



Dear Colleague

I know that many of you have raised the problem of receiving payslips and Serco has informed me that they have written to you all advising you all **to book a slot so that you can have all of your payslips printed**. Please can you confirm to Darrell if you have received any letters or not and, if you have, supply him a copy, if possible.

Whilst on the subject of payslips, if you do not regularly sign in and print them off your passwords expire, causing more difficulties. Not only does it cause problems when issues are raised but, without this information, it becomes almost impossible to resolve problems if you have not printed and kept them safe at home.

Collective grievance

Serco has not upheld the grievance we had submitted on behalf of NJC members and those not on NJC but have had pay slip access problems. I have appealed this as, in line with our recognition procedures, I am required to do. I suspect that we will end up in a full blown dispute here as clearly there are contractual issues that have not been dealt with by Veolia or Serco.

I will keep you all updated as we move forward.

Stay safe out there and I wish you all a Merry Christmas and a prosperous New Year.

Yours fraternally

Paul Grafton

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