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01/2012

11th January 2012

Working for You In Group Operations & Executive Functions

Accord Executive Committee - Group Operations

We hope you all had a rest over the festive period, welcome to the New Year.

Following an election towards the end of 2011, we have a new executive committee supporting reps and members within Group Operations:

- Nigel Brown – Operations
- Vickie Bullough – Operations
- Jeff Glazer – Group IT
- Gerrie Hanshaw – Operations
- Lucy Maller – Operations
- Mark Stirling – Operations
- Gareth White – Operations

Not all seats were filled across the divisions within Group Operations, but rest assured your new exec committee will be here to help, along with your local reps and regional officers.

Your executive committee is here to:

- Support reps across the division.
- Gather feedback from our reps to escalate via the correct channel.
- Provide support to our regional officers for consultation meetings.
- Ensure our reps are trained and kept informed so that they can look after our members.

Group Operations Consultations

We met with the company on the 9th November & 14th December. This part of the newsletter sets out some of the items we discussed.

Please note that we are bound by confidentiality requirements on some issues. Representing Accord were:

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

Participants have company e-mail addresses except Karl Rutter and Linda Crouch who can be contacted as follows:

Karl.Rutter@Accordhq.org
Linda.crouch@accordhq.org

Global Payments

We were given a presentation by the Global Payments business on their activities and challenges for 2012. There were some interesting facts and figures about the scale of the business. Some changes are being made to payment systems that come into effect in January across the industry.

Customer Services Training

We were consulted about a training programme for all colleagues in Customer Services which will be delivered by an external training provider. We are pleased the bank is committed to the training and development of colleagues and building in flexibility for colleagues' needs. We will be kept up to date with progress in future meetings.

PAF Mortgages

We were consulted on the extension of hours for the PAF Mortgages team. The business is looking for volunteers to change to cover the hours of 17:00-20:00. The expectation is that this will be covered fully by volunteers. We will be updated on progress at a future meeting.

IT Update

- We were consulted on the need for a 24/7 managed service solution following low uptake on the move to Copley.
- It was discussed at a previous meeting that some anomalies were being identified with colleagues not being aligned to the correct pay markets and clusters, further analysis was provided and the business made a proposal to rectify. The unions asked for further analysis to ensure the changes are fair and ensure that any changes take into account where colleagues would have been entitled to a greater %age pay rise had they been in the correct pay market at the time
- We'd previously raised concerns about the gradings of the Business Analyst role in SC&IT. The business has explored the reasons behind the grading anomalies and the differentiators between the various grades; ISEB qualifications and number of years service. The business set out their proposal to rectify the gradings and made it clear that this is a one-off to align colleagues following integration. While we are pleased that the business is making these changes which will result in a number of colleagues moving to a higher grade, we have reservations about where colleagues fall with respect to the number of years service.
- We had previously highlighted some grading anomalies in the ADM business. The business have had a look into this and presented a proposal to resolve. The unions asked for further clarification to understand the reasons behind the anomalies so as to understand backdating proposals.
- We were consulted about further location moves that have previously been announced to take place by March 2012. Work ratios were also discussed following a communication to colleagues in London. Workwise is being used to allow for better use of space, but does not mean hot desking for these colleagues.

Customer Services - West Yorkshire

Customer Services presented their plans to relocate colleagues into Trinity Road, Halifax from the Westbank, Lovell Park and Normanton sites. The move will happen in 2 phases across the first 2 quarters of 2012 with the transition due to be completed by 30/06/2012. To reduce further upheaval for colleagues in Westbank, the scheduled move to Lovell Park will now not go ahead.

We are pleased that there will be no job losses as a result of this change, however we have concerns over the availability of parking for those wishing to travel by car, colleagues with child care and the additional travel time for those using public transport. To mitigate this, the business are offering travel allowances to ensure colleagues are not out of pocket and will be looking to understand colleagues travel preferences.

We're also concerned over the handling of the shift review that has been incorporated into this change and are working with the business to ensure these changes are made on a voluntary basis. Unfortunately this message wasn't the message communicated to all colleagues, however we have confirmed with the bank that this is their approach in line with policy.

If you have any concerns that have not been answered by the business or your management, please get in touch with us.

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AOB

- Our members have raised concerns about the information displayed on the new payslips. The Bank has confirmed they are looking at ways to improve the information - they will be able to confirm the exact nature of the improvements at a later point but one of the issues discussed was the amount of overtime worked, with the intention being to show this information on payslips at a future point.
- Following one of our previous newsletters we have made a formal request for Group Health & Safety to attend one of our future meetings. There is a new initiative that has been launched in Group IT and we have requested a representatives attendance at a future meeting also.
- The car parking situation in Copley was mentioned, further updates have been issued by the business following further meetings with Group Property.
- Following adverse weather in Scotland, the business sent some colleagues home early. Unfortunately not all business areas took a sensible approach, advising some colleagues the following day that they would need to make the time back. We expect the business to make reasonable decisions, however in some instances we think the approach is unfair and we will be flagging any further instances and have asked for the guidance that was issued at the time to be looked at further.
- The unions raised some questions around the bumping registers which are operated by local management throughout restructuring, some members are being advised incorrectly to go to HR. We would like to see a common approach adopted across the business and even within divisions of Group Operations.
- It was noted that the release of the Colleague Engagement Survey results had not become available yet, and from the current schedule these will be on the February meeting agenda.

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