

JNNF 2022

Heads of Agreement between Hermes Parcelnet Ltd t/a Evri and GMB

Evri and the GMB agree that the below is subject to confirmation by the Evri Board and majority acceptance by the GMB via a GMB member consultation exercise (together referred to below as "Confirmation").

Subject to Confirmation, the parties have agreed in principle the following outcome of the JNNF 2022:

1. For SE+ and Worker couriers who were GMB members as at 25 July 2022 and who remain both an SE+/Worker courier and a GMB member until the last payment referred to below is made:

- a. An increase in earnings of £800 in total by way of the following payments, which will be paid at the same time as parcel earnings for the relevant period:

i. P6:	£180
ii. P7:	£60
iii. P8:	£60
iv. P9:	£60
v. P10:	£60
vi. P11:	£60
vii. P12:	£100
viii. P1:	£100
ix. P2:	£60
x. P3:	£60

For the avoidance of doubt to be eligible for the above payments, a courier must be both an SE+/Worker courier and a GMB member as at the last day of each pay period referred to above. If they are not then they will not be entitled to the payment for that period or any further payments.

By way of example only: if a courier is an SE+ courier and a GMB member as at 25 July 2022 but then ceases to be a GMB member in the middle of P7, they would only be entitled to the P6 payment. They would not be entitled to any further payments.

2. For:

- a. all SE+ and Worker couriers who were GMB members as at 25 July 2022 and who remain both an SE+/Worker courier and a GMB member up until JNNF 2023; and
b. all SE+ couriers who earned less than £40,000 in the previous rolling 12 months

An agreement that Evri will not initiate any rate negotiations with the aim of reducing PRG of these couriers on or before the next JNNF, unless the couriers round changes (in which case Evri will be entitled to agree a revised rate with the courier based on that changed round unless the change arises from Evri's round rebalancing).

For the £40,000 referred to at 2b, where the courier is registered for VAT and notified Evri of that VAT registration before 14 June 2022 then Evri will calculate the relevant earnings amounts excluding VAT.

3. For all SE+/Worker couriers:

- a. Evri will continue the current supplementary fuel payments until such time as the cost of diesel according to the gov.uk fuel price index falls below £1.70 per litre for 3 consecutive weeks, at which point the

supplementary fuel payments will cease. For the avoidance of doubt the payments will then recommence if the index goes above £1.70 per litre for 3 consecutive weeks.

- b. Evri will increase its minimum modelled earnings commitment (as referred to at 2B.2 of the Supplemental Agreement) to £10.00 (ten) per hour for the periods P6 to P1 inclusive.
- c. Evri will:
 - i. Allow couriers to carryover up to 7 days from holiday year 2022 to holiday year 2023, such carried over holidays to be booked and taken by the end of P4 2023; and
 - ii. For the start of holiday year 2024, implement a system within the holiday booking portal which allows couriers to book and be paid for up to 7 days holiday from the start of the holiday year, providing that those couriers have provided service for at least 2 years as an SE+ courier by the start of holiday year 2024.

For the avoidance of doubt, in relation to cii, the 7 days referred to in that paragraph will be included in the courier's overall holiday entitlement, they will not be in addition to what the courier would otherwise have accrued during holiday year 2024. Further for the avoidance of doubt, if a courier should cease providing services to Evri (for whatever reason) and at the point of cessation their holiday balance is below 0, the courier shall then owe the value of those overpaid holidays to Evri and Evri shall be entitled to recover that money from any monies payable to the courier in the future.

- d. The wording of the agreement between Evri and the GMB relating to SE+ couriers not providing services due to exceptional circumstances will be amended to specifically include jury service, military service and Territorial Army call up as exceptional circumstances, providing that the courier is able to provide proof of such circumstances.
- e. In order to improve the customer experience and to ensure that couriers continue to maximise their Star Rating, a mandatory requirement that couriers wear Evri branded clothing whilst sorting, delivering and collecting parcels on behalf of Evri. The exact requirement will be determined by Evri and the timeline for implementation will be discussed with the GMB.
- f. In order to ensure that couriers continue to meet customer expectations in terms of both deliveries and collections, the following changes will be made to the Speed of Service ('SoS') incentive:
 - i. For deliveries the courier to customer measure will change to 98% with effect from the start of P6; and
 - ii. A collections measure will be introduced (timeline to be discussed with the GMB but it will not be before the start of P7) to the current SoS criteria, whereby a courier must collect or attempt to collect at least 96% of manifested collections over the course of a pay period in order to be eligible for SoS.

For the avoidance of doubt, unless stated above, all other SoS criteria will remain the same.