

## Summary of Swiss Cottage Editions Log-book

### July 2020

This note summarizes the contents the Log Book kept for Deliveroo's Editions Kitchen in Swiss Cottage.

This summary covers the period between 13th March 2020 (when COVID-19 meant that regular third party inspections temporarily ceased) and 28th July 2020, except for complaints made by residents, where the log book covers the whole of 2020 up to 28th July.

The Log- Book contains three separate elements:

1. An 'on site incident' log that contains two elements:
  - a. A log of any incident on or around the site. This includes both any maintenance issues (such as a clogged drain) or any incidents that the site team feels should be referenced as they may impact on the site's operation (like riders numbers in the local area though not connected to the site).
  - b. A log of any issues affecting suppliers delivering to the site on behalf of restaurant partners.
2. A rider incident log that lists any incidents involving riders collecting orders from the site
3. A resident's complaints log that details any complaints made about the site by residents or other entities and the actions taken in response.

### Summary of the On Site Incident Log

For the relevant period the log book lists 161 entries. Of these 99 are entities relating to "on site" incidents and 62 relate to supplier incidents.

#### Incidents around the site

Covering the relevant period, the breakdown of the 99 incidents recorded in the On Site Incident element of the log book is as follows:

- **43 entries relate to non-Deliveroo activity.** This includes members of the public parking at the top of the entry ramp, deliveries to other local businesses (including Tescos) parking in the bus stop, on red lines or in Dobsons Close, and food deliveries being made in the local area (including to Dobsons Close and Cresda House) that are not from Deliveroo Edition.
- **28 entries relate to rider issues that are not relevant to the rider log.** The vast majority of these concern an increased number of riders on the pavement travelling to the McDonalds close by (note that Deliveroo does not service McDonalds). Other examples include police mistakenly arresting a rider near the site and an instance of

a non-Deliveroo rider seeking to rent one of the e-bikes on site and being turned away.

- **13 entries relate to external vehicles accessing that site that are not suppliers to a particular restaurant.** This includes Council maintenance teams, OpenReach and Thames Water. In most cases they are logged for information, but some also note failure to comply with the OMP due to lack of knowledge. In all but two cases compliance was achieved after the rules were explained.
- **8 entries relate to odour.** None of these are related to the Deliveroo site, but listed for information, they include odours we believe were coming from Zzhangs, local BBQs and other external sources.
- **6 entries relate to miscellaneous matters.** This includes minor issues with clogged drains (which required Thames Water to attend the site), staff latenesses or illnesses.
- **1 entry relates to an external supplier parking in Dobsons Close.** Again, when rules were explained they complied with the OMP.

#### Supplier incidents

Covering the relevant period, the breakdown of the 62 incidents recorded in the Suppliers element of the log book is as follows:

- **25 entries relate to suppliers being refused due to deliveries being made outside the times set out in the OMP.** In all but 4 of these incidents suppliers complied with this request. In the other cases messages were sent to partners notifying them of the breach of the OMP.
- **13 entries relate to suppliers parking incorrectly, either outside the site (at the top of the ramp) or in the site's bays themselves.** Most of these incidents relate to new suppliers unaware of the rules. In all cases listed the suppliers complied once the rules were explained.
- **11 entries relate to suppliers parking in Dobsons Close specifically.** Again this relates primarily to new or very irregular suppliers. In all cases bar one compliance was secured when rules were explained.
- **5 entries relate to suppliers delivering overnight and leaving deliveries outside the gate.** These all related to one supplier and the restaurant partner was notified. No future incidents are recorded.
- **3 entries relate to suppliers being turned away because the size of the vehicle used was too large.**

- **3 entries relate to supplier drivers being rude or aggressive to staff on site.** This includes one instance of a driver playing their music too loudly and being aggressive when asked to reduce the volume.
- **There was 1 Non Applicable entry which simply references the fact that a delivery was made by scooter,** and that the entry was granted as a supplier rather than as a rider.

While the entries in this element of the log are often subjective (for example, how to describe a particular incident) we are confident that they show an attention to detail by the team on site and an understanding of the importance of operating the OMP effectively. In the vast majority of cases where incidents are a breach of the OMP, they have occurred either because of a new or irregular visitor to the Site and compliance has been achieved swiftly through verbal engagement by the security guard of the Deliveroo team.

### **Summary of the rider log**

The rider log for the relevant period contains **326 entries. Of these only 82 (25%) relate to a breach of the OMP.**

Of those incidents not related to the OMP listed in the log book, the majority concern investigations of riders for breaches of the OMP who were concluded not to be riding for Deliveroo. This includes, for example, instances of riders on the pavement who are not riding for Deliveroo. These incidents also include cases of rider congregation or failure to social distance where did not occur on site and so are not technically breaches of the OMP. However, these instances can still result in a notification for a rider due to a breach of Deliveroo's wider requirements within their Rider Supplier Contract.

In instances where a breach of the OMP has occurred, the site team may take action to explain the rules to the rider in question (particularly if it is a new rider). Where they are unable to do so, or the rider does not comply a notification will be issued. Any rider receiving 3 notifications in a 90 day period will have their rider supplier contract removed and will no longer be able to ride with Deliveroo. There have been **3 instances where riders met this 3 notification rule.**

On the instances identified as being breaches of the OMP, the breakdown of the incidents is as follows:

- **60 cases of riders riding on the pavement.** In each of these incidents the riders were notified through the proper procedures.
- **7 cases of riders seeking to access the site from Dobsons Close.** In more of these cases these were new riders who amended their behaviour upon being informed of the rules. However, those who failed to comply were given notifications.

- **5 cases related to riders turning right out of the site in breach of the OMP.** In each case instances were given.
- **5 cases concerned riders seeking to access the site without an order and being refused.**
- **2 cases reference riders being rude or aggressive to site staff or security,** for which notifications were issued.
- **3 cases concerned other technical breaches of the OMP.** This includes, for example, a rider on his first day who did not understand the rules, and a rider who stopped on Dobsons close in order to explain to the supplier where they should go to meet the OMP. In these cases action was not taken.

### **Residents complaints log**

As made clear above, the residents complaints log lists all complaints made by residents (or other third parties) about the site. Each of these instances is investigated in full and a reply given explaining action taken by Deliveroo. To provide an accurate picture of complaints, the below information relates to the entirety of 2020, not just to the period from 13th March.

**In total the log book records 46 complaints from residents.** It should be noted that many of these contained multiple instances of similar behaviours being complained about (for example rider congregation).

While the log-book does not list the names of residents, it should be noted that **all of the complaints came from only 5 individual residents**, two of whom share a household. The vast majority of complaints received were from one resident.

In the vast majority of cases the incidents reported by residents had already been identified by the site team and recorded in the main incident log look-book. **In total only 13 complaints made were not on issues already recorded in the log book.**

Of the complaints raised by residents, the breakdown is as follows:

- **11 complaints related to odour** that was alleged to have come from the site. However, subsequent investigation did not find evidence of odour from the Editions site. This is reflected in independent odour reports.
- **9 complaints related to riders on the pavement.** Within these 9 complaints we identified 16 different instances, of which 11 related to Deliveroo riders. As made clear above, all those related to Deliveroo riders were already in the log book and notifications issued.
- **8 complaints related to the lack of a marshal at the top of the ramp.** However, it became clear during the Community Working Group that this was a

misunderstanding of the site's opening and trading hours by residents and was subsequently dealt with by providing the group with a timetable of the site hours and the number of marshals due on site.

- **7 complaints related to rider congregation or failure to social distance due to COVID-19.** While many of these were not found to be Deliveroo riders, as part of commitments to the Community Working Group Deliveroo undertook to do regular patrols of the area.
- **4 complaints related to suppliers turning up out of hours.**
- **2 complaints related to riders parking in Dobsons Close**
- **2 complaints related to rider or supplier behaviour on site.** This includes smoking or playing music too loudly.
- **2 complaints related solely to riders acting in an appropriate manner.** This included a single rider sitting on a wall and a rider delivering in the neighbourhood and were not investigated further.
- **1 complaint related to a rider smoking on site.**
- **1 complaint related to building works taking place on the site.** This was already listed in the Log Book and dealt with by the site team
- **1 complaint was about roadworks opposite the site.** These were not related to Deliveroo, but happened to use a similar colour paint to Deliveroo's logo.

It should be noted that in many instances these complaints, upon investigation, were found to not be breaches of the OMP. For example, a number of the complaints related to rider congregation related to no more than three riders, not obstructing the pavement and standing a safe social distance away.