

15th January 2004

Scottish Widows, Chatham

Jobs to India: Campaign Focus on Chatham

Members will know that LTU has been steadfastly opposed to the Group exporting jobs to India since we first learnt of what it was planning; plans of course that the Group originally denied.

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

Sadly, but not unpredictably, we have been proved right all along and it is clear now that LTU is the only Union that can be relied upon to oppose the Group's decision.

From **'we have no plans'** to **'only a toe in the water'**, the Group's plans have progressed rapidly with its announcement to **'move 1,500 jobs to India by the end of this year'** and its announcement at the end of October, that **'Newcastle Contact Centre would close as part of those plans with the loss of 960 jobs'**. The Group has also said that at the end of 2004, when this 'phase' is complete, it will review the position again.

The Group itself has acknowledged that around 25,000 UK staff work in the type of non-branch operations that could potentially be transferred abroad.

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Indeed, in one area the Group has also indicated that it would expect to have a 40:60 split between jobs retained in the UK and transferred abroad.

Members and staff therefore need to be in no doubt that if the Group does not drop this policy, there will be no end 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.

And make no mistake jobs at Chatham - your jobs - are at risk.

This week our campaigning moves to Chatham and the surrounding area to highlight the threat faced and to garner the support required to get the Group to drop its plans.

Details are provided inside this Newsletter.

Our Campaign So Far

Overwhelming Support From Members

Last year we sought members' views on the Group's plans to export jobs and the results could not have been clearer.

Over 90% supported the Union's campaign against the export of UK-based jobs to India or anywhere else where the main motive is the use of cheap labour to the detriment of British jobs.

Other key findings of LTU's Survey were that:

- 87% of members believed the Group had a social responsibility to keep jobs in the UK rather than exporting work abroad.
- 81% of members indicated that transferring work abroad would raise concerns over their own job security.

Furthermore, a massive 89% of members thought customers would be generally unhappy with the movement of Lloyds TSB work and/or jobs abroad.

Not surprisingly members' assessment of customers views were spot on.

Overwhelming Support From Customers

LTU's campaign against the transfer of work abroad is winning overwhelming support from customers. The Union has established teams across the country to approach customers outside branches. Customers have been invited to sign a petition stating that:

"I am a customer of Lloyds TSB and I object to any aspect of the management of my account(s) being transferred to India or any other overseas location. To do so would be bad for Customers, Staff and The UK economy."

If the Group believes its customers are disinterested over the transfer of work abroad it, unlike its staff at the sharp end, is completely out of touch with their views. Customers are overwhelmingly against the transfer of work abroad and this couldn't be clearer.

LTU's Campaign is already making excellent progress in its goal of collecting half a million signatures from customers opposed to Lloyds TSB transferring work abroad.

Outside one Branch no fewer than 1068 customers signed LTU's petition in one day.

That the overwhelming majority of customers approached have agreed to sign the petition - at times queuing for the opportunity to do so - should leave the Group with no doubt whatsoever of the unpopularity and commercial risks of transferring work abroad.

Focus On Scottish Widows Chatham

Make no mistake the Group's policy of outsourcing work to India puts jobs at Chatham - your jobs - at risk.

From 'we have no plans' to '1,500 jobs moved to India by the end of 2004' - LTU has been proved right all along on the Group's plans.

Scottish Widows has already announced that it will be setting up a pilot to look at the feasibility of transferring jobs to India. That pilot would involve up to 50 roles.

So what jobs are we talking about?

The simple fact is any jobs that do not involve face to face contact with customers.

Over the next few months LTU's campaigning moves to Chatham in order to raise the profile of jobs being at risk and to garner support from staff, customers and other interest groups.

Our activity will include:

- **Meeting with local MP's**
- **Meeting with local Council Members**
- **Meeting with local Media Groups.**
- **LTU teams petitioning customers in Chatham and the surrounding area**

We have already had significant support from these interest groups in many of the 'most at risk' areas of the country and will now want to build the same sort of local support to keep Scottish Widows jobs in Chatham.

I will keep members informed as our campaign develops.

The Next Step

Later this month I will be writing to members with details of the next phase of our campaign and how you can help.

What we will want you to do is to assist in demonstrating staff opposition to Scottish Widows jobs moving out of the UK to take advantage of lower labour costs.

This next phase will also provide members, their families, and customers with further opportunities to persuade the Group that it should meet its corporate social responsibilities by supporting UK jobs and the UK economy.

Enclosed is a sheet of stickers for you to use to help promote our campaign.

LTU saw the danger signals and has been campaigning against the Group's policy of exporting jobs from day one.

LTU can be relied upon to keep up the pressure and not simply posture once announcements are made.

LTU is campaigning for Scottish Widows 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.

Mark V Brown
Assistant General Secretary