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Matthew Brabin
Chief Executive Officer
ISS UK and Ireland

By Email.

2 May 2019

Jeane Freeman

I attach a letter I sent to Chris Ash (ISS UK Managing Director of Healthcare) dated 8 April about the impact of planned changes to your payroll system nationally in May to which I have unfortunately yet to receive a response. I understand you have responded to MPs in Westminster.

I am particularly concerned about the impact of these changes to around 280 facilities management staff at University Hospital, Hairmyres in East Kilbride who are a vital part of our NHS Scotland staff. I welcome the proposal from ISS UK to provide interest free bridging loans to cover the additional 6 days' pay now being withheld from staff and which are to be repaid over a 20 week period. I acknowledge that these staff are small in number compared to your overall UK workforce, but remain concerned about the very real financial impact to them and on resourcing generally at NHS Lanarkshire. I understand that NHS Lanarkshire suggested that an average 6 day wage could be paid to impacted staff to resolve this issue; but that this was rejected by your company.

For the staff affected, this is a serious matter and I would like to meet with you to discuss how this can be resolved fairly for the staff concerned.

Kind regards
Jeane Freeman
JEANE FREEMAN

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Chris Ash
Managing Director of Healthcare
ISS UK

By Email.

8 April 2019

Dear Mr Ash,

Thank you for your letter of 5 April in response to concerns raised by Monica Lennon MSP and others about changes which ISS plan to make to their payroll system across the UK.

At Hairmyres Hospital in Lanarkshire, this will involve moving from weekly to fortnightly payment. I note that you have offered interest free loans to staff to tide them over the new longer pay period, as well as a helpline and 1-2-1 assistance. I welcome these measures but remain concerned for the staff involved who, as you will appreciate, are on relatively low pay and may well be on very tight budgets week to week.

I am also anxious to ensure that any dispute on this point does not affect the ability of NHS Lanarkshire to deliver care to patients. I would therefore urge ISS to fully engage with Staff Side representation on this issue with a view to agreeing an approach which ensures fairness to staff and that services at Hairmyres are not disrupted.

Kind Regards,



JEANE FREEMAN

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5 April 2019

Dear Ms Freeman

I am writing to you in response to a letter you have received from Monica Lennon MSP. A reporter from the Daily Record shared it with us, and we are concerned that it includes some inaccuracies.

ISS will soon begin a programme to upgrade our payroll system. Our current payroll system is several years old and will no longer be supported from December, so in November we will introduce a new payroll system. Currently we operate fifteen different pay cycles. This is very complex and difficult to manage. So, to prepare us for the transition to the new payroll system, from the 9th May we are moving to just one fortnightly pay cycle and one monthly pay cycle.

We strongly believe this will benefit our employees as it will give more clarity on what an employee will be paid, and when, as there will be more time to check and process pay. We also believe that it is entirely appropriate for a business to have transparency with its staff where there is one standard pay date for all employees across the UK and Ireland.

Changing any payroll system and process has its challenges. This change will affect every ISS employee, not just at East Kilbride's Hairmyres Hospital, and we are implementing a focused and comprehensive communications plan to ensure that all our people are aware and ready for the change and understand how it will impact them personally.

What does the change of pay cycle mean?

We need to consolidate numerous pay rolls; therefore, ISS will pay employees on a fortnightly pay cycle and a monthly pay cycle. To control the fortnightly cycle, we will administer this by working our payroll system 11 days in arrears. Our current pay cycles pay between 5 and 9 days in arrears. We are aware that the first month of change will result in our people waiting slightly longer for their pay than they currently do and so we will offer interest free bridging loans to help smooth the wait. Further to this, we are also offering individual members of the team additional financial support across a period that will be manageable for everyone's budget. This support, which is interest free, can be repayable over 10, 20 or 30 weeks, which will help to ease any concerns.

This will be dealt with on a one-to-one basis. In one respect, we agree with Ms Lennon in that we recognise that the delay of a weeks' wages would represent severe hardship to some. I can confirm to you categorically, that ISS will not be withholding any monies that is payable to any employee.

At ISS our ethos is to provide a safe and healthy work environment for all employees; based on the ISS Values and Leadership Principles - looking after both the physical and mental wellbeing of every ISS employee. Put simply, ensuring our people return safe and happy to their family at the end of each working day.

We want to reassure you that whilst we are aware that the employees will be embarking upon change, we offer financial support, emotional support and give the opportunity for people to discuss any issues with us. Our open approach has proven to help minimise any discomfort the employees may feel because of the necessary change and our local management teams are working hard to communicate the right messages to everyone.

I hope that this letter has helped to put the record straight but if you have any further questions I would be pleased to provide you with further details.

Yours sincerely

Chris Ash
Managing Director
ISS Healthcare

c.c. Ms Monica Lennon, SMP



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ISS UK named top service provider, best value for money, most customer focused, most innovative and most visible in the marketplace in 2018 i-FM/Magenta FM Industry brand survey



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