



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

2011/02

February 2011

Working for you in GI

Integration

The company briefed colleagues on Tuesday 8th February in relation to further integration changes, and provided updates on previously announced changes. We understand that this is a very difficult time for members who are involved so do please speak to your local rep if you would like help and support. We'll be meeting the company on Thursday February 17 and can raise any items relating to the Integration at that meeting. Your details will be dealt with in the strictest confidence.

BAU meeting report

Business update

Stuart Curtis, Head of Commercial Lines Insurance, attended the meeting and provided an overview of his area, his plans for developing the business and the work being undertaken on colleague engagement. We would like to thank Stuart for taking the time to join us and look forward to meeting other business heads in the forthcoming months.

We will be meeting Steve Whitfield (Head of Enablement—Direct) and Andrew Taylor (Head of Corporate Partnerships) in February. If you have any items that you would like us to raise then please contact one of your executive team members.

Scorecard results for 2010 are currently unavailable for discussion due to Stock Market rules but we'll be discussing Scorecards for 2010 again as soon as we can and will start looking at the first results for 2011 in February.

Performance Management

The company has confirmed that the weather has had an impact on the performance management timetable so many members hadn't had their annual reviews when we met and we couldn't provide feedback on how the process had been managed.

We did however have a full discussion on how the company had approached the rating process and were reassured that they had taken account not only of business performance but also of what members have actually done and the circumstances that they have faced this year because of integration changes. It was confirmed that no forced distribution of ratings had taken place.

Reviews should now be under way and we would like to hear from you on how you felt that it went. Please let the exec members know what you thought; good, bad or indifferent. If you need personal support then please speak to your local rep who will be able to provide help and support.

Virtual Contact Centre changes in Direct

The company provided an update on the effect on colleagues of the grading and bonus changes implemented last year. It was pleasing to note that the minimum bonus safeguards agreed with the company last year had generally not been needed due to the way that you have responded to the changes but that they're being applied where needed.

The plans for colleague support during and after the introduction of new IT systems were discussed. We hope that the roll-out date will be released shortly.

Integration

Copley

The company was advised of the real distress and anger that our members in the Customer Care unit felt due to the continued lack of information on what the integration changes (announced on 9th November) meant for them. We have made it clear to the company that we are very disappointed with their failure to respond to our requests for action to support these members. It was confirmed that information would be released shortly and by the time you read this our members will have received the information they need.

The company has listened to our representations on what would be deemed a suitable alternative role for redeployment for this change. Every effort will be made to find a role at the same level as the original role but if that is not possible the member will not be forced to accept a role that is more than 1 band lower (although they may take it if they wish to). If a suitable role is not available then redundancy will be offered.

The impact of integration announcements on the Supplier Payment Team in Copley was also discussed. Linda Crouch (our officer with responsibility for Copley) will discuss member concerns in more detail with the company and report back to members directly.

Nottingham

In December we asked the company to consider our members suggestion that they be released in stages rather than on one date however the business have reviewed their plans and advised that they will not be able to agree to a staged release.

We therefore discussed the possibility of issuing initial at risk letters, so that colleagues currently seeking redeployment could receive the protections on salary etc provided by B324 the Joint Agreement on Security Employment. The company will consider this matter further and consult with Peter Gallagher, our officer with responsibility for Nottingham.

Members had also raised concerns about the impact of attrition on their ability to meet service standards and how it would be accounted for in performance management. The HCS team confirmed that they are working with the local management team to ensure that the performance management standards are applied fairly through this really difficult period for members and will work with Peter Gallagher and the local reps to address concerns raised by members.

Skill sets review/ grading review

The company confirmed they would be bring their initial proposals to consultation in February and offered apologies for the further delay, which was due to the impact of the recent bout of bad weather.

Your team at consultations

If you have any items that you'd like us to address in our consultation meetings then please contact one of the team listed below:

- Julie Astin (Copley)
- Jeff Glazer (Leeds)
- Duncan Hall (Copley)
- Martin Lang (Nottingham)
- Cilla Christmas (PriscillaChristmas@HBOSplc.com)

Or speak to Linda Crouch (Linda.Crouch@AccordHQ.org) who is the Accord Officer leading the team.

Chair's Report

As Chair of the Insurance Exec Committee I want to give you flavour of our discussions in January.

Reps' Activity

Reps in LP&I Bristol are currently actively supporting members in appeals against their end of year performance ratings. Reps are also supporting members impacted by the effects of ongoing integration activity, particularly in SC&IT.

Communication

Please do ensure that HQ has all your up to date contact details: email addresses, telephone numbers and postal address. Contact them on 01189 341808 or at info@accordhq.org.

Travel Disruptions

We are not aware of any members being unfairly treated in respect of the impact of decisions taken to allow them to get safely to and from work during recent periods of disruption. This is as a direct consequence of Accord sitting down with business managers to plan for how such occurrences would be handled before they occurred.

Christmas and New Year Working Arrangements

There was generally a fair treatment of employees in respect of allowing them well deserved time off work with their families at this special time of year. There were isolated reports of some Dickensian management styles. I will be addressing these with HR Employee Relations.

Aylesbury

Accord is still working closely with members and the company to address concerns around the many changes affecting the site.

Other Matters

Accord is continuing to work with the company to review issues related to cross-heritage grading, concerns around line management by managers not in the same geographic location, delays to the end of year performance rating process in GI, and apparent local inefficiencies where work has been transferred between heritage functions of LP&I.

Recruitment

I would ask members to play their part in recruiting colleagues who are not benefiting from being a member of the biggest and most active union in the Insurance Division. <http://www.accord-myunion.org/union/joinus.php>

Colin Armorgie

Have You Switched to Direct Debit?

Win £1,000

It's never been more important for you to have a voice in your workplace. Being part of ACCORD gives you that as well as a host of other benefits.

We need you to help us to continue to make a difference by changing the way that you pay your subscriptions. Payroll deduction may not be available soon, so please swap to Direct Debit now.

All you need to do is ring Union HQ on 01189 341808 and we'll sort it out for you in one quick phone call. Alternatively, you can change your payment method by emailing info@accordhq.org

Switch to DD by 31st March 2011 and you'll be entered into a **special prize draw to win £1,000.**