



GMB LONDON REGION

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GMB YOUR VOICE IN ASDA

MAY 2024

PAY ISSUES CONTINUE – ASDA TO BLAME?

Dear members,

Recently, the GMB ASDA Retail Forum met with senior ASDA management to discuss the ongoing pay issues within ASDA caused by the rollout of the 'FUTURE' system.

The press has reported that ASDA were made aware in advance of the changeover that there were serious issues with the payroll system, but they chose to go ahead with the deployment anyway, knowingly causing a situation that left tens of thousands of colleagues out of pocket.



This pay period has continued to see payroll issues, with ASDA aware of thousands of new cases of incorrect pay, however now the company claim that the system issues have been corrected and further issues are being caused by failures of store management.

Speaking with some of the managers in stores for their take on this, they report they have received little to no training on the new system, but are expected to 'wing it' on a daily basis.

ONCE AGAIN ASDA'S FAILURE TO PUT IN PLACE DECENT TRAINING LEAVES OUR MEMBERS PAYING THE PRICE

In the meeting between ASDA and GMB, the company re-committed to working with us on members' pay issues, with a new escalation route in place specifically for significant and urgent loss of earnings that are not being dealt with in a timely manner.

GMB will continue to challenge ASDA on the implementation of the new pay system, and the rollout of fit for purpose training for colleagues and managers on its use.

If you are impacted by a similar issue and would like support or advice, please contact our office at 01603 626492, or visit our GMB Members' Support Centre at www.gmb-asda.com/support

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