



### E-commerce - Home Shopping.

Dear Colleagues,

Following the Watchdog broadcast on 2<sup>nd</sup> November 2016 which focused upon ASDA's E-commerce Department.

During the programme whistle-blower's, customer concern's and photos (showing mould and dirt) received from E-commerce drivers were sent to the programme. This highlighted issues regarding food safety and tote cleanliness. Footage from undercover reporters who worked in our stores was also shown.



GMB Union would like to make it clear to all members, that these issues were raised upon several occasions at National Forum Meeting's, supported with photographic evidence. It is concerning that, having raised these serious issues, the company have failed to implement adequate cleaning and audit procedures. This has resulted in the company being publicised in a negative way.

To maintain a high level of hygiene and cleanliness for our customers and all our E-commerce colleagues it would be unacceptable to continue without implementing a robust cleaning procedure.

GMB Union have suggested that a regular cleaning process for totes is implemented with ASC, (Asda Service Centre). This is a facility which takes produce trays, washes and sterilizes them and returns them back into flow. GMB requires a high standard of food safety is, maintained by the Company and that adequate time for training, is allocated for members to do the job, effectively and professionally. GMB continues to work with Ecommerce and are looking to find long-term solutions, which will give the Best Service to our Customers.

Yours Sincerely

*Ben Cook.*

Ben Cook.  
Vice Chair  
National Health and Safety Forum.

#### Your National Health & Safety Representatives

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
	Paul Booth	07788 703116	Paul.booth@gmb-asda.com	London Region
	Alun Roberts	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