

### **Swords Drivers Meeting Minutes Date: 07/11/2022**

**Attendees: All drivers, Alan, Theresa, Lewis, Alex, Johnny, and Keith Pollard Mandate**

<b>Issue raised</b>	<b>Action</b>	<b>Who</b>	<b>Date</b>
Overall drive time Smart Routes allocates from A to B is not enough	Drivers to use the comment function in Smart Routes to give feedback into store. Store will then let drivers know weekly on what actions have been taken against each comment	Drivers	
Time at doorstep an issue when delivering to difficult addresses with no parking	Drivers to use the comment function in Smart Routes to give feedback into store. Store will then let drivers know weekly on what actions have been taken against each comment	Drivers	
Call centre number an issue can't get through sometimes and long wait	Alan to get correct phone number for Fexco and see if there is an option to get a direct line for drivers	Alan	
No trouser wet gear available	Theresa to check if this is available to order if not purchase locally	Theresa	
Cleanliness of vans inside and outside	Drivers and Alex to come up with cleaning schedule to ensure all vans are washed every 2 weeks	Alex/Drivers	