

JNCF 10th April 2025

Topic	Commentary	Action point
Opening Statement from Gill	GMB National committee – disrespect towards committee. Since Conor stepped aside, it feels like the committee is lip service. February agenda is not actioned. Culminating to crisis, eg with comms. A lot of members want to leave evri. Failure to agree over comms and small packets. Hasn't been dealt. In a position where members are demanding for action. Forced to ballot members, although want to avoid it. Regions are balloting regionally despite national guidance. 13th may notice for misbands to be resolved. Misbands need to be resolved. Without proper resolution to issues we raised we'll move towards a full dispute. Decision making as the issue. We need someone who will make decisions here and now. We want it to work but decisions have to be made at these meetings. Courier network want results quickly. Not having decisions made here and now. We appreciate comms have improved but its still not where it needs to be. In terms of ballot, if this isn't the right thing for them. Its been taken out of my hands. We want more commitment from the company. Martijn doesn't reach out any more. In terms of JNNF – who is the decision maker? Decisions on pay model group need decisions. On top of small packets which members see as rate cut, it is underpaying. That will inflate as an issue again. HC - respect – not in our will for anyone to be disrespected. Good working relationship but we acknowledge if its felt. Consistency –Aaron, Helen and Michael as consistency going forward. Aaron has strong and positive working relationship with GMB	

	currently. Aarons knowledge on operation will be more beneficial for meetings. HC Progress since last JNCF – we do have updates on all points and progress. We disagree fundamentally things aren't moving forward. We have committed on small packets and misbands on process. Today we can share further info on that. However if couriers want to leave its their choice but we don't want that. We want to avoid balloting. We are in a position to work with you and avoid a full dispute. HC To be clear, disrespect is not our intention and we will repair. HC Recognise that couriers want instant results. We know it's a challenge for GMB. HC We will aim to have clear levels of authorisation with Aaron in place. We can make decisions in the moment or in a few days. HC JNNF - Mitch, Aaron, Michael, Helen, finance. Gary and Mark Laine toner will be present	
Failure to agree – HSIG and POD	Concern that GMB would be spoken to as part of new rate under heads of agreement. Members showed that they were still receiving payments. People still being charged, why is EVRi getting money and couriers can't. PODS are photos, its extra work that couriers feel threatened with. EG if not compliant with process, thretened with improvement service or removal of service. GMB advised courier to take a complaint photo, failed complaint photo despite evidence of delivery. Concern of	Data to be gathered on problem areas and share with GMB. • Have to agree that POD is a mechanism for high claims. • Helen to discuss with Brian Trower on couriers doing PODS in no/low claim routes. • Failure to agree to be responded to 22/2/25

	employed as its dictating terms of self employed becoming employed. HC HSig should be removed from customer option. POD needs to stay in place based on volume change and lack of compliance. We must have compliance. Remove the option and analysis of time taken and time on task, that data needs to be captured. Its household/neighbour delivery but the time on task will be reviewed. GMB Couriers doing service but not charging for it. GMB comms were put in safe place, concern of mixed messages. Couriers extra work and not what was agreed under heads of agreement. CO Adidas concern - this is a process to protect volume because of claims. Not a commerical selling point for the business, its to protect volume and security measure with existing clients. Not doorstepping still. Targetted in high claim areas. GMB Courier claim or LCB? CO data will be shared to reduce loss. Its not designed to gain revenue. Its a security perspective thats driven this. GMB What will you do for couriers? A written response? Service you used to pay for POD. Want to know where the areas area and is the biz approach knee jerk or overzealous? Majority of couriers are honest. They see it as a penalty. May advise couriers to leave parcels with CDM. GMB 2025 Pay negs percentage change. Make it clear that its targetted POD change. Have to agree that POD is a mechanism for high claims. If someone isnt generating claims, why are couriers being required to do PODs? Brian Trowers team. not aware of phone calls but emails yes. possible short term payments? may have to go back in. If there was compliance in the first place, there wouldnt be claims. Business has been broad brushed in comms approach. GR Balance it out - increased safe place for food. reduce cost for food and add it	Closed 08/04/2025 – GMB confirmed via email
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on to Hsig and POD. Move language away from Hsig and POD. 80% non compliant. 100% safe place photo checks some time this year. Payments based on success. No payments for failed service. Temp re-introduced, paid month in arrears, payment based on success

Update 10/04/2025

HC – email confirmation:

Following meetings between the GMB and Evri, we believe we have reached a satisfactory resolution for all parties to enable us to close the Failure to Agree with the agreement that we have this as part of the upcoming JNNF on 12th May 2025.

We have reviewed the client data available to us and the agreement for SE+ GMB members only , based on 100% SSP (Safe Place Photo) compliance is as follows:

- We will back pay owed amounts for Adidas 100% compliant SSP from January and ongoing until we address it through negotiation at the JNNF.

We will pay this on period end invoice as it will then include any pension earnings. We can pay this earlier on 18th April 2025 if you require, but we would be unable to include pension earnings at this point. Please confirm your preference.

- We will back pay SE+ GMB members only on all clients from 15th March 2025 (start date of that week), who are 100% complaint on SSP and this will then be ongoing until we address it through negotiations in the JNNF.

This will be paid in period end statement and the dates would go up to the last day of the period which will be 2nd May 2025, therefore couriers will receive this on 15th May 2025

GMB Having reviewed the information below, the requirement to pay at period end would be

	the most favourable for members to avoid confusion. The National Committee have confirmed that with his agreement the FTA is now formally closed. We will now communicate the decision to members.	
Holidays	HC Sticking point of data and point of agreement. GMB still waiting on response. Only ballot SE+ members. Need a definitive list of members who were eligible for gratuity payment. Group 2 were part of the deal and list of switchers from last couple of pay deals. Also need the membership number. GMB members who didnt participate in ballot and new members on SE+ who arent eligible. Confident ballot can be done in 2 week ballot period but Gill needs 2 weeks from 13/02 to prep member data. HC Confirmed the final holiday ballot offer had been sent Update 10/04/2025: GMB – holiday ballot – why are couriers told they cannot take day off with a message to say too many couriers on leave. Breach of failure to agree. Rejections seems to be 6 couriers off, can't get more couriers off. Courier support team. GMB – Short term – potentially this is affecting ballot? No way to stop emails? GMB – confusion of single days leave still in place since covid.	Formal offer to be sent to GMB evening of 13th February Completed • Rebekah to provide definitive list of members who were eligible for gratuity payment – Sent 19/2/2025 Update 10/04/2025: HC – Ballot going through but not applied yet. I will chase courier support team.
Presentation comments	GMB - Scope – equality team happy to work with yourselves on this around recognised disabilities.	HC – potential forum with scope and yourselves.

	Courier onboarding – concerns on prevention of couriers reentering through substitution. We agree on theft. We don't believe this interferes with substitution. A policy on courier re-entry would be beneficial. GMB – Ringdoorbell video policy. GMB – Pay team not allowing customer conversation. Time to deliver. Pay team doesn't account for customer conversation. GMB – Phone line for customers? GMB – disclaimer on redirect/safe place that customer takes responsibility?	Aaron – to review yougov detail on improved brand. Final mile – increase on delivered items. Aaron to gather information. HC - A policy on courier re-entry would be beneficial HC – Harvinder clarified customer conversation on JNNF. AH – Customer service agenda. There is automation to some extent. Customers want both automation and live service with operative. HC – ring door bell policy to clarify – proof of where customer asked to leave it approach.
COSHH	GMB - 2 different clients C2C and biz. Butane gas example. Puckle church. Concern of loss of licence if stopped by police. HC Opportunity to have joint comms. GMB concern of package not labelled. Sheffield concern. Conflicting information, 1 list says you can take it, 1 says you can't. Impact on insurance. HC Depot intervention, client managers and labelling, one list and version of the truth. GMB Marsh insurance declared it not valid. Insurance declared car parts are not allowed to be taken but client manager still allowing car parts through our network. GMB Health & safety meetings monthly?	- Jack to liaise with depots and client managers on this issue and provide a resolution - COSHH Monthly Meetings to be set up as stated by HC 10/04/2025 update – booked for 8th may. Further dates on slide. Lloyds point clarified - HC – comms will be sent clarifying toilet access/ usage in DU. Comms to clarify responsibility.

	GMB Lloyd’s pharmacy refrigerated items? 10/04/2025 update HC– anyone repacking inappropriate items eg butane will be investigated/potential disciplinary. Minimum standards progress on slides. GMB – DUs prohibiting couriers accessing toilets during sort. – Aylesbury, Wednesbury, Morley, Armada point. Dunkenfield depot refuses access altogether. Couriers turn up for allocated slot and are refused access to toilet. GMB – Huklease? GMB Toilet roll and hand soap? GMB education done by facilities about leasehold? Some DUCs don’t know they are breaking the law. HC – budget clarity on redecoration/refurb. Hoping to run competition for artists to make working environment a better place. GMB – Minimum standards – first phase starting? Training on sending items on coshh? Can we guarantee butane etc sent back rather than given to a new starter? HC – We will take action where we find this happening. GMB – 2 different policies on client and C2C for prohibited items? HC – No, one blanket policy. GMB – improvements for huksites clear. What about DUC sites? HC – That needs another audit. It will be phased. GMB – RDMs threatening if couriers don’t take prohibited items. AH – Comms will be clear. It should not go back out.	• AH – Lease by DUC clarifies on responsibility. We pay a budget towards DUC to manage cleaning. When DUC owns, its theirs. • AH – toilet roll/handsoap part of DUC responsibility. • AH – DU team is responsible. Clear comms on accountability and who provides what. • AH – Comms on prohibited items to be made.
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	GMB – Can we get comms to not take prohibited items? HC – Yes	
HMRC	GMB We asked to see the detail from HMRC around the status of couriers being self-employed, and the boundary with employed. GMB Vat scheme not fit for purpose 10/04/2025 update HC Hugo will contact GMB directly. Model approved by HMRC but theres no document between EVRI/GMB. He got a letter from the government saying its been approved.	• Helen to speak with Hugo • Tax scheme success data to be shared with GMB. • call with Hugo and our tax manager is set up for 19/3/25 • 10/04/2025 update • Michael to contact Hugo 14/04 around speaking to Gill around HMRC, and the marsh insurance point as well.
Loss prevention policy	GMB Have now seen LP policy 10/4/2025 update HC Should no longer be going to couriers house. GMB Emails still threatening HC Will be picked up. Unclear why this is still going on. They may not know about the historic ones.	• HC - To be clear on protection and version of truth. • GMB to double check and sign off. LP policy to be delivery jointly. Feedback by 3/3/25 • Loss prevention policy GMB happy to send.
SQD/SIP	Vince and Tony to share examples for Rhian to work through 10/4/2025 update	• HC on hold. Rhian/Becky want to restart. HC to chase and clarify. Meeting on hold

	Tony sent but Vince couldn't access so will send over to Rhian	until launch is ready. – HC set up meeting for 26/2/25 • SQD meeting cancelled 26/02/2025 as all committee need to be present • 10/4/2025 update • Michael to speak to Rhiann 11/04 around contacting GMB to go through findings once evidence is reviewed.
Waiting times for errors in payment	GMB - shouldn't just be available on ONSI. HC - understand risk of people in debt. It only allows to take a percentage. We don't charge courier for errors of payment. GMB Some couriers who have had gambling problems didn't like it. Concern of temptation. If a courier hadn't be paid correctly, we had 7 days to get it resolved. 7 days was agreement. Not call couriers have access or option to ONSI. BACS payment? Paid into ONSI and BACS at same time? HC - CCA response time, time taken to response and ONSI. gmb concerns with CCA app. Taking up to 5 days to get a response from courier admin and not told which is the correct option. 10/4/2025 update HC time to wait we understand you feel its not acceptable if it's the businesses issue. We do also have onsi. We don't want to revert back to BACS. If you have genuine cases of hardship/gambling/debt, we can look at that and make a separate agreement. GMB – If we have those sensitive cases now who do we go to? HC Myself and Rebeckah. GMB – Not improving on courier app with 5 day response. When we escalate to courier admin,	• Rebeckah: Update from on how it will be done. Breakdown in CCA app comms quality. Timeline - to be done end of March 2025 • 10/4/2025 update HC Action point on forms response time to CCA.

	we ask them for evidence from CA. EG we asked for reason for failing/barcode to help us investigate. We have further evidence carry forward bonus stopped too. Courier admin not giving satisfactory response. HC IT perspective – theres no identifying factors. We need rebeckah or sharron, tracey or tony to get examples and work it through as its not working. It puts pressure on you and CDMs. Known issue on CCA app but if I choose the wrong form it takes 5 days or more to tell me form is wrong. This is one for IT to address. GMB Carry forward not being remanifested.	
Cancelled payments for deliveries/collections	GMB Could be couriers doing delivery before manifest is given to them? CCA response incorrect CR handover. 10/4/2025 update GMB couriers not paid for delivery. Parcels cancelled that had been delivered. Collection issues are massive, people not getting paid for collections. When we do a collection on the app it shows at the end of day sign out. People don't get paid on invoices. Courier admin eventually pay but it gets paid at the next pay period. HC This has been picked up by the pay team. If its raised with pay team they do get paid. But we know the delay is not acceptable. AH – Those that have this issue, have they been able to trend anything consistent? Whats the theme? Normal collections nothing consistent? AH Can you send barcodes through? GMB No it gets wiped next day. EOD screenshot is compared to courier statement. AH Send me the information GMB Positive that we have onsi. Why the courier pay team insist its early through onsi? Surely	• Data on unconfirmed needed. Rebeckah needs to address how she is respnding on CCA. Problem needs to be narrowed. quality of data and responses • Cancelled payments evidence has been sent 15/02/25 HC/JH. • Collections C/F examples were sent need more evidence to be sent to JH/HC 10/4/2025 update AH – To investigate further on missed collections. Why is failed collections happening?

	should be a weekly invoice? If EVRi owe money why do they have to go through new loop? HC We will pick this up as part of this pay deal.	
High request couriers – wasted journey/misband/ducuplicates	GMB How are they defined as high request courier and why? CO misband - easier to measure as its audited. Courier can put a lot in and see what sticks. Wasted journey is different and will find further clarity on this, eg bulk collections not be collected. GMB barcodes not scanned issue. CO two different issues which are amalgamated. To be split and reviewed by Brians team. There are things defined wrong within the group. CO High resource needed to check, data can be provided. cant do every misband, cant do every rejection. we can review high amount upon your request on a case by case basis. There is evidence of misuse of process. We do want to get to a point where scanned and checked before it gets to courier. Size dictates now instead of weight. GMB 3 month time limit to turn misband process around. GMB Why are miss bands cut off a week before actual cut off? (Couriers having to wait another month for that weeks up bands) GMB 100% guarantee of misbanding to end? CO No, working on process and development to scan 100%. currently biz does not scan 100% in hubs. 2025 Development ongoing GMB Possible to audit data external? CO Its a tech answer of scanner in hubs, its a third party who provides scanners and third party checks Calibration data.	• Helen to find out with Brains team. • Jack to find out why misbands cut off a week before actual cut off. Want to avoid weekly drift. • Helen to gather data on scanning compliance at depot. Eurocentral unmanifested example. • Unmanifested examples sent to HC/JH 10/4/2025 update - Action point HC Change automatic email to discuss tolerance with regards to high request couriers.

	GMB Misbands not through hubs, data on rejection needed CO If not through BBA, they aren't rejected. If not audited, not rejected. GMB Unmanifested as parcel when parcel banding doesn't exist. Not clear on what will be paid so couriers refuse. Normanton used as example. Concern of not scanning at depot just to get parcels out, not on pallets past cut off. CO commercial need to allow clients to have late ordering customers to allow larger next day window. Action point - to be reviewed and improved with depot. Selling point of offering later client cut off. GMB advised to escalate excessive unmanifested. CO Won't change overnight but outskirts of network will be reviewed and changed. 10/4/2025 update HC – Commitment anything put through is investigated. No longer classed as “high request”. There will be feedback if keep seeing duplicates. Everything raised investigated. GMB – CCA app request hanging garments small packet to submit as evidence. Can you give comms to couriers? HC Yes. Its evidence for us to go back to clients too. GMB – Currently can only up by 1 band. HC Any claim submitted will be investigated. HC – Misband statement shared on slides. GMB – Who does the misband process? HC – Courier admin and courier pay. We have assigned someone specifically to do this. If it ramps up, we'll commit more resource. GMB – Are misbands judged by safeplace photos? HC – Yes these can be used.	
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	GMB – we do have evidence of clients reusing barcodes. HC – please send across. GMB – Team to develop app to automatically scan dims on courier phone camera? How many parcels go through those volumentic scanner? AH I don't have data currently on this. HC – We'll take that forward with the IT/AI team. GMB – Why do NEXT send parcels through and EVRi relabels them? Eg next labelled as high weight and then evri reweighing. AH – Please send proof of this to me. GMB – Couriers investigated for wasted journeys. HC – We do need an overhaul on communication tone/appropriateness.	
Completed jobs vs End of Day	GMB Raised to Marcus. Apparently a UI bug, that will take 4-5 weeks to fix, but this had been raised and not dealt with months ago Jack spoken to Marcus - bugs are fixed and pilot ongoing. fixed in next 2 weeks, by end of February. HC Contact with IT, need to pick up with them. IT arent confident as to who will be nominated IT person to be on call. CO IT arent communicating well internally either.	• HC to pick up with Gary. • JH to chase with Marcus Williams. IT meeting needed. • One claims evidence sent to HC/JH
No responses from the company	Closed	Closed
AOB		
Newsletter	10/4/2025 update	• Helen to speak to Rhian about format of

	HC We don't currently have capacity currently. Will focus after we have DU updates and misbands. We don't have the resource to commit to monthly. We can however do joint comms on DU	newsletter, PDF format not wanted by GMB
Bulk carry forwards -	GMB what is the process? Carry forward is major event or accident/illness? Scan parcel as restricted access came through from RDM and CDM. 10/4/2025 update HC No update	New Comms needed. Mitigation can be factored in.
Short notice clarity eg hospital appt. CDMs not accepting 2 weeks appt notice based on 7.5.3.	JH to correct CDM/RDM knowledge on how short notice is applied. 10/4/2025 update HC – further clarity on exceptional circumstances. GMB – Why are they being issued with improvement notices? HC – How many times have they used the clause? GMB – Understand service review response but not improvement notice. HC Common sense approach here – not for couriers who are almost never off. GMB – Service reviews not clear. HC Anyone else with this issue? GMB – No	Comms clarity needed. Designed to help people have issue on the day as well as notice for appts.
Collections appearing on manifests one or two days early. Cant collect. Courier then carries forward and doesn't reappear. Then impacts courier bonus.	CO Example needed from GMB. Can check for where its broken in network 10/4/2025 update GMB Had the meeting on 17th March with IT. Its affecting bonuses. They are attempting to do collections.	Examples needed from GMB

	HC I have spoken with IT about this – response on slide. GMB – couriers going to do collection, customer not available, courier adds to manifest. Marcus only raised ticket for carry forward not showing. Its affecting them on the SQD. Its affecting courier bonus.	
Next collection addresses still old/incorrect.		Examples needed from GMB
Next delivery, option to ask for delivery and collection to be consolidated. Potential client side issue.	GMB Next backlog could be driving items sent individually rather than consolidated.	-
Light/large doing collections. Not on manifest but being taken. Wasted journey request as a result.	CO Paid for it if they do the work. System is creating manifest for the right person. Data to show trend of where unmanifested person collects - focus on local resolution.	Helen to speak to Tim Russell
Couriers deactivated can't see invoices.	10/4/2025 update HC – We hold for 2 years. They can contact CDM to get invoices.	Helen to work out process of CDM deactivation.
Can manifest be kept to see for 1 month for courier to check invoice?		HC to speak to Brian/Becky.
Late van payments - why are they averaged over 3 months?	10/4/2025 update GMB – Based on usual scan time/actual HC – Will provide response 11/04. GMB – Scotland 48 hours and wales southwest/ are they lumped together? HC – Planning team can support in that. GMB – Specific meeting needed to resolve this issue. GMB DU opening later with 30 mins or 1 hour having knock on effect	- HC to speak to Brian. Clarify on type of payment. 10/4/2025 update - HC Further update post easter. -

	GMB We were told to expect even later lorries. Couriers struggling to cope on volume AH – As volumes grow, those rounds would have been dropped anyway. If the courier can't do 10 or 20 more parcels it would be dropped. GMB Earlier time advantage AH – We have to time the lorries to be able to provide the products we sell to remain competitive. We know the impact of late vans on the couriers but as this network changes, we need to be as competitive as possible. GMB – Average resource 90 – 120 parcels a day? AH Yes but it can vary. Depends on geography. The general figure rises as density of parcels improves. GMB – How far away from me from scanning full collars? AH – I don't know. HC – Scanner vs dog point. I will escalate this as I understand concern.	
Red weather warning – lack of comms in Scotland. Only 1 depot sent comms out	10/4/2025 update – see slides	Comms clarity. To be reviewed, formal comms to be created.
Return to depot payments issue - due £6.50. Gary Robinson comms	HC – miscommunication, £6 going forward 10/4/2025 update HC – to come through in policy. I can put comms out that it was as admin error.	10/4/2025 update HC Quick note on weekly updated. Will speak to Charlotte.
RTD payments - gmb members paid in lump sum arrears. Still seperated. Raised with courier admin - CA responds with £3.50 regardless of comms.	GMB Policy RTD/ update on points needs updating? 10/4/2025 update GMB Cant sign off today the RTD policy.	HC Action point on guardian on CDM knowledge and education. Standards with EBP. Line up with GMB audit to identify further investment and resolution points.

	GMB HC To send tracked changed document. I'll pick this up on my return for annual leave.	
Gary said he would send weekend cover to Tracey	-	• HC to pick up.
Notice boards	• White Boards no action? 10/4/2025 update • HC 105 were in Normanton. 105 were sent to DUs. CDMs will be asked to check/sweep. If not, we will reorder.	• HC/JH to chase
SE +	HC once holiday ballot is done we will look to reopen SE+.	
AOB -	GMB – comms to couriers on clearly compliant photos not appropriate AH – We will pick up with Rebeckah on this GMB – Getting parcels delivered with EOL from a month ago. AH – Parcels that have not had EOL is urgent. The weeks/month after is not appropriate. Will speak to operational performance GMB – Wasted journeys – not accepting round number on cca. No response yet from Marcus Williams. GMB – can we have a structural chart for delivery/pay team? HC – Yes but contact to come through those already agreed on JNCF	
