

24 January 2024

# **ISS meets members 'working under protest' to hear their collective grievance**

On 1 November, ISS imposed an unlawful change to the pay frequency of some staff transferring from Mitie.

## **Collective grievance meeting - decision expected next week**

PCS members and reps at the Cabinet Office met with ISS management on 15 January to put forward a collective grievance claim.

The grievance challenges ISS's unjust and unlawful decision to pay housekeeping, cleaning and catering staff fortnightly, instead of monthly.

The decision took effect from 1 November, when staff transferred employment from Mitie to ISS.

ISS's action is unlawful because the change was not agreed by individual employees or their PCS representatives and is therefore in breach of the affected staff's employment contracts. The imposed change also treats this group of primarily Black, Asian and minority ethnic and/or female workers differently from other colleagues.

The collective grievance was on behalf of all members (and some non-members) who signed 'Working under protest' letters at the end of last year, which were then submitted to ISS.

We expect to receive ISS's decision on the grievance next week.

## **Unlawful move to fortnightly pay**

The change was imposed after ISS won the Cabinet Office's regional contract for 'Soft Facilities Management' services in 2023. This was despite strong objections

from the workers themselves. From 1 November, cleaners, housekeeping and catering staff - at the Cabinet Office, 10 South Colonnade, and other areas - have been paid fortnightly instead of monthly.

### **Pay calculations - urgent meeting requested**

The impact of the change on the affected staff has been huge. Not only are workers facing the severe disruption of paying monthly bills out of fortnightly pay. They are also experiencing what appears to be an overall drop in their income. The stress, depression and strain are intolerable.

Last Monday, PCS representatives requested an urgent meeting with ISS payroll to understand how fortnightly pay is being calculated. We are chasing ISS to schedule this meeting.

### **Legal action**

This week, whilst we await the grievance decision, we will submit legal claims. This is to avoid missing employment tribunal deadlines. This is known as 'protecting your legal position'.

If ISS then agrees voluntarily to change pay dates back to monthly, we can withdraw the relevant legal claims.

### **Parliamentary action**

ISS's unfair treatment of its lowest-paid staff is attracting the support of politicians. As of today, 37 MPs from across the political parties have signed PCS's [Early Day Motion](#) (EDM) in support of our members.

### **Action for all PCS members**

All PCS members are asked to [sign the e-action](#) asking your MP to put their name to the Early Day Motion, and help win justice for cleaners and caterers working across government.