UNITE IN NATWEST GROUP

January 2025

FinCrime Update

The changes to Ways of Working across the Financial Crime Hub went live on 6th January 2025, with the majority workers expected to attend their designated office on two days per week. Before Christmas, Unite requested a further delay pending more discussions with the leadership team, however, they believed that this would lead to uncertainty and that it was important to implement the changes to allow workers to experience the personal impact of the changes, if any.

As part of the 2025 pay deal, Unite secured a written agreement for good faith discussions with the FinCrime leadership team to review which specific roles require additional office attendance. Unite's preference would have been for these discussions to have concluded prior to implementation, however, we have received assurances that the additional office attendance will be reversed for any roles where it is agreed that the extra time in the office is unnecessary. The first of these meetings is scheduled for later this month.

What has Unite done?

At the time of the original announcement in May 2024, the changes were scheduled for August 2024 and the only exception was on medical grounds. This led to an unprecedented level of member feedback.

Unite have worked on your behalf and achieved:

- Multiple significant delays to the implementation.
- A massive expansion of the grounds for exceptions for additional office days.
- Exceptions being decided by your direct line managers rather than the senior leadership team.
- Bank listening sessions (based upon the earlier Unite listening sessions) where workers spoke honestly about the unintended impacts of these changes.
- Raised the issue directly with the CEO and COO in September 2024.
- Multiple meetings with the FinCrime leadership team, with further meetings in the diary.
- Devoted an entire section of our 2025 pay claim to the increasing costs of working for NatWest Group.
- Removed one role entirely from the additional office attendance and agreement to review further roles of concern.
- Agreement between the bank and Unite to work on a framework for the implementation of any future changes to ways of working.

The fight is not over…

All of these changes were achieved through collective action by members like you. Many of you continue to tell us that the impacts of the changes to ways of working are both significant and unacceptable. Our data tells us that a majority of you remain unhappy. **Where we go from here depends on you.**

If you have had an exception granted, this is likely an exception that you won through this campaign. We would urge you not to turn away now while many other workers tell us that they remain badly impacted. Our ability to win meaningful changes depends on collective action and members standing in solidarity.

Unite zoom calls

We need to know what you think. We need to build an accurate picture of the real-world impacts now that the changes have gone live. We need to hear your views on what next steps you are willing to take. Any opinion, positive or negative, is welcome. We need to know which roles work better with additional collaboration and which roles do not. This will feed directly into our discussions on roles of concern with the leadership team.

You can speak to your local workplace rep, email Unite in NatWest Group, leave a voicemail on our dedicated members' helpline or join one of our zoom drop-in sessions:

DATE	TIME	Zoom 496 549 6896
Monday 20th Jan	12:30	Confidential drop-in sessions open to all. You can join from any device. If these dates or times don't work, please reach out and we will accommodate you. Calls are open-ended with lines kept open for at least 30 minutes.
Tuesday 21st Jan	16:00	
Wednesday 22nd Jan	12:30	
Thursday 23rd Jan	16:00	
Friday 24th Jan	12:30	

Email Unite in NatWest Group: **rbsinfo@UnitetheUnion.org** or leave a voicemail on: **0207 611 2993**.