

GOPHR



Gophr

Gophr is one of the largest same day courier services in the UK operating in all major towns and cities.

- **Founded 10+ years ago**
- **With over 3,700 weekly active couriers**
- **Spanning multiple vehicle types including: bicycles, motorbikes, cars and vans**
- **All of our courier partners are self employed**
- **Have been part of a RFP for every company on this call**

We have had a courier focussed approach from our founding. We have been able to avoid needing to take on huge amounts of funding by building a commercially sustainable business model from day one.

The changing landscape

The existing legislation was designed before the app based platforms were available. There is pressure to reform it to take these into account.

- The Labour Party Manifesto had specific references to self employment via apps (“gig work”).
- There have been some high profile cases that have gone as far as the UK Supreme Court relating to the rights of self employed individuals.



“The rise of new technologies and ways of working has exacerbated this challenge, with workers and businesses struggling to apply the complex legal framework to novel forms of working and operating. In some extreme cases, the ambiguity has been deliberately used to cut costs and avoid legal responsibilities.”

The risks for you

Independent Contractor status and Minimum wage

The way in which different companies are measuring minimum wage or living wage varies hugely.

Not all include:

- Waiting time
- Travel to pickup
- Expenses
- Holiday Pay

The right of substitution

Many companies allow couriers to share accounts with little visibility on when this happens.

Many end customers are not aware that their information is being shared with unknown parties or that the person turning up on their door might not be the person who was on-boarded and checked.

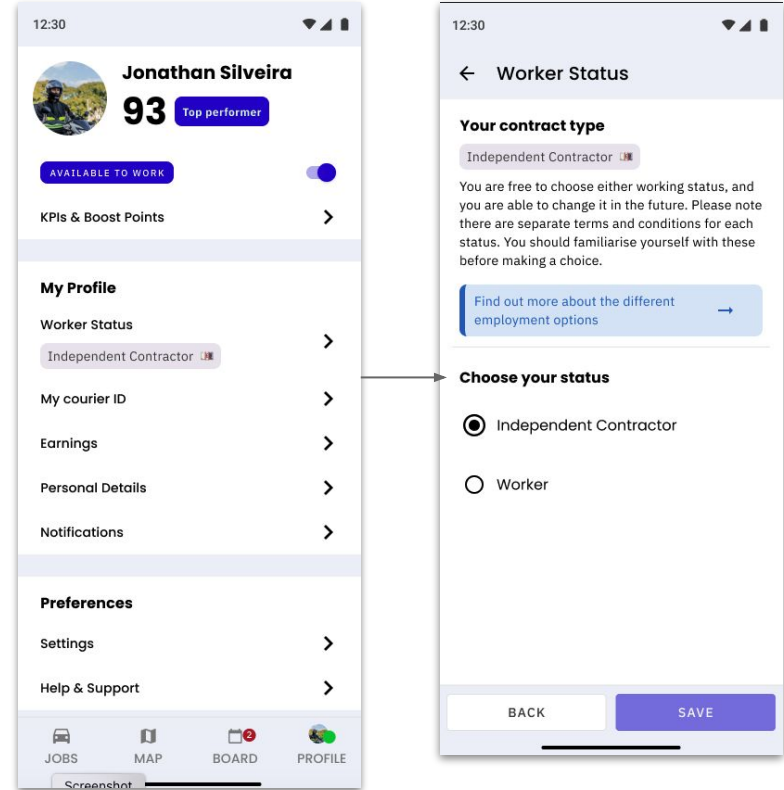
Our approach

Worker or Independent Contractor Status

Every Gophr courier can choose whether they want to be a Worker, or an Independent Contractor.

Independent Contractor (working as a company with the ability to subcontract and manage their finances as they choose).

Worker (where they get holiday pay, pension contributions on eligible earnings, as well as a minimum wage guarantee).



Our approach

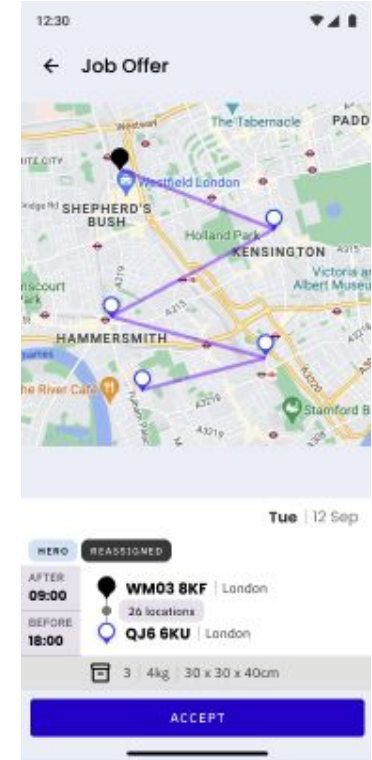
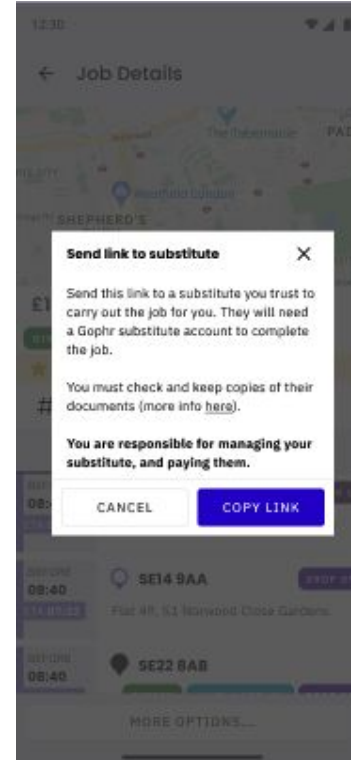
Substitute accounts

We do not allow sharing of accounts.

Couriers are allowed to subcontract work,

BUT, the subcontractor must use a special subcontractor account which means:

- We know when it happens.
- We know who they are.
- We can check documents.



How to design a better RFP

Transparency on how carriers calculate minimum wage

If carriers are not paying couriers fairly then they shouldn't be rewarded.

Every carrier should contribute to a sector that is sustainable over the long term.

RFPs should take legal and reputational risk into account

Carriers who take steps to protect you and your brand should be the cornerstone of your business model.

This also applies to distribution of jobs.

Carriers should constantly improve their standards

Every carrier should be regularly asked how they are improving the lives of their couriers and if they fall short, pressed to do more.

Questions?