

Southern Region Grievance in regards to payroll issues

To Dawn Gibson,

I am writing to you on the behalf of GMB Southern Region to express our disappointment and frustration around the recent payroll issues. We have seen hundreds of members across Southern Region experience a multitude of wage deductions, incorrect payments and wage errors due to the switch over of payroll systems.

We understand that ASDA is a large company, and we had conversations with the Payroll Team at ASDA House, however, unfortunately, this has not resolved the issues around payroll. There was agreed processes to be put in place to reopen cash offices between the GMB and ASDA, however several stores have failed to follow these processes, such as. In addition, several members have reported that they had repayment plans put on their pay checks without the store management speaking to members first.

In a cost of living crisis, colleagues expect to be paid correctly, for their work that they have done. ASDA is already one of the lowest paying supermarkets, and now members are actively having to fight to get the money that they are entitled to. In addition, some members have had their holiday entitlements changed due to the payroll issues, which is now affecting their mental health. As you will know, pay issues and the effect this has on entitlements were included on the former and current industrial action ballot papers.

Reps in Crawley, Shearwater and other stores have been trying to follow the escalation process that was set out, but are often getting cut off by HRSS. This is not a reflection upon store management, but instead upon the whole company's failure to have a smooth transition to the new system.

The Retail Gazette^[1] and Telegraph^[2] both reported that Mohsin Issa knew of the issues with the new payroll system, yet pushed through the switch over regardless of the consequences. This shows a level of contempt for average colleagues and members which cannot be ignored. The GMB has requested an apology from Mohsin, however, all colleagues received was an email regarding how great ASDAs sales and profits were. There was an apology from Michael Gleeson in the Telegraph^[3], however this was not seen or received by colleagues through official ASDA channels. This is not enough. The following stores have reported to the regional representative issues with pay, and members are in support of this grievance:

- Brighton Marina
- Brighton Hollingbury
- Crawley
- Trowbridge

- Weymouth
- Gravesend
- Lewisham
- Melksham
- St-Leonards-On-Sea
- Castlepoint
- Bournemouth
- Chatham
- Gosport
- Woking Sheerwater
- Totton
- Havant

As an outcome, GMB Southern Region would like:

- A formal apology from Mohsin Issa and ASDA for the issues that this has caused.
- A continued monitoring of the issues around payroll.
- A promise that outstanding back payments and interim payments are to be paid in full.
- Store Managers are to be briefed on the correct processes and procedures for repayment plans.

In-Line with ASDAs Policies and the Partnership Agreement, please liaise with our officer, Stuart Fagan to arrange a suitable time for this grievance hearing.

Regards,

Joshua Boyle

GMB National Representative for ASDA Southern Region

[1] <https://www.retailgazette.co.uk/blog/2024/04/asda-payroll-fiasco/>

[2] <https://www.telegraph.co.uk/business/2024/04/20/asdas-billionaire-bosses-issa-knew-payroll-switch-crisis/>

[3] <https://www.telegraph.co.uk/business/2024/04/22/asda-apologises-payroll-chaos/>