

Dear Evri members,

As some of you may already be aware, we have a regular National meeting most Monday's with Evri.

We correlate EVRI's minutes with our own notes & in the interests of transparency will endeavour to share them with members by the end of each week on the notice board.

Monday 30/01/2023

1. How does Evri process the data gathered in Pulse Surveys? Do they contact the courier if they give details of a problem?

OUTCOME/ACTION POINT – Pulse Surveys are anonymised & if a courier wishes to receive a response they should provide their contact details on the survey.

2. A North East, Yorkshire & Humber member had a rate review escalated again.

OUTCOME/ACTION POINT – Evri to conclude investigating.

3. A North East, Yorkshire & Humber member opted out of photo for Star Bonus, not actioned.

OUTCOME/ACTION POINT – Evri resolving issue with courier.

4. A South West member has been waiting for a new contract.

OUTCOME/ACTION POINT – Evri supplied new contract, courier happy.

5. A South West member lost HSP in P9 through claims, received no reply from operational performance.

OUTCOME/ACTION POINT – Evri to investigate.

6. A Southern member has escalated a rate review.

OUTCOME/ACTION POINT – Evri to investigate.



7. Erratic Pension mileage raised again. Multiple examples provided.

OUTCOME/ACTION POINT - Evri inform there is a technical issue - being investigated.

8. A Southern member has been owed over £300 for over a year.

OUTCOME/ACTION POINT - Evri to validate & process payment.

9. Issue identified with 194 booking holiday in February/March.

OUTCOME/ACTION POINT - Evri to pass to IT to investigate.

10. Safe places are being recorded inaccurately. Evidence supplied. This could increase enquiries and impact QVD, Courier Star Rating & Claims. GMB requested these bonus systems are overridden during investigations into the process.

OUTCOME/ACTION POINT – Evri state, photo’s show where the parcel is so it is unlikely to increase enquiries.

GMB pointed out that there is no photo on postables & not all postables can fit through a letterbox which means the courier may leave the parcel in a shed or greenhouse protected from the elements & even when courier leaves a calling card, the customers are quick to press the badge saying “I can’t find my parcel”

OUTCOME/ACTION POINT – Evri to investigate.

