



Every day we campaign for **Security of Employment, Fair Reward** and **Dignity at Work.**

January 2011

## Combined RGM - Manchester Tuesday 2<sup>nd</sup> November 2010

### **This meeting was attended by reps from North, North East and West & NI**

The notes taken are as follows together with the **General Secretary's report** which follows.

**Flex Allowance:** Notify manager of buying wouldn't expect line managers to say no, but managers need to plan in.

**Secondment Salary:** Change in Salary if role is at different level. If project role salary stays the same - check 1st Oct New T&C's.

**Allowances: First Aid & Disturbance:** Happened before 1st Oct (Not sure about First Aid in Halifax - will check) part of "Review of Policy's" for Lloyds but no payment for HBOS.

**Colleagues held back for 8 weeks in new roles:** HBOS should only be 4 weeks, unless exceptional reasons. If there is a risk issue and the colleague needs to stay, will honour pay increase from 4 weeks until start new role.

**Saturday working between Lloyds & HBOS:** Harmonisation of T&C's, branding big part of it, don't want to be the same as Lloyds.

**Xmas opening:** RD's challenged what Centre wanted. 30 branches to open, RD's said No and spoke to LD's about 17 branches opening.

VOLUNTARY ONLY & Local discretion after 3pm on Xmas & New Year. BM's must speak to own staff 1st, BM's can run on skeleton staff after 3pm at their discretion. Branches should know by now who/when is working. NO VOLUNTEERS- NO OPEN!!! Any issues please speak to RD's.

**ICS target reduction:** Business very aware of Harmonisation and what colleagues will go through.

**NPS:** Going from branch to area - to support colleagues going through ICS. (Since been revoked)

**Agency Closure, extra tills provided but not enough staff:** RD's say staff are in place, reps say different, RD to look about individual branches re issues.

**Impact of Agency Closure:** RD's will look to review the key learning's re the set up of branches in New year, will look at transactions, footfall, staffing, branch size etc.

**NPS/Agency:** Will review impact of the NPS score that Agency closure have impacted on. DCF will note the reason and branches wont be disadvantaged. By end of November 90% of agency staff should be in place.

**PLEASE FEEDBACK TO RD'S ON WHAT EFFECT AGENCY CLOSURE HAVE HAD.... FOOTFALL, TILL POSITIONS ETC**

**Overtime for managers, not entitled for ICS:** Colleagues can have toil or pay. managers of Level 4 there is a expectation to toil between other managers, flex the time.

**Start Salary's:** 1000 colleagues brought up to date re minimum starting salary.

**BA Bonus:** 50% of BA's didn't get a Bonus in one region in Q2: Q3 saw 60% did but depended on locations. Q4 retargeted, based on products etc, some BA's will be better. Q3, savings big challenge, Q4, New ISA Deals, will be better off.

**Referrals: Some colleagues losing bonus due to the change in cut off dates:** RD's not aware anything had changed, bible for referrals in Network essentials. There is an appeal process, and can refer any case to RD if decision if not overturned and for silly reasons.

**CA targets: some colleagues been threatened with P.I.P's when most of their role is admin.** RD's to take individual case offline, but all branches should have a pro rota targets for Cust Sup's.

**The General Secretary started his contribution by looking back over the last two years – back to the collapse of HBOS in October 2008.**

He said that it hadn't been an easy two years since. The Group has shed around 22,000 jobs and that is not the end of the story as the union expects 2011, the final year of the three year integration programme, to result in significant further job losses.

There is then the prospect of the sale of parts of the Bank as required by the Competition Commission of the European Union: the sale of Lloyds TSB (Scotland), Cheltenham & Gloucester, Intelligent Finance and a number of branches in England in Wales will reduce employment opportunities in the Bank further.

On the reward front, the way the 2010 pay deal and changes to the final salary pension schemes were implemented were not the right way to do business in Accord's view.

There are also lessons to be learned from the prolonged episode regarding the introduction of the integrated terms and conditions of employment.

That said, there is a "clean edge" for HBOS staff as a result of the Agreement that took effect in October 2010 whilst complications remain in other parts of LBG.

The Union was heavily involved in negotiations on pay and reward for 2011 as the round of reps meetings were taking place and the expectation was that the outcomes would be communicated before Christmas with members having an opportunity to vote on the proposals early in 2011.

Following the recent experiences of low member participation in consultation exercises, it is really important that reps do everything they can to maximise the level of voting on Pay 2011.

Turning to dignity at work, it may have been inevitable that there would be a loss of confidence by some in HBOS following the takeover.

But we are two years on now and operationally, 2011 will be very demanding as the integrated counter system is rolled out across HBOS branches prior to the transfer of all HBOS customers onto Lloyds TSB systems in July.

When the operational demands are at their highest, it is more important than ever than employees are treated even handedly and with the dignity and respect they are entitled to expect from one of the UK's leading businesses.

The GS said he planned to make this point at the Halifax Community Bank Conference in December. He wanted to stress that managers need to re-establish good employee relations in workplaces – engaging with Accord's excellent workplace reps to deliver organisational change that has the support of colleagues and respects their views and work life balance.

2011 may be going to be a tough year – but there is no need to make it tougher than it has to be and it will very interesting to learn how the new Chief Executive sees the "One Bank" moving forward past the integration phase and on to 2012 and beyond.

Accord is very keen to establish the right dialogue and to influence thinking.

**If you have any queries about this newsletter please contact Sue Johnson, Accord Regional Officer**

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