

Uber Eats Noticeboard

Last update: 27 Jun 2025

GMB: The Union for Riders

GMB CALLS FOR CALM AND CONSISTENT LEADERSHIP OVER ACCOUNT RENTING/SUBSTITUTION

Posted on: 27 June 2025

Dear members,

There have been numerous media reports on the issue of account renting/substitution this week.

GMB believes that the discussion of this issue requires calm and mature leadership, without resorting to inflammatory language or racial profiling.

We are aware that the Government is meeting industry operators shortly and we call on them all to show leadership on this issue.

GMB is also calling to be part of this conversation – we were the driving force behind the Modern Slavery Act, which seeks to protect the vulnerable, and we condemn any exploitation via account renting/substitution in the food delivery industry.

Our members have expressed their concerns about exploitation via account renting/substitution, the impact that has on everyone in the industry and the Government needs to hear their perspective on this issue.

We have also written to all the main food delivery operators to ask what plans they are putting in place to protect couriers in the event that violence occurs again in our communities.



Lastly, we are seeking to meet with the Government too to make sure that the voice of members is also heard in this important debate.

We will endeavour to keep members updated on progress.

Yours in union,

GMB National Reps & GMB National Officer

UBER EATS TO LIFT MINIMUM PAYMENTS BY UP TO 7%



Posted on: 31 March 2025

Dear members,

We hope that you are well.

As part of our new agreement, GMB and Uber Eats recently met to discuss the minimum payments for riders.

GMB presented to Uber Eats the views of members on current rates, and also our industry view that rider earnings should be based on more than just 'delivering more' and reflect the challenges they face with rising costs.

Following that meeting Uber Eats have confirmed to GMB that on 1st April they will raise their minimum payment rates as per below:

- *Bicycle couriers: £12.30 per estimated hour on trip*
- *Motorbike couriers: £14.10*
- *Car couriers: £15.90*

As a reminder, these are minimum offers which apply to the estimated time from when a courier accepts the trip to when they drop off the order.

GMB welcomes this news as movement in a positive direction in payments from Uber Eats, and adds greater transparency to payments within the wider industry.

Yours in union,



GMB MEMBER SURVEY – HEALTH AND SAFETY LAWS AND ANTI-RACISM

Posted on: 18 March 2025

Dear members,

Racism in any workplace is a serious health and safety issue.

In the Summer of 2024 workers were attacked by racist rioters because of their (perceived) ethnic background or faith, and the risk for global majority workers has not gone away this year.

We cannot allow this to happen again.

That's why GMB is surveying its drivers, riders and couriers members on how the riots impacted them, so we can focus on building future solidarity, and identifying what responsibilities Platform Operators may have under the Health and Safety at Work Act 1974 to provide safe workplaces.

The evidence from this survey will also be used in a Special Report to GMB Congress 2025 on Anti-Racism.

It is vital that you complete the survey so we can stand together against racism and improve safety in all workplaces.

Please complete the survey here: <https://www.gmb.org.uk/race-riots-survey>

Yours in union,

GMB NATIONAL DELIVEROO, UBER AND UBER EATS REPRESENTATIVES

GMB NATIONAL OFFICER

FIRST QUARTERLY MEETING OF 2025 WITH UBER EATS

Posted on: 28 February 2025



Dear members,

We hope that you are well.

We wanted to update you ahead of our first quarterly meeting for 2025 with Uber Eats.

Our Reps have identified from members a number of issues that we are raising with the Company, and below you can see the topics that we will be discussing next week.

We are just beginning to work with Uber Eats so following the meeting we'll share an update with members on progress, as we want to keep members as up to date as best we can as go forward.

Business update

- *Statistics*
- *Daily facial verification check update*
- *Iftar dinners*

Safety

- *Live Safety Agent pilot updates*
- *Helmet campaign*
- **Potential future collaboration**

Casework

- *Historic deactivations*
- *Casework hygiene*
- *Valid but irrelevant insurance documents flagged as fraud (GMB item)*
- **Collaboration: avoiding insurance scams**

GMB Items



- *Review of pay rates*
- *Enhancement of support system*
- *False customer accusations*
- *Safety concerns during ID verification*

Yours in Union,

GMB National Officer

GMB National Uber Eats Reps

GMB VALENTINE'S PROPOSAL



Posted on: 29 January 2025

Dear members,

As many of you will know, last year on Valentine's Day many riders participated in boycotts across multiple operators to highlight concerns about earnings.

In light of this GMB has recently proposed to both Deliveroo and Uber Eats that they pay riders a bonus on Valentines' Day to reflect the additional contribution they make to ensure that standards are met on days of particularly high importance and volume.

We hope to have a response to our proposal soon and will share with members once we receive a reply.

Yours in union,

GMB National Reps – Deliveroo and Uber Eats & GMB National Officer

