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Head Office Departments

Head Office Offshoring Begins

The Bank has today announced plans to transfer a number of Head Office functions from Consort House to a Bristol based company called Xansa. The work to be outsourced involves Accounts Payable, Fixed Assets and Staff Expenses and the transfer is due to be completed by the end of March next year. In all 43 staff will be displaced. Staff will have the choice either to:

- **transfer to Xansa to carry out similar type work**
- **be redeployed within the Group or take severance if there is no suitable alternative employment.**

The Bank has told LTU that this outsourcing is being driven by a desire to take advantage of the economies of scale offered by Xansa, in other words to cut costs.

However, this is only possible because the work being transferred will actually be offshored to an Xansa operation in India. Staff transferring to Xansa in Bristol will be engaged in similar type work, but for other British companies not the Bank.

Whatever the semantics of how this deal is being structured it represents the first example of higher end work in Head Office Departments being offshored to India, just as LTU predicted would happen.

Negotiations have already begun to look at the terms and conditions that would apply to staff who choose to transfer to Xansa and an LTU official has already been on site to

provide members with immediate independent professional advice and assistance.

The Bank has always tried to argue that its offshoring strategy – management jargon for moving work to countries with cheaper staff costs – is not about cost. That assertion has been exposed by this decision.

LTU has been vehemently opposed to the Bank exporting jobs to India since we first learnt of what it was planning, plans of course that the Bank originally denied having.

LTU has been a lone voice in recognising the very real threat for every member of staff throughout the Bank who has a non-customer facing role that exporting such work to India poses.

The Bank itself has said that 25,000 staff work in the type of operations that could be outsourced and in a recent briefing to senior managers has outlined the steps they should now be taking to identify the types of work that could be moved to India.

Members, staff, need to be in no doubt, if the Bank does not drop this policy then there will be no end in sight to the work that will go to India or any other country which can do processing and administrative jobs for a fraction of the cost.

Only LTU is campaigning for Lloyds TSB jobs to be kept in Britain, but we need your support. If you are not already a member of LTU then join today to help our Campaign.

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