

The logo for 'accord' is displayed in a white, lowercase, sans-serif font. It is enclosed within a light green speech bubble outline that has a tail pointing towards the bottom-left corner. The background of the entire page is a dark blue with a repeating pattern of light blue circles and overlapping arches.

accord

Hybrid working information pack

For Accord members in Lloyds Banking Group

July 2023

LBG says that regular face to face time helps colleagues grow as individuals and as a community. Its asking you to return to its offices for a minimum of 2 days per week to “... *network and build relationships, for social connection, to learn and develop, problem solve in a highly interactive environment and support the growth of the LBG community, culture and social identity.*”

It lists the benefits of hybrid working as:

- ✔ Fair and consistent approach for colleagues working similar roles
- ✔ Supports the shift in values from me to we
- ✔ Supports healthy talent mobility
- ✔ Clarity re expectation and outcomes
- ✔ Clarity for future candidates
- ✔ Creating communities and bringing back the vibe to their offices
- ✔ Better experiences with more opportunities to connect

Whether you accept this view or not, the proposal is likely to disrupt your current way of working, so we've put together some information to help you through the change process.

It's important that your employer understands the impact this change will have on you.

Here are some key points to note:

- ✔ Agreement from the union has not been asked for nor would it be given.
- ✔ We understand this initiative will disrupt some members working lives, work/life balance and family budgets.

- ✔ Setting colleagues up to work from home during the pandemic was never intended to be a permanent feature of employment. Most colleagues are not contracted 'home workers'. They are generally under contract to work from an office.
- ✔ Some members working arrangements have been in place since before the pandemic and may be contractual. Especially if the home working arrangements were agreed and confirmed in writing.
- ✔ Contractual working arrangements cannot be changed without either a collective agreement, individual consent or employer repudiation of the contract (known as 'fire & rehire').
- ✔ Some people will not be able to commit to working in an office 2 days per week or for 40% of their working hours without suffering significant personal difficulties. In our view, as the employer is initiating the potential changes, it should listen to what colleagues have to say and agree not to implement changes in appropriate circumstances or provide tangible support to enable and facilitate changes.
- ✔ If individuals cannot change their current arrangements, then Accord will provide them with further advice and support but simply refusing to comply is not advised as this is likely to be a breach of contract.
- ✔ In relation to sustainability; there's no getting away from the environmental

impact of bringing people back to offices. Of course, the more people who travel to and from work the higher the indirect emissions from travel and energy transportation.

But the business is confident that its investment in its own operations (direct emissions from its estate and activities in its control e.g., heating, electric, car fleet) coupled with the benefits it perceives that flow from working in an office (building relationships, social connection, learning and development, problem solving, etc.) keep it on track to deliver on its green future plan and strategy for growth.

Next steps:

You'll be asked to work in this way as soon as you can. There will be some leeway to allow you to transition and you'll need to agree this with your line manager. The changes are expected to be in place by 1st September 2023 at the latest.

If you don't want to or can't work the hybrid model, talk to your line manager straight away.

It's important that you're well prepared for this conversation.

You should make your case calmly and reasonably and emphasise your commitment to your job and your desire to collaborate with your employer to find a solution that works for everyone.

Here are some points you could mention:

- ✔ Your current working arrangements are important for your mental health and wellbeing, as well as your productivity. It will help your case if you can give specific examples.
- ✔ Refer to your contract of employment or any other formal document that describes you as a home worker.
- ✔ The length of time you've been a home worker may be important – have the information to hand and refer to any conversations or exchanges that have taken place that led you to reasonably expect to remain a home worker on a permanent basis.
- ✔ Going into an office doesn't mean more productivity. Give examples of how much more flexible and productive you are when you work remotely.
- ✔ If you've got a disability or health condition that prevents you from agreeing to the change, explain that remote/home working is needed as a reasonable adjustment – provide supporting medical or occupational health reports if available.
- ✔ Describe your personal commitments which would be disrupted by a change to your current arrangements – explain the impact on you and wider family members.

- ✔ Explain any financial implications the proposed change will have on you.
- ✔ If you can offer some flexibility, let your manager know that you're willing to discuss the matter further and explore alternative options that could help both you and your employer.
- ✔ Make notes during or straight after the meeting so you have an accurate account of what's been discussed.

If you can't reach agreement:

The business has made it quite clear that hybrid working is here to stay and colleagues who refuse to take part may find themselves being dealt with more formally.

Unless you're a contracted home worker or need to work remotely as

a reasonable adjustment, the law unfortunately isn't on your side, and you could find yourself in breach of contract if you refuse to return on the basis required.

That said, if you can't reach agreement and don't think your personal circumstances have been fully considered, we'll review your situation and advise you on what options are available.

Send details with all supporting information to info@accordhq.org. We'll allocate an officer to help, advise and support you.

We understand the stress and upset LBG's proposals are causing but hope this information goes some way to helping you deal with the matter. **We'll be here from start to finish – whenever you need us.**



You can count on us to look after you

advice | support | guidance | security | protection | help

www.accord-myunion.org