

C&G Announces First Phase Of 31 Branch Closures

Many GM's & BM's To Lose Their Jobs!!!

Top Management is to announce on Wednesday the first wave of C&G Branch closures, which could eventually lead to the complete dismantling of the C&G Branch Network.

Of course, this will be of no surprise to members, since LTU issued a Newsletter last week explaining how the groundwork had been laid for this announcement and that this could mark the beginning of the end of C&G as a separate brand.

However, what will be a surprise is that until now Amicus Unite - which purports to represent C&G Staff - has declined to comment on the changes and has therefore sacrificed any influence it might have had. It clearly wants to avoid causing Top Management any discomfort in case this puts at risk the considerable financial and organisational assistance it has been receiving from the Company.

For the C&G Branch Network, the key features of Wednesday's announcement will be:

- **31 C&G Branches - around 15% of the total - will be closing in November 2007.**
- **The biggest job reductions will be amongst the Group Manager and Branch Manager populations - and not just at the branches to close.** As LTU had predicted earlier Newsletters, many face the prospect of redundancy.
- **Most other C&G Branch Staff affected by the first wave of closures will be expected to either relocate into other C&G Branches or else, we expect, transfer into local Lloyds TSB branches.**

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Barnwood Job Reductions

LTU has been told by sources in Senior Management that the decision to announce job reductions in Barnwood - which was originally planned this week - has been delayed.

We have been told that this is because the strong denial of job reductions in Barnwood that was made last week by the Company's Press Office - in response to extensive coverage of LTU's concerns on the front page of the Gloucester Citizen newspaper and on StarFM Radio and BBC Gloucestershire - made it untenable to go ahead with the announcement.

Nevertheless, we know with certainty that plans have been prepared for job reductions in Barnwood and it will surely be a matter of just a few weeks before Top Management eventually 'comes clean'.

Of course, if C&G Top Management wants to maintain the facade that no major announcements affecting Barnwood Staff were planned for this week, it should issue an unequivocal statement now saying that it has no such plans and that It will no longer be making such an announcement before the end of the year!

C&G Staff Job Security Rights

For C&G Staff to be sure they are treated fairly throughout this programme of branch closures and job reductions, it is essential that they can count on professional advice, information and representation.

Independent guidance on the job security rights and entitlements of C&G Staff will be essential. For this reason, over the coming weeks LTU will be issuing further C&G Newsletters providing detailed information on:

- **Job Security Rights and Entitlements. This will cover what to do if you would like a Severance Payment and what to do if you would prefer to remain employed by the Company in an alternative role.**

It will include all aspects of your redundancy rights, including calculating your Severance Terms and Pension Entitlement. We will also explain how your Sharesave Entitlement would be treated if you left the Company because of Redundancy and the advantages of remaining employed by the Company until at least Pay Day of November 2007 if you want to take full advantage of the 2003A Share Option which matures in June 2008.

- **Redeployment Rights and Entitlements, including the circumstances in which you can be forced to accept an alternative role and those in which you can insist upon receiving a Severance Payment instead.**

It is important that you understand what jobs the Company can insist you redeploy into and the fact that if the alternative role is genuinely suitable, you have no option but to accept the new role or resign without compensation. Equally, you may want to know which roles you can justifiably argue are not suitable alternatives, enabling you to insist upon receiving a Severance Payment instead.

- **TUPE Rights, if you are told your employment contract is compulsorily being transferred from C&G to Lloyds TSB.**

LTU has considerable experience protecting and supporting staff who have been forced to change their contracts of employment as a result of the Bank's use of TUPE legislation.

- **How LTU can help if you are threatened either with Compulsory Redundancy or Forced Redeployment into a role you do not consider suitable. It will explain how LTU's experienced Officials can fully support you using the Group's Job Security Policy.**

By using the Job Security Appeals Procedure, LTU has been able to help members avoid compulsory redundancy by finding alternative jobs elsewhere in the Bank and to help others receive a Severance Payment where the alternative jobs they have been offered are considered unsuitable.

- **Other invaluable support LTU provides all our members, including our excellent Free CV Design & Preparation Service.**

Of course, members wanting to discuss their job security rights, entitlements or concerns can telephone our 24 Hour Advice Line at any time they wish; whether during the day, night or weekend. This confidential service is available on 01234 262868.

Being Treated Fairly

Whenever there is a major reorganisation and/or job reductions, how well staff are treated is dependent upon how well informed they are.

Put simply ... if you don't understand your rights and entitlements, how can you be sure of being treated fairly? This applies equally whether you are seeking redeployment or would prefer to leave the Company with a Severance Payment!

Of course, LTU excels when it comes to providing our members with advice, information and representation. And the contrast couldn't be greater than compared to Amicus Unite, which is too timid to challenge and oppose Top Management, has nominal influence across the Lloyds TSB Group because of its very low membership and depends upon using Company-paid employees to represent its members.

As a consequence, all C&G Staff who want to be sure of being treated fairly - and guaranteed of receiving professional, independent Union representation - should ensure they are members of LTU before it is too late!!!

Barnwood Redundancies

Unfortunately, at the time of writing we do not yet know the full extent of Top Management's plans for Barnwood.

Nevertheless, what we do understand from our various well-placed sources is that:

- **The Company is planning to Offshore New Business work from Barnwood to India over two phases. This will involve first transferring it to the Scunthorpe Mortgage Centre for 'packaging', before completing the journey to India.**
- **The initial, Processing stage of New Business may even be transferred direct to Mumbai without first 'passing' through Scunthorpe.**
- **The Data Integrity section in Barnwood may also be Offshored to Mumbai.**
- **Many remaining C&G functions operating from Barnwood may be redeployed into other Lloyds TSB business units.**

This would follow the now 'well trodden path' previously taken by IT, Audit, Premises and C&G's operation at Segensworth (Fareham). Here, C&G Staff have had their reporting lines transferred under Lloyds TSB business units. In fact, in many cases staff have had their contracts of employment compulsorily transferred from C&G to Lloyds TSB under a process known as TUPE.

LTU would particularly expect many staff to be transferred to the Group Operations business unit - which has a track record of reducing staff numbers through efficiency drives such as *Lean Manufacturing* and *Process Automation* - before eventually transferring all remaining work either to its other established UK sites or else offshoring the work to India.

- **Top Management acknowledge that significant numbers of redundancies will be inevitable.**

Top Management Indecision

We have been told that the decision to announce the full extent of job reductions in Barnwood may be delayed after the Company's Press Office denied it had such plans when it spoke to the media last week.

To go ahead as planned - having made such a public denial - would be highly embarrassing. No doubt the Company also does not want to appear insensitive after the recent turmoil so many staff have endured following the flooding.

However, Top Management should be straight with staff. If it wants staff to believe it has no plans for significant job reductions at Barnwood that will lead inevitably to redundancies, it should guarantee that no such announcements to that effect will be made between now and the end of the year. Otherwise, its empty denials will have no credibility whatsoever.

Redundancy Or Redeployment?

In our last Newsletter on C&G job reductions, LTU explained that whilst some staff will be made redundant, many others are likely to be forced into alternative roles. **For a copy of this Newsletter either call LTU on 01234 262868 or log on to www.ltu.co.uk/newsletters/17.**

The C&G Staff most likely to face redundancy are those working at Barnwood and those in more senior branch roles (i.e. Group Managers and Branch Managers), for whom there are unlikely to be many suitable redeployment opportunities.

Meanwhile, for many staff working in the Branch Network, forced redeployment into alternative roles - and possibly having to move on to Lloyds TSB contracts through a process known as TUPE - is far more likely. Leaving on Severance Terms may simply not be an option!

In both sets of circumstances, if C&G Staff want to be fully supported it will be essential they can count on independent, professional Union representation: which is something that only LTU provides.

Join LTU For *Real* Support

Top Management and Amicus Unite are desperately trying to maintain their cosy relationship; despite the fact that this works completely against the interests of C&G Staff:

- *The Company has agreed to provide Amicus Unite with financial and organisational support and to help it promote its membership.*
- *In return, Amicus Unite has given management an easy ride on issues as diverse as Low Pay in C&G, the Offshoring of Jobs To India and now Branch Closures and Job Reductions in Barnwood.*

No wonder both parties are trying so hard to stop the tide of C&G Staff joining LTU!!!

But the fact is that LTU already represents a third of all C&G Staff - possibly more staff than Amicus Unite has as paying members - and our membership is growing each month.

LTU has also successfully advised and supported many C&G Staff in Disciplinary and Grievance Proceedings, and where staff have needed assistance with job security concerns. And our success has been on behalf of C&G Staff at all levels of the Company: from the most junior staff up to even a Regional Director!!!

Union Representation - Its Your Choice!

Despite the best efforts of C&G Top Management and Amicus Unite to prevent C&G Staff receiving professional trade union representation, the fact is that the choice is down to staff.

Furthermore, LTU is already showing that it is providing C&G Staff with high quality representation, because:

- **The law means that C&G Staff have a legal right to choose who they want to accompany them at all Disciplinary, Grievance, Job Security and all other Formal Proceedings.**

Our experience has been that our independent Officials have had considerably more success than those from the Staff Association and Amicus Unite; routinely winning cases and getting Disciplinary Charges reduced or dropped altogether. Of course, this is hardly surprising since all our Officials are fully experienced and employed directly by LTU; unlike those from Amicus Unite who are paid for and seconded by the Company and so cannot act independently.

- **LTU exercises more collective influence through our willingness to challenge C&G Management and publicise our concerns in regular C&G Newsletters.**

Experience on issues as diverse as Pay, Offshoring, Branch Closures and Job Reductions prove this is the case; where LTU has challenged Management whilst Amicus Unite has remained silent.

As more and more C&G Staff join LTU, the Union's influence grows and the day comes closer to when the Company will have no option but to formally deal with LTU, dropping the shabby deal it has reached with Amicus Unite.

How To Join LTU

There are several different ways that you can join LTU:

- **By Post.** Complete and return the enclosed Application Form by post to:

*Lloyds TSB Group Union, St John's Terrace,
3-7 Ampthill Street, Bedford, MK42 9BY*

- **By Phone.** Call LTU on 01234 262868.
- **By Internet.** Log-on to:

www.ltu.co.uk/join_ltu/current_staff

As soon as you join, you will be entitled to LTU's full range of advice, information and representation.

STEVE TATLOW
Assistant General Secretary