

# TECHNOLOGY SERVICES (TS) UK – UPDATE

***The bank have today announced a further significant programme of job reductions within the TS UK population which it is hoped will be achieved through a Targeted Voluntary Severance (TVS) programme. This announcement coupled with other recent announcements impacting DIS Desktop and Network Services, as well as last year's reduction of circa 650 UK TS roles, leaves Unite with serious concerns about the future of TS in the UK. This newsletter will focus specifically on the TVS plans, Desktop job reductions and the outsourcing of Networks to Accenture.***

## TARGETED VOLUNTARY SEVERANCE

### Background to Announcement

When Senior Management within TS met with Unite at the end of February, they outlined broad plans for the future of TS in the UK. The rationale for further role reductions is the diminishing level of demand for technology change activity across the Group. There will also be tighter budget control when requests are made for TS resource and as a result it is anticipated that the overall TS work stack will reduce by 10%-20% over the next 12-18 months.

### Detail of Announcement & Managing Reductions

The impacted population in scope to volunteer is circa 2100 with the bank looking to realise a reduction of between 10%-20% (200-400 roles) across the areas of UKE, GTS, Insurance, CIS and Business Management. Roles impacted include Developers/Testers, Analysts, Production

Support and Support/Enabler roles. There are however some areas that are out of scope, the main driver for exclusions is that individuals will either be subject to future changes aligned to the divestment programme, they have already gone through a restructure, eg Project & Programme Managers or change activity is already underway in their area.

The bank has also confirmed that individuals who are subject to formal disciplinary action for performance related issues will be excluded from applying for Voluntary Redundancy/Voluntary Early Retirement (VR/VER). The bank has also confirmed that whilst applications from those with 2 years or more of underperformance and not subject to any formal disciplinary sanction will be considered, they do reserve the right to decline applications for VR, eg due to operational requirements. This is a position that Unite neither support nor agree with and during consultations UNITE sought and gained improvements around this position

however stressed to the bank that we reserve the right to challenge any exclusions on a case by case basis.

Unite's view is that it is likely that the TVS exercise will be oversubscribed and whilst members who have been declined for VR have the right of appeal, it is highly unlikely that appeals of this nature will prove successful, unless it can be demonstrated that the bank have failed to follow their selection process or have ignored compelling personal circumstances that would have dictated that the bank should have deviated from that process. If members wish to challenge their non selection for redundancy or reasons for exclusion from the process, they should raise this in the first instance with their line manager and if the issue remains unresolved should contact their local Workplace Rep or the RBS Member Helpline for support and advice.

### Next Steps

Individuals will have from 7 - 25 June in which to make a decision on whether they wish to apply for VR/VER. In the event of over subscription the bank will undertake a matrix selection process which is broadly based on skills, competencies, behaviours and performance in role over the last 3 years. Further details of the selection process and procedure for applying for VR/VER will be advised by your line manager. The outcome of the VR selection exercise will be communicated mid-late July and all exits will take place no later than 29 October 2010 with pay in lieu of notice being applied if appropriate.

## DESKTOP TRANSFORMATION PROGRAMME – JOB LOSSES

### Background & Detail of Announcement

The bank has recently announced their plans to transform IT Workplace Services (ITWS) and Group Server and Desktop Services (GSDS) with the rationale being to achieve a more efficient, cost effective operation which will result in some activities being stopped, streamlined or merged as well as withdrawal from the Cambridge & Norwich sites where ITWS and GSDS have a presence currently. Around 350 staff are in scope of this change activity with 72 roles being made surplus during 2010.

### Managing Reductions

The bank has confirmed that staff impacted will have the opportunity to volunteer for redundancy and the bank is committed through ongoing engagement with UNITE, to avoid wherever possible Compulsory Redundancies (CRs) by seeking redeployment opportunities for any member of staff who wishes to remain with the Group.

UNITE has agreed a number of redundancy mitigation measures to further reduce the potential for CRs, full detail of these measures will be provided to all at risk employees in their Employee Communication pack and should be discussed in detail with line management in the first instance. For those who do leave the bank's employment, full outplacement support will be provided.

### Next Steps

All those at risk will have the opportunity to opt for VR or redeployment, however the bank reserves the right to decline VR, eg if they are oversubscribed by volunteers or if there is a requirement to retain skilled staff. Unite however do not support a position where VR is declined when other members of staff may be at risk of CR. In general terms, if the number of jobs specific to the role that you undertake are being reduced and you do not wish to opt for VR, you will be placed into a selection pool, with matrix selection for the role being undertaken. Queries and concerns on pooling should be addressed via line management in the first instance. A number of roles will be displaced

outright, ie the role ceases to exist in the new structure, if you do not wish to apply for VR, then Unite will support you through the redeployment process

## NETWORKS – OUTSOURCING TO ACCENTURE

In the lead up and aftermath of the recent announcement of the outsourcing of around 150 Networks staff to Accenture, Unite have been in regular consultation meetings with the bank and Accenture to discuss the proposed terms and conditions of transferring staff. Unite recognises that many of our members may be frustrated at the lack of information that has been provided to date, however we are making constructive progress in our discussions and it is anticipated that the bank and Unite will communicate the full package of measures to in scope staff during week commencing 14 June. Unite's focus during these discussions has been in ensuring that the terms and conditions of our members are protected in line with TUPE (Transfer of Undertakings Protection of Employment) legislation and that they are not disadvantaged as a result of the transfer.

## UNITE COMMENT

This latest series of announcements represents a further blow to members who have already experienced a year of turmoil since the roll out of the ongoing Strategic Review which to date has had a disproportionate impact within TS. Your trade union has also asked the bank searching questions in relation to the future of TS within the UK at a time when there are in excess of 600 roles being advertised in TS India. Unite has been given no reassurance as to the long term future of TS UK at this time however a commitment has been given that none of the roles that are being lost in the UK will be undertaken in India, a position on which Unite remains sceptical and will monitor closely.

The union also has significant concerns for those members and staff who will remain and are left with the inevitably difficult task of bringing the business back to stand alone strength. In this regard we have secured a commitment to ongoing dialogue on the future TS operating model to ensure that the bank's plans are workable and realistic.

Whilst Unite recognises that many individuals impacted by the TVS exercise & the job losses in ITWS & GSDS may welcome the opportunity to leave the bank's employment with a severance package, these latest announcements will result in more staff who bear no responsibility for the crisis that has faced RBS in the last 24 months, losing their jobs.

For those impacted by the Desktop job reductions, UNITE remains completely opposed to all CRs and will seek to do everything possible to ensure that members who wish to remain with the Group post re-organisation are given every opportunity and support to do so. Unite also recognises that whilst some members may be optimistic about transferring their employment to Accenture, others may have concerns about working for a new employer. In this regard Unite would encourage all members to have an open and frank discussion during their forthcoming 1 to 1 meetings in order to ensure that your questions and the views of the workforce are made known to both Accenture and RBS.

If members have any concerns or queries regarding the announcements, these should be directed in the first instance to your line manager; however in the event that this proves unsatisfactory or the query remains unresolved, you can contact your local workplace representative, call our Member Helpline on 0870 241 4425 or e-mail [rbsinfo@unitetheunion.org](mailto:rbsinfo@unitetheunion.org). Workplace Reps in Aldgate and Fettes/Dundas are organising a series of member surgeries, details of which will be provided to you at local level and will issue regular email updates to members. Impacted members who are not based on either the Aldgate or Fettes/Dundas campus can also contact the TS Reps for support and advice. Full contact details for the TS Workplace Reps can be found in the RBS Staff Directory.

## UNITE TS REPS

### ALDGATE:

Harriet Culkin (Senior Rep), Albert Hall, Dave Saunders, Cheryl Aldridge, Paul Hobday, Greg Oakes, Jennie Spill and Suk Bryan

### FETTES/DUNDAS STREET:

Sharon Orr, Kevin Benassi, Stephen Jenkinson

## UNITE updates

**If you would like to receive regular updates electronically from the union, please e-mail from your preferred e-mail address to [rbsinfo@unitetheunion.org](mailto:rbsinfo@unitetheunion.org).**

## Not a Member?

**Join Unite's two million members and have a voice in the workplace, as well as receiving support, advice and representation, for £10.96 per 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 you can join on line at [www.unitetheunion.org](http://www.unitetheunion.org).**