

Business Services – Strategic Plan REDUNDANCY MITIGATION MEASURES ANNOUNCED

Following the announcement on 2nd September of a further 3500 job losses as part of the Group's next phase of its Strategic Plan in Business Services, Unite has been in extensive consultations with the bank to develop a series of Redundancy Mitigation Measures (RMMs) to minimise the impact of Compulsory Redundancies (CRs).

Background to RMMs

In circumstances where significant job losses are announced Unite's key focus is on ensuring that the bank undertakes every conceivable measure to minimise CRs and to ensure that any members who wish to remain employed with the Group are given every support and assistance to do so. Whilst Unite welcomes the bank's commitment and early engagement in developing the RMMs, the scale and impact of the continued job losses is potentially devastating and will also have impacts across local communities due to the number of operational sites being closed.

In this regard the main aim was to establish a set of RMMs that would make it more attractive and feasible for members to stay with the Group whilst at the same time allowing the bank to retain skilled staff who have remained loyal and committed during the bank's difficulties and who will prove vital in the bank's ongoing recovery plan.

Summary of RMMs

Full detail of the RMMs and the criteria applying to each will be provided by the bank, however the main measures agreed include:

- A lump sum payment of £5000 (subject to tax and NI deductions) will be paid to all members of staff who secure an alternative role at a location outwith a 40 mile radius/one hour travel time from the employee's home. This will be subject to 100% clawback if individuals resign or are dismissed from the Group in year 1, 50% clawback applies in year 2. If individuals undertake a trial period for an alternative role in the bank and this is unsuccessful the clawback will also apply.
- In addition to the £5000 lump sum, travel assistance may be paid. The full difference in additional travel costs between your home and old work location and your home and your new work location will be paid in year 1, reducing to half in year 2. If the new role is located in the same town or city as your current role, then travel assistance will not be provided.

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- For those members who as an alternative to redundancy move home, and their new work location is 60 or more miles from their current home then a home move allowance equivalent of up to 50% of any redundancy payment may be paid over and above the £5000 lump sum. Relocation allowance applies where the new work location is in excess of 60 miles. The home move will also be subject to the terms of the bank's relocation policy
 - A preference register will be opened at all sites where members are at risk. The bank will also give consideration to undertaking a targeted voluntary severance exercise across sites dependant on the outcome of preferences in an effort to minimise the number of CRs.
 - Consideration will be given to Voluntary Job Matching once the outcomes of preferences, Voluntary Redundancy/Voluntary Early Retirement applications and any limited pooling selection are known.
 - Trial periods in alternative roles may be extended to a maximum of 6 months with full training and support being provided. The bank will be flexible over shifts and working patterns.
 - Individuals benchmarking for alternative roles in Business Services will be given preference for roles if they are at risk.
 - For members in Technology Services (TS) only a vocational training allowance of up to £2500 will also be available. This additional option for TS members is due to the geographical spread and technical nature of the roles in Technology Services in recognition that travel and relocation may not be as viable an option as it is for people in Operations

What Next?

Unite has set up a Working Group to consider the union's campaigning strategy and response to these latest devastating announcements, a key driver to this will be the feedback and response we receive from our members at impacted locations. It is therefore vitally important that members engage with Unite during this continued period of difficulty and the union has now commenced a series of site visits to all impacted locations, further details below. Visits and branch meetings across the main TS London and Edinburgh locations will be arranged and advised by TS workplace representatives locally. All members can also speak to their local workplace representative or email your views to rbsinfo@unitetheunion.org

The bank has also established a regional support model which will focus on securing redeployment opportunities and ensuring that there is a joined up approach across the regions to maximising redeployment at retained sites. Unite will have representation on the Regional Boards and urge all members and impacted staff to actively engage at local level and to present their ideas to the bank and Unite.

Unite is acutely aware that members will want clarity on their own personal situation as soon as possible and we will be pressing the bank to ensure staff communication and support is robust during this period of continued uncertainty.

Unite Comment

Whilst Unite welcome the introduction of these measures which apply to all at risk staff across Business Services and which will hopefully provide some security and comfort to members who stay with the Group, there remains an incredible disappointment and frustration that the bank's recovery is far from complete. Many ordinary working members will yet again pay the ultimate price for the bank's failures and Unite will continue to challenge the business rationale behind these announcements as part of the ongoing consultation process.

As mentioned in Unite's recent newsletter, one third of the 3500 losses are attributed to the divestment of the RBS Branch network in England & Wales and Natwest in Scotland. Whilst Santander is an established operation with its own infrastructure in place, Unite has serious concerns and has raised searching questions as to why Santander do not appear to require the majority of RBS' existing business services staff who provide support to around 1.8 million UK customers.

Whilst our immediate concerns are with those members whose future job security is now in jeopardy, Unite are also deeply concerned about those members who are left behind to drive the bank's recovery. Unite has stressed to the bank that they now need to seriously think about their future operating model and how it impacts on all staff when they turn up to work every day. The bank has committed to making RBS a great place to work but acknowledge there is much hard work to be done in getting there.

The site closure and exit programme will take place from Q2 2011 through to 2012 and Unite has urged the bank to clarify the timeline for site closures during 2012 as soon as possible. Members in TS will have clarity on the impact in their area no later than the end of this year. Clearly decisions around campaigning activity will be informed by the feedback and strength of feeling from members and we will communicate further with members across impacted locations in due course.

If members have any questions or concerns regarding the RMMs or the latest job loss announcements they should be directed in the first instance to your Line Manager; however in the event that this proves unsatisfactory or the query remains unresolved please contact the Unite RBS Helpline on 0870 241 4425 or email rbsinfo@unitetheunion.org

Unite Representatives

Unite is always seeking members to take on one of the four Unite Representative roles, i.e. Workplace, Union Learning, Safety and Equality. Any Unite members interested in finding out more about becoming a Unite Representative please contact the Unite RBS Helpline or email rbsinfo@unitetheunion.org

Unite Updates

If you would like to receive regular updates electronically from the union please email from your preferred email address to rbsinfo@unitetheunion.org

All members based at impacted sites should receive a copy of this newsletter to their home address. If you are a member and have not received a copy of this newsletter please contact your Unite Regional Office on 0845 850 4242 to update your membership details or go on line to www.unitetheunion.org to check that your membership details are up to date.

Not a Member?

Join Unite's two million members and have a voice on this and other issues, as well as receiving support, advice and representation for £10.96 a month for full time staff and £4.98 per month for part time staff working less than 20 hours a week. Membership forms can be obtained by phoning 0845 850 4242 or emailing rbsinfo@unitetheunion.org plus you can join on line at www.unitetheunion.org

Stuart Davies & Alison Maclean – Joint Lead Officers
Helpline – 0870 241 4425

Business Services Unite Site Visit Programme

Site	Date	Visiting	Time Slot
Enfield	6th October	Harriet Culkin	1pm-5pm
Milton Keynes	18th October	Harriet Culkin	9.30am-4pm
Plymouth	7th October	Donna Williams	10am-2pm
Norwich	11th October	Donna Williams	9.30am-1.30pm
Southampton	5th October	Donna Williams	10am-2pm
Telford	16th November	Stephen Fallowell & Stuart Davies	11am-3pm
Nottingham	19th October	Stephen Fallowell	11am-3pm
Leicester	3rd November	Stephen Fallowell	11am-3pm
Bolton Ashton House	15th October	Dominic Stone	11am-3pm
Liverpool Wavertree	4th November	Dominic Stone	11am-3pm
Bristol	27th October	Stuart Davies	11am-3pm
Bradford	22nd October	Dominic Stone	11am-3pm
Harrogate	3rd November	Dominic Stone	11am-3pm
Leeds	25th October	Christian Ratcliffe	11am-3pm
Sheffield	26th October	Christian Ratcliffe	11am-3pm

* Borehamwood has already been undertaken during September.