



Delegates please ensure that all workers on your site or branch get a copy of this update
ANZ National CTSC
4 August 2008

Bank to report back on offshoring decision

KEY POINTS:

- Finsec Councillors met with the bank last week to present a submission on behalf of members based at the Wellington CTSC and other sites affected by the bank's proposal to offshore work to Bangalore.
- The bank says it will present a confirmed structure to staff at the CTSC at 11am tomorrow, Tuesday 5 August. We understand these meetings may provide information on the confirmed structure and set out how the bank intends to precede following staff feedback.
- During the last Finsec meeting regarding offshoring, members raised a number of valid questions. This Update contains the bank's responses to those questions. We encourage members to address issues not dealt with by these responses, either with the bank directly at the meeting or through Finsec delegates beforehand.

ACTIONS:

1. Please circulate this Update to all staff in your worksite.

Some further questions that members could ask the bank include:

1. What parts of our feedback have the bank taken into consideration?
2. What functions are staying at the CTSC?
3. What did the bank base its decision on when determining what functions will be sent to Bangalore?

CTSC Questions and Answers from the Bank

1. If you end up in the upfront programme and in the pool would you get paid for the days you were not needed?

This is a permanent role (supernumerary) and therefore staff would be paid for the days they are not being utilised.

2. Will the Twilight team be on the back foot if applying for jobs in the day shift maintenance team?

The bank said that staff in the Twilight team will not be on the back foot, if they agreed to change their hours of work, they would be given the same opportunity as others.

National Office PO Box 27 355, Wellington, New Zealand. Phone: (04) 385 7723 Fax: (04) 385 2214

Email: union@finsec.org.nz Website: www.finsec.org.nz



3. If you opt to be made redundant, can the bank then offer you a role in the upfront programme and not pay you redundancy if you decline?

No, however an employee could obtain a role in the retail network if permanent and comparable. Employees would go through the redeployment phase, and look at comparable roles. If the employee then declines the comparable role offered, redundancy could be declined.

4. How many times can staff who opt to be redeployed be turned down for a comparable role?

Throughout the period of the redeployment, affected staff will meet with the career consultants to discuss with them outcomes of interviews and assist them with the next steps.

5. Will staff who are currently on band 2 be disadvantaged if applying for the remaining positions which are band 3?

The bank was of the view they would take into consideration skills, attributes and behaviours of individuals applying for a higher banded role. Staff should take time to have a discussion with their managers about what they could bring to the role.

6. If staff from the twilight shift decided to take a new role would they maintain their current benefits of shift allowance, etc?

No as the shift allowances, etc are in recognition of the unsociable hours these staff currently work.

7. What is the stand down period?

The stand down period is for 12 months after an employee is made redundant before they can be re-employed by the bank.

8. Why can't all staff at the CTSC be considered for Account Ops roles?

This will be a closed selection process for the account operations roles which the bank supports. They comment that the functions are very different between the two levels.

9. Will redundancy be pro-rated?

Redundancy compensation is based on the salary you are earning at the time and calculated on how many years and part years of service completed with the bank.

10. If members of the Twilight team opt to be redeployed could they then decide to take redundancy at a later date, given that the bank have stated there are no comparative roles?

Staff will have the choice, if they decide to take a role it would be a permanent role.