

Final Mile Pay Negotiations – October 2024

GMB and Evri – Joint Statement

Pay Deal offer.

Evri and the GMB began Pay Negotiations for self-employed couriers who provide service to Evri and are members of the GMB union on 1 May 2024. The negotiations concluded in October 2024, and we are now able to communicate the final position that has been reached.

Background and Context

Over the past 12-18 months the media has highlighted the challenges in retail with sales declining by 10-12%, some major retailers have had to close warehouses and distribution centres and in other cases cease operation – our business is heavily reliant on this market.

However, we have been able to successfully source new international and UK clients to counteract the decline in the general retail market and we've actually been able to increase the number of parcels year on year that have been made available to self-employed couriers for delivery (and collection) and this has, in turn, created the opportunity for couriers earnings to grow in real terms year on year.

Whilst we have successfully seen a growth in volume, but we must be strategic and ensure we can maintain our competitiveness in the carrier market and continue to operate a secure and successful business.

We genuinely recognise this couldn't be achieved without your continued service and it is important to us to recognise this through our pay and total offering including many developments in our Courier community App, Route optimisation developments and feedback and recognition of couriers' services through star ratings.

It is important to highlight that the national living wage (NLW) increase, dictated by the government in April 2024, was an exceptional 9.8% increase. This increase was reflected in our commitment to everyone earning above National Living Wage. This was a significant investment already from Evri through rate increases and the negotiation correctly recognised this.

We also recognise inflation has continued to decline, and as we paid significantly higher than inflation in our 2023 agreement, this is reflected in our offer.

We do truly value your service, and we have worked collaboratively to agree an offer that will really benefit you as a self-employed courier.

Formal Revised Offer

When looking at our pay offer it has been important to have a fair pay offer that is beneficial to you and our business, so that your businesses and our business remains competitive and sustainable.

- Providing significant volume growth to offer more earning potential
- Protection of your current PRG until May 2025 so you are confident and secure on your pay.
- It is important we stick to our original agreement, and we do not negotiate on rate of pay – that will remain an individual negotiation between a self-employed courier and EVRI.
- We wish to recognise your loyalty and service with a gratuity payment. This is a one-off payment of thanks. This will be paid in December if the ballot is successful.
 - Evri will pay £950 to each Active SE+ Couriers (excluding New SE+ Couriers who switch in January 2025) who are Existing GMB Members and Ballot Participants who provide services to Evri 6 days a week. Rules will apply
 - **“Active Courier”** means SE+ Couriers who provided services to Evri during the week commencing 29 April 2024 consistently (either themselves or via a substitute) on the days that they are contracted to perform services and continuously on the same basis after 29 April 2024, save for any period of time away from providing services up to and including the date of the first (or any subsequent) ballot held by the GMB in connection with these Heads of Agreement by reason of:
 - (i) taking holiday;
 - (ii) continuous illness lasting 4 weeks or more; or illness covered by 7.5 iii
 - (iii) maternity leave; or
 - (iv) paternity leave; or
 - (v) becoming a Community Delivery Manager of Evri under a fixed term or temporary contract or employment;
 - Entitled Couriers who provide services to Evri on less than 6 days a week will receive a one-off payment from Evri that is pro-rata to that paid to Entitled Couriers who provide services for 6 days based on the actual number of days worked by those Entitled Couriers, in accordance with the table set out below

Days a week	Offer
1	£ 200
2	£ 250
3	£ 400
4	£ 550
5	£ 850
6	£ 950

- We wish to offer you the opportunity to save up to 10% of your earnings through a VAT scheme, that an external provider will fully guide you through and submit for you.
- Evri wants to continue to be industry leading in what it offers its couriers and so we are pleased to be able to offer you an insurance-based Death, Disability, accident, and sickness scheme, which is to support protection of you and your earnings if you were to need it.
- We are requesting higher targets in HSP but will reward these with higher payments, whilst also removing courier star rating from the calculation:

Service Measure	Service Target	HSP Payment
Speed of service: percentage of parcels delivered or where delivery is attempted on the day of receipt	98.5%	£1.75
ETA 1 Hour: percentage of deliveries made or (where there is an appropriate tracking point at the relevant delivery address) deliveries attempted within the 1-hour time window set by the SE+ Courier	96%	£1.75
Collections: percentage of collections made or (where there is where there is an appropriate tracking point at the relevant collection address) collections attempted on the day manifested for such collection	98%	£1.90
Total HSP potential		£5.40

- We remain committed to ensuring we continue to look at ways of supporting you as our service providers and we have made commitments to continue to work with the GMB committee monthly from January 2005 for a period of 6 months to enhance and refine our pay model.
- We will also commit to revisiting our Marsh insurance provision.

We do fully appreciate the challenges we have all faced financially and it's good to see inflation continuing to reduce.

We continue to seek opportunities for client discounts, and you will find them on the Courier Community App. These are discounts from main retailers.

We look forward to our continued successful partnership with you and the GMB

GMB Response Statement

The GMB have been actively engaged with the company in negotiating this year's offer.

It is recognised that members want to have security in their rates, and this has been at the forefront of our discussion to protect existing PRG's during the negotiations and beyond. We have continued to raise about members rates and the company are looking to bring back a process to enable members to negotiate their rates.

The GMB have throughout, raised about the professionalism and dedication of the courier network and this has been reflected by the negotiation of a gratuity payment being paid to all existing GMB members, as a recognition from the company for their hard work and endeavours over the past year.

The National committee have pushed forward with trying to improve the benefits available to SE+ members and have negotiated with the company to introduce an industry breakthrough of a Death, Disability & Sickness Scheme that will be made available to all SE+ GMB couriers, fully subsidised by EVRI, **ensuring that if you are sick then you will get a payment.**

The introduction of the VAT scheme will be an option that may increase members earnings, and the top up of the Marsh insurance policy with travel to and from home journeys, being negotiated with the insurance firm going forward.

Once the Ballot has concluded, the Company will provide full details about the VAT, Sickness/Disability/Death scheme, and the Marsh Insurance.

Next Steps

The ballot will commence on 11th October 2024 until 23:59 on 24th November inclusive.



Gill Ogilvie
GMB National Officer



Helen Campbell
Head of HR for Final Mile



Gary Robinson
Director of Final Mile