



Dear Colleague

After this morning's drop-in session for GMB members at Shakespeare Road, I have a few updates:

**GMB Reps:** Firstly, thanks to Dan Gear and Danilo Narane for putting their names forward as our two reps on the depot site. I am pleased to confirm that both Dan and Danilo are elected unopposed and will now take up their roles as GMB Lambeth Serco reps. They will go through training and help deal with issues for GMB members, as well as sit in on GMB-management meetings to ensure issues are fed back to Serco.

**Equipment (gloves, boots and uniform):** Serco have asked any member with an issue with kit to make contact with their line manager, only members on long-term sick or who were on leave during the transfer to Serco should be missing items. Serco are supplied with different gloves than members are familiar with, they meet the standard required on health and safety grounds, however we are aware that members would appreciate more robust gloves. If you think this is a case let us know.

**No hours on payslips:** Serco management are looking into this and correcting it if this is the case.

**Trouble getting to see your Serco wage slip:** if you have any login issues, management have agreed that it is best for members to speak to their line manager and to the admin team who can help you.

**Payslips posted rather than online:** Serco do not post payslips. We have an agreement from management that for people who 100% can't access their payslips online an alternative arrangement can be arranged. If this is you, let us know. We will give you more information on how to get a physical copy of your payslip each month.

**How much holiday is left before the end of the year (that has to be used up)?:** This is an ongoing issue. Serco are waiting on some additional information from Veolia and will deal with members on an individual basis. Members can usually carry 5 days over, however in several cases it will not be realistic to book off weeks of leave before the deadline - if you fall into this group please be reminded you will not lose any holiday but you will need to talk to your line manager so it can be factored into next year.

**Pension Veolia to Serco:** While we cannot provide individual financial advice, if you need to talk to Serco HR about your pension, the special number is: 0345 010 4000 - we recommend you read all pension material carefully and contact the Serco HR hotline if you have additional questions.

**Parking:** We are aware members' struggle to park near work or cannot get public transport at the time of the day many of you start work. Serco are raising the matter with the council, and will continue to do it, in order to see if there is a logical work around (such as permits) near the site or on the road outside. We will also raise this in our next meeting with Lambeth council management and the council leader.

GMB, BRITAIN'S GENERAL UNION

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**Changing shifts with full cages left (overnight):** This is now being looked at by Serco.

**Agency workers:** GMB have asked for long-term agency staff to be brought in-house. We do not believe people should be left on agency worker status for months and, in some cases, years. It simply is not fair on members. Serco are reviewing this and are willing to maximise the amount of permanent staff where members have been left - long-term as agency. If you are one of these members do let us know so I can get your case looked at faster, and hopefully get you a permanent contract. Please share this information with colleagues you feel who could benefit.

Best wishes,

Peter Roberts  
GMB Officer