



National Health & Safety Forum

'Safer Working Together'

Email: healthsafety@gmb-asda.com

www.gmb.org.uk/join

October 2016

Driver Briefing – Delivering into Customers property

Dear Colleagues,

E-Commerce Drivers are currently receiving a briefing and video to improve the doorstep experience for customer and also improve the safety of the drivers. GMB fully agree there is a need to improve the customer's experience.

Your GMB National H&S Representatives recently met with ASDA Senior E-commerce management to discuss the briefing.



GMB highlighted concerns from members relating to taking shopping into a customer's property and also delivering to blocks of flats. GMB also discussed that there is a potential of increased allegations against drivers and claims against ASDA due to entering the property.

During the discussion GMB also raised possible improvements which could be implemented to assist the members within E-commerce to provide a better service. We have arranged regular meetings with a view to discuss and resolve the points raised. This was welcomed by ASDA.

GMB discussed customers being asked **"Did the driver ask 'Can I bring in the shopping?'"** It was agreed that the driver can omit asking this question for **ANY** H&S concern, or due to the area being unsafe. It was also agreed that the customer would **NOT** be asked if the driver asked the question. Finally, it was agreed that ASDA would **NOT** advertise to the customers that the driver will bring in the shopping into the property.

During the next 4 weeks GMB plan to be speaking to drivers to get their views of the new briefing, if they are asking customers if they wish the shopping bringing into the home, if they feel safe doing so and finally if they have experienced any problems.

If you do experience any problems whilst undertaking deliveries, please inform your management immediately and also report the matter to your GMB Shop Steward.

Yours Sincerely

Keith Dixon

Keith Dixon
Chair GMB National Health & Safety Forum

Your National Health & Safety Representatives

Chair	Keith Dixon	07917 674706	keith.dixon@gmb-asda.com	London Region
Secretary	John Warcup	07946 316747	john.warcup@gmb-asda.com	Northern Region
Vice Chair	Ben Cook	07703 778299	Ben.cook@gmb-asda.com	Midlands & East Coast Region
	Alun Roberts (Holding)	07473 984748	robertsalun@hotmail.co.uk	Wales & South West Region
	Cath Willis	07582 197231	cath_willis@gmb-asda.com	North West & Irish Region
	Angie Jones	07830 819633	angie.jones@gmb-asda.com	Birmingham & West Midlands Region
	Louise Hannan	07843 811974	louise.hannan@gmb-asda.com	GMB Scotland
	Michael Mitchell	07481 152841	michael.mitchell@gmb-asda.com	Southern Region
	Catriona Goldhammer	07948 398746	catriona.goldhammer@gmb-asda.com	Yorkshire & North Derbyshire Region
	David Imms	07704 499609	david.imms@gmb-asda.com	Security