

Working for you in Royal Bank of Scotland Group

NEWSLETTER • August 2011



MIGRATION OF WORK – BOLTON PARKLANDS

Today (2nd August) the bank will announce changes to the alignment and mix of work that will be undertaken in future at Bolton Parklands. This announcement will see a reduction in work currently undertaken by the Retail Processing Operations (RPO) Teams due to Lean and automation and Telephone Banking & Intermediary Services (TBIS) work will transfer to other sites. In addition the majority of the Corporate & Specialist Services (CSC) work currently undertaken at Milton Keynes CSC will migrate into Bolton.

Background to Announcement & Rationale

Since the start of the bank's ongoing Strategic Review a staggering 22,500 UK jobs losses have been announced across the Group. Whilst the impact of the announcement at Bolton will thankfully not place any members of staff at risk of redundancy, nonetheless the work restructures being announced are very much brought about directly as a result of the wider Strategic Review. The bank are in the process of aligning the type and mix of work undertaken at some of their remaining core operational Business Services centres and today's announcement confirms the work realignment plan for Bolton Parklands which will take place during 2011/12.

The RPO teams, TBIS and Group Services User Access Control Teams are in scope of the changes. There are a number of additional business units at Parklands who are unaffected by the restructure. In addition, the bank has also previously announced its intention to migrate work from the Ashton House site at Bolton to Parklands in 2013. At this time those working in Ashton House are unaffected by today's announcement as the longer term plans are still being worked through at which time the bank will consult further with Unite.

Impact of Changes

Around 100 roles in the RPO teams will no longer be required as a result of Automation which includes use of different customer banking channels and the Lean programme. At the same time however, the work undertaken

at Milton Keynes CSC which is closing mid 2012, will migrate to Bolton Parklands to offset the reduction in RPO work and any headcount reductions that might otherwise have resulted.

Impacted members who currently work in the RPO teams will be asked to express a preference for a range of what the bank assert are suitable alternative roles, including the C&SS work detailed above. Equally it is very much expected that members may prefer to continue working in remaining RPO roles at Parklands.

The majority of the TBIS ("YourBank") Team work will migrate to other Telephony sites during Quarter 3 2012. Whilst Manchester Hardman Boulevard will become a specialist TBIS site, the "YourBank" work will not be available in Manchester. Again impacted staff will have the opportunity to express a preference for roles including similar TBIS work at Manchester and remaining C&SS roles at Bolton.

The bank also plans to consolidate the Group Services User Access Control (UAC) work in Manchester during October 2011. Having undertaken postcode analysis the bank believes that this represents suitable alternative employment for all staff who currently work in this Team. The UAC Team will therefore directly move to Manchester.

Achieving the Change to Roles and Next Steps

During August all impacted staff will be asked to state a preference for the type of work they wish to undertake in

the new structure and the bank has committed to meet those preferences wherever possible. As the migration of work will result in an overall reduced number of Clerical A roles, there will be a number of promotion opportunities to Clerical B C&SS roles for the Clerical A population. Those interested in undertaking a Clerical B role will be given the opportunity to select this as part of the preference exercise. All members will also be asked to complete a skills matrix with the aim of capturing data on additional skills that may be relevant to the incoming C&SS roles.

The bank believes that all new roles represent suitable alternative employment for the majority of those impacted in terms of skills, salary level and location of new roles. The bank, whilst recognising that some training will be required for those moving into C&SS roles, also believes that changes to roles will be achieved with very little training in line with their assertions that the roles are suitable for all impacted staff. The bank has committed to supporting members through any training plans which will be sequenced in line with the movement of work with individuals moving to new roles on a phased basis.

As a result the preferred approach has been to allow staff to express a preference for new and remaining roles, after which a matrix selection exercise will be undertaken to align preferences and skills wherever possible. It is very much hoped that members will be given their first role preference, however in the event that there is either under or oversubscription for roles then members will be allocated to roles including possible move in work location to Manchester dependant on postcode analysis from home location. The full detail of any allocation process is still under discussion with the trade union and will only become clearer once the outcome of the preferences and initial matrix selection exercise are known.

All staff will have the opportunity to visit Manchester to look at TBIS roles in further detail and also to try out the journey. Career Fairs to showcase the C&SS work will be undertaken at Parklands early August and any changes to the terms and conditions of new roles including shift patterns will also be advised during the preference window to ensure everyone is able to make an informed choice about their preferred role having taken into account all factors. For those reassigned to Manchester, the bank will pay additional travel costs for one year up to a maximum of £10/day for excess travel and for those driving to Manchester additional parking costs will also be met for the first year.

It is anticipated that the outcome of the selection process will be shared with all staff from mid September.

Unite Comment

This is a complicated restructure and clearly our members will have concerns over the impact on their current roles. Whilst Unite support the bank's starting position and intent to achieve this restructure by not having to put any staff at risk, we nonetheless have serious concerns and reservations about the bank's approach. Our key concerns are around the suitability of roles particularly in circumstances where there is either under or oversubscription at the outcome of the selection process and the future impact this may have on our members.

Unite has advised the bank that we very much see the preference and matrix selection exercise as an initial information gathering exercise to determine whether the banks plan to realign roles is workable. Once the outcome of the selection process is known the bank will consult further with Unite on next steps.

Unite would not support a position where our members are expected to undertake unreasonable journeys or pay excessive additional travel costs to work at Manchester. Unite also has concerns over changes to working patterns and is also aware that there are a significant number of staff who currently work flexibly at Bolton, who with notice may be expected to change their working patterns.

The bank has given a welcome commitment to present full analysis of the selection outcomes to Unite before deciding on next steps and to actively engaging with all staff during this time. It is therefore vitally important that you make your views known both to the bank and to Unite; your views will help inform next steps and future dialogue with the bank.

If members have any questions or concerns regarding these latest 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 your local Workplace Rep, the Unite RBS Helpline on **0870 241 4425** or email **rbsinfo@unitetheunion.org**

Unite Representatives

Unite last year signed a new and improved Unite Representative agreement with the Group and we are 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

It is also important that members ensure that your membership details are up to date and accurate, i.e. home address, workplace address, whether you are full time or part time etc. If you believe that your membership details are out of date, please also e-mail rbsinfo@unitetheunion.org with your updated details, alternatively you can contact your local District Office by phoning **0845 850 4242** or logging onto '**My Unite**' at the website www.unitetheunion.org where you can update your own details

Not a Member?

Join Unite's one and a half 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 21 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



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Unite RBS Helpline – 0870 241 4425