

Last update: 6 Nov 2024

## Latest Bulletins

### GENTING PAY CLAIM UPDATE – SUSPENSION OF PAY BALLOT

Posted on: 6 November 2024

Dear Colleague,

#### Suspension of Pay Ballot

Further to recent updates, we have today been informed that, in light of the budget last week, Genting have revised the annual pay offer of 3% and have instead tabled an alternative offer of 2% along with a one-off payment to be paid in December of 1.5% of your annual salary. All other elements of the offer remain the same.

This will be discussed by the officer along with the reps at the beginning of next week prior to the union taking a position on the offer prior to re-balloting.

We apologise for any inconvenience that this causes to any of you who have already cast your ballots.

Yours sincerely,

**Andy Prendergast**  
**National Secretary**  
GMB, Private Sector Section



Posted on: 29 October 2024

Dear Members,

The GMB presented this year's pay claim to the company from a survey of the membership directly, this was the following:

- 7% overall pay increase
- 1 day extra annual leave
- Sick pay to be implemented from day 1
- Improvements to unsociable hours payments and travel

Click the link below to read the company's formal pay offer response. This is disappointing, especially when the discussion began about how well the company had performed this past year, much better than predicted. Unfortunately, the company have only offered 3% which is just above inflation but we did not feel this went near enough to what members expectations are and so we have not put forward a recommendation, this will be for yourselves to decide if you wish to accept or reject. If the offer is rejected, we will go back to the company to seek improvements and we will update once we have the results of the ballot.

[letter-to-gmb-response-to-2025-pay-claim.pdf](#)

A positive from the talks was the implementation of sick pay from day 1, which the company agreed they would now implement on a permanent basis. We know that the company would have had to implement this sooner rather than later with the coming changes in the legislation.

The ballot will be open from Monday 4<sup>th</sup> November to Monday 25<sup>th</sup> November 12 pm with the results announced shortly afterwards.

Officers will be in touch to let you know when they will be visiting or how the ballot will take place in your workplace.

Yours,



## Genting Casino – Members Update



Posted on: 17 September 2024

Dear Members,

Thank you to everyone that fed into this year's pay survey and the time taken to complete.

Below is a summary of the items from your feedback that have been submitted to the company. We have a date scheduled for the 21<sup>st</sup> October to begin talks and I will notify you after this what has developed.

- Uplift on all rates of pay
- Sick Pay Scheme – the pilot to be made permanent for sick pay from day 1
- Increase in paid Holiday Days by 1 day
- Weekend and night working shift allowance
- Ability to take holidays for part weeks
- Bank Holiday payments to be increase
- Multi skilled bonus criteria to be reviewed and less onerous conditions
- Transparency process for promotion opportunities
- Travel costs for unsociable hours
- 

There was feedback regarding Tips and the sharing of these in a fairer system, unfortunately each site has its own tips committee that sets the criteria so we are unable to put this forward, however we would



strongly urge you to be a part of to ensure fairness and consistency.

Yours,

**Gill Ogilvie**

National Lead Organiser

GMB Private Sector Section

## **Genting Casino Members Update**



**Posted on: 1 May 2024**

Dear Members,

As part of last years' pay talks it was agreed that the company and the GMB would meet on a regular basis to discuss ongoing matters relating to issues our members have been raising with us. It has taken a few months to establish but we held our first Joint National Consultation Meeting (JNCM) with the management team this week. In the meeting we raised the agenda item below and this will form part of the ongoing work we will be undertaking with yourselves going forward. Thank you to the members who supplied the items for discussion, and we will be consulting members prior to our next meeting which will be scheduled for August followed by Pay talks in October/November. Please ensure you notify us of any items you wish to be tabled for the next JNCM and we will keep you updated.

### **Business Update**

Genting gave an update on the current business situation in the country. Whilst there are signs of improvement the change in international customers has shown a marked decrease and the company are looking at ways it can adapt going forward. There have been developments with the Gambling Commission and they are hopeful this will help with some of the bureaucracy around gaming they have faced over the past few years. They updated us with the consultation process over Liverpool Queens Square and that the consultation is still ongoing and no firm decision had yet been made regarding the future of the club. Members have been invited into the consultations and are being supported by the North West Regional Office.

### **Changing Job Roles and Lack of Communication**



Members raised the issue of the changes to job roles with little or no communication about the additional work being expected to be taken on as a result. The company stressed that consultation should always be given in any change of role and that they will follow up on the examples we gave to ensure correct processes are in place. If a job role changes and it involves multi skilling, then there is a payment to compensate for this and should be applied.

## **Health & Safety**

The GMB raised the lack of involvement in H&S issues and requested that the reps are invited to attend meetings on a local basis with the management to discuss concerns in their work areas and that Nationally we will bring any items that need resolving that have failed to be resolved at local level to the JNCM.

## **AI & Facial Recognition**

We raised our concerns regarding the introduction of facial recognition and the lack of consultation involved. The company confirmed that this had been brought in as a trial only at Palm Beach Casino and that it was for the identification of customers only, no staff would be subject to this technology. They have not confirmed if they intend to roll this out to other clubs at present, but we have stated we need to be kept informed, especially if the usage is to be changed. If you hear about this being introduced and have concerns please speak to your local rep or GMB regional officer.

## **Pay Living Wage Increase.**

On 1<sup>st</sup> April the living wage increased to £11.44 minimum p/h. We had discussed this as part of the pay deal last year, but members were confused as to whether they should qualify for the top up. We have asked that the company confirm to members if they are to receive the uplift in their pay.

## **Joint GMB & Genting Zero Tolerance Abuse Policy**

As part of our regular site visits members have expressed their concerns over abuse from members of the public and how little seems to be done when the public are challenged. The company informed us they already have an abuse policy and we have asked to see this. We have expressed that our members need to feel safe coming to work and that the policy may need updating and communicating to the sites to ensure it is followed correctly. We have agreed to work with the company on updating this and will keep you informed. Meanwhile the company use an Employee Assistance Provider (EAP) for staff who may need additional support if an incident occurs. If you are abused at work and feel that you are not being supported then please contact your local rep or speak to you regional officer.

Please share this email amongst your colleagues and encourage them to join the GMB for support in their workplace. They can join by clicking on the link [www.GMB.org.uk/join](http://www.GMB.org.uk/join).



If you are interested in finding out more about becoming a workplace representative or how you can get involved, please contact your local GMB office.

Yours,

**Gill Ogilvie**

**GMB National Lead**

## **Genting Casinos- 2024 Pay Claim – GMB Ballot Results – 19 December 2023**



**Posted on: 19 December 2023**

### **Member Update 2024 Pay Claim**

#### **GMB BALLOT RESULTS**

Dear member

The ballot for 2024 Pay claim has now completed and members have voted:

78% to accept

22% to reject

I shall now inform the company of the ballot result and the acceptance of the pay offer of 5%, which should now be processed in time for January pay date.

Thank you to all the members that took their time to complete the ballot and I look forward to meeting more of you soon and wish you all a Happy New Year

Remember it is only GMB members that decide on your pay, terms & conditions so if your colleagues are not in the union then please encourage them to join the union by visiting [www.gmb.org.uk/join](http://www.gmb.org.uk/join).

In solidarity

**GILLIAN OGILVIE**



## Genting Casinos – Member Update 2024 Pay Claim



Posted on: 30 October 2023

Dear member

Thank you to all the members that took their time to complete the recent pay survey, the responses have been collated and they identified overwhelmingly that you require a percentage increase on pay for a real living wage, which reflects the cost of living increases you have seen over these past twelve months.

GMB have now submitted the pay claim on your behalf in which we have reflected these expectations and will be subject to the negotiations, these are due to start on the 27<sup>th</sup> November. We will keep you updated throughout.

The claim which has been submitted is as follows:

Uplift on all rates of pay by 10%

Uplift on all hourly rates to National Foundation Living Wage: This will always be the benchmark for any GMB claim, £12 an hour for outside London and £13.15 for London as a starting rate and is a GMB expectation for all.

- Sick Pay Scheme – the pilot to be made permanent for sick pay from day 1
- Increase in Pension Contributions by company
- Increase in paid Holiday Days by 1 day
- Weekend and night working shift allowance
- Overtime payments to begin at 40 hours
- A commitment to a review of job roles and grades

GMB members will be fully consulted on any offer that the company make, and it is only GMB members that will have the final say and vote on any offer that is made. It is important to remember that you are



the union, GMB members are the ones that make decisions regarding how your future works. The more members involved the stronger a voice you are to make real changes. Please encourage your colleagues to join the union by visiting [www.gmb.org.uk](http://www.gmb.org.uk)

GILLIAN OGILVIE  
NATIONAL LEAD ORGANISER  
FOR GENTINGS

**Genting Casinos - King's Holiday Allocation - 21 October 2023**



Posted on: 23 October 2023

**Member Update**

**King's Holiday Allocation**

Dear member

I met with the company last week and raised the issue of the allocation of the additional days leave for the King's Coronation which was announced on the 10<sup>th</sup> February. Many members have reported that they have not received the allocation.

The company have looked into this and responded to say that the allocation was missing from the booking system and that they have now rectified the problem. When you log onto your account it should now be showing unless you have already used it. They have also confirmed that the original deadline of the 3<sup>rd</sup> December will not be enforced due to the technical problems, so it will be carried over into the new year if you have not managed to use it by then.

If you are still having issues with the allocation, please speak to your local workplace rep and your local site manager.

GILLIAN OGILVIE  
NATIONAL LEAD ORGANISER  
FOR GENTINGS

**Genting Casino 2024 Pay Survey**





**Posted on: 4 October 2023**

Dear GMB Member

Soon the GMB will be negotiating with your employer on your pay and terms and conditions of employment. Your current pay deal is due to finish and GMB will be preparing the 2024 pay and conditions claim for all Genting members covered by the Joint Agreement.

Only GMB members will have the final say on the offer we receive, please encourage your colleagues to join the union today and have their say. Share this link with non-members to join today.

[www.gmb.org.uk/join](http://www.gmb.org.uk/join)

**GILLIAN OGILVIE  
NATIONAL LEAD ORGANISER  
FOR GENTINGS**

