

Date: 21st October 2021

Dear Colleague

RE: Veolia payslip queries

I hope this email finds you well and that your transfer to Serco has been successful.

It has been brought to my attention that some of you have raised concerns about access to your Veolia payslips and/or have suggested some missing payments. I am therefore writing to hopefully help resolve some of the most common issues that have in fact been misunderstandings. I also write to let you know the process should you continue to have an individual query regarding your Veolia pay.

Payslips

Access to payslips remains available to you 60 days after your transfer from Veolia. I do however note that this is on the provision that you have replaced your Veolia email with a personal email address. However, as some of you may not have access to a personal email and have asked for copies, I have enclosed a copy of your October payslip for ease.

If you do wish to update your personal email in order to access your payslips for the 60 day period, or you require copies of previous payslips, please email uki.HRhelpdesk@veolia.com. For the protection of your data, I would suggest you include your name, Veolia staff number, a signed letter confirming consent to use the personal email for access to your personal information and a scan of your ID (e.g. Passport or Driving Licence).

Missing payments

Any Saturday overtime worked prior to your transfer where you attended a Serco induction will be paid by Serco. You should expect this payment on 28th October 2021.

Whilst some of you may have been paid 15th October 2021 by Veolia, any payment for work completed between 1st to 15th October 2021 will be paid by Serco as you were their employees from 1st October 2021. Again, you should expect this payment on 28th October 2021.

Some of you have suggested that you are paid a week in arrears and were therefore expecting this payment in your September 2021 Veolia pay. I can confirm that you have never been paid in arrears and that your last payment with Veolia was for any work completed up to and including 30th September 2021.

Backdated 1st April 2021 uplift

I can confirm that your April 2021 pay increase will be paid by Veolia on 12th November 2021 and will be backdated to 1st April 2021. I will also arrange for your November payslips to be sent to your home addresses for ease so you can see the uplift has been processed.

I hope this helps alleviate any concerns you may have regarding your pay. I appreciate changes in employers and pay dates require some adjustment. Hopefully by 28th October 2021, you will see all missing payments have been processed, followed by the April 21 uplift on 12th November 2021. However, should this letter not help answer or resolve your pay queries, please email uki.HRhelpdesk@veolia.com, including name, Veolia staff number, your detailed pay query, a signed letter confirming consent to use the personal email and a scan of your ID (Passport or Driving Licence).

Yours sincerely

Stuart Doig

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