



## **in the Financial Services Sector**

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### **99.9% of Norwich Union staff fear further job cuts**

Amicus the union has today (06/09/04) launched the results of an offshoring survey that reveals that 99.9% of staff at Norwich Union (Aviva) fear further job cuts under the company's offshoring programme.

The publishing of the results of this survey will coincide with the launch of a massive recruitment drive by Amicus within Norwich Union. The campaign will go ahead despite the company issuing a notice to union reps telling them that they will not be allowed to recruit on the company premises.

The union will press ahead with the recruitment activity in Norwich, York and Stevenage and will be handing out leaflets and application forms outside these Norwich Union sites to employees as they arrive for work on 6<sup>th</sup> September.

"Amicus will be going ahead with its recruitment campaign and will be leafleting Norwich Union staff outside their sites in Norwich, York, Stevenage and Perth even though the company is hostile to our plans" said Amicus Regional Officer Karen Reay.

Results from the survey show that Norwich Union employees have a range of concerns about the exporting of jobs from the UK:

- 78% have job security worries
- 70% think the decision to offshore was not justified
- 93% say the offshoring decision was taken purely for short-term gains
- 3% say the offshoring decision was based on clear business arguments
- 57% have dealt with complaints from customers over the service of offshore operations
- 91% say customers should know their data is stored and processed abroad
- 94% are concerned about the quality of service provided by offshore functions
- 94% think that offshoring has damaged the Norwich Union brand or revenues

The survey was carried out as a response to several announcements over the last 12 months where Norwich Union moved a range of job functions abroad.

Finance Sector National Secretary Dave Fleming said, "The results of our survey is no surprise to the union, but we are disappointed that the company have chosen not to cooperate with our recruitment drive within Norwich Union. 99.9% of staff replying say

that they fear further job cuts, 78% of staff have security of employment issues, 93% of staff think that Norwich Union made the decision to offshore for short-term gains - these figures speak for themselves. We have been telling the company for sometime that their staff are opposed to offshoring but the company have chosen to ignore our advice. We will be outside the sites today because the company will not allow us inside.”

This bulletin has been produced by **Saba Mozakka**, Finance Sector Research Officer.

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