

Give Capita a

DOUBLE

Questions & Answers



Q1. Why is Unite asking two questions on the ballot paper?

A. In short, because the law says that we have to ask two separate questions if we want a mandate for both types of action and this is why we are encouraging members to vote yes on both questions.

Q2. Will Capita be advised of the ballot results?

A. Yes, Unite is obliged to inform Capita and each union member of the ballot results. However, neither Capita nor Unite know how individual union members voted.

Q3. What is action short of a strike?

A. Commonly known as a work to rule essentially means doing no more than is required by the rules of the workplace. Some examples:

- employees would only work their contracted hours, taking full breaks;
- employees should refuse to take part in other work such as on-call rotas (whether this is in your contract of employment or not);
- employees should arrive at/leave their desk at the precise time their shift is due to start/finish – time taken for computer equipment to start up etc is considered part of the shift;

The exact nature of the work to rule will be confirmed to members if the action is called.

Q4. Do I have to tell my manager if I intend to go on strike?

A. Capita will know which members took part in the ballot, and managers may well ask individuals whether they intend to support any industrial action. However, members are under no obligation to provide this information. Any Unite member who feels they are not being treated in line with Capita Values and Behaviours should contact HR and inform their local rep

Q5. Can I be dismissed for taking part in industrial action

A. Unite members taking part in a legal strike are protected from dismissal by the law – (Trade Union and Labour Relations [Consolidation] Act 1992 and the Employment Relations Act 2004).

Q6. Is industrial action a breach of your contract?

A. Technically, yes. Unite is obliged to advise you of this as part of the ballot process and it will be confirmed with your ballot papers but no doubt Capita will waste no time in reinforcing the point. This in no way undermines your rights in Q5.

Q7. Will I be required to attend the picket line?

A. No, there is a limit on the numbers that the Union can lawfully have on picket lines. Unite will be asking members to withdraw their labour, therefore it is not necessary to turn up to your workplace. Unite will organise picket lines as appropriate to each site.

Q8. Will industrial action jeopardise the future of the site?

A. Capita is unlikely to make any decisions on the future of sites based on whether staff democratically votes for industrial action. While there is no doubt that Capita will rationalise sites if they are able, this is likely to be driven by cost savings, rather than the industrial relations history in a particular location. It is Capita's actions in forcing members down the road of industrial action that put its reputation at risk, particularly in the way it has avoided the clauses in its commercial contracts with the Prudential and The Phoenix Group.

Q9. Is Industrial Action now inevitable?

A. Not necessarily, whilst Unite are campaigning for a strong yes vote for action, Unite have not closed the door on the matter and we remain willing to enter talks with Capita. If Capita wants to avoid a dispute and restore trust with its workforce, it would be better seeking a negotiated settlement on the Pensions issue, rather than issuing thinly veiled threats in an attempt to defeat its own workforce.

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