



2011/ 03

May 2011

Working for you in GI

BAU meeting on Thursday 21st April

Here is our team's report on the consultation meeting that took place in April.

Performance Management

The business highlighted the approach it was taking for this year and the stress it was placing on performance management being a real, collaborative review of performance throughout the year, and the steps it was taking to move the process forward. Additional training and support is being put in place and it is clear that the company is making an investment to develop the way that performance management works in GI.

This means that you should take part in monthly discussions that confirm your overall contribution to the business and receive an indication of how that translates into a rating, plus support on how to develop further. In short there shouldn't be any surprises at the half-year and full-year. We really do welcome this approach as you've told us in the past that this is what you want to make this system work for you but that you haven't always seen it happening.

This may take some time to bed in though and of course there are always hiccups and misunderstandings, so if you have a question or concern about how performance management is working for you then do please speak to your rep straight away. The sooner that you raise your concern the easier it is for us to help you address it.

Nottingham - Peter Gallagher is liaising with the local management team and reps on how performance management timings will work for colleagues in Nottingham. If you have any questions then please speak to Martin, Hannah or Peter.

Direct

Regular progress updates and consultation has taken place with the Direct business throughout the implementation of the planned harmonisation of the reward structures and the virtualisation of the call centre, both via the BAU meeting and locally between the management team and the reps in the Leeds sales centre. It's great to work with a team that seems that seems to have taken partnership to heart.

Claire McAdam joined us at the BAU meeting to provide an update on the virtualisation project and confirmed that the it had been a busy period but that virtualisation and the introduction of new technology had gone well. She praised the colleagues for undertaking the transition calmly and smoothly. There had been some issues with MI and reporting and members have raised some questions with us in respect of comparative bonuses across Leeds and Bournemouth, which are now being addressed. If you have raised a question with one of our reps then you will receive a response directly.

We did however have to highlight a concern in relation to some shift pattern changes that are being introduced. Although it had been flagged that there was an intention to amend some shifts we did express our disappointment that details were provided to colleagues before we had been able to consult on the matter fully. Linda Crouch, our officer, has received some queries from members about the change and is now working with the local management to address those concerns.

Solvency II

Kirsty Williams, the workstream lead for the people aspect of the project, provided an update on the work being undertaken to ensure that the business meet the Solvency II requirements created by an EU Directive.

This is a huge programme, costing more than \$1bn across the Insurance Division as a whole and addresses the need to hold capital to protect the business and customers in difficult times.

It isn't something that will be obvious to most members in their everyday work but it will bring permanent changes to the business and 30 permanent roles have already been generated to meet the workload that this programme has created (plus 8 temporary role through implementation).

Back-Book Migration

This is the largest programme that GI have ever implemented and will impact all colleagues in some form as all HBOS customers will be migrated onto a new system (LBG HUON) and then all new claims will be processed on SAP.

The implementation took place last weekend and at the time of discussion the business was confident that everything is in place to ensure that it is successful.

The programme has been a significant investment by the business and expected annual savings will mean the project will have paid for itself in circa 18 months. From a union perspective we welcome any move that helps the business be successful and cuts costs without leading directly to redundancies as our role is to work for security of employment.

Do let us know how the implementation has worked and if you have any concerns about how it has impacted on you then please speak to your local rep.

Withdrawal from the PPI Market

At the time of the meeting the business had only just received confirmation of the court ruling on PPI complaints and had yet to work through the potential implications. Once the review of the court ruling and the backbook management options are complete the business will consult with us on possible next steps and how it may impact on members. We don't have a timescale for this and won't be able to comment until after the business makes an announcement on its decision due to the confidential nature of the talks. Please bear with us whilst we work through the consultation process.

Jim Fielding, our officer with charge for the Shannon office, will play an active part in consultations going forward. Shannon is the first part of the business to have seen changes following the withdrawal from the PPI market.

Integration Update (Copley)

Accord has previously expressed our disappointment at the way that aspects of the Integration programme impacting in Copley have been managed, particularly in relation to the Customer Care team.

A review of the implementation is being undertaken by the business and Linda Crouch and our local reps have provided feedback to the business on the process as we want to ensure that improvements are implemented so that other members impacted by change programmes have a better experience.

Linda and the reps continue to support members in Copley who have been impacted by Integration changes.

H & S in the Contact Centre

A question has been raised about how members working in Contact Centres can protect themselves from voice loss and we're waiting for a response from the business to confirm how they look after members in this situation.

Abusive Customers

Anecdotal evidence suggests that members are receiving more calls from abusive customers than was the case in previous years. We have asked for an update on the business guidance to colleagues on how to deal with abusive customers and confirmation of the training and support provided.

Your team at consultations

If you have any items that you'd like us to address in our consultation meetings then please contact one of the team listed below:

- Julie Astin (Copley)
- Jeff Glazer (Leeds)
- Duncan Hall (Copley)
- Martin Lang (Nottingham)
- Cilla Christmas
(PriscillaChristmas@HBOSplc.com)

Or speak to Linda Crouch (Linda.Crouch@AccordHQ.org) who is the Accord Officer leading the team.