



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

05/2011

12th September 2011

Working for you in GI

Be SMART with Performance Management

The company guidelines on objective setting state that objectives should be SMART (Specific, Measurable, Achievable, Realistic and Time-based) and that they should be reviewed regularly.

It's important that your objectives reflect what you are doing now so that you are being measured against targets that are achievable and realistic at all times. Do take the time at your next 1 – 1 to review your objectives with your manager and agree whether any changes are needed and what they should be changed to.

Integration and Simplification

There are currently two change processes happening in the company at the moment and you'll see and hear the terms Integration and Simplification in company and union communications going forward.

Integration is the term that's been used since 2009 and relates to the programme of bringing the two banks together. The work is almost complete on the Integration programme and it is scheduled to finish by the end of this year.

Simplification is the term that's being applied to changes being made as a result of the Strategic Review. This programme is just getting started and will continue until the end of 2013. The company is still working through the planning stage on Simplification and Accord will be consulted when any decisions are made that impact on you and we'll make sure that we'll be there to support you through any changes that take place.

We did speak to the company as promised at the July BAU and stressed our expectations, that where changes were being considered that impacted on role numbers, the opportunity for redeployment should be considered as part of the planning process. It shouldn't simply be considered after the change is announced.

We would stress that General Insurance remains a key part of the company strategy and that the company is committed to not offshoring further operational roles.

Integration changes already announced

Finance

A total of 70 colleagues across the GI sites were advised in July that they were subject to a selection process for roles in the Finance function going forward. Although numerically there are sufficient roles for all colleagues the alteration in grades and role types means that some colleagues have been placed at risk of redundancy.

Consultations have been on-going and we are reassured that the company is working hard to look for redeployment opportunities for those colleagues who wish to stay with the company.

If you are impacted by this change and need help and support then please contact:

Leeds – Linda Crouch (Linda.Crouch@Accordhq.org)

Copley – Karl Rutter (Karl.Rutter@Accordhq.org)

SCM

Colleagues in SCM were advised in August of the selection outcomes following changes in their area.

If you are impacted by this change and need help and support then please contact Linda Crouch (Linda.Crouch@Accordhq.org)

Nottingham

We understand it's a difficult & unsettling time for members in Nottingham with the closure getting closer and the building emptying.

We continue to work closely with the company on trying to make the process as dignified and stress free as possible.

If you are based in Nottingham and need help and support please do speak to your local reps or our officer, Peter Gallagher. Peter can be contacted on 07717366646 or by e-mail at Peter.Gallagher@AccordHQ.org.

Issues raised by members in Copley

Working Hours

In our July newsletter we confirmed that a concern had been raised at an e-mail issued to colleagues that appeared to demand that each member should undertake 15 minutes of unpaid overtime each day. At that time the business was investigating the matter but we made it very clear that any such demand was unacceptable.

The business has confirmed that there was no intention to demand additional unpaid time from colleagues. However, the business has recognised that the current shift patterns don't fully meet business and customer needs. As a result a shift pattern consultation will take place and proposals have now been published to the area in question.

A number of members have raised questions and concerns about the proposed changes and the issue has been raised with the company. A further discussion will take place at the BAU meeting on Thursday 15th September. If you have any questions about the shift changes then please contact Linda Crouch (Linda.Crouch@accordhq.org).

Car Parking

We are aware that the availability of car parking at Copley has become a significant issue following the closure of a local car park and the proposal to move an additional 350 colleagues to the site.

We have raised the issue with Caroline Reid (Head of HR for GI) and further discussions will take place at the BAU meeting on Thursday 15th September.

Your team at consultations

Emma Thornley told us in the last newsletter that she enjoyed a challenge and wanted to get involved in something that she can get her teeth into. As we're never going to ignore a volunteer we asked her to join the team. Welcome Emma.

We'd also like to say 'thank you' to Jeff Glazer who has been supporting the reps team in Leeds for the last two years. Jeff's area now reports into Group Operations and he'll be taking part in meetings for that Division from now on.

If you have any items that you'd like us to address in our consultation meetings, or any queries relating to items discussed at the BAU meeting, then please contact one of the team listed below:

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

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

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. All you need to do is pick up the telephone. **Call 0800 884 0114.**

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