

PROSPECT PLUS OFFERS

We'll support you when you have a problem at work, as well as secure good pay deals and terms and conditions across the board, but that's not all we're about. Being a Prospect member also gives you access to a whole host of other benefits.

Such as:

- A free wills service
- Holiday packages
- Family days out
- Cheaper cinema tickets
- Airport Extras
- Discounts on gym membership
- Discounts on Apple products

Subject to T's and C's Members should access [Member benefits](#) to find out more.

Welcome message from the Branch Chair



On behalf of the Branch Committee, I hope you find this newsletter useful and informative. We remain committed to keeping members updated on the work we are doing across the business and the key issues affecting our members.

A major priority over the coming months will be the upcoming pay negotiations. Securing the

best possible outcome depends on having a strong and engaged membership, so I would encourage you to speak to colleagues who are not yet members of Prospect and highlight the benefits of joining. Every additional member strengthens our collective voice and our ability to influence decisions that affect us all.

We are also keen to recruit new workplace representatives. Reps play an essential role in supporting members and representing their views. If you are interested in getting involved, please contact me or a member of the committee.

In addition, we continue to raise concerns regarding company systems and processes that are not operating as efficiently as they should. We are actively engaging with management to ensure improvements are made and will keep members updated on progress.

Student Loan (2) campaign

Many younger members are being affected by the continued freezing of student loan repayment thresholds under Student Loan Plan 2. Because the point at which repayments start has been frozen, while wages have continued to rise, more people are being pulled into repayments and those already repaying are paying back more of their salary each month. In real terms, this means people are repaying their loans for longer and at a higher overall cost.

At the same time, the interest rate applied to Plan 2 loans has significantly increased. Interest is charged at a rate linked to inflation, meaning balances can grow even while regular repayments are being made. For many members, this creates the situation where their loan balance increases faster than they can pay it down, adding long-term financial pressure.

The government has said that from September, the interest rate will be capped at 6%, which is a step in the right direction. However, Prospect believes this does not go far enough. The combination of frozen thresholds and high interest rates continues to unfairly penalise those repaying under this system.

Prospect is calling for further action from government to make the student loan repayment system fairer for everyone affected, and we are keen to work with members to build this campaign, share experiences, and push for real change

Prospect has a strong mandate from members following our 2025 pay survey, with colleagues sharing their priorities, concerns and aspirations for this year's pay award. The high level of engagement in the survey has provided the negotiating team with a clear understanding of members' expectations and the issues that matter most to them.

We will soon be entering into discussions with the company regarding pay. The views expressed through the survey will play a key role in shaping our negotiating position and ensuring that members' voices are represented throughout the process. Having a strong evidence base from members helps us make the case for a fair and competitive pay offer and allows us to challenge the employer where necessary.

While pay negotiations can often be complex and take time, your feedback gives us the authority and confidence to advocate on your behalf. We would like to thank everyone who took the time to complete the survey and contribute to the development of our pay claim.

We will continue to keep members updated as negotiations progress and will provide further information when there are developments to report.

If you are part of the ESRC group and would like to attend pay talks, please get in touch with your Branch Committee to find out more information.

Are your membership records up to date?

To make sure you receive the latest union news, updates, ballots, and important information, it's vital that your membership record is accurate and up to date.

Have you recently changed your address, phone number, email address, workplace, or job role? If so, please let us know as soon as possible. Keeping your details current helps us stay in touch and ensures you don't miss out on important communications and member benefits.

Updating your records is quick and easy. Simply call 0300 611 1878 to speak with a member of our team, or email your updated details to membership@prospect.org.uk

Access: Denied.

The recent company-wide password reset programme appears to have created significant challenges for several employees, with some staff experiencing extended periods without access to essential systems.

One employee reported being unable to access email, Microsoft Teams and other corporate functions for almost three days following the password reset. Difficulties with Microsoft Authenticator prevented access to company systems, while attempts to use alternative verification methods were unsuccessful.

Over the course of the outage, repeated efforts to contact the IT helpline proved unsuccessful, with several calls being disconnected and lengthy waiting times resulting in no response. Despite multiple requests for a callback, no contact was received. As a result, the employee resorted to raising a query through an alternative system to obtain assistance.

The issue was eventually resolved after an IT representative guided the employee through the correct Microsoft Authenticator setup and reset their password. However, by that stage important customer emails and meetings had been missed, and more than five hours had been spent attempting to resolve the problem.

While most employees recognise that password resets and security measures are often necessary to protect the business from cyber threats, the experience has raised several important questions. These include:

- Why employees were not provided with clearer guidance before the reset took place.
- Whether the timing of the reset could have been managed differently.
- Why some verification methods failed to operate as expected.
- Whether sufficient IT support resources were in place to deal with anticipated demand.
- What information is required within Workday to support account recovery processes.
- What authentication tools employees are expected to use and how they should be configured.

Did you experienced similar issues during the password reset programme? If so, please get in touch with one of your local reps as we would like to feed this back to management & HR

Member recruit member scheme.

Remember, the more members we have, the more effective we can be – it gives Prospect greater influence with our employers to drive forward positive change at work.

For every colleague you recruit, you can choose one of the following incentives:

Option 1:
£15 Lifestyle voucher.

Option 2: £15 donation to Trussell Trust, War Child or Help for Heroes (please specify).

Option 3: £15 donation to our benevolent fund, which helps members in financial difficulty.

Colleagues can join online – please ask them to complete the “recruited by” section on the join form so that you receive your incentive. Pass on this link! [Join Prospect today | Prospect](#)

Recruit a colleague today!

Branch Committee 2025-2026



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Committee Rep

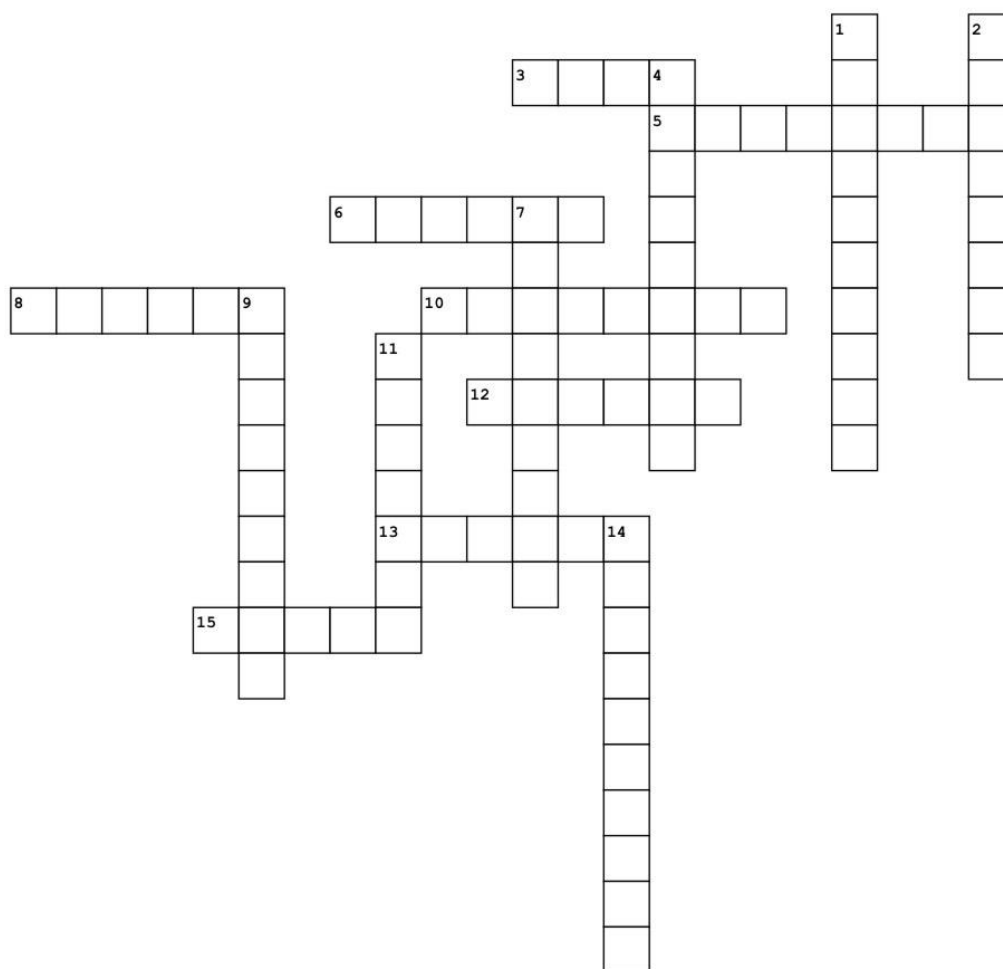
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Trade union crossword



Across

- 3. Become part of the union (4)
- 5. Principle that we should all be treated the same (8)
- 6. Local organisation of trade union (6)
- 8. A person who belongs to a union (6)
- 10. Organised effort to achieve a common goal (8)
- 12. Legal elements and protections at work (6)
- 13. New rights to allow reach to workers easier (6)
- 15. The organisation that represents and supports workers (5)

Down

- 1. Describes a common purpose (10)
- 2. A proposal setting out members pay demand (8)
- 4. Discuss terms with an employer (9)
- 7. Group elected to run a branch (9)
- 9. To act on behalf of members (9)
- 11. To negotiate terms and conditions (10)
- 14. Unity and mutual support among workers (10)