



WORKING TOGETHER TO SUPPORT YOU

Throughout the pandemic Lloyds Banking Group colleagues have adapted brilliantly, and continue to work tirelessly, to make sure customers can access their banking services safely, whether that's in branch, over the phone or through digital channels. We know that this has been greatly valued and appreciated.

While the vast majority of customers are a pleasure to speak to, sadly there has been a small but increasing number of incidents of abusive behaviour, both in person and by phone.

We stand united – Lloyds Banking Group together with recognised unions Accord and Unite: Everyone deserves the right to feel safe while serving customers and abuse or inappropriate behaviour will not be tolerated. It is important that we show our full support, and that the safety and well-being of colleagues is our priority.

We are working together, in partnership, to make it clear that no one should accept any abuse or inappropriate behaviour as 'part of the job'. It is vital that all instances of abuse experienced are reported – in whatever form - without hesitation, using the usual local process. This will enable us to see a complete picture so we can respond, and provide the right support.

The actions of a few should not detract from the enormous contribution and support provided to customers each day as we seek to Help Britain Recover.

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