



## GENERAL INSURANCE CENTRE – NEWPORT

HSBC management have confirmed that they are reviewing the work currently undertaken by Back Office staff at the Newport GI centre, with a view to potentially offshoring some of this work to a Global Service Centre (GSC).

The results of this management review are not expected until the end of Q2, but management have confirmed that the following Back Office areas are “in scope” of this review:

**Administration**

*Processing of post, renewals, document services, diary entry, referrals and exception reporting*

**Support**

*Post room, reception, facilities, referrals, compliance, training.*

At this stage, management cannot give us any guidance as to which jobs, if any, may be globalised, and which will remain at Newport.

We will press management to keep employees at Newport fully informed as to the progress of this review.

We will also urge them to take full account of the many advantages of continuing with these functions in Newport – such as the presence of skilled, motivated, experienced employees – when comparing the cost benefits of the existing UK operation with a new offshoring venture.

If you're an existing Amicus member and you'd like further advice or guidance, please contact the Seconded Reps on our new Helpline numbers:  
020 7253 9642 or 020 7336 8253.

If you're not yet a member, you can join online at [www.amicustheunion.org](http://www.amicustheunion.org)

**Caroline Milton**  
**Negotiating Officer**

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