

Wealth Management Transfers Operation Centre To Group Operations

UK Wealth Management will announce today that the Operations Centre in Haywards Heath, which consists of 180 staff, will transfer into Group Operations with effect from 2nd May 2006. The Operations Centre Units that will be transferring are as follows:

- Banking and Audit / CCR
- Custodial Services
- New Client Services / Client Transfer Services
- Support Services / Projects

Staff in Haywards Heath will know that Wealth Management has been looking to re-engineer its work processes in order to become more effective and efficient but what they will find surprising is that they must be transferred to Group Operations for that to happen.

Moreover, the speed at which the work is being transferred will also come as a shock to many staff in the Operations Centre. Excluding weekends,

**STUART RANKIN
(LTU Regional Officer)**

**will be visiting Haywards
Heath on Friday,
21st April 2006**

staff are effectively being given 7 days' notice of a change in reporting line. **In its 'Questions and Answers' accompanying the announcement Wealth Management seek to blame the Easter break for the short timescales but that's simply not good enough. Staff should have been advised earlier of the options that were being considered by Wealth Management.**

Sword of Damocles

Wealth Management are at pains to position this announcement as just a change in reporting line and that by implication everything will carry on as normal for staff after the transfer date. But this news management shouldn't fool staff. If

this was just a simple change in reporting line, and Group Operations' role was limited to just changing the layout of the office furniture, then there would be no point in transferring staff in the first place.

The reality for the staff in Haywards Heath is that Group Operations will, in pursuit of the twin gods of 'effectiveness' and 'efficiency', which is management speak for reducing costs, either reduce the number of staff required to do the work or transfer work to other centres run by Group Operations, either in the UK or India.

The only guarantee that Graham Lisle, Head of Operations Centre, can give staff is that "there

will be **no immediate** change to the number of people in the Operations Centre, the roles that you undertake and the location of the Operations Centre.". We believe that once Group Operations has got its feet firmly under the table then the work will start to transfer to other Group Operations sites as sure as night follows day.

From Haywards Heath To Bangalore?

Group Operations is the business unit with a reputation for offshoring work to India. In fact, up to 1,000 jobs will be offshored by the end of this year. Most staff across Group Operations will have felt the effects of the drive towards 'lean manufacturing' - which is more management speak for reducing the number of staff to carry out the same amount of work. The business unit is aiming to slash costs by £121 million per annum by 2010. The facts speak for themselves.

- **OFFSHORING. During this year 450 roles will be offshored to India; 223 having been announced in March and the others previously. Jobs are to be offshored from Andover, Newton Aycliffe, Sheldon and Brighton.**
- **RATIONALISATION. 462 further jobs will be lost through rationalisation, as senior management pursues its concept of 'Lean Manufacturing'.**
- **CLOSURES. 214 staff work at sites - in Chorley, Newton Aycliffe and Glasgow that are going to close; and a further 355 - in Tonbridge and London - will lose their jobs when their work is transferred elsewhere in the UK.**
- **RE-LOCATION. 389 staff will have to relocate to new offices; from Colmore**

Row in Birmingham, Castlemead in Bristol, Cambridge House in Brighton and Brown Street in Glasgow.

In other words, during the remainder of this year Group Operations staff face the prospect of losing their jobs and many others can expect to move office or change roles.

And, of course, this is just one step towards Group Operations making £121 million of savings each year; of which staff costs account for 80% of total operating costs!

Senior Management has indicated that Offshoring to India and outsourcing to other companies will feature heavily in its plans over the coming years. So far 9 processes have been identified for offshoring, with the Bank saying it is conducting feasibility studies on a further 11 processes that could also be offshored.

Our concern for those staff who work in Haywards Heath is that once Group Operations has completed its own review it will decide, in the interests of achieving greater 'effectiveness' and 'efficiency', to close the Centre and transfer work to another site in the UK or India. If that was to happen then hundreds of jobs in Haywards Heath would be lost and staff made redundant.

Mark V Brown
Assistant General Secretary

SEND US YOUR QUESTIONS AND COMMENTS ON THE TRANSFER OF WORK TO GROUP OPERATIONS

This is your opportunity to tell us what you think about the Wealth Management decision to transfer the Operation Centre to Group Operations. You can either fax this through to the Union's Bedford Office (fax number 01234 262821) or return the form in the envelope provided.

QUESTIONS:

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COMMENTS:

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Membership No:

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