

National news for members working for British Gas

UNISON in British Gas - Pay Survey 2024

Dear UNISON Member

UNISON is in the process of drafting its pay claim on behalf of staff members in the Customer Experience & Sales and the Support & Function Collectives.

In order to do this with your input (which is vital as this is your pay claim) we would ask that members complete this short pay survey using the link provided.

<https://survey.alchemer.eu/s3/90611151/UNISON-in-British-Gas-Pay-24>

Any pay agreement that is reached (subject to a member ballot) will take effect from April 2024.

At this point, members in the Customer Experience & Sales Collective will also begin their journey from market median based salaries to an upper quartile-based alignment (set in 2021). This will take place over two years - April 2024 and April 2025. People will move first to a mid-point in April 2024 and complete their journey in April 2025. The new upper quartile rates (not including any yet to be agreed pay increase in April, so still to be increased) are as follows - These are examples only

CSA salary currently £22,122 - Upper quartile £23,534. - Mid Point £22,828
CRA salary currently £24,945 - Upper quartile £27,161. - Mid Point £26,053
Scheduler currently £24,945 - Upper quartile £27,161. - Mid Point £26,053

Please remember – This arrangement above, is separate to this specific pay claim and was agreed with UNISON in 2021. The pay claim we will submit will raise the UPQ market rates by whatever is agreed with the business in these coming pay talks. The movement to UPQ is guaranteed.

If you are part of the Support & Function collective the automatic movement to the upper quartile salary position is not yet agreed. We are continuing to make the argument for an upper quartile salary position and have met with the business to see how this could be introduced. We also intend to submit this as part of a specific element within the pay claim for this collective.

Please do take time to complete this survey. The past few years have seen significant challenges for many and it is important our claim recognises this and seeks to provide a pathway to long term and sustainable increases in everyone's reward. Thank You

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