



06/2011

17th August 2011

Update for Accord Members in LP&I

Accord meeting with Divisional Employee Relations 14th July 2011

Due to holidays the meeting in July took on a slightly different format.

Performance Management: the system and process, once again seemed to dominate discussions, which is disappointing for Accord.

Accord raised concerns about the follow-up taking place after successful appeals. There was a lack of understanding about how to amend the info held on YP and how to process revised bonus or pay awards. A couple of cases were finally corrected by the business after Accord pushed for a resolution. We suggested this part of the process should be clearly documented for future reference.

A number of members have advised Accord that their 2010 Balanced Score Cards are still at Grandparenting and have not been released for sign off. This could have knock on impacts if any comments have been included that the member has not seen and is applying for other roles. The Business agreed to take this away to investigate.

A follow-up Performance Management meeting with the business and our sister union, Unite, was held at the beginning of August to discuss these issues. The unions were disappointed to note that LP&I had rolled out an initiative for holding 121s called GOAL without any discussion or consultation. A number of potential issues have been identified from the new GOAL forms and these will be discussed at a separate meeting. All the general points about Performance Management have also been forwarded for inclusion in the Group discussions now taking place.

Workwise: was also discussed as the announcements had been published on Interchange prior to the meeting and for many colleagues the articles were their first exposure.

Concerns were raised over desks, layout and space.

We understand the only changes to desks in Harbourside will be the replacement of the pedestals (Drawer units) with legs. The desks will be the same size and the desk backboards (dividers) will not be changing. Lockers will be provided and these will be located on fixed walls by printers and around offices.

In line with health and safety guidelines, colleagues who have specific adjustments to their workstations will not be required to move around and will have a dedicated workstation.

Desks will be arranged in 'neighbourhoods' rather than teams. Accord was concerned that team managers and possibly SSAs may not be able to sit with their teams and this will make managing day to day work more difficult. Also whether the decision to implement the change across the whole site in one go was wise, as staggering the implementation would help reduce risk should anything be subsequently found to cause issues for the business, such as system problems caused by roaming profiles not working correctly.

Accord meeting with LP&I 11th August 2011

At our August meeting with LP&I, Susan Addison, from the Workwise project joined us and we followed up on the discussion we had held in July – and added some extra issues such as the cooling of hard drives and capacity for roaming profiles. These points will be looked into and members should highlight any other concerns so we can raise and get things working smoothly. We were also joined by Donna Trapnell from the Bristol Service Centre and discussed:

- The realignment of the service centre which is planned to take effect in October. A detailed plan is in place to communicate the changes starting later in August.
- Concerns re resourcing.

Intermediary Sales

ACCORD held its quarterly BAU meeting with Intermediary Sales on the 20th July. Topics we discussed included sales results and the impact on bonus payments; plans for improved performance in H2 and the recent managed calls which were held to help improve everyone's understanding of the new car scheme. The next BAU meeting will be in October and discussions are planned for November to look at the incentive schemes for 2012.

Integration Changes

Colleagues within LP&I continue to be impacted as projects such as Ocelot, which impacted Intermediary Sales and Marketing, are working through to completion. Individual advice and support has been provided to members who have had problems with the changes.

The final phase of the changes to SC&IT will be managed under the Javelin programme since the function now reports into Group IT. The final selection process will hopefully take place in Q4.

Accord Survey of Working Life within Lloyds Banking Group

The results of the Accord survey have been issued and despite a disappointing response rate within LP&I (160 returns) some interesting results have been highlighted:

- 23% work between 1 and 3 hours unpaid overtime each week
- 25% had their annual appraisal delivered outside the agreed timeline and process
- 35% described their workplace as constantly understaffed
- 59% felt under pressure to complete the Colleague Engagement Survey

Insurance Division Chair's Report

Outside of LP&I, Accord continues to be active in a number of areas influencing decisions that affect our lives at work in LBG.

Whilst the union welcomes the headline news from the Strategic Review which maintains a commitment to Scottish Widows as a core brand, there is still a lot of work to do in relation to the detail of any proposed changes.

Accord's General Secretary met with the bank's CEO, António Horta-Osório, to discuss the outcomes from the Strategic Review. Accord and its members are affected by the outcomes, particularly with their implications for security of employment, fair reward and dignity at work in LBG for the future. Fran O'Dowd & John McGrath also attended a meeting with the HR Director Angie Risley to discuss the Strategic Review and ask her questions. Accord will continue to work with the bank as detail is added to the plans for the future.

Accord has also had its first pay framework review meeting with the company to look at many of the key issues that members have on pay and performance. Further joint meetings are being arranged, and any agreed changes will be implemented as soon as possible.

Remember to keep up to date with news of developments in these and other areas by regularly visiting the new Accord website: www.accord-myunion.org.

If you have an item you would like Accord to raise on your behalf please contact one of your local reps, or if you feel it's a general issue that needs to be raised at our next LP&I BAU meeting please contact one of your local Executive Members who are:

John McGrath (Customer Service & Principal Executive Council member & H&S)

Colin Armorgie (SC&IT & Chair)

Candy Port (Customer Service – Contact Centre)

Tracey Stone (Data Quality Solvency II Finance Ops)

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