

[www.unitetheunion.com](http://www.unitetheunion.com)

**UNITE THE UNION WORKING FOR YOU IN THE ROYAL BANK OF SCOTLAND GROUP  
GROUP MANUFACTURING – DIRECT LOANS AND SAVINGS – ENFIELD AND GLASGOW**



August 2009

## **EXPIRY OF CARDPAC SYSTEM – REASSIGNMENT OF ROLES TO DEBT MANAGEMENT & FRAUD OPERATIONS**

**Last week the Royal Bank of Scotland Group announced that staff working in Direct Loans and Savings in Enfield and Glasgow would be impacted as a result of the expiry of the supply and support of the IT platform Cardpac, which supports the Direct Finance Loan Book. As a result work will be transferred to another 3rd party supplier called Paragon, based in Solihull, West Midlands.**

### **Impact of Restructure and Rationale**

Following recent consultations with Unite, the bank has now confirmed that a total of 155 employees will be impacted in Enfield and Glasgow, with one individual in Rotherham also impacted.

In circumstances such as this, under the Transfer of Undertakings (Protection of Employment) Regulations (TUPE), it is normal practice that impacted employees would transfer with the work and that Paragon would become the new employer, as the work itself still exists. Impacted employees would then have to relocate to Solihull, however due to the location of Paragon, the roles are not deemed to be suitable alternative employment and if employees were unable to relocate they would ultimately find themselves in a redundancy situation.

As a result the bank is seeking to retain impacted staff by reassigning the majority of those impacted into other roles. Lombard House Enfield will close, with staff transferring into roles in the expanding Debt Management and Fraud Operations (DMFO) Collection Centre in Lee House Enfield. 30 fte roles will be retained to manage the existing Direct Savings Brands.

For impacted staff in Glasgow the position is less clear. There will no longer be any requirement to have Cardpac reconciliation roles in Glasgow nor are there opportunities for reassignment and therefore all impacted staff are unfortunately at risk of redundancy.

During consultations your trade union explored further the rationale behind the changes; the bank had considered a number of alternative options, including an extension of the support from the current Cardpac provider, however due to timescales and technical problems this has not proven viable. The transfer of work to the new provider is currently scheduled to take place over the weekend of 11th/12th September 2009.

### **Managing Reductions**

The bank has confirmed that a Voluntary Redundancy (VR) register will be opened for all at risk staff in Glasgow to provide the opportunity to apply for VR from the outset. For the one individual in Rotherham and 3 in Enfield also at risk of compulsory redundancy, VR will be offered from the outset. In addition the bank is committed through ongoing engagement with Unite, to minimise the impact of Compulsory Redundancy (CR) by seeking redeployment opportunities for any member of staff who wishes to remain with the Group.

Unite have agreed a number of redundancy mitigation measures to further reduce the potential for CRs, full detail of these measures such as re-deployment and small business funding 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

### **Next Steps**

Members will attend 1:1 meetings to discuss how this restructure impacts upon them. Whilst it is anticipated that very few, if any, would wish to transfer to Solihull, if you are interested in transferring your employment to Paragon then you should advise your Line Manager as soon as possible. In the event that any members do want to transfer, the bank and Paragon would then engage with Unite on the transfer and the associated terms and conditions of your ongoing future employment. If members want to transfer and are unable to relocate, ultimately they will find themselves in a compulsory redundancy situation. All those at risk will have the opportunity to opt for VR or redeployment, however the bank reserves the right to decline VR.

Unite will also be holding workplace surgeries at both Enfield and Glasgow to speak to impacted members, details of which will be provided to you by local management or via your local workplace representative.

**UNITE COMMENT**

Whilst Unite welcomes the bank's commitment to reassign the majority of those impacted into other roles, your trade union have raised concerns over the suitability of new roles for some. Whilst we recognise that many staff will embrace the proposed changes and the opportunity to learn new skills, we do remain cautious as to whether the new roles will indeed be suitable for all staff. The bank however are confident that a number of impacted staff are already involved or have expressed a preference to undertake work in the DMFO area. The bank also reassured that all staff will receive ongoing support, coaching and development until individuals become fully competent in their new roles.

The principles around Suitable Alternative Employment will apply for the re-assignment of staff impacted by the transfer of work to Paragon, with time flexing only being operated within the parameters of existing contracts, personal circumstances being fully taken into consideration, acceptance that not all staff can currently work flexibly for a number of reasons including caring responsibilities, travel arrangements etc and that flexible working requests from staff would be supported where possible.

Any members, who are uncomfortable with either a working pattern or job role that is being proposed in light of this announcement, should in the first instance raise this with their line manager. The bank has committed to supporting staff at local level to overcome any problems, however in the event that

issues remain unresolved, members should contact the union for advice and support.

Unite retains a position of complete opposition to CRs and urges RBS to undertake every conceivable measure to avoid CRs. Your trade union welcomes the commitment from the bank to work with Unite to avoid any such redundancies. Therefore any members at risk of redundancy who wish to remain with the Group and feel that insufficient efforts are being made to support redeployment or have other concerns should contact Unite for support, advice and where appropriate representation.

If members have any queries that management are unable to respond to regarding the announcement and the impact upon them they should contact the RBS Helpline or speak to their local workplace representative. Unite will do everything possible to ensure that any members impacted who wish to remain with the Group, ultimately continue their employment with RBS.

**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 21 hours a week. There is also a young persons' rate for under 18's of £1.08 per month. Membership forms can be obtained by phoning 0845 850 4242 or you can join on line at [www.unitetheunion.com](http://www.unitetheunion.com)



[www.unitetheunion.com](http://www.unitetheunion.com)

ALISON MACLEAN AND STUART DAVIES – JOINT LEAD OFFICERS

**UNITE RBS HELPLINE: 0870 241 4425**