



JB/PG/AH

Mr Harry Oakley  
Contract Manager Richmond  
Environmental Services  
Serco UK & E Citizen Services  
Langhorn Drive  
Twickenham  
Middlesex  
TW2 7SX

1<sup>st</sup> July 2022

Dear Harry

**Re: Serco Richmond pay claim 2022/2023 – ballot outcome and dispute notice**

I can confirm that the 'full and final' pay offer put forward by you for all Serco staff was rejected by 100% of those GMB members attending the ballot and those who chose to vote by proxy who were unable to attend. I can also confirm that the membership holding is significant. Today, we have also received a full list of agency workers and their start dates.

Our mandate this morning was to come back to you with confirmation of our request:

- £15.50 per hour for all HGV Drivers plus the MMA allowance, regardless of their contract of employment.
- £15.00 per hour for all Drivers 7.5T and below plus the MMA allowance, regardless of their contract of employment.
- £13.00 per hour for all Loaders, regardless of their contract of employment.
- All staff to receive thirty days annual leave, regardless of their contract of employment.

You should now consider us at the point of dispute. I am aware of our recognition agreement, signed by me on 30<sup>th</sup> October 2020. This agreement covers many agreements and key principles; these you have fundamentally breached continually.

- Inadequate training and Toolbox talks; simply asking our members to sign and agree to training that they have not adequately had.
- A failure to undertake ad hoc vehicle checks.
- A failure to implement facility time for Workplace Organisers, as previously agreed.
- A failure to implement a JCNC.

As a result of Serco's failure, it gives me no confidence to honour any agreement, as clearly this has been ignored regardless. In the agreement, it does refer to Acas and arbitration and escalation to the HR Director, citing ten days. I am willing for you to escalate the matter to the HR Director for a meeting to be held and, indeed, a referral to Acas, if required. However, we will not be entering into binding arbitration because of your continual failure to adhere to the agreement. Clearly, we are going to have to rewrite the agreement using much stronger terms, including raising any failures to outside bodies.

**GMB next steps**

I will now be raising the matter with our Regional Committee, in relation to the non-adherence of the agreement and seeking authority to formally ballot for industrial action; this will take approximately seven days. I will write to you formally, should this be granted, providing clarity on timelines.

Yours sincerely



Paul Grafton  
Membership Development Officer

Cc: GMB members