



# GENTING CASINOS

UNITED KINGDOM

Gill Ogilvie  
GMB National Lead Officer

Sent via email

23<sup>rd</sup> October 2024

Dear Gill,

**RE: GMB Members Pay Claim 2025**

Thank you to you and Alan for coming along to our offices on Monday for the annual pay discussion meeting. Following our meeting, I thought it was worthwhile confirming the Company's position in regard to your members' 2025 pay claim.

The pay claim relates to an uplift on all rates of pay for employees by 7%.

In our meeting, I was pleased to report how the business is in good financial health, with a number of factors in our favour this year and we are on track with budget. Whilst this remains the case, we discussed how the industry is no longer what it once was and how external issues continue to put a strain financially on our business. I reiterated how unlike other sectors, our casino company is a "people heavy" business, with every employment cost going straight to our bottom line. I explained how with every % of pay award equating to £1 million cost to Genting, and so the request for a 7% increase costing Genting £7 million, this would equal almost a third of our annual profits and would just not be financially viable.

Our offer of 3% is above the current level of inflation (across all the commonly utilised and widely reported indicators), and is in line with expected average pay awards reported for the UK hospitality sector, as well as the wider private sector. We also remain an above national living wage employer. As you know, it is always my aim to stretch our pay award as much as possible within our means, however anything in excess of 3% would jeopardise peoples' jobs and this is not something we want to risk. As such, we believe this to be a sensible offer for your members.

As a recap, our latest proposal follows a long line of support we have offered to our employees in recent years:

September 2021 and January 2022                      -                      3% increase for all employees

**Genting Casinos UK Limited**

Registered Office:  
Genting Casinos UK Limited,  
Genting Club Star City,  
Watson Road,  
Birmingham B7 5SA  
Tel: 0121 325 7760  
Fax: 0121 325 7761

Registered in England No. 01519689

April 2022	-	Pay band review resulting in 90% of gaming staff and 89% of hospitality staff receiving a further increase
July and November 2022		£1,200 cost of living payment paid in 2 instalments
January 2023	-	7.5% increase for all employees
January 2024	-	5% increase for all employees

I also confirm that we discussed how from April 2025, we will be retaining an above living wage position and our minimum salary will be 4p per hour above the new living wage that applies. In addition, to avoid salary differentials for our more experienced staff being eroded at the time new National Living Wage increases are applied in April, our employees who earn less than £12.36 per hour will retain the January 2025 differential from the minimum salary for their role when compared to the new April 2025 minimum rate for their role. For example, a Croupier earning 17p above the minimum salary for their role in January 2025 (after the annual pay award has been applied), will continue to earn 17p above the new minimum salary for their role after the new National Living Wage has been applied to the minimum salary figures in April.

In your claim you stated that you also wished us to consider some enhancements to terms and conditions of employment. I outline and respond to each below accordingly:

Sick pay scheme- the pilot to be made permanent for company sick pay from day 1

During the trial of the removal of waiting days to company sick pay (where they were previously applied), our data has shown that sickness rates have increased and costs have more than doubled. Despite this, we are willing to make this a permanent change. This is in addition to the removal of the 3 waiting days for statutory sick pay as part of the new government's agenda that is due to take effect in due course.

Increase in paid Holiday days by 1 day

We continue to experience challenges in recruiting in certain areas of the business post Brexit and as this obviously impacts on our ability to trade, so we are unable to accommodate your request.

Weekend and night working shift allowance

Lara and I explained in our meeting how we are a predominantly weekend and night-time business and the requirement to work nights as part of the job is made very clear at recruitment stage. We pay above Living Wage to all our employees to reflect this and are therefore unable to consider this allowance. Furthermore, as some employees are not able to work certain shifts for a variety of reasons, we believe applying this type of allowance to only some of our workforce would be discriminatory. We are working on diversity and inclusion in the workplace and believe this would go against this ethos.

Ability to take holidays for part weeks

There is no minimum amount of holiday permitted that can be taken, and where appropriate employees may book half a day's holiday or hours sporadically as opposed to blocks of days or weeks.

Bank Holiday payments to increase

Due to the nature of our business, which operates on a seven-day basis, bank holidays are classed as normal working days and employees are required to work on some or all of these



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days. This is made clear at recruitment stage as a requirement of the job. Compensation for these days is already included in holiday entitlements.

## Multi skilled bonus criteria to be reviewed and less onerous conditions

The multi-skilled allowance is a way of rewarding our employees who are available to work on a fully effective basis in more than one job role, therefore we believe that the requirement to be available and have no absences in a month is fair. As with our absence policy, reasons for absence will be given due consideration and adjustments granted if required for specific health reasons.

## Transparency process for promotion opportunities

We run a number of development schemes at different levels that are well publicised, and vacancies are circulated across the business. We will check to ensure that vacancies are being displayed as intended. Additionally, we are working on a visual representation of our career path to make employees aware of promotion routes within our business.

## Travel costs for unsociable hours

The welfare of our employees is paramount to us, and we highlight the importance of being mindful of safety at unsociable times. As part of this, we encourage the use of Holly Guard, a free app that allows users to share their journeys with a colleague or friend, so they can be tracked for safety. We discussed how it was not feasible to grant this request currently, but that we would look at a proposal from you.

You asked some questions regarding tips; as per our Company Tipping Policy, I confirm that the distribution of tips remain with independent troncs, and therefore any questions should be directed to the relevant tronc committees who can confirm their respective rules.

I trust this confirms our position. As last year, I remain disappointed that you will not work with us to communicate via a joint statement in relation to this offer, so employees understand we have put forward a fair offer for them based on evidenced research in conjunction with market and trading conditions.

I do intend to communicate directly with our colleagues to ensure these messages are delivered and the pay offer positioned with context.

Yours sincerely,

**Paul Willcock**  
**President and Chief Operating Officer**

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