

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

On the 19th January 2005, Fortress Investment Group took over control of Boxclever, taking the company out of administrative receivership. Following some intense discussions with Amicus, Fortress have agreed that all employees in boxclever, Endevea and Telebank will be taken from receivership and placed in the new companies. Employees terms and conditions of employment remain unchanged and their continuity of service is unaffected.

Training and an Ageing Workforce

Technological change within the sector continues at an astounding rate, training in new technologies is paramount to the survival of the sector, Amicus is continuing to press employers to reinstate formalised training programmes. Amicus also pressing to employers to fully realise that the workforce in the servicing sector is of a mature nature (current average age being 49) and that policies need to be adopted to encourage new entrants into the sector to sustain a long term and viable future

.Pay Settlements

Recent Pay Settlements:

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|--------------|------|--|------|
| • ADT | 2.5% | Acentic | 3.0% |
| • Endevea | 3% | Otis | |
| • Boxclever | 2.5% | (2 year deal) | |
| • GDA | 2.5% | 3.0% (plus 1.0% performance pay) year 1 | |
| • Mastercare | 2.5% | 2.5% (or RPI whichever higher) plus 1.0% prp | |
| • Comet | 2.5% | Schindler (2 year deal) | |
| • Co-op | 3.5% | 3.0% year 1 | |
| • SIS | 3.0% | 3.25% (or RPI whichever higher) year 2 | |