



02/2011

March 2011

WORKING FOR YOU In Wealth & International

BAU meeting update

Health & Safety

Darrell Scott joined us to discuss how Health & Safety (H & S) is managed in W & I. Darrell is the Group H & S Business Partner who looks after our Division.

It was good to hear that each section of the business e.g. UKPB has appointed a Senior Manager to lead on H & S matters and that a monthly forum is held to discuss what the business needs to do to ensure your safety. We also discussed how H & S will be overseen and audited.

As each section of the business is taking responsibility for organising H & S we have asked for the opportunity to speak to each of the Senior Managers so that we can understand how each section of the business has organised itself and how we can escalate any matters of concern that may arise.

If you have any feedback on how H & S is managed in your area that you would like to share with us then please e-mail:

Cilla Christmas - PriscillaChristmas@HBOSplc.com

Alternatively if you have a question about a H & S matter that is specific to your building then please contact your local rep who will be happy to help you.

RDR

You may remember that in our last newsletter we mentioned that members had raised concerns regarding a number of items.

Two further discussions have been held on RDR this month to address these questions, the latest being held at the BAU meeting. The questions and updates on consultations so far are shown to the right:

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?

The company acknowledges that a number of colleagues in back-office roles have been advised that they must be RDR qualified by the end of 2012 although it isn't mandated by the FSA. They have advised that this step has been taken as the back-office roles in question require the checking of work undertaken by those who will be RDR qualified. The company believes that this remains the right choice however they are reviewing the qualification timetable and will provide a further update next month.

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?

There are three reviews currently being undertaken that may have an impact on the amount of study required by the colleague and study support that will be provided by the company:

An R01 review is being taken and we have asked the company to consider opening the review to allow all colleagues who have studied for this exam to provide feedback.

A review of the use of Gap Fill for colleagues who have previously completed qualifications is in progress and may lead to colleagues being allowed to use more Gap Fill and replace the need for some exams.

SS & D are reviewing support provided to their specialist advisers. The specialist advisers concentrate on a single area of activity e.g. Annuity advice, and therefore do not have any experience of many of the areas covered in the RDR exams, which makes it harder for them to pass the exams.

3) What will happen if they don't manage to pass the required exams by the end of 2012?

This is a matter that is of concern to members across the Group as RDR impacts on sales forces in Insurance and Retail as well as in W & I. As it is important that members are treated consistently we have referred the matter to Ged Nichols (our General Secretary) to raise the matter at Group level.

Engagement

We had very positive discussions on how the BAU meetings can be improved and made more effective, which will help us better look after your interests. As part of the discussions we have agreed that:

1. Senior Managers will attend to provide updates on people plans and the business position. It was good to hear that Stuart Moseley (the new Head of Client Services within UKPB) has already agreed to attend.
2. A people metrics pack will be provided quarterly to allow us to monitor; absence, attrition, overtime, use of contractors and temps, etc. This information is very useful in helping us to spot possible strains within the business that can affect members.
3. A commitment that BAU meetings will be a priority and that they will not be set aside for other consultations.

Help Us to Help You

Our Reps are the backbone of the union – every day they are on site to look after our members.

W & I has a huge number of sites and a field based sales force and we want to have reps who work in the division across every site as well as in the sales force. **Are you willing to get involved and help us to help you?**

The company provide paid time-off for reps to undertake their duties and have agreed that target adjustments will be included and can be agreed on a case by case basis where needed. Being a Rep is also recognised as being a great way to develop your people skills and learn more about the business. Accord provides full training and support and covers expenses for travel to meetings off-site.

Alternatively would you be able to be a H & S Rep or Point of Contact. A H & S Rep is trained to help members on H & S matters only whilst a Point of Contact helps us to get our messages out to members and gathers feedback from members so that we know what matters to you.

If you are interested in being a Rep, a H & S rep or a Point of Contact and want to learn more then please contact;

Martin Pyke
Martin.Pyke@AccordHQ.org or 07954 421812

Cilla Christmas
PriscillaChristmas@HBOSplc.com or 01296 385654

Tom Harrison
Tom.Harrison@lloydstsb.co.uk or 07919 216914

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 421812

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 All union members and immediate families are entitled to use the **24 hour** legal helpline. The advice is completely confidential and **FREE. 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. For details call **0870 905 0668.**

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 This specialises in sourcing level and decreasing term assurance, critical illness and income protection policies for Accord members and their families. **Lifelink: 01189 349800 Valley: 01706 218719**

Tax & Pensions Advice Line For **FREE** confidential access to taxation and financial specialists you can call **0870 428 1909.**