

Newsflash

Customer Services Pay Review 1 October 2004 Harmonisation of RM Managers

Introduction

We have now finalised the details of the proposed settlement in respect of the above. The proposed settlement embraces the harmonisation arrangements for the ex RM/Sales managers who transferred into Customer Services early last year. The full offer is set out in Appendix A to this letter.

Key Points of CS Pay Offer

- The pay offer is 3.1% backdated to 1 October 2004. This provides slight advantage over the prevailing rate of inflation at the time. With the exception of CME5 grades the offer places CS managers ahead of their colleagues in Royal Mail.
- The quantum increase of 3.1% flows through to London Weighting and allowances.
- Bonus potential is raised from 10% to 12% for the bonus period starting 1 April 2005.
- In terms of Family Friendly policies, adoptive leave will be paid for 6 weeks rather than the existing 4 weeks.

Key Points of Harmonisation Arrangements for ex RM/Sales Managers

- Ex RM/Sales managers will move to a 1 October pay date from this year. To avoid disadvantage, they will receive an unconsolidated lump sum of 1.55% on 1 April 2005 and not the increase (whatever that might be) negotiated in Royal Mail. Their next pay review date will, therefore, be 1 October 2005.
- Additionally, from 1 April 2005 they will move across to CS pay scales. For all grades, with the exception of EL/ML5, this will increase the level of consolidated pay. EL/ML5 grades, whose pay is above that of CME5, will have the protection of MTSF terms.
- RM London Weighting and Difficult to Recruit pay scales will be converted to national pay scales with pensionable allowances. Their overall value will not alter. The allowances will remain in place but might be the subject of separate pay offers in the future - as could happen now in Royal Mail. This does not mean that Customer Services will seek to reduce the allowances; they might be increased above the prevailing basic quantum.
- Those below the maximum will move to the relevant CS incremental scale after 1 August 2005 or earlier if they choose. This will ensure that managers receive an

incremental award each year – subject to eligibility rules – and the overwhelming majority of managers will reach the maximum no later than under the RM incremental system. In the unlikely event that any individual is disadvantaged by this arrangement, then Amicus/CMA has reserved the right to represent individual cases to CS.

- Ex RM managers will move to a significantly higher bonus potential of 12% of salary from 1 April 2005. For 2004/05, bonus payments will be calculated on the basis of the Customer Services incentive scheme. The scheme has a potential 10% of salary – again, this is higher than currently exists in RM.
- All managers will be moved to a 41-hour week from the date of implementation of the settlement.
- Improved annual leave – most ex RM managers will gain an extra 2.5 days.

Conclusion

We believe that the proposed settlement represents an above inflation increase for CS managers and for ex RM managers represents a favourable assimilation arrangement.

We therefore ask members to vote for the settlement by completing the enclosed ballot form. It should be returned in the pre-paid envelope to CMA HQ by 18 February 2005.

Tony Harris
Assistant National Secretary