

# Further 150 Scottish Widows Jobs Offshored To India

**Last year Scottish Widows Senior Management announced that 125 back-office processing jobs, in addition to the 39 that had already been offshored, would be transferred to India by the end of 2005. Earlier this year Scottish Widows undertook a further feasibility study to determine what new processes could be offshored to Xansa, their offshoring partner. Today Scottish Widows will announce that a further 150 processing roles will be offshored to India by the end of 2006.**

All of the roles which will be offshored are based at Dalkeith Road in Edinburgh. Scottish Widows has said that the first transfer of work to India will start in August, with the remainder of the work phased throughout the rest of the year and early part of 2007.

The areas which will be impacted by the transfer of jobs to India are as follows:

- **Corporate Legacy - MOP 35 staff and Exec 16 staff**
- **New Business Bands - 12 staff**
- **Commission - 22 staff**
- **OIEC's - 65 staff**

Scottish Widows have again guaranteed that there will be no redundancies as a result of this further round of offshoring and that any reductions in staffing levels will be achieved by releasing agency staff, normal staff turnover and a reduction in overtime. **In addition, Scottish Widows has again reaffirmed its policy, agreed at the Scottish Widows Executive Board, that no telephony or direct customer contact work, which covers approximately 80% of staff in the Customer Services Division in both Edinburgh and Chatham, will be offshored.**

# A Worry For Other Staff In Edinburgh and Chatham

**Whilst we welcome Scottish Widows commitment to redeploy all displaced staff in Edinburgh, the need to do so in the first place, simply because jobs are being exported abroad to cut costs and save money, is the unacceptable face of globalisation. If Scottish Widows is committed to growing its business, which we know it is, then it has an economic responsibility to ensure that increased employment opportunities are created in the UK economy, from which it derives that growth in business, rather than the Indian economy, from which it derives no business.**

The most obvious question which staff in Edinburgh and Chatham will be asking is, why stop at 314 jobs if the cost savings of transferring jobs to India are so great? Whilst Scottish Widows has given a commitment not to transfer telephony or direct customer contact work to India that still leaves a large number of back-office processing roles in both Edinburgh and Chatham which could easily be offshored at a later date. Where does such a policy stop? **Unless the Group's offshoring policy is stopped, the time will come when there will be no agency staff left and in those circumstances redundancies are a real possibility. As we said last year, staff should be in no doubt that this is just the beginning of the exporting of Scottish Widows jobs to India and not the end. Once they have finished exporting jobs from Edinburgh, Chatham could be next.**

Members with any questions on this Newsletter or on our campaign to stop offshoring can contact the Union's Bedford Office as follows:

 <b>01234 262868</b> 24 Hour Advice Line	 <a href="mailto:Mark.Brown@ltu.co.uk">Mark.Brown@ltu.co.uk</a>	<b>01234 262821</b> Fax number 
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