



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

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10th February 2012

Update for Accord Members in ELAS Customer Services Restructure

Introduction

In June 2011, at the time of the TUPE transfer to ELAS, it was understood that the Society would need to reduce staff numbers over the coming years. The announcement made this week about the reorganisation within Customer Service is the first tranche of role reductions but we are pleased that the number of job losses has been offset in the short term by additional roles created in the Transitional Change Team

Accord is always disappointed if redundancies are necessary and we endeavour to ensure that selection procedures are fair and equitable and that compulsory redundancy is avoided wherever possible.

Background

Joint discussions about the Customer Services restructure have taken place between ELAS and Accord over the last 4 weeks. During this time we have discussed in detail the Society's requirements and proposals for selecting colleagues for redundancy and redeployment.

We are confident that we have reached an agreement that provides a fair and consistent process for all of those within scope of the restructure proposals.

The selection process has now been briefed to you in detail by the Company but there are some key points that are clarified below for your information.

Selection and Preferencing

Colleagues within the affected areas have been advised of their selection pool, that is the group against whom they will be scored for selection purposes. Each pool has a specific set of criteria against which colleagues will be assessed.

As part of the selection process you will also be asked to provide your preference for redundancy or redeployment. Although we have agreed with the Company that your preference will be taken into account where possible, we have had to acknowledge that it may not be possible for everyone to obtain the outcome of their choice.

If you have any questions or queries after receiving your selection outcome, or you would like to appeal, please contact your Accord rep in the first instance or e-mail Accord at alison.thoburn@accordhq.org

Redundancy Payments

As part of the 2012 pay and bonus arrangements, it was agreed that the terms of the HBOS Job Security Agreement will apply to ELAS colleagues until 31st December 2014. Therefore, anyone who is selected for redundancy from Customer Services as part of this redesign will be entitled to Enhanced Severance Terms, details of which can be found at

<http://accord-myunion.org/wp-content/uploads/joint-agreements/retail/B324.pdf>

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Redeployment and Bumping

In the event that you are not selected for one of the roles remaining in the structure and you did not express a preference for redundancy, there will be other options available to you.

Should you wish to be redeployed we will help you work with the business to identify any suitable vacancies that match your skills and ability.

It may also be possible for you to consider 'bumping', a process which means you could be substituted by someone who has secured a position but would prefer to leave the business (bumping in).

Alternatively, if you have secured a position but would really prefer to be made redundant you could be considered for substitution with someone who would like to stay (bumping out).

If after receiving your selection outcome you wish to be considered for redeployment or bumping you should speak to your line manager or HR about identifying a suitable match in the first instance and then contact your local Accord rep who will assist you in exploring whether these possibilities are viable. You will be asked to complete the Profile section of the Preference form so that your skills, knowledge and experience can be matched to any vacancies.

Further information

If you are unclear about any of the information contained within this document or have any further questions, please contact Alison Thoburn at:

alison.thoburn@accordhq.org or telephone 07826 550398.

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.**

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