



05/2011

31st May 2011

Group Operations BAU Meeting Updates

Group Ops BAU - April 2011

We met with the company on the 21st April. This newsletter sets out some of the items we discussed.

Please note that we are bound by confidentiality requirements on some issues so forgive us but we cannot comment in full at the moment. Representing Accord were:

- Chris Riley (PEC, Pudsey)
- Carley Anderson (Accord Vice President)
- Linda Crouch (Accord Regional Officer)

Our next meeting was held on the **11th May.**

Participants have company e-mail addresses except Linda Crouch who can be contacted on Linda.Crouch@AccordHQ.org

Customer Services Grade Review Update:

In our April newsletter we updated you on the grade review being undertaken in the Customer Services area. This was originally announced to colleagues on 23rd March:

- 1-2-1s have now been held with all colleagues
- No formal appeals have been raised and Accord has not received any negative feedback
- The implementation date is still on track for 1st July

Edinburgh Cash Centre - Shift Alignment

The bank advised us of some shift alignment in the Cash Centre. Cash deliveries are no longer taking place during the night and are instead happening at 7am. This has been happening for some time and colleagues have gradually voluntarily been moving away from the night shift. The intention is to realign

the shifts, thereby removing this shift altogether. This is to happen from 4th July when they will move to shift coverage between the hours of 6am-6pm and they will be looking to staff this on a voluntary basis.

AOB:

A new set of Calibration guidelines will be issued from Mark Fisher to his reports as part of the drive to ensure that performance management is being managed correctly and to address concerns raised by the unions and colleagues about the lack of transparency and knowledge around the process.

Group Ops BAU - May 2011

We met with the company again on the 11th May. The following Items discussed included the following:

Value colleagues update:

Programme has delivered the following in 2011 so far:

- Re-launch of delivering excellence, which has now seen an increase in usage
- Divisional wellbeing weeks
- Launch of the flexible working guide
- Launch of the line manager handbook
- Share fairs
- 2011 roadmap

CES

The results of the Colleague Engagement Q1 Survey for Group Ops were shared with us.

- The trend continues upwards. Group Ops EI stands at 77 against an overall LBG score of 80.
- There was a response rate of 88% across the division.
- 10/13 core questions have seen an increase.

- The unions asked for further information on how the EI score was generated as we wondered if any of the questions were weighted when it came to compiling the overall score. HR were sure there was no weighting on any questions, but would find out.
- It was noted by the unions that the IT scores have continued to remain consistently low against all the other areas of Group Ops. Possible reasons for this were discussed.
- Next survey is scheduled for Q3, however it was noted that the questions and frequency may change in 2012 once there is an understanding of Antonio's direction.
- It was noted by the unions that this break gives the bank an opportunity to capture better diversity information which the bank is currently unable to provide. The unions feel this would be a useful investment of the bank's time.

PSS – Belfast (Retail & Private Banking)

The PSS area in Belfast were incorporated into the Group Operations division, moving out of Retail earlier this year. Discussions will commence shortly between the business and the union on the T&Cs piece as colleagues are currently on some Retail specific arrangements for pay, bonus and overtime. It was noted that Accord had now reached agreement on the T&Cs piece for Direct Channels and therefore colleagues in PSS were working alongside other colleagues in DC that now had clarity over their pay/bonus etc.

As all members are from Accord, a separate meeting will be setup to discuss ASAP.

IT Integration Update – ADM

The business gave us an update on the IT Integration.

- Currently in target for Phase 1 handover of platforms, 13 have been transferred so far.
- Planning for Phase 3 transitions is starting now. There has been a lot of learning from Phase 1 and this will be fed into the planning for Phase 3.
- The unions asked how Antonio viewed offshoring and if this may change as part of his strategic review.
- Until Antonio has announced the results of his strategic review, planning and activities will continue as announced.

Operations Migration update – Release C activity

The business gave us a further update of the release C activities and how this was progressing. All people policies covering the release related work are in place and the union has received no further feedback on these. Work remains on schedule for the release C migration weekend in July, and the business will return in the June BAU to give a further progress update.

AOB:

Update on shift reviews in the Cash Centre

- This was discussed at a April BAU meeting.
- All colleagues have had 1-2-1 discussions and are comfortable with the changes.
- This will be implemented as per previous discussion, no change.

Wholesale Ops – Move to Lovell Park, Leeds

- This was announced on the 8th March.
- The move date is scheduled for the 17th June.

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. 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.. 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 specialises in sourcing level and decreasing term assurance, critical illness & income protection policies for Accord members and their families. Ring our brokers on: **Lifelink: 01189349800 or Valley: 01706218719**

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