



JB/PG/AH

Mr Jason Jones
Senior Contract Manager
Serco UK and Europe
Serco House
16 Bartley Wood Business Park
Bartley Way
Hook
Hampshire
RG27 9UY

Mr Harry Oakley
Contract Manager Richmond
Serco UK and Europe Citizen Services
Central Depot
Langhorn Drive
Twickenham
Middlesex
TW2 7SG

26th May 2023

Dear Mr Jones and Mr Oakley

Re: Serco Lambeth and Serco Richmond pay claim 2023/2024 dispute notice

You will be aware that GMB submitted your pay claim for the Richmond contract on 15th March 2023 and for the Lambeth contract on 17th March 2023, well in advance of the pay anniversary date for your individual contracts.

Again, there are continual delays in both contracts responding with an offer so that we can ballot our members. This is unacceptable and seems to happen every year when our members are struggling financially.

For this very reason, It is my intention to apply to our Committee for an industrial action ballot to take place. I will notify you in the normal way, once I receive permission to ballot, whereby I will announce the opening and closing dates of the ballot and notify our members.

In the meantime, please accept this letter as a formal dispute notice.

Yours sincerely

A handwritten signature in black ink that reads 'Paul Grafton'.

Paul Grafton
Membership Development Officer

Cc: GMB members