



GMB

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Our Ref: NH/kh/G4S DWP

21st July 2021

The Rt Hon Thérèse Coffey MP
Secretary of State for Work and Pensions
Department for Work and Pensions

Sent by Email: secretaryofstate@dwp.gov.uk

Dear Secretary of State,

Security guards working for G4S at DWP sites do an important job throughout the year to protect the public, staff and DWP property, and to ensure the smooth running of services across the country.

GMB is proud to represent these guards, who routinely experience verbal and even physical harassment at work and who in return receive below Foundation Living Wage rates of pay.

As Job Centres are opening for longer hours and on Saturdays, working conditions for security guards are getting worse. GMB members have been asked to work a Saturday as part of their working week with no guarantee of two consecutive days off together and they receive no enhanced rate of pay for the unsocial hours they are asked to work.

When the DWP introduced extended working hours for its own staff, the department took years to negotiate the 'Employee New Deal' which effectively brought out current terms and conditions and saw enhanced rates of pay in return for agreement to work extended opening hours. But our members, who work alongside Job Centre staff, are not even treated as an afterthought.

The same problem applies to sick pay, where our members have access to only a minimal company sick pay scheme.

These issues affect thousands of staff working to provide an important service for your department.

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We have heard examples of members working for DWP who are relying on food banks. The department responsible for providing a safety net is not even providing its own workers with enough to live on. This should be a source of shame.

I am writing to ask that you meet with some of our members to hear from them directly and to ask for assurances that you will support our demand for a real living wage for these workers.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'N. Houghton', written over a light blue horizontal line.

Nadine Houghton
GMB National Officer
GMB Commercial Services Section

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