



01/2011

January 2011

Working for you in Wealth & International

BAU Meeting Report RDR

A number of members have raised concerns about how the planned RDR changes were affecting them particularly asking:

1. Why they were being made to study for the Level 4 qualification despite the fact that they are in back-office roles not designated as requiring qualifications by the FSA?
2. Why the company is limiting study leave to 2 days (including a revision workshop) when each exam takes at least 60 hours of study?
3. What will happen if they don't manage to pass the required exams by the end of 2012?

Those of you who have contacted us have indicated that you are willing to study but are anxious about how you can fit it in without completely sacrificing your work life balance.

Member concerns had already been flagged to the company late last year but the matter was discussed more fully at the January BAU meeting. The company has indicated that it feels it is providing market leading support and are reassured by the current 80% pass rate but will take the feedback away for consideration and come back to us in February.

If you have any feedback that you would like to provide then please e-mail Cilla Christmas (PriscillaChristmas@HBOSplc.com)

Engagement

We had previously asked the company to consider how we could develop consultation by moving to a more proactive approach so that we're not just consulting after issues arise but are trying to stop them happening. It has been disappointing to note the lack of progress to date but from discussion are reassured that the business is committed to working with us constructively and that the matters will be

addressed before the February BAU meeting. Items that we're looking for are:

1. Understanding the structure for, and regular discussion on, Health & Safety.
2. Colleague Engagement Survey results and action planning.
3. Attendees from all parts of the business bringing matters to the table for consultation at an early stage.
4. BAU consultation taking place irrespective of other business needs.
5. Discussion on absence and overtime levels, contractor and temp numbers, performance management, grading patterns and attrition rates so that we can spot potential issues before they arise.

Your Accord magazine carried an interview with Nita Clarke from the Partnership Institute and it was reassuring to hear that our new MD for W & I comes from a company that has worked proactively with its unions for some time.

Secondees

A number of members who are currently on secondment have raised concerns about delays in receiving confirmation letters and having related benefits amended. The matter is also causing unnecessary work for line managers.

The feedback was provided to the W & I team for their information but this is an issue that is affecting members across several divisions and the matter is being raised with HR Operations (part of Group Operations Division).

Holiday Restrictions

Some of our members in Private Banking had been advised that there was a ban on holidays during July and August and asked us to address the matter with the company.

Following investigation it has been confirmed that a number of areas of Private Banking have reduced the number of colleagues that they will allow out of the office on holiday during July and August due to the planned implementation of new systems but there is **not** a ban on taking holidays in this period.

An updated message should now have been provided to impacted colleagues however do contact a member of the advisory committee if you continue to be advised that you can't take holiday because a ban is in place.

We have asked the company to ensure that all such restrictions are consulted on in the future, in advance of implementation.

PEC

The PEC is Accord's Principal Executive Council, elected by members to look after your interests at Group level and to ensure that the union implements policy as established by the biennial conference.

Tom Harrison is the elected representative for W & I and attended the January PEC meeting in Birmingham to discuss issues such as Pay 2011. An update on the Pay 2011 consultation exercise will be provided by Ged Nichols (our General Secretary) as soon as possible.

Performance Management

We mentioned Performance Management in our December newsletter but we won't apologise for including it again, we know that it does create real anxiety for some of our members each year.

You should have had your end of year review by now. And hopefully you'll be comfortable with the outcome of your review but if you have any issues you should speak to your manager straight away. Acting quickly is vital to ensure that you get the opportunity to address your concerns.

Do take a look at the guide to Performance Management that was included in the January issue of the Accord magazine or speak to your local rep. Our reps are here to help you. Take advantage of their knowledge and experience and speak to them about your concerns.

Advisory Committee

If you have any issues or questions, or are interested in becoming an Accord rep then please contact one of the team:

- Cilla Christmas (PriscillaChristmas@HBOSplc.com)
- Tom Harrison (Tom.harrison@lloydstsb.co.uk)
- Lawrence Lakeland (LawrenceLakeland@BoSIS.co.uk)
- Joanne Markwick (JoanneMarkwick@BoSIS.co.uk)
- Steve Nixon (SteveNixon@BankOfScotland.co.uk)

Or contact Martin Pyke, the Accord officer looking after W & I matters at:

Martin.Pyke@AccordHQ.org or 07954 421 812

Although Accord's primary aim is to protect your interests at work, we also provide a range of excellent benefits which make membership great value for money.

Legal Helpline

The advice is completely confidential, **FREE** and easily accessible 24 hours a day! **Call 0800 884 0118.**

Personal Injury Claim Line

If you've been injured in an accident, our legal experts can help. It's a **FREE** service to members and their families. **Call 0800 884 0114.**

Personal Accident Insurance

Your Accord membership automatically provides you with **FREE** personal accident insurance.

Accord Travel Club

Before you book **ANY** holiday / tour / flight / hotel / car **ANYWHERE**, ring **0800 953 1263** and checkout your Accord Travel Club Discount.

Commission Cashback Scheme

The Union's Commission Cashback Scheme specialises in sourcing level and decreasing term assurance, critical illness and income protection policies for Accord members and their families. Members then receive cashback of up to 9 times their monthly premium. Ring our brokers on: **Lifeline: 01189 349800 or Valley: 01706 218719**

Tax & Pensions Advice Line

For **FREE** confidential access to taxation and financial specialists you can call **0870 428 1909.**

These benefit schemes aim to make your membership value for money, but the most important reason for joining Accord remains the individual and collective rights you enjoy. We will never leave you alone to tackle a work related problem and will support you to the end to ensure that you are treated fairly and with dignity at work.