

CAPITA

NOT PROTECTIVELY MARKED

**A Proposal for Framework
Partnership Agreement
between Capita Customer
Management Limited (TEF UK
account) and Prospect**

Version: 1 Issue Date: 1 July 2013

Table of Contents

1	Introduction	
1.1	Purpose.....	1
1.2	Scope and Recognition.....	1
2.1	Communication and Consultation Arrangements.....	2
2.2	Working Principles.....	2
2.3	Facilities & Time Off.....	2
2.4	Shared Principles.....	2
2.5	Aligned Communication.....	2
2.6	Meeting Etiquette.....	2
3.	Review	3
4.	Acceptance	3

Appendices:

- (i) Job Security Agreement dated 17 June 2013
- (ii) Measures Letter dated 5 July 2013 and supplied via email by Jo Curtis
- (iii) Redeployment Agreement dated 17 June 2013
- (iv) Facilities & Time Off to be agreed post transfer

1. Introduction

1.1 Purpose

This proposed framework agreement is presented to Prospect to embody the spirit and intent of the Employment Relations Act (as amended) and Capita Customer Management Ltd commitment to work with Prospect with the common objective of establishing a framework agreement that will maintain excellent employment relations between both parties in order to deliver the best quality service for customers and clients, and with the clear objective of forming a constructive and positive relationship which is of mutual benefit to all parties. Capita Customer Management Ltd are committed to entering into further discussions with Prospect post Transfer in July 2013.

It is agreed that the framework agreement will incorporate trade union recognition for Prospect, providing a framework for collective bargaining whilst, ensuring a more inclusive approach to the business and employee relations at strategic and local levels.

1.2 Scope and Recognition

The framework agreement will cover those employees who transfer to Capita Customer Management Ltd from TEF UK (O2) under the Transfer of Undertakings (Protection of Employment) Regulations 2006 (as amended) and who, at the time of transfer, are included in the bargaining unit (MPG2, MPG4, PGS1 and PSG2 grades by reference to the TEF grading structure), and who are based in:

O2 Preston Brook Chester Road Preston Brook Runcorn Cheshire WA7 3QA	O2 Bury Dumers Lane Bury Lancashire BL9 9QL	O2 Leeds ABC Arlington Business Millshaw Park Lane Leeds LS11 0NE	O2 Glasgow Skypark The SkyPark Centre 8 Elliot Place Glasgow G3 8EP
--	--	--	--

The framework agreement will recognise Prospect as the principal union in respect of employees in the Bargaining Unit for the purposes of consulting and negotiating with Capita about substantial changes to existing working structures and associated issues which could impact positively or negatively on job security and staffing levels. The parties expect such negotiations will include but may not be limited to employees' contractual terms and conditions which includes pay, overtime and pay related allowances; bonuses; working hours and leave arrangements; attendance arrangements; occupational sick pay; redeployment terms; pension arrangements.

2. The Proposed Framework Agreement

Capita Customer Management Ltd and Prospect commit to continue discussions post transfer to develop the partnership framework agreement including agreeing a set of working relationship principles to include, but not be limited to, the following:

2.1 Communication and Consultation Arrangements

A detailed framework for consultation and communication encompassing both local discussions and discussions impacting employees within the bargaining unit across the four transferring sites. This will include communication of issues discussed in meetings and agreed principles around confidentiality of information where appropriate

2.2 Working Principles

Working principles underpinning the recognition agreement between Prospect and Capita Customer Management Ltd, to include negotiating procedures and issues for discussion in local and strategic meetings

2.3 Facilities and Time off

Capita Customer Management Ltd commit to continuing the current facilities agreement in place between Telefonica UK and Prospect and post transfer, will discuss in more detail:

- Time off for Prospect Representatives for individual and collective representation
- Training for Prospect Representatives
- Time off for Prospect Representatives for activities organised by Prospect

2.4 Shared Principles

Developing a set of joint guiding principles underpinning the success of a Capita Customer Management Ltd and Prospect Partnership to include such topics as:

- Working in partnership
- Management of Change
- The working environment
- Disagreement resolution

2.5 Aligned communication

2.6 Meeting Etiquette

3. Review Arrangements

It is the intention that the agreement that flows from discussions will last for the duration of the contract with TEF UK (O2) and we will agree during these discussions appropriate arrangements for review on an annual basis to make sure that the partnership is working effectively and reflect on progress. We will also agree a process for formally recording any amendments to the agreement.

It is our intention that the agreement shall not be legally binding; however, the parties agree to take all practical steps to ensure its full observance. In the event that either party wishes to terminate this agreement they must do so by giving three month's notice in writing to the other party.

This Agreement, and all matters arising from it, should be treated as commercial and in confidence.

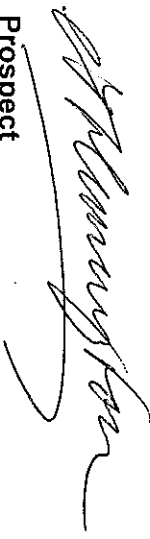
4. Acceptance



Capita Customer Management Ltd

Bob Buiaco ski

Date 31/10/13



Prospect

C HEMMINGS

Date 31/10/13

