



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

## Bank plans to ship nearly 250 jobs from LSC and CTSC to India

### KEY POINTS:

- The bank has announced today plans that would see nearly 250 jobs shipped to Bangalore from Lending Services in Auckland and the CTSC in Wellington.
- This is the first massive wave of job cuts to be announced as a result of ANZ National's decision to offshore a large chunk of New Zealand processing work to Bangalore.
- No other banks have announced plans to offshore jobs. Westpac has confirmed it does not intend to send jobs to India and KiwiBank is running an advertising campaign based on its commitment to create jobs in New Zealand.

### ACTION:

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

### Bank announces plans for massive wave of job cuts in back offices

The bank has announced its intention to send nearly 250 jobs from Lending Services in Auckland and the CTSC in Wellington today.

Staff were informed of the plan and the accompanying consultation process at meetings held across the sites this morning. The announcement confirms proposals announced earlier in the year by the bank to send work done in New Zealand to India.

The reduction in staff would equate to nearly 60% of the total roles across the sites being offshored to Bangalore.

### Indian labour cheaper

The bank has conceded that one of the drivers of the decision to send jobs to India is the cheaper cost of workers there. The bank has said that India workers cost around 75% less to employ than New Zealanders.

### Bank puts staff in a race to the bottom on wages

The bank's decision to move forward on its proposal to send jobs to Bangalore opens up a race to the bottom in wages that will see New Zealand workers lose. The bank is showing little loyalty to its New Zealand

customer base and staff by looking to find the cheapest labour possible to get the job done.

The bank's plan to send jobs to India undermines our attempts to improve wages and conditions as well as job security here.

### ANZ National out on a limb with offshoring

Since the announcement earlier in the year that the bank would look to send jobs to India no other banks have followed suit.

Instead some banks have taken the opposite stance and committed to keeping jobs in New Zealand. Westpac confirmed it had no plans to send jobs offshore and KiwiBank has launched a high profile campaign promoting its job creation in New Zealand.

### Short term profit may lead to long term loss

While employing staff in India may be cheaper for the bank it could backfire if customers move banks to support New Zealand workers. ANZ National needs to seriously consider the ramifications of the negative publicity it has received since it announced its offshoring intentions.

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