GMB Sulphuric acid – courier said box wet and when they turned over they could see this GMB will send the label.  EVRi we set out prohibited items  GMB I can order cooking knives on NEXT  EVRi to be clear we don’t accept weapons  GMB and if it was coming from NEXT it would be appropriately packaged | EVRi this is the knife issue – I have sent a note that these should be confiscated / not sent on. The only other one is the blacklisting of the sender – we will chase this and revert | 22 May |
|  | 09/05/2023 |  | Committee | 194 Rate Reviews outstanding for  Do we have the wrong email address? courieroptions@hermes-europe.co.uk |  | EVRI will revert | 22 May |
|  | 09/05/2023 |  | Tracey Wint | Date for West Hallam DU move |  | EVRi we have been advised it is not moving  GMB advised about moving.  EVRi ask if GMB can send the address of the depot and we will investigate | 22 May |
|  | 09/05/2023 |  | Committee | HSP Claims Overrides from 27/02 |  | GMB ones we spoke about – EW put in to ensure on list  EVRi are you saying they haven’t been paid?  GMB Only Nathan and Dathan not paid, confirm the rest have been paid | 22 May |
|  | 11/05/2023 |  | Committee | National Structure list  National DU address list |  | EVRi raised this last week so we will send you the last one (2 weeks to end of pay period) and we will try to get them sent out each month. The DU address list come at end of each month. | 22 May |
|  | 15/05/2023 |  | Tony Slater | CDM can still see discrepancy between workforce portal & COL (Tony to confirm) |  | EVRi could you find out which CDM / region so we can approach with the relevant regions  GMB Jayson raised that workforce portal raised incorrect banding for following couriers: | TBA |
|  | 15/05/2023 |  | Emma Wallace | Some couriers showing an ETA failure from Monday 8 May network closed |  | Courier performance is showing failed on Network Performance day  GMB will send examples and EVRi will revert | 22 May |
|  | 15/05/2023 |  | Tracy Wint | Misbands  Client banding options - eg Go outdoors |  | GMB with Conor  TW advised by few couriers, GoOutdoors are unable to choose a parcels is standard they only have the option of packet – wondered if you could look into that | Short term |

AOB

* Send email to DA or place on agenda for next week
  + Hello Fresh CDM (Dan Martin) Peterborough telling couriers to take out melting parcels – Rhian will pick this up