

Industry Profile

The Servicing sector is very diverse, the actual full title is: Technical Servicing, Broadcasting and Retail/Rental Sector.

The Servicing sector is further broken down into four divisions.

- White and Brown goods
Mainly servicing companies either associated with retailers or manufacturers
Main employers: DSG, Comet, Boxclever group (PwC), Merloni Domestic appliances,
- Lift and Escalator
Split into two sections, service/maintenance as well as construction
Main employers: Kone, Otis, Schindler, Thyssens
- Alarm and security
Two main employers, ADT and Chubb. A large number of small companies also operate in this area
- Broadcasting
BBC and ITV, Carlton and Granada having merged to form ITV plc.

Amicus has recognition agreements with all of the organisations named above

Current Issues and Activities

The pursuit of market share in the face of low margins continues to challenge the sector. In a throwaway society the issue of repair versus replacement becomes uneconomic as the price of electrical goods become cheaper and cheaper. The continual decline of the rental business has also a huge negative impact upon employment, as the basis of rental was built upon a service division that could respond and either repair or replace with the defective equipment being repaired in a workshop then rehired out to customers.

24/7 is also becoming an issue where customers and clients' demands and expectations for an available skilled workforce are high but the willingness to pay a premium for this service is low. The working hours within a strategic sector are also becoming a factor in our ongoing dialogue with employers, especially in advance of the revised working time directive.

Pay Settlements 2007/2008

Acentic 3.5% ADT 3.7% Boxclever 3% BBC 3.5%

Chubb 3% (Jan 2008) Comet Ongoing at time of writing COOP 3%

Indesit (21 Month deal) 2.5%* (April to Dec 07) 2.5% (Jan to Dec 08)

* If inflation

more than 3.75% a re-opener clause enacted.

ITV 4.2% (Jan 2008) Oct 08 RPI (1 Jan 09) 2-year deal

Kone 3% (1 Jan 07) RPI + 0.75% [4.95%] 1 Jan 08) 2-year deal

Otis 3% (1 June 07) 3.5% (1 June 08) 2-year deal Schindler (Jan 2008)

SIS 2.5% Tech Guys 3%