From the Chairs

11 October 2017

Carole Walker
CEO, Hermes Ltd UK
Capitol House, 1 Capitol Close
Leeds LS27 0WH

Dear Carole

Payments for courier deliveries

Thank you for your response on 6 October to our questions regarding fair payment for the delivery of packages and parcels by Hermes couriers.

In your response, you told us Hermes received around 100,000 complaints from couriers relating to mislabelling in the last year alone:

*In the last 12 months, Hermes received 298,709 calls into the Courier Helpdesk. Of these calls 36% related to mislabelling. In the same period Hermes has made 85,930 balancing payments totalling £51,988.99 across all clients.*

Please could you supply a breakdown, by number of complaints received, of clients to whom these 100,000 calls about mislabelling related?

You also explained that:

*"Hermes couriers are self-employed ergo they are responsible for checking the accuracy of their own self billed invoices which in turn should conform to the parcels that they have in fact delivered [...] Couriers provide their own facilities to check labelling. While there may be a small number of exceptions to this rule Hermes does not install parcel scales in the approximately 500 Sub Depots from which couriers collect parcels."*

Please could you explain further why Hermes does not provide scales to enable couriers to check labelling easily, including whether this would, in your view, affect their self-employed status?

Best wishes and we look forward to hearing from you,

Rt Hon Frank Field MP
Chair, Work and Pensions Committee

Rachel Reeves MP
Chair, Business, Energy and Industrial Strategy Committee