

## JNNF 2023

### 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 2023:**

#### 1. Rate increases

1.1 For all those who are GMB members on 3 November 2023 and voted in the ballot taken for the Confirmation and who meet the criteria set out in paragraph 1.6 and the conditions set out in paragraph 1.8 and either:

- (a) provide services to Evri under an SE+ contract as at midday on 3 November 2023; or
- (b) are eligible to sign an SE+ contract by being a round holder on the same round(s) for at least 5 days a week with at least one of those days being a Saturday or Sunday or they agree to be such a round holder by signing an SE+ contract, *and*;
  - (i) communicate their intention to do so to a dedicated email inbox on or before midday 3 November 2023 *and*;
  - (ii) sign and return the relevant SE+ contract within 7 days of receipt of the same from Evri;

and who are notified to Evri by the GMB in accordance with paragraph 1.5 (the "**Eligible GMB Members**"), the Standard Rate paid by Evri shall increase according to their average daily earnings per unique courier as set out in the below table.

| Average Daily Earnings Per Unique Resource ID <sup>1</sup> | Rate Increase Offer on Standard Rate |
|--|--------------------------------------|
| < £65  | 13.0%                                |
| £65 - £86  | 10.5%                                |
| £86 - £108   | 7.1%                                 |
| > £108   | 5.0%                                 |

1.2 The effective date of the increase will be 9 June 2023.

1.3 For Eligible GMB Members referred to in paragraph 1.1(a) a backdated payment will be included in their 30 November invoice and will be paid on 8 December 2023. The backdated payment made in respect of earnings from 28 October 2023 to 24 November (inclusive) will be estimates and any balancing

payment due or owed in the case of an overpayment will be included or deducted (as the case may be) in the December invoice for payment on 12 January 2024.

- 1.4 For Eligible GMB Members referred to in paragraph 1.1(b) a backdated payment will be included in their November invoice and will be paid on 8 December 2023 if their signed and completed SE+ contract is received by EVRI no later than 7 days after issuance, or by 22/11/23 whichever is the earlier. If received later than these dates and before 26/11/23, the backpay will be included in their December invoice and will be paid on 12 January 2024.
- 1.5 The GMB will inform Evri of the names and courier IDs of all Eligible GMB Members on or before 6 November 2023, however where the GMB is unable to do this for reasons outside of its reasonable control or because there are discrepancies that need to be resolved, it will continue to communicate the details of new members who are entitled to receive the rate increase as soon as reasonably practicable after 6 November 2023 up until 17 November 2023. Any names and courier IDs of Eligible GMB Members after 17 will fall outside of the JNNF Agreement and will not receive any increase in their Standard Rate.
- 1.6 The GMB members who are referred to in paragraph 1 must be "active" on 9 June 2023 and the 3 months preceding 9 June 2023. For the purpose of this paragraph 1.4 the term "active" means:
  - a) provided services to Evri on at least one day each week or where they have not provided services to Evri on at least one day in any week this was because they were on paid holiday under a SE+ contract; or
  - b) on long term sick; or
  - c) on maternity leave; or
  - d) temporarily stepped into an employed role with Evri.
- 1.7 The rate increase set out in paragraph 1 will cease for any SE+ courier that ceases to be a member of the GMB before 1 June 2024. The National Committee/GMB will confirm to Evri on a monthly basis commencing January 2024, of all couriers who are no longer members and thereby are no longer eligible to the rate increase.
- 1.8 The following conditions will apply to the increase to the Standard rate referred to in paragraph 1.1:
  - (a) The percentage increase is applied to the Standard rate only and the current rate card logic will continue to apply to all other parcel bandings, where the Packet rate is 75% and Postables 65% (as per 5.1a below) of the Standard rate respectively.
  - (b) The Standard rate is rounded to the nearest penny (up or down).
  - (c) The current rate card logic applies to heavy/large parcels so that where, notwithstanding the increase in the Standard rate, a heavy/large rate does not go above the existing minimum then that minimum will continue to apply.
  - (d) Courier resource ID will be used to calculate average earnings for P2, P3 and P4 of 2023.
  - (e) The increase to the Standard rate will no longer be applied to any courier who:
    - ceases to provide services to Evri under a SE+ contractor; and/or
    - ceases to be a member of the GMB Union.
  - (f) All current or pending negotiations with GMB members relating to the Standard rate and current rate card logic referred to in paragraph 1.8(a) are cancelled and there will be no such further rate increase negotiations with GMB members until the next Joint National Negotiation Forum, scheduled to take place in June 2024.

## 2. Rate Protection

The increase received by all Eligible GMB Members will be protected until the commencement of the next JNNF, scheduled to take place in June 2024.

## 3. Moving the pay date to the same date each month.

3.1 Evri will aim to move the payment date for all couriers to the 15<sup>th</sup> day of each month from 1 March 2024, as set out in the below table for the year 2024/25.

| Period | Year  | Period End | Proposed Pay Date | DoW   |
|--------|-------|------------|-------------------|-------|
| 1      | 24/25 | 29/03/2024 | 15/04/2024        | Mon   |
| 2      | 24/25 | 03/05/2024 | 15/05/2024        | Wed   |
| 3      | 24/25 | 31/05/2024 | 14/06/2024        | Fri   |
| 4      | 24/25 | 28/06/2024 | 15/07/2024        | Mon   |
| 5      | 24/25 | 02/08/2024 | 15/08/2024        | Thurs |
| 6      | 24/25 | 30/08/2024 | 13/09/2024        | Fri   |
| 7      | 24/25 | 27/09/2024 | 15/10/2024        | Tues  |
| 8      | 24/25 | 01/11/2024 | 15/11/2024        | Fri   |
| 9      | 24/25 | 29/11/2024 | 13/12/2024        | Fri   |
| 10     | 24/25 | 03/01/2025 | 15/01/2025        | Wed   |
| 11     | 24/25 | 31/01/2025 | 14/02/2025        | Fri   |
| 12     | 24/25 | 28/02/2025 | 14/03/2025        | Fri   |

## 4. An increase in Return to Depot payment

4.1 Evri will increase the Return to Depot payment to £6 from 25 of November 2023 (the start of period 10) for all Eligible GMB Members that provide services to Evri under a SE+ contract on or after 25 November 2023.

4.2 All Return to Depot payments will be paid a month in arrears to all Eligible GMB Members, as the current process and therefore the first payment will be made in period 11.

## 5. Pay Model Short Term

5.1 The following will apply for all Eligible GMB Members:

- a. The postable percentage vs standard will be increased to 65% from 25 November 2023.
- b. Delivery payments made in connection with paragraph 4.1 will be paid a month in arrears.
- c. On and from 25 November 2023, any courier requesting 2 or less mis-bands per day in a period will have them automatically accepted.

5.2 The following will apply for all couriers:

- a. All couriers must take compliant photos on delivery of each postable item.
- b. The 1 attempt only rule will continue to apply to postables.

c. A tolerance of 10% on weight will be introduced to mis-band claims for PBA parcels on and from 25 November 2023.

## 6. Pay Model Long Term

6.1 Evri and the GMB will build a joint understanding of underlying data, productivity economics, courier needs, and pay model principles.

6.2 Evri will design the updated pay model.

6.3 Evri and GMB will review, simulate and consider the pay models designed by Evri and ensure that any updated pay model is signed off with key stakeholder groups, subject to any necessary negotiations.

6.4 Evri and GMB will work together in good faith to complete the work set out in paragraphs 5.1 to 5.3 in accordance with the timeline set out in the attached annex, which forms part of this heads of agreement.

6.5 Evri will implement the following initiatives to improve mis-band accuracy:

(a) Increase visibility of upgrade actions on device by 30 June 2024.

(b) Onsite upgrade by CDM/DUC by June 2024.

(c) Work with clients to ensure the accuracy of weights and dimensions on labels and pre-advice.

Footnote 1:

Your daily average pay for P2/3/4 will be your gross earnings (including/excluding the following below), divided by the number of days worked:

- Bank Holidays - **Not Included**
- VAT - **Not Included**
- Admin fees - **Not Included**
- Holiday pay - **Included**
- Bonuses - **Included**
- Pension payments - **Evri contribution will be Included/ Courier Contribution will not be Included**
- RtD/Ad-Hoc payment - **Included**
- 2022 GMB Pay deal payments - **Included**