



## **Deliveroo Rider Forum in Netherlands: Terms of Reference**

Deliveroo offers attractive, well paid, flexible work that fits around riders' lives.

The Deliveroo Rider Forum is a rider engagement forum designed to give all riders a formal, permanent voice within Deliveroo, enabling them to influence decision-making and help shape the company's future.

The Forum will be a body **made up of riders, elected by riders**. Membership of the Forum would be open to all riders, regardless of contract type or number of deliveries conducted.

The benefits of the Forum to Deliveroo riders would be:

- The Forum would consult all riders and feedback their views directly to the Company - something Deliveroo would actively support.
- This could be established immediately in order to deal with existing queries.
- Membership of the Forum would be open to all riders, who would elect the membership.

### **Key structural features of the Forum**

- There will be a single Forum, representing all riders in the Netherlands.
- The Forum will consist entirely of riders, who will be elected by riders.
- Every rider in the fleet is entitled to vote on who should be elected.
- The Forum and the Company shall work together to agree appropriate rules of procedure.
- The Forum members normally serve for twelve months. All Forum members are required to have an active agreement (whether employed or self-employed) with Deliveroo.
- Forum members will be given an allowance for time spent on Forum-related activity. This will be an hourly rate for employee members and an agreed fixed rate for self-employed forum members. Deliveroo will provide this to Forum members for up to four Forum meetings per year and any further Forum meetings as agreed in advance by the Company.

### **Membership of the Forum:**

- The Forum will be fully elected. In order to have a fair representation of the entire rider fleet from a geographical perspective and ways of working perspective, we will hold on to the following representation\* of the rider fleet\*\*:

<input type="checkbox"/> Noord - Holland (Ams+Haa)	2 employees + 2 freelancers
<input type="checkbox"/> Rotterdam	1 employee + 1 freelancer
<input type="checkbox"/> Den Haag, Delft, Leiden	1 employee + 1 freelancer
<input type="checkbox"/> Utrecht	1 employee + 1 freelancer
<input type="checkbox"/> Eindhoven	1 employee + 1 freelancer
<input type="checkbox"/> Breda, Tilburg, Den Bosch	1 employee + 1 freelancer

\* The representation of the Rider Forum will be revised next year when a new Rider Forum will take its seating.



\*\* we expect to have both employees and freelancers in all cities within a year. For now, some spots will be vacant, these will be filled as soon as the respective group has enough members.

- Riders will be able to put themselves forward for election online, stating their reasons for wanting to be on the Forum.
- Riders will then vote online for their preferred candidate in their region.

#### **Role of the Forum: consultation processes**

- The Forum will meet the Company at least once a quarter (at a convenient time to be agreed) to discuss the overall state of the company.
- The Company commits to consult the Forum if it plans to: end all or a large part of the company's activity; relocate the company; introduce new security systems. The company will also consult the Forum on issues related to existing remuneration arrangements - or fees paid to independent suppliers; social assistance (eg insurance, pensions) where applicable; health and safety; its disciplinary and dismissal process for employees; training; the handling of complaints; the holding of personal data.
- The Forum Chair, Deputy or the relevant forum members will share with the rider membership information passed on by the company, save where this has been shared on express condition of confidence.
- The Company will continue to engage directly with all riders, including through direct correspondence, focus groups, surveys and online discussions such as Facebook Live.

#### **Sharing information**

- Members of the Forum can request information on the legal form of the company, its structure and organisation and the make-up of the company's management.
- The Company has the right to decline requests for information should it deem such information to be confidential or commercially sensitive.
- Management will use all reasonable endeavours to provide information in time for members of the Forum to consider and feed into relevant consultation processes.