



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

02/2011

6th July 2011

## Update for Accord Members in Wholesale

### Wholesale BAU Meeting

Accord representatives continue to participate in monthly BAU meetings with the Bank.

Items on the agenda included updates on Reward, the SME Growth Strategy and the Pathfinder programme and discussions on the formulation and implementation of the Direct Sales Incentive Scheme.

We are encouraged that the Direct Sales Incentive Scheme seeks to streamline the multiple approaches currently in existence. Key features of the Scheme include quarterly awards and a focus on Risk, Customer and People. Accord will continue to consult with the Bank on the application of the Scheme and welcomes feedback from impacted members.

The Bank briefed the Union on the Q1 Colleague Engagement results for the Wholesale Division. We communicated member concerns that they are subject to undue influence and pressure to complete from management. The Bank assured Accord that the survey remained a voluntary exercise with the aim of gathering genuine responses from colleagues and that management interference is not acceptable.

If you have any items that you'd like us to address in our consultation meetings then please contact:

Wholesale PEC Rep Kate Davidson:

[KateDavidson@bankofscotland.co.uk](mailto:KateDavidson@bankofscotland.co.uk)

Or Adam Adnyana, the Accord Officer looking after Wholesale matters: [Adam.Adnyana@Accordhq.org](mailto:Adam.Adnyana@Accordhq.org)

### Wholesale Banking Recoveries

Accord attended a consultation on the changes announced to Wholesale Banking Recoveries in Scotland. The Bank outlined its plans to redirect all new Wholesale Retail recoveries cases to Glasgow

and non Retail cases to Edinburgh. The exceptions to this are cases in excess of £1 million, which will go to Edinburgh. The Bank confirmed that it was seeking a small number of volunteers to transfer to Glasgow from the Edinburgh team.

Accord raised member concerns that this change would have a severe impact on the long-term viability of the Edinburgh operations and questioned whether this move was a precursor to more significant change. Wholesale Banking Recoveries confirmed that it currently had no plans other than those announced.

In response to Accord questions on travel costs and the offer made to colleagues currently based in Edinburgh who wished to apply for the available Glasgow roles, the Bank confirmed that they would act in accordance with the Travel and Mobility Policy at all times.

Accord is committed to regularly consulting with the Bank on this issue and members with further queries should contact their site rep or Accord Officer Adam Adnyana. ([Adam.Adnyana@Accordhq.org](mailto:Adam.Adnyana@Accordhq.org)).

### Reps and the Wholesale Advisory Committee

Accord is always seeking to add to our network of Reps within Wholesale. If you wish to take a more active role in influencing your workplace and supporting your colleagues, perhaps a Reps role would be for you?

Training is provided and you will be supported by a network of Reps within Wholesale and across the wider business, Accord Officials and Accord HQ.

To learn more about Rep opportunities please contact Adam Adnyana ([Adam.Adnyana@Accordhq.org](mailto:Adam.Adnyana@Accordhq.org))

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 legal helpline. This gives you access to a qualified legal adviser on any matter. The advice is completely confidential, **FREE** and easily accessible at all hours of the day or night.

**Call 0800 884 0118.**

**Personal Injury Claim line** If you've been injured in an accident, our legal experts can help. Our personal injury claim line is provided by Russell Jones & Walker (RJW), one of the UK's leading law firms. It's a **FREE** service to members and their families. All you need to do is pick up the telephone.

**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** 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. The average lump sum cashback paid out this year under the scheme is **£400**.

Since its inception, the scheme has paid out over £2.5m. 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**.

**Will Writing Service** In conjunction with Russell Jones & Walker Solicitors, members can benefit from discounts and expert legal advice.

It is quick, simple and professional, and because you do it online, you can see your will being created as you go along. To access the web-based service go to

<http://www.yourlegalrights.co.uk/accordwills>.

You'll need a discount code which can be found in the legal services section on the Accord Website. Wills can be made from as little as £19.99 – that's a 60% discount on the usual price.

#### 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](mailto:info@accordhq.org).

Switch to DD by 30th September 2011 and you'll be entered into a **special prize draw to win £1,000**.