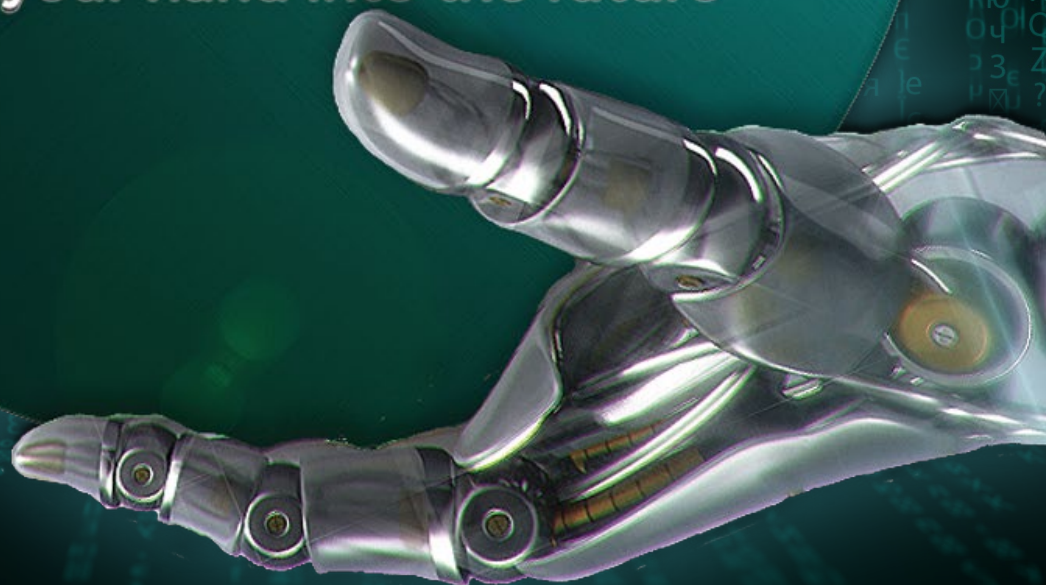


# Accord CONFERENCE 2018

Holding your hand into the future



18 - 20 April 2018  
Leeds



**Leeds**

hand drawn map



## From the President

It gives me great pleasure to welcome you all to Accord's 20<sup>th</sup> biennial delegate conference, to Leeds and to West Yorkshire in the year in which we celebrate our 40<sup>th</sup> Anniversary.

To help us celebrate our birthday in style, this year will be the first time we have voting delegates from Lloyds Community Bank, TSB, MBNA and Sainsbury's Bank. Please make a point of seeking out our new brothers and sisters and welcome them to the Accord family.

Leeds is a thriving northern city, a key site for many of our members having been the birthplace of one of the heritage brands that created today's Lloyds Banking Group, the Leeds Permanent Building Society, and only a 30-minute train journey from their other heritage West Yorkshire site of Halifax.

I hope you'll all take the opportunity to explore and get to know 'God's Own Country' and its wonderful people while you're here.

Conference 2018 will celebrate our first 40 years. There'll be some looking back at our achievements. But also, I hope, you'll be setting out your agenda for a vibrant, successful and growing union to 2020.

Our theme of 'Holding your hand into the future' reflects the challenges and uncertainties of the future world of work where the rise of digitalisation and artificial intelligence pose potential threats to sustainable, fulfilling jobs. It also takes account of the stresses and strains of the many changes the banks are submitting our members to and the personal impacts that the unprecedented pace of change can have on people's lives, mental health and wellbeing. So, it's important that we reaffirm we are here to hold our members' hands through this uncertainty, as we've always done.

The last two years have seen no let up on the demands placed on this union and the individuals who represent our members, so I'd like to thank my colleagues on the Principal Executive Council, Accord's staff, and most importantly our workplace reps, who are the life blood of our union, for all you collectively do in growing our union and for your continued support in the years ahead.

Keep up the good work, keep your mind to the future and the challenges it holds but please also enjoy all the opportunities attending conference brings.

Finally, thank you to all of you who participated in the recent national election process. With your support I will now continue as Accord's President up to the year 2020 and our 21<sup>st</sup> biennial delegate conference.

My best wishes to you all.

Tom Harrison

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# Timetable

Wednesday 18<sup>th</sup> April

**1.30pm - 3.15pm**

## **Session 1**

### **Tom Harrison**

Accord President,  
Opens Conference

### **Ged Nichols**

Accord General Secretary,  
Opening Address

### **Guest Speaker: Paul Nowak**

Deputy General Secretary,  
TUC

### **Motions**

**3.15pm - 3.30pm**

## **Tea and coffee interval**

**3.30pm - 5.30pm**

## **Session 2**

### **Motions**

### **Guest Speakers:**

### **Russell Galley**

Managing Director,  
Halifax Community Bank

### **Catherine Rutter**

Chief Operating Officer,  
LBG Community Banking

**5.30pm**

## **Conference adjourns for the day**

# Timetable

## Thursday 19<sup>th</sup> April

**9.00am - 10.30am**

**Session 3**

**Motions**

**10.30am - 10.45am**

**Tea and coffee interval**

**10.45am - 12.30pm**

**Session 4**

**Motions**

**Guest Speaker: Jen Tippin**

Group People & Productivity Director,  
Lloyds Banking Group

**12.30pm - 1.30pm**

**Lunch**

**1.30pm - 2.45pm**

**Session 5**

**Guest Speaker: Sally Hunt**

General Secretary,  
University and College Union & TUC President

**Motions**

**2.45pm - 3.00pm**

**Tea and coffee interval**

**3.00pm - 5.00pm**

**Session 6**

**Motions**

**Guest Speaker: Henry Tapper**

Director,  
First Actuarial

**5.00pm**

**Conference adjourns for the day**

# Timetable

Friday 20<sup>th</sup> April

**9.00am - 10.45am**

**Session 7**

**Motions**

**10.45am - 11.00am**

**Tea and coffee interval**

**11.00am - 1.00pm**

**Session 8**

**Motions**

**Emergency Motions**

**Accord Roll of Honour Presentation**

**Tom Harrison**

Accord President,  
Closing Address

**Ged Nichols**

Accord General Secretary,  
Closes Conference

**1.00pm**

**Conference ends**





Holding your hand into the future

**Motions**

— for —

**Debate**

# Security of Employment

1. THIS CONFERENCE calls on Lloyds Banking Group to provide more support to colleagues who are facing potential redundancy. We call for a greater emphasis on the many tools available to colleagues, which they may not be aware of, as well as dedicated coaching and contacts for help, that line managers otherwise may not have the time or skills to do. In addition, transparency where restructures and closures are possible gives colleagues the time to plan and prepare for these changes.

## **LEEDS WESTBANK**

2. THIS CONFERENCE calls on Lloyds Banking Group to stop offshoring jobs, especially those in customer facing roles. Customers are complaining about the language barriers and cultural differences which are causing additional stress, at an already difficult time for them. Conference believes that Lloyds Banking Group should be supporting the UK economy and Helping Britain Prosper, by bringing these call centre roles back to the UK.

## **CHESTER TOWER HOUSE BANK OF SCOTLAND CUPAR CONNECT NEWPORT**

3. THIS CONFERENCE calls on Lloyds Banking Group to consult staff when it's considering closing a branch. Conference believes staff have more insight to the importance of the branch in an area and the impact it can make in communities that we are trying to help prosper along with the rest of Britain.

## **HALIFAX PLAISTOW**

4. THIS CONFERENCE notes that when it comes to internal business restructures in Lloyds Banking Group, many colleagues are finding themselves downgraded into 'new roles' that are seen as 'suitable alternatives'. This Conference calls on the bank to deliver a new grading structure that fits the more service focused model of today, focusing on skills required to do the job, but also acknowledging the added experience that many colleagues bring to a role which allows them to go the extra mile for customers or support their colleagues.

## **CONNECT WEALTH OLD BROAD STREET, LONDON**

5. THIS CONFERENCE calls on Lloyds Banking Group to provide a period of grace when restructures take place involving 'suitable alternative' roles in order for the role to settle down and truly reveal what it entails before any downgrade is implemented. Too often the role on paper is taken as the benchmark when the bank needs to start taking the role in reality as the benchmark using feedback from colleagues to understand exactly what a role involves.

## **CONNECT WEALTH OLD BROAD STREET, LONDON**

6. THIS CONFERENCE calls on Lloyds Banking Group to review the process of offering development opportunities and secondments rather than permanent roles, which often do not lead to a promotion or new role.

## **CONNECT NEWPORT**

7. THIS CONFERENCE calls on Lloyds Banking Group to respect and value their longstanding and older colleagues who hold a valuable level of experience. We call on the Group to trust them to support other colleagues and managers whilst recognising their resource and value to the business. These colleagues should not be made to feel threatened or undervalued.

## **BANK OF SCOTLAND PORTREE**

8. THIS CONFERENCE calls for a stop to the reduction in staffing when any IDMs are installed in a branch.

## **HALIFAX BRIDLINGTON**

9. THIS CONFERENCE opposes the current pooling of branches across Lloyds Banking Group in its present state. Conference calls for a review of the current arrangements for staffing in branches.

## **HALIFAX DEWSBURY**

## **HALIFAX WAKEFIELD**

10. THIS CONFERENCE calls on Lloyds Banking Group to make the 'Banking Apprenticeship' scheme readily available to all parts of Lloyds Banking Group, including Halifax.

This scheme has currently been adopted across Lloyds branches and the feedback has been really positive while educating, stretching and challenging colleagues. We feel this would be beneficial if it were encouraged across the Group.

## **HALIFAX PLYMOUTH NEW GEORGE STREET**

# Fair Reward

## PENSIONS

11. THIS CONFERENCE calls on Accord to demand Lloyds Banking Group remove the 0% cap on Final Salary (Defined Benefit) Pensions for members of these pension schemes. At the time the cap was imposed, colleagues understood the rationale to a degree, due to the precarious state of the business and the economy, although we didn't agree with it. However, as Lloyds Banking Group has returned to profitability and private ownership, the rationale no longer rings true.

The imposition of the 0% cap has thrown colleagues' retirement plans into chaos and does not fit the declared business aim of 'Helping Britain Prosper' when a large number of retired Lloyds Banking Group colleagues will not have the income to live out their days in the manner they had been led to expect based on the information provided when they joined their pension schemes.

**HALIFAX TRINITY ROAD  
BANK OF SCOTLAND GLASGOW SAUCHIEHALL ST**

12. THIS CONFERENCE calls on Lloyds Banking Group to work with Accord to progress a resolution to the pension crisis generated by the imposing of a 0% cap on final salary pensions or the closure of the final salary schemes to implement inferior pension schemes. If Lloyds Banking Group will not work with Accord, solutions should be sought independently - for example, but not limited to:
- Issuing of shares to the value of the expected final salary pension
  - Additional funding into the final salary pension schemes
  - Elimination of actuarial reductions
  - Start a petition, work with other Unions and lobby the Government

**HALIFAX TRINITY ROAD**

## PAY

13. THIS CONFERENCE believes that staff of the same grade should be paid the same salary as each other. No colleague of the same grade should earn more than another colleague. The current system is unfair, unacceptable and undermines colleagues that are the same grade, many of whom do the same jobs. This Conference demands an overhaul of the current outdated system, over a specified time period, to bring lower paid colleagues up to the going rate for the job.

**COPLEY GENERAL INSURANCE CLAIMS**

14. THIS CONFERENCE demands Accord puts a strong case to the business to ensure colleagues in all Bands achieving a 'Good' rating or better are moved to the midpoint of their Band within 4 years of being appointed to said Band. This would ensure that colleagues are rewarded fairly for their contribution to the success of the business.

**HALIFAX TRINITY ROAD**

15. THIS CONFERENCE calls on Lloyds Banking Group to increase basic salaries and not to compare them to other banks/ building societies.

**HALIFAX ASHTON UNDER LYNE**

# Holding your hand into the future

*Motions 16 & 17 will be taken as a group debate*

16. THIS CONFERENCE calls on Lloyds Banking Group to provide at least an inflation matching pay rise to colleagues who have reached the maximum pay for their Band, to prevent the erosion of their salary value. This issue mostly impacts long-serving colleagues who deserve fairer treatment and recognition of their contribution to the business, without effectively being penalised for their length of service.

**LEEDS WESTBANK**

**HALIFAX GRANTHAM & NEWARK POOL BRANCHES**

**HALIFAX LUTON**

**HALIFAX DUNSTABLE**

**HALIFAX HARPENDEN**

**CONNECT LIVERPOOL**

17. THIS CONFERENCE calls on Lloyds Banking Group to consider offering a small token of appreciation to members of staff who are above their pay band but receive no pay increase as a form of reward for their hard work and long service. It could be something as small as a day off to make the staff member feel valued.

**BANK OF SCOTLAND COATBRIDGE**

18. THIS CONFERENCE calls on Accord to ensure that future pay rises are applied fairly to all members, whilst welcoming the increased pay rise for colleagues in Bands A – C this year. Many colleagues at Band D and above are long-term and loyal members of Accord who feel they are not being fairly recognised for their efforts in helping to return Lloyds Banking Group to both private ownership and a profitable business.

**HALIFAX TRINITY ROAD**

19. THIS CONFERENCE calls for a fundamental review of Pay and Grading for all LBG colleagues. The rapid change of the business model and operating structure across the Group no longer reflects the variety, complexity and most importantly, the responsibility of colleagues. We are multi-skilled individuals delivering excellent customer service and conference asks that our roles and reward should reflect this.

**HALIFAX TORQUAY**

**CONNECT LIVERPOOL**

20. THIS CONFERENCE calls on Lloyds Banking Group to look at the pay structure for new to role mortgage advisers. They are on much less than more experienced mortgage advisers and due to salary structures and new bonuses are never going to be realigned. Yet they do the same job, have the same responsibilities and are classed as the same Band.

**HALIFAX WAKEFIELD**

21. THIS CONFERENCE calls for a review into the difference in pay between Branch Managers and Assistant Branch Managers, which appears unjustified when responsibility is equally shared between the two, if not more on the shoulders of the Assistant Branch Managers, who receive less pay, no company car and less variable pay.

**HALIFAX PONTEFRACT**

**Fair Reward**

*Motions 22 & 23 will be taken as a group debate*

22. THIS CONFERENCE calls on the Lloyds Banking Group to review and improve maternity/paternity pay for staff to ensure they have a living wage whilst off work.

**CONNECT BELFAST**

23. THIS CONFERENCE calls on Lloyds Banking Group to increase maternity leave, for example, some companies, such as Aviva, have introduced 6 months maternity and paternity leave on full pay.

**HALIFAX ENNISKILLEN**

**CONNECT BELFAST**

24. THIS CONFERENCE calls on Lloyds Banking Group to show what the actual pay will be on job adverts, rather than the range, as this is very often misleading to potential applicants. Also, and more importantly, that for part time vacancies it is made clear that the pay will be pro-rata as this is currently not always specified and has led to confusion with some candidates.

**HALIFAX STAMFORD**

**HALIFAX PETERBOROUGH**

25. THIS CONFERENCE asks for the gender pay gap to be addressed properly once and for all.

**HALIFAX BLETCHLEY**

**CONNECT DUNFERMLINE**

## GROUP PERFORMANCE SHARE SCHEME

*Motions 26 & 27 will be taken as a group debate*

26. THIS CONFERENCE believes that the Group Performance Share Scheme in the Lloyds Banking Group is unfair and unreasonably weighted in favour of colleagues in higher grades. This undermines the contributions made by the staff in lower grades. Colleagues should be given the same monetary award, regardless of their grade. Paying an award based on percentage of salary is unfair. No good performer should receive a lower share award than a good performer in a higher grade.

The total group performance share outcome should be split by rating, so that a strong performer would still receive a higher bonus than a good performer (the percentage of money allocated to each rating would need to be determined).

**COPLEY GENERAL INSURANCE CLAIMS**

**LINCOLNSHIRE LDG BRANCHES**

**HALIFAX ASHTON UNDER LYNE**

**HALIFAX ENNISKILLEN**

27. THIS CONFERENCE calls on Lloyds Banking Group to deliver consistent variable pay rewards that are equal and therefore the same across all pay grades.

**HALIFAX CREWE**

## PERFORMANCE MANAGEMENT

*Motions 28, 29 & 30 will be taken as a group debate*

28. THIS CONFERENCE opposes the current Performance Management System used by Lloyds Banking Group. Conference insists that the effectiveness of the current system is revisited and that a fairer alternative for all group colleagues is achieved.

### **HALIFAX DEWSBURY**

### **HALIFAX WAKEFIELD**

29. THIS CONFERENCE calls on Lloyds Banking Group to finally bite the bullet and completely overhaul the performance management system instead of just making minor changes here and there. Different branches have very varied pressures on colleagues such as staffing and customer levels and this is not taken in to account or acknowledged when review comes around.

Differences in reviewing performance still occur across colleagues at the same grade but who work in different branches. In these days of less staff and still busy branches, it is growing harder to complete extra documentation for reviews, use the 1:1 discussion process and manage everyone as 'Good Performer'. If the colleague and manager agree on this then surely no documentation is needed. It can just be a tick box on the colleague's record. If the colleague/manager thinks there is a case for Strong, Top, Developing or Under Performer then commentary and documentation can be captured to support this.

This would help free up valuable time to help us be there when our customers need us.

### **HALIFAX SCARBOROUGH**

30. THIS CONFERENCE calls on Lloyds Banking Group to scrap the current Performance Management structure and calibration. The current system only serves to demoralise staff and managers. In addition, staff are relying on their manager to fight their corner at the calibration meetings. Whatever evidence is provided makes no difference as the ratings are already decided. We would like to resort back to a profit sharing structure like it used to be in Bank of Scotland and what currently happens in John Lewis.

### **BANK OF SCOTLAND ELGIN**

### **CONNECT LIVERPOOL**

31. THIS CONFERENCE demands that calibration is removed from the Performance Management System in Lloyds Banking Group. While it appears that it still exists for all but the "good" rated colleagues, with the removal of individual colleague MI, it is practically impossible for managers to compare individuals as they do not know each other's teams and outcomes come down to who argues the loudest or whose face best fits at the calibration meetings.

### **HALIFAX STAMFORD**

### **HALIFAX PETERBOROUGH**

32. THIS CONFERENCE calls on Lloyds Banking Group to allow mid-year and end of year ratings to be notified to staff within two weeks of these dates. Calibration can be up to six weeks before mid and year end ratings, which have normally been agreed by mid-June/December by the Local Director. Therefore, there is no reason why staff can't be told beginning of July and January.

### **HALIFAX SPALDING**

33. THIS CONFERENCE calls on Lloyds Banking Group to simplify the recording of activities into one form. Currently we have daily trackers, workbooks and scorecards, which are time consuming for both staff and management to complete. We spend more time talking and writing up what we are going to do or have done instead of actually doing it. It can be overwhelming for those who don't have the time or for those who are not good at putting their successes into words.

**BANK OF SCOTLAND ELGIN  
HALIFAX ENNISKILLEN**

34. THIS CONFERENCE calls on Lloyds Banking Group to remove the link between performance and pay (including pension contribution). Colleagues within all parts of Lloyds Banking Group have the right to be able to have a certain standard of living, and by removing the link between pay and performance, this will give them that right. It is not right, however, that pay should be linked, as this essentially punishes members more than once (in most cases three times) in regards to Group Performance Share, pay and pension.

**HALIFAX TRINITY ROAD**

35. THIS CONFERENCE calls for clarification on Lloyds Banking Group's position as colleagues are being penalised for NPS scores that have no bearing on the conduct of the employee. Conference calls for these questions to be adjusted to give the customer the opportunity to give the feedback for the bank's operations and practices and have a different set that addresses the conduct of the employee.

**LEEDS LOVELL PARK**

36. THIS CONFERENCE calls for a change to the wording of 'grievance' especially when used in rating appeals as it puts colleagues either off challenging them or creates uncomfortable working relationships between colleagues and their managers that would normally be perfectly happy ones simply because of the phrasing used by the word 'grievance'.

**HALIFAX STAMFORD  
HALIFAX PETERBOROUGH  
CONNECT BELFAST**

## GRADING

*Motions 37, 38 & 39 will be taken as a group debate*

37. THIS CONFERENCE calls on Lloyds Banking Group to change the accredited Customer Service Adviser (CSA) role to Savings Account Manager as they don't advise on anything, giving our customers the wrong impression that we advise on all products. CSA role / grading should be reviewed to B grade as we are the ones in branch who specialise in savings, powers of attorney, bereavement and home insurance.

**BANK OF SCOTLAND PORTREE**

38. THIS CONFERENCE calls on Lloyds Banking Group to change the Personal Banking Adviser (PBA) to Personal Account Manager as the only thing we advise on is General Insurance. The name 'Personal Banking Adviser' (PBA) gives our customers the wrong impression that we advise on all products. PBA role / grading to be reviewed to Band C as we are the only ones in branch who specialise in savings, bank accounts, lending, general insurance and mortgage agreements in principle (AIP).

**BANK OF SCOTLAND BEARSDEN**

39. THIS CONFERENCE calls on the introduction of suitably graded Senior Adviser roles in Halifax branches. Conference believes that this will enable colleagues to be recognised for their hard work when some go above and beyond their role on the balance scorecard.

**HALIFAX IPSWICH**

**HALIFAX BURY**

**HALIFAX STOWMARKET**

40. THIS CONFERENCE calls on Lloyds Banking Group to ensure that all colleagues who have supervisory responsibility are of a higher grade than those colleagues that they are supervising.

**CHESTER TOWER HOUSE**

## OVERTIME

41. THIS CONFERENCE opposes continued unpaid overtime in Lloyds Banking Group.

**HALIFAX BEXLEYHEATH**

**CONNECT LIVERPOOL**

**CONNECT DUNFERMLINE**

42. THIS CONFERENCE opposes the bank's stance on overtime for Band D and above colleagues. Currently it is not provided and TOIL is the only option offered. TOIL can be counter-productive at times due to the specialised nature of some Band D colleagues in the branch network. Currently there are Band C colleagues who do the same role in branches and they are able to have the option of either TOIL or overtime where this is deemed necessary.

**YORKSHIRE WEST LDG**

**HALIFAX ENNISKILLEN**

**HALIFAX CHESTERFIELD**

43. THIS CONFERENCE calls on Lloyds Banking Group to pay overtime (i.e. time and a half) to part time staff when they are requested to work additional hours.

**CONNECT NEWPORT**

**HALIFAX LEEDS KING EDWARD STREET**

44. THIS CONFERENCE calls on Lloyds Banking Group to change the opening time of branches to 09:30 and closing at 16:30 so staff are paid for their contracted working hours, e.g. 9-5, without having to come in early and leave late every day without pay.

**BANK OF SCOTLAND UPPER KIRKGATE**

**BANK OF SCOTLAND STONEHAVEN**

**BANK OF SCOTLAND THE FORGE**

## HOLIDAY

45. THIS CONFERENCE calls on Lloyds Banking Group to improve the holiday booking process.

### **HALIFAX BRIDLINGTON**

46. THIS CONFERENCE calls for there to be a single holiday policy where pool and branch holiday policies currently exist.

### **HALIFAX CHESTERFIELD**

47. THIS CONFERENCE calls for branches which are part of a holiday pool, to give priority for booking Saturdays off for those who work every Saturday.

### **HALIFAX CHESTERFIELD**

48. THIS CONFERENCE supports the terms of the harmonised terms and conditions of employment relating to bank holiday working that were negotiated and agreed between Accord and Lloyds Banking Group in 2010.

Conference maintains that for those employees on the standard harmonised employment contracts, any working on bank holidays should be by volunteers only with the agreed enhanced rates payable.

Conference maintains that bank holidays are not “normal working days” and must not be regarded as such in the Lloyds Banking Group.

### **COPLEY GENERAL INSURANCE CLAIMS**

49. THIS CONFERENCE calls on the bank to look at a fairer way to calculate and allocate bank holiday entitlement. The system we use has been in place a long time and the working pattern of a 7-hour day Monday to Friday is a long distant memory.

### **HALIFAX SCARBOROUGH**

## OTHER REWARD ISSUES

50. THIS CONFERENCE calls on Lloyds Banking Group to make their long-standing loyal staff feel valued through recognising their length of service with additional holiday entitlement for each additional 5 years with the business.

### **CONNECT BELFAST**

51. THIS CONFERENCE calls on Lloyds Banking Group to give a half-yearly budget per staff member for staff entertainment (not recognition) instead of the Local Director receiving an amount to share between their branches. This is in addition to the Christmas meal allowance.

We propose £15 for each half year as the current scheme equates to approximately £8 when the budget is shared.

### **HALIFAX SPALDING**

## Dignity at Work

### WORK / LIFE BALANCE

52. THIS CONFERENCE calls on Lloyds Banking Group to review the agile working policy to state that not only colleagues should be flexible, but also Lloyds Banking Group to meet colleagues' needs. This includes weekend working and what the expectation is.

#### **CONNECT DUNFERMLINE**

53. THIS CONFERENCE calls on Lloyds Banking Group to review the pressure put on mortgage advisers. Lloyds Banking Group has placed a lot of emphasis this year on mortgages, recruiting many more mortgage advisers but it is clear that they are not managing this resource effectively.

#### **HALIFAX WAKEFIELD**

### INCLUSION & DIVERSITY

54. THIS CONFERENCE acknowledges the past work of the union in addressing issues of equality, diversity and inclusion and seeks to extend these efforts. Conference recognises how a diverse and inclusive membership within Accord enriches our abilities with valuable skills, experiences, and knowledge. To reach our full potential as an inclusive union, this conference calls for a revitalisation of our approach and to refocus efforts on building membership within under-represented constituencies (including Black, LGBT+, Disabled and Young members).

Conference requests that progress is reported at the next biennial delegate conference in 2020 and that a strategy is developed as part of the union's 2020 vision, to ensure voices of minority groups are incorporated into all aspects of the union's campaigns.

#### **PRINCIPAL EXECUTIVE COUNCIL**

55. THIS CONFERENCE recognises the efforts of Lloyds Banking Group and TSB to build strong diversity networks and to use these to enhance existing policies and procedures.

Conference calls on both employers to engage extensively with Accord on matters of equality, diversity and inclusion in order to develop progressive policies, adopting the highest standards of care for colleagues.

One such initiative that this conference instructs LBG & TSB to immediately embrace is the TUC Dying to Work campaign which outlines support for workers diagnosed with terminal illnesses.

#### **PRINCIPAL EXECUTIVE COUNCIL**

## TRAINING

56. THIS CONFERENCE calls on Lloyds Banking Group to address the amount and content of training given to Team Managers. Team Managers need more robust and supportive training around all absence issues and the due diligence that is associated with the procedures.

### **CONNECT BELFAST**

57. THIS CONFERENCE calls on Lloyds Banking Group to review the current upskilling process for colleagues as there has been feedback that there is not enough support available after training.

### **CONNECT DUNFERMLINE**

58. THIS CONFERENCE calls on Lloyds Banking Group to undertake an audit of the knowledge shortfall of Connect advisers who have regular contact with other areas of the business. A suitable development plan should then be agreed to allow advisers to better support customers and other parts of the business at first touch.

### **CONNECT NEWPORT**

*Motions 59 & 60 will be taken as a group debate*

59. THIS CONFERENCE calls for staffing levels in branches to be reviewed. The Strategic Plan stated that colleagues would be doing about 50% more training which is great, however, it is really difficult to fit in the training we have.

### **HALIFAX IPSWICH**

60. THIS CONFERENCE calls for improvements in the communication of training and changes, giving colleagues more time to plan training time alongside the demands of other work.

### **HALIFAX ENNISKILLEN**

## HEALTH

61. THIS CONFERENCE calls on Lloyds Banking Group to create and appoint a dedicated attendance management support team for colleagues dealing with serious issues relating to their mental health and wellbeing.

This team should be comprised of qualified professionals on site that can deliver the right support in the right way, as Team Managers are not equipped to deal with such complex/serious issues. It is also difficult for a Team Manager to dedicate that valuable 'moment of truth' time required to these particular colleagues, all whilst trying to look after the rest of their team individuals effectively. This specialist team would empower colleagues to feel confident they are receiving help from a specialist in that particular field, thus enabling them to make a successful return to work and improve day to day working life where possible.

### **CONNECT BELFAST**

62. THIS CONFERENCE recognises the work Lloyds Banking Group has put into mental health training and provision for colleagues and line managers, and its partnership with Mental Health UK. However, we feel this could be improved as it's not consistent from manager to manager or department to department, and not all colleagues feel the support they've been provided with when they are experiencing a mental health issue, has been as good as it could be.

With stress being the leading cause of workplace absence in the UK and Lloyds Banking Group, it is apparent that improvements can be made. We call for a robust support programme to be implemented for line managers to use when they have a team member with either short or long-term mental health conditions.

## **LEEDS WESTBANK**

63. THIS CONFERENCE calls on Lloyds Banking Group to reduce the current BUPA membership excess. For many colleagues across the bank this service would be invaluable to ensure they receive treatment in a timely manner, but they are blocked by the excess amount of £200.

We acknowledge that Lloyds Banking Group have given BUPA cover to all colleagues but feel that a reduction in the excess, for example to £100, would make colleagues feel valued and more likely to use the service. This would benefit the business as colleagues are likely to return to work more quickly if they are not waiting for NHS treatment.

## **HALIFAX TRINITY ROAD**

64. THIS CONFERENCE calls on Lloyds Banking Group to arrange the provision of health screening free of charge for all employees, such as hearing, sight, breast, prostate and diabetes. Lloyds Banking Group should also contribute fairly towards the cost of hearing aids and spectacles where these are needed to undertake duties effectively.

## **CONNECT BELFAST CHESTER TOWER HOUSE**

65. THIS CONFERENCE calls on Lloyds Banking Group to clarify its position on time off for medical appointments as the current position is unclear or is being abused.

## **HALIFAX BANBURY CASTLE QUAY**

*Motions 66 & 67 will be taken as a group debate*

66. THIS CONFERENCE calls on Lloyds Banking Group to exclude flex holidays purchased from the calculation it performs to establish the statutory entitlement when a colleague is absent for more than 13 weeks. Colleagues should be able to enjoy additional holidays purchased irrespective of whether they have been ill or not.

## **CONNECT BELFAST**

67. THIS CONFERENCE calls on Lloyds Banking Group to amend its current policy in relation to reduction of contractual holiday entitlement when a colleague has 13 weeks sickness / absence. Currently, when a colleague returns after a period of 13 weeks on a rehabilitation plan and they utilise holiday to make up their working hours, their holiday entitlement accrues at statutory minimum instead of contractual holiday despite no cost to the bank. This feels grossly unfair and doesn't differentiate between colleagues utilising sick pay as rehabilitation.

## **CONNECT BELFAST**

68. THIS CONFERENCE calls for a review of the company sickness policy, potentially categorising sickness types, as it's almost seen as a reward in its current form and colleagues are paid too much which promotes a culture of not coming back to work.

## **HALIFAX STAMFORD & PETERBOROUGH**

69. THIS CONFERENCE calls on Lloyds Banking Group to start rewarding attendance, especially where this has been 100%, with some sort of pay out as this might reduce some unnecessary absences. This has been proven in other companies resulting in huge uplifts in colleague attendance, and the sick pay savings could potentially outweigh the loss in the reward payments.

## **HALIFAX STAMFORD & PETERBOROUGH**

## PROCESS IMPROVEMENTS

*Motions 70 & 71 will be taken as a group debate*

70. THIS CONFERENCE calls on Lloyds Banking Group to remove the recording of all customer interviews and to stop infringing on a colleague's personal right not to be recorded.

## **HALIFAX CREWE**

71. THIS CONFERENCE asks Lloyds Banking Group to review the impact that recording interviews has had on the end of year ratings of mortgage advisers. The recordings had been described as a coaching tool. Some mortgage advisers are now 'developing performers' having never been rated so low before.

## **HALIFAX WAKEFIELD**

72. THIS CONFERENCE calls on Lloyds Banking Group to look at ways to improve the process of dealing with disputes. This would help reduce the number of complaints we receive from frustrated customers who are often unaware how their dispute is progressing.

A working party between the relevant departments would be a good step to look at how to improve efficiency and transparency for the customer and colleagues alike.

## **CONNECT NEWPORT**

73. THIS CONFERENCE calls on Lloyds Banking Group to review the Money Management Service process which is far longer than it needs to be and the information collected to help customers is often duplicated making it difficult for customers who are struggling financially. The whole process needs to be redesigned from the ground up.

## **HALIFAX BRIDLINGTON**

74. THIS CONFERENCE calls on Lloyds Banking Group to improve the process for customers who lose their cards and have no other form of identification with them.

## **YORKSHIRE EAST HALIFAX**

*Motions 75 & 76 will be taken as a group debate*

75. THIS CONFERENCE acknowledges that Lloyds Banking Group has announced it will continue to deliver a leading customer experience and be the No.1 digital bank in the UK. However, colleagues are continually having to deal with technology which does not work adequately to carry out roles professionally. Conference demands that colleagues have the latest, robust technology to enable them to fulfil their roles to the standards expected.

## **HALIFAX BLACKPOOL POOL**

76. THIS CONFERENCE calls on Lloyds Banking Group to make sure that when re-modelling branches the bank puts in place reliable equipment e.g. IDMs since counter positions will be removed and will then impact on customer service especially with branch closures and increased footfall from other branches.

## **BANK OF SCOTLAND CLYDEBANK**

77. THIS CONFERENCE calls on Lloyds Banking Group to remove the requirement to state ratings within applications for internal roles. This would enable colleagues to apply for roles without the fear of their rating determining how far they get in the process. This would not be asked of an external applicant and recruitment decisions should be based on their application and interview only. This will enable the bank to retain the best people, ensuring they are in the right role for them which in turn can bring real value to the business.

## **HALIFAX TRINITY ROAD**

78. THIS CONFERENCE calls on Lloyds Banking Group to review their Rapid Respond strategy in Connect. As it stands, when Connect has a busy period it is expected that the team managers should go on the phones to help with any waiting calls. We understand the theory for this, however, in practice it is not as straight forward. Whilst managers can talk to customers, they don't have the in-depth system or process knowledge to help customers like advisers do. This means that managers have to ask advisers for help so the experienced adviser then needs to log off to help the manager. Surely it would be better if the adviser just stays on the phone taking the calls and the managers are there to manage the team. Not only does taking the calls impact the customer service it also adds additional pressures on to the already stressful job managers need to do on a daily basis.

## **CONNECT GLASGOW**

79. THIS CONFERENCE asks Lloyds Banking Group to look at the travel policy in relation to travel time to work and to reduce this to one hour each way. At the moment, maximum travel time is unfair, especially where staff need to use public transport, so are likely to be within the distance policy but can spend up to 3 hours travelling to work for a 7-hour day.

## **IF LIVINGSTON**

80. THIS CONFERENCE calls on Lloyds Banking Group to align severe weather guidance directly to Police advice and Met Office warnings. This would ensure that staff know exactly when it is determined safe, in attempting to travel to their office or branch, and would negate travel planning when there are amber and red weather alerts imminent. Due to the bank's closure programme, there are far fewer branches or offices within safe and reasonable access during such conditions. Clearer guidance on this policy would safeguard managers from disciplinary proceedings should they close their branch or office early, and without explicit authority, during these circumstances.

## **BANK OF SCOTLAND BATHGATE**

81. THIS CONFERENCE asks that Lloyds Banking Group adjusts the Colleague Opinion Survey to give the results as individual branches. Conference feels this gives a wrong indication to the business of how colleagues feel about their own individual working environments.

## **HALIFAX SUDBURY**

82. THIS CONFERENCE calls on Lloyds Banking Group to simplify the process to claim back expenses.

## **HALIFAX SELBY**

83. THIS CONFERENCE calls on Lloyds Banking Group to review the contract with Mitie to increase the amount of time cleaners are on site which will give them time to perform their duties to the standards expected.

## **HALIFAX YORKSHIRE EAST**

84. THIS CONFERENCE calls on Lloyds Banking Group to look at the waste they create and find ways of minimising the use of plastic bags for cash saver bags and other waste to become a business that is responsible for its waste management.

## **BANK OF SCOTLAND ELGIN**

## OTHER DIGNITY AT WORK ISSUES

*Motions 85 & 86 will be taken as a group debate*

85. THIS CONFERENCE calls on Lloyds Banking Group to stop wasting time on “Minimum Staffing Levels Thematic Reviews” that ask for managers to admit what procedures they are not following and what corners they are cutting in order to get their jobs done. Even if they were, who is seriously going to admit to not doing their job properly and open themselves up to the potential consequences? Conference calls on Lloyds Banking Group to acknowledge that staffing levels are now too low and this trend needs to be reversed.

## **HALIFAX STAMFORD & PETERBOROUGH**

86. THIS CONFERENCE calls on Lloyds Banking Group to recognise the sometimes unrealistic expectations of all the extra duties colleagues carry out e.g. BM controls, risk checks, back office duties, stat training, work book when they are customer facing 99% of the time.

It can be difficult trying to get everything done and can be quite stressful which can lead to a very unhappy atmosphere in branches. Conference calls on Lloyds Banking Group to address these concerns.

## **HALIFAX YORKSHIRE EAST**

87. THIS CONFERENCE calls on Lloyds Banking Group to support our temporary colleagues to be given the opportunity to be made permanent within a maximum time frame. They are being disadvantaged re pension, staff mortgages, no Flex benefits and some have been temps for 2 years. This is unacceptable as we are losing hard-working staff members who need the same level of commitment that our permanent colleagues have.

## **CONNECT NEWPORT CONNECT GLASGOW**

88. THIS CONFERENCE calls on Lloyds Banking Group to offer permanent employment in the business to contractors who have been continuously engaged by the Group for an extended period of time.

## **CONNECT DUNFERMLINE**

*Motions 89 & 90 will be taken as a group debate*

89. THIS CONFERENCE calls on Lloyds Banking Group to stop the practice of working to productivity targets under any circumstance, as they cause colleagues unnecessary stress.

## **CHESTER TOWER HOUSE**

90. THIS CONFERENCE calls on Lloyds Banking Group to be less ambiguous in its use of language - let's tell it like it is. Lloyds Banking Group should be more upfront and call productivity sales volumes and stop masking sales in language that confuses staff and the Financial Conduct Authority.

## **BANK OF SCOTLAND EXECUTIVE COMMITTEE**

91. THIS CONFERENCE calls for a review to be completed for the current dress code within non-customer facing areas of Lloyds Banking Group. We ask that all non-customer facing colleagues follow the same dress code guidelines, regardless of the business area.

## **CONNECT DUNFERMLINE**

92. THIS CONFERENCE calls on Lloyds Banking Group to provide seating in all their banking halls for the use of our less able customers as well as for members of staff so they are not on their feet all day.

## **BANK OF SCOTLAND KELSO**

# Union Policy and External Matters

93. THIS CONFERENCE acknowledges the time and dedication given by past Presidents of Accord and believes that a gift to acknowledge a President's contribution is best left to the PEC. However, Conference calls for more transparency on gifts to the President's, acknowledging when a gift has been given and what form it took. This may be best communicated in the 'My Accord' magazine.

## **HALIFAX IPSWICH**

94. THIS CONFERENCE calls on Lloyds Banking Group to be clear and consistent in adopting commercial relationships only with organisations who demonstrate Lloyds Banking Groups stated values.

## **HALIFAX SHIRLEY, SOUTHAMPTON**

95. THIS CONFERENCE is proud that Lloyds Banking Group won the accolade of Stonewall's "Most Inclusive Employer" in Britain in 2017 and shows real commitment towards inclusivity for colleagues and customers from other minority groups. This conference believes that Lloyds Banking Group has a responsibility as a major employer to wholly support its stated values of diversity and inclusion and truly making Britain prosper. This includes the discontinuation of advertising relationships with "hate speech" media and organisations that continue to use misinformation and distortion to boost profits and further their specific political agenda.

## **HALIFAX SHIRLEY, SOUTHAMPTON**

96. THIS CONFERENCE calls on Accord to look at ways to introduce agile technology into its day to day activities in order to show it is a modern union and is embracing technology in order to improve member and rep engagement. We call for the use of video conferencing as this would allow members who are unable to travel to join in with meetings and ensure their voice is heard. As a result, meetings would be more regular, reducing the need for travel.

## **HALIFAX TRINITY ROAD**

97. THIS CONFERENCE asks Accord to consider the meeting structure and communication of reps within local director group areas. Over time there has been a move toward organising in this area, but Conference believes that there is not sufficient emphasis on what is perhaps, on a day to day basis, the most important line of communication and direction for members.

Conference calls for agreement to be sought between Accord and the business that supports the regular contact between reps and local directors and that evidence be provided that this is taking place.

## **HALIFAX TORQUAY**

98. THIS CONFERENCE calls on Accord to make sure reps in an area are made up of no more than 50% of management team. This is to ensure no conflicts of interest occur, especially when a manager could be the person giving the end of year ratings or could be used by Lloyds Banking Group to curb union involvement.

**BANK OF SCOTLAND ELGIN BRANCH**

99. THIS CONFERENCE adopts the rules set out in PEC paper 1 2018 in substitution for the union's existing rules and constitution with effect from the close of this conference.

**PRINCIPAL EXECUTIVE COUNCIL**

100. THIS CONFERENCE approves PEC paper 2 2018 on the union's finances and membership which propose no increase in subscription levels in 2018. Conference notes that the last subscription increase was in 2014. Conference calls on delegates and representatives at all levels to commit themselves to the recruitment and retention of members so that Accord will be a sustainable, independent and progressive union into 2020 and beyond.

**PRINCIPAL EXECUTIVE COUNCIL**





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# Standing Orders

— for —

# Conference

# Standing Orders for Conference 2018

1. The only business appropriate to conference will be that set out in the agenda, the reports of the Standing Orders Committee (SOC) or any supplementary paper presented with the approval of the SOC and conference.
2. The order of conference motions will be arranged by the SOC and motions will be taken as time allows within each timed section of the agenda. The SOC may group together similar or contradictory motions into a group debate; this will better use the time allotted to a section of the agenda, and / or ensure that the various arguments may be properly considered against each motion.
3. Unless otherwise indicated, motions will be debated and voted upon separately.
4. The conference Chair will aim to adhere to the timetable incorporated in the agenda so that the entire business of conference may be completed as near to the time indicated as possible. The debate in progress at the end of any given section will normally be closed by the Chair at the time indicated on the agenda, subject to the mover's right of reply to the debate.
5. Any motions not dealt with during the time allotted for a particular section may be heard later in conference, as time permits. If there is insufficient time for all motions, then any which remain unheard will be remitted to the union's Principal Executive Council (PEC) for their consideration. The workplace submitting the motion may provide to the PEC any evidence, notes or details which support it.
6. Motions not moved will automatically fall.
7. Motions may be seconded from the conference floor.
8. Motions once moved and seconded (where appropriate) can be withdrawn only with the consent of conference.
9. The PEC may seek remission of motions but will inform delegates about this when the motion is called for debate by the conference Chair. Every effort will be made by the PEC to inform the proposer of the motion in advance of this occurrence. The motion will be first proposed and then remission sought with an appropriate explanation.
10. Remission cannot be moved by delegates.
11. Where a motion is attributed to more than one workplace, the workplaces concerned will decide who is to move the motion but all workplaces listed in the agenda as supporters of the motion will be entitled to speak, subject to Rule 18 (under Closure of Debate).
12. All speakers must announce their name, workplace(s), and, if different, on which workplace's behalf they are proposing the motion (or in the case of PEC members, their name and office) before speaking to conference.
13. No delegate will be allowed to speak twice in any debate except the mover of an original motion claiming the right of reply.
14. The normal time limit for speeches will be:

Movers of motions	3 minutes
All other speakers	2 minutes
Presentation of reports or explanatory statements by the PEC	10 minutes
Right of reply	2 minutes

## **Conference Chair**

15. The conference Chair will be the President of Accord but a Vice President may act as deputy.
16. The conference Chair will conduct the conference debates in accordance with these Standing Orders.
17. The conference Chair's ruling will be final unless it is challenged. A challenge will only be valid if at least ten delegates indicate their support for it. A motion that the Chair's ruling shall stand will be put to the conference without discussion. The Chair's ruling will only be reversed if a simple majority of the delegates present and voting support the challenge.

## **Closure of Debate**

18. Any debate may be drawn to a close when, in the view of the conference Chair, either the issue has been sufficiently debated or, where necessary, in order to adhere to the timetable. When the Chair's discretion is used in such circumstances the mover to the motion under debate has the right to reply.
19. Motions which propose changes to the union's rules and constitution will be carried only if they receive at least two thirds of the total votes cast. Voting on all other motions will be decided by a simple majority of delegates voting.
20. Voting on all motions will be by show of voting cards. Should an alternative system be used, then this will be explained by the conference Chair. Only delegates are permitted to vote.
21. Tellers will count the votes cast at the discretion of the conference Chair or immediately after the declaration of a result of voting when at least ten delegates demand a count.

## **Suspending Standing Orders**

22. Standing Orders may be suspended at any time during conference to permit a departure from the agreed agenda and timetable. This is achieved by a delegate proposing from the rostrum that "Standing Orders be suspended" and explaining the reasons why this is considered necessary. The conference Chair and / or the Chair of the SOC may also speak before the motion to suspend Standing Orders is put to the vote. The vote to suspend Standing Orders will be decided by a simple majority.

## **Emergency Motions**

23. Emergency motions must be lodged with the SOC by the close of business on the first day of conference and must refer to circumstances which did not exist, or information which was not available, before the declared closing date for the receipt of conference motions.

## **Standing Orders Committee**

Joy O'Leary  
Karen Morgan  
Sharon Wilkins



A decorative graphic at the top of the slide featuring a network of teal-colored lines and dots on a dark teal background, resembling a molecular or digital structure.

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# Rules

and

# Constitution

(as updated at conference 2016)

## Rules and Constitution

### 1. TITLE AND REGISTERED OFFICE

- a. The title of the Union shall be ACCORD.
- b. The registered office of the Union shall be at such place as the Principal Executive Council, as hereinafter defined, may from time to time decide.

### 2. DEFINITIONS

For the purpose of these rules:

- a. The 'employer' shall mean the Lloyds Banking Group plc which is to include any subsidiary or merged organisation and any limited company or firm owned by or under the control of the Lloyds Banking Group plc or such other employers as the Principal Executive Council shall from time to time determine.
- b. 'The Union' shall mean ACCORD.
- c. 'The Staff' shall mean all persons who have a contract of employment with the Employer or who are engaged on Employer business or who are employed by contractors permanently engaged by the Employer.
- d. The 'members' shall mean all fully paid up members of the Union. 'Retired members', 'Associate members' and 'Honorary members' shall be as respectively defined in Rule 5 hereof.
- e. 'Retired staff' shall mean all staff that leave or have left the service of the Employer on retirement or on grounds of ill health.
- f. 'The Principal Executive Council' shall be as defined in Rule 15 hereof.
- g. 'Divisions' shall mean the employment units covered by the organisational structure for the time being of the Employer as designated by the Principal Executive Council from time to time.
- h. 'Divisional Executive Committees' shall be as defined in rule 13 hereof.
- i. 'Representative' shall mean the elected Representative of any group of members at any place of employment or business.
- j. 'The General Secretary' shall be as defined in Rule 17 hereof.
- k. 'Trustees' shall mean General Trustees of the Union as defined in Rule 20 hereof.

- l. Any requirement of these rules as to the giving of notice or issue of a ballot paper shall be deemed to have been complied with if a letter containing the notice or ballot paper has been posted to the person to whom the notice or ballot paper is to be given in a properly stamped envelope addressed to the last known residence or place of work.
- m. Words importing the masculine gender shall be held to include the feminine gender and the singular shall include the plural where the context so admits and vice-versa.

### 3. OBJECTS

The objects of the Union and the purpose for which its funds may be used shall be:

- a. To be at all times the body primarily recognised by the Employer for the purpose of regulating the employment relations between members of the Union and the Employer.
- b. To promote equality for all including through:
  - i. collective bargaining, publicity material and campaigning, representation, union organisation and structures, education and training, organising and recruitment, the provision of all other services and benefits and all other activities;
  - ii. the union's own employment practices.
- c. To oppose actively all forms of harassment, prejudice and unfair discrimination whether on the grounds of sex, race, ethnic or national origin, religion, colour, class, caring responsibilities, marital status, sexuality, disability, age, or other status or personal characteristic.
- d. To provide a means of communication, consultation and negotiation on matters concerning their employment between members of the Union and the Employer.
- e. To negotiate and settle differences and disputes on employment matters which may from time to time arise between members of the Union either individually or collectively and the Employer by collective bargaining or otherwise, but so far only as may be lawful.
- f. To bring into the Union all staff eligible for membership.

- g. To aid materially or otherwise or federate with any other organisation of employees having similar objectives.
- h. To foster a spirit of mutual co-operation between members of the Union and the Employer.
- i. To maintain the registration of the Union as a Trade Union with a Certificate of Independence under the Trade Union and Labour Relations (Consolidation) Act 1992 and any statutory amendment thereof.
- j. In pursuance of the aforementioned objects it shall be within the competence of the Principal Executive Council:
  - i. To provide such benefits to its members and members' families as it shall think fit
  - ii. To provide legal advice and assistance to its members where it considers it desirable, necessary or expedient to do so.
  - iii. To rent, lease or purchase equipment for the use of the Union or its employees or advisers.
  - iv. To transact such business as may be necessary for furtherance of the objects of the Union.
  - v. To make representations to Government, Members of Parliament, statutory bodies and commissions upon matters relating to the employment interests of members of the Union.
  - vi. To raise funds by levies on members.
  - vii. To purchase, take on lease, or otherwise acquire for the purposes of the Union any estates, lands, buildings, easements or other interests in real estate (including leasehold land or property) and to sell, exchange or let on lease or otherwise dispose of, or grant rights over any real or leasehold property belonging to the Union.
  - viii. To let on lease or on hire the whole or any part of the property of the Union on such terms as it shall determine.
  - ix. To borrow or raise money by way of mortgage for any of the purposes set out above.
  - x. To advance or lend money when it decides this to be in the interests of the Union.
  - xi. To invest the monies of the Union as it may from time to time determine.
  - xii. To pay to a member or members' dependants a sum of money out of any benevolent fund established under the provision of rule 3j(i).
  - xiii. To award in its sole discretion a lump sum payment as hereinafter provided for the benefit of a dependant of a full member who died on or after the 1st day of April 1986. No such lump sum payment shall in any circumstances exceed the limits set out in Section 981 of the Corporation Taxes Act 2010 or any statutory modification or re-enactment thereof for the time being in force.

Any payment under this rule shall:

    - a. be a payment in discharge or aid of funeral expenses on the death of a member as provision for children under 18 of that member and
    - b. be paid to such persons as the Principal Executive Council may appoint in their absolute discretion as recipient or failing such appointment the deceased member's spouse and
    - c. be met out of the general funds of the Union.
  - xiv. For the purposes of management and investment of the Union's funds and property from time to time:
    - a. to consult such professional advisers as it sees fit
    - b. to appoint subsidiary committees to investigate, review and report upon the Union's assets or any part or parts thereof
    - c. to form or acquire a subsidiary limited company or companies and delegate to any such company particular functions or property and/or fund management and advice provided that any such company shall always remain in the complete control of nominee shareholders or guarantors appointed by the Principal Executive Council on behalf of the Union.
  - xv. To do anything else consistent with any or all of the objects of the Union and generally to do all such other things as may appear to the Union to be incidental or conducive to the attainment of any or all of the above objects.

#### 4. POLITICAL MATTERS

The Union shall not affiliate to or subscribe to any political party.

## Rules and Constitution

### 5. MEMBERSHIP - ELIGIBILITY

Those persons as defined in rule 2c shall be eligible for membership of the Union.

- i. Retired staff as defined in rule 2e who retire at the normal retirement age or on the grounds of ill health shall be eligible for retired membership of the Union subject to subscription specified by the Principal Executive Council from time to time but shall not hold elected office or have a voting entitlement.
- ii. Associate membership of the Union shall be available to the classes of individuals, and the amount of subscription relating thereto, specified by the Principal Executive Council from time to time but Associate members shall not hold elected office or have a voting entitlement.
- iii. Honorary membership of the Union shall be available individuals specified by the Principal Executive Council from time to time but shall not hold elected office or have a voting entitlement.

### 6. ADMISSION TO MEMBERSHIP

- a. All applicants for membership of the Union shall complete an application form for membership and forward the same to the General Secretary. Membership will commence from the beginning of the month in which the first subscription is received.
- b. An application for membership shall not be rejected except on the decision in writing of the Principal Executive Council.
- c. Where a person is dissatisfied with the decision of the Principal Executive Council an appeal may be registered. Such appeal shall be in writing and delivered to the General Secretary within 21 days of the giving of notice of such decision.
- d. Such appeals will be held in accordance with rules 9d, 9e and 9f hereof.
- e. Application for Associate membership will be dealt with in the manner specified from time to time by the Principal Executive Council.

### 7. RIGHTS AND DUTIES OF MEMBERS

- a. All members of the Union are entitled to seek the assistance of the Union on any matter within its objects and in accordance with agreed procedure.

- b. All subscribing members of the Union are entitled to seek office subject to the necessary qualification in rules 2d, 5 and 11a hereof.
- c. The term of office of all elected Representatives of the Union shall be two years. A person elected in accordance with rules 11f, 13f and 15l hereof shall serve for the unexpired period of office.
- d. Any Representative may be nominated for re-election.
- e. All members of the Union are required to give notice in writing to the General Secretary of change of workplace and/or private address.
- f. All members of the Union are required to act in accordance with the rules and not to conduct themselves in any way prejudicial to the interests or objectives of the Union.
- g. All members, except Honorary members, are required to pay all subscriptions and any levy set by the Principal Executive Council at the appropriate rate by means of monthly transfer direct to the Union's bankers or by salary deduction arrangements approved by the Principal Executive Council from time to time.
- h. All members shall use their best endeavours to recruit further members.

### 8. TERMINATION OF MEMBERSHIP

- a. Membership of the Union shall cease if a member shall:
  - i. resign by giving one calendar month's notice in writing to the General Secretary, any outstanding subscriptions to be paid until the end of the month in which the notice to resign expires or
  - ii. fail to pay any subscriptions or levy within one month of notification in writing by the General Secretary that such subscriptions or levy has become due or
  - iii. cease to be eligible for membership in accordance with rule 2c or
  - iv. be expelled in accordance with rule 9.
- b. In the event of resignation by a member, all rights, obligations and duties remain until the expiry of the notice of resignation and any outstanding subscriptions (including, for avoidance of doubt,

subscriptions due up to the date of expiry of such notice) are to be paid until the end of the month in which the notice to resign expires.

### 9. DISCIPLINARY PROCEDURES

If the Principal Executive Council has reason to believe that a member is in breach of these Rules or conducting himself in a way detrimental to the interests and objectives of the Union or if a complaint to this effect is received from a member in writing the Principal Executive Council shall take action as follows:

- a. The member shall be given notice in writing by the General Secretary setting out the charge and notifying that representations may be made in person or in writing or through a Representative to a meeting of three members of the Principal Executive Council appointed by them at which the charge is to be considered which shall not be less than 21 days from the date of notice.
- b. The three members of the Principal Executive Council so appointed shall give full consideration to any representations made by or on behalf of the member in writing or in person and if they find the charge proven, by a simple majority of votes of those present and voting, shall give that member immediate notice in writing of their decision.
- c. As a result of such decision by the Principal Executive Council the member may:
  - i. be reprimanded or
  - ii. be fined a specified amount not exceeding one year's subscriptions in force at that time or
  - iii. be suspended for such time as the Principal Executive Council in its sole discretion may see fit or
  - iv. be debarred from holding office for a specified period or
  - v. be expelled from membership.

The member may additionally be required to bear the whole or part of the costs of the hearing.
- d. The member may appeal against the disciplinary decision. Such appeal shall be in writing and delivered to the General Secretary within 21 days of the giving of notice of such decision.

- e. Such appeal shall be heard by an Appeals Tribunal comprising five members of the Union (not being members of the Principal Executive Council) chosen by the President of the Union. The General Secretary shall summon members for this purpose and give not less than 21 days notice to the appellant member of the date, time and place of the meeting of the Appeals Tribunal, who may attend, be heard and represented. The members of the Appeals Tribunal will elect a Chair from amongst their members who will control proceedings and deliver the findings.
- f. The Appeals Tribunal shall draw up Rules for the conduct of appeals which it may in its sole discretion vary from time to time. A copy of the current Appeals Rules shall be forwarded by the General Secretary to the appellant member together with the notice referred to in Rule 9a.

### 10. ORGANISATION AND REPRESENTATION

The Union shall be so organised as to provide for the representation of the members as follows:

- a. By elected Representatives in all places of employment or business as defined in Rule 2i hereof
- b. By Divisional Executive Committees as defined in Rule 13 hereof.
- c. By a Principal Executive Council of eighteen members elected in compliance with the requirements of Trade Union and Labour Relations (Consolidation) Act 1992 or any statutory modification thereof from the members nationally as at the commencement of each year in which Biennial Delegate Conference is held as follows:
  - i. A President elected by national ballot of the fully paid up members of the Union as defined in Rule 2d hereof.
  - ii. Seventeen other members elected in a manner prescribed by the Principal Executive Council. Candidates must be nominated and elected by members in accordance with the election regulations determined by the Principal Executive Council from time to time. The said number of seventeen seats may be increased or reduced at the sole discretion of the Principal Executive Council in the event that the representational requirements of the Union vary over time. Any additional seat so created shall be filled as soon as reasonably possible after creation by election in compliance with the statutory requirements described beforehand.

## Rules and Constitution

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The electoral procedures and regulations shall be decided upon by the Principal Executive Council from time to time.

- d. By a Biennial Delegate Conference held in the first four months of alternate financial years of the Union. Delegates shall be elected by members in accordance with Rule 18.

### 11. REPRESENTATIVES ELECTION

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- a. All candidates for nomination must be paid up members of the Union aged 18 years or over who have served with the Employer for not less than one year. Nominations must be in writing, signed by both proposer and seconder who must also be members of the Union, accompanied by the written agreement of the person nominated.
- b. Voting may be by show of hands or secret ballot whichever is required by a simple majority of those entitled to vote and voting.
- c. Voting shall be conducted by two members of the Union not being candidates for election, nominated for this purpose by a simple majority of those entitled to vote and voting.
- d. At the conclusion of voting, results shall be declared and notice in writing sent to the General Secretary without delay.
- e. The election of Representatives and of Deputy Representatives wherever required shall be held in each workplace during the last week in September in each year preceding that in which the Biennial Delegate Conference is held and the elected Representatives shall take office immediately following election.
- f. If an elected Representative ceases to be qualified for any reason, resigns or is transferred away a successor shall be elected as appropriate. The person so elected shall serve for the unexpired period of office.
- g. If an elected Representative is unable to attend a meeting an accredited Deputy shall attend with full voting rights.
- h. Where a Representative is elected to National Office as President or Vice President, the members represented may, if they so wish, elect a Deputy Representative who may attend meetings to speak on their behalf. The Deputy Representative may only exercise a vote if delegated to do so by the accredited Representative.

### 12. REPRESENTATIVES - FUNCTIONS AND POWERS

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- a. To recruit new members into the Union and retain existing members.
- b. To represent members at meetings of the Union or with the Employer.
- c. To advise members on routine queries and workplace industrial relations issues and to direct members requiring assistance to the relevant part of the Union's structure.
- d. To carry out such administrative duties as the General Secretary may require from time to time.

### 13. DIVISIONAL EXECUTIVE COMMITTEES - CONSTITUTION

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- a. Divisional Executive Committees shall develop appropriate rules and effective structures for communications and membership recruitment and retention which will be subject to the approval of the Principal Executive Council.
- b. Divisional Executive Committees shall be elected in accordance with the terms of Rules 11a, 11b, 11c and 11d and any additional requirements as determined from time to time by the Principal Executive Council.
- c. The elections shall be held in the November of each year preceding that in which the Biennial Delegate Conference is held.
- d. Principal Executive Council member or members within the Section shall be ex-officio members of the Divisional Executive Committee with full voting rights.
- e. A quorum shall not be less than one third of duly elected members of the Divisional Executive Committee with a minimum of three persons.
- f. If any elected member of a Divisional Executive Committee ceases to be qualified for any reason, resigns or is transferred to another Division, a successor shall be elected in accordance with paragraph 13b. The person so elected shall serve for the unexpired period of office.

### 14. DIVISIONAL EXECUTIVE COMMITTEES - FUNCTIONS AND POWERS

- a. To consider all industrial relations of exclusive concern to members of the Union within the Division and, if appropriate, to make recommendations to the Principal Executive Council.
- b. Where appropriate to negotiate with the appropriate employer Representatives on matters of exclusive concern to members of the Union within the Division.
- c. To formulate resolutions for consideration of the Principal Executive Council.
- d. To inform all members of the Union within the Division of activities undertaken on their behalf.
- e. To appoint Health and Safety Representatives and to ensure that Health and Safety Representatives are appointed at all workplaces within the Division.

### 15. PRINCIPAL EXECUTIVE COUNCIL - CONSTITUTION

- a. The Principal Executive Council shall consist of the President and the members elected in accordance with Rule 10c.
- b. The President shall be elected by secret ballot of all fully paid up members conducted in accordance with regulations agreed by the Principal Executive Council but in such manner as to comply with the requirements of the Trade Union and Labour Relations (Consolidation) Act 1992 or any statutory modification thereof. No nomination of a candidate for election as President shall be accepted where such nominee has already served two consecutive terms of office as President immediately prior to such election.
- c. The members of the Principal Executive Council shall be elected by secret ballot of fully paid up members conducted in accordance with regulations agreed by the Principal Executive Council but in such manner as to comply with the requirements of the Trade Union and Labour Relations (Consolidation) Act 1992 or any statutory modification thereof and in accordance with Rule 10c. The Principal Executive Council, once elected, shall elect two Vice Presidents and one member who shall be required to take lead responsibility on the PEC for equality and diversity matters, by and from the members of the Principal Executive Council.
- d. Such elections shall be held between January 1st and the date of each Biennial Delegate Conference in accordance with a timetable decided by the Principal Executive Council.
- e. Notice of nomination for President or membership of the Principal Executive Council shall be given to the General Secretary in writing by the due date published in accordance with Rule 15d.
- f. The elections for members of the Principal Executive Council shall be held simultaneously throughout the membership of the Union and the results of these elections shall be announced to the membership at large by the General Secretary as soon as is practicable.
- g. The normal meetings of the Principal Executive Council shall take place at least quarterly. Special meetings shall be convened at the discretion of the President or the General Secretary or when demanded in writing by not less than half of the elected members of the Principal Executive Council.
- h. A quorum shall not be less than half of the elected Representatives entitled to attend the meetings.
- i. The General Secretary and such other members of the Union's staff as he may from time to time determine shall be entitled to be present and speak at Principal Executive Council meetings but shall not be entitled to vote.
- j. The term of office of each Principal Executive Council shall start at the time of closure of the Biennial Delegate Conference immediately following the election of that Principal Executive Council and shall end at the closure of the following Biennial Delegate Conference.
- k. Members of the Principal Executive Council elected within a Division in accordance with Rule 10c(ii) who are transferred out of the Division shall cease to be members of the Principal Executive Council.
- l. Principal Executive Council vacancies shall be filled by secret ballot in accordance with Rules 15b and 15c. The persons so elected shall serve for the unexpired period of office.
- m. It shall be open to the Principal Executive Council to appoint such sub-committees and advisory committees as it deems appropriate.

## Rules and Constitution

### 16. PRINCIPAL EXECUTIVE COUNCIL - FUNCTIONS AND POWERS

Subject only to the overriding authority of the Biennial Delegate Conference the Principal Executive Council is the policy forming body of the Union. It shall:

- a. Consider all matters affecting the members of the Union brought to its notice.
- b. Direct Divisional Executive Committees and other Representatives to supervise elections or ballots as and when necessary.
- c. Approve the Annual Financial Report and the Biennial Report of the Union.
- d. Convene and recommend activities to the Biennial Delegate Conference.
- e. Be responsible for the organisation of the Union and for recommending to the Biennial Delegate Conference any additions, alterations or deletions to the Rules of the Union.
- f. Ensure that an appeal by a member is dealt with in accordance with the Rules.
- g. Decide the rates of subscriptions for membership of the Union.
- h. Call for the application and decide the amount of any levy considered necessary to further the objects of the Union.
- i. Direct the manner in which the funds of the Union may be used in support of its objects.
- j. Set up a general fund of the Union which may be used for any purpose that the Principal Executive Council in its discretion considers to be conducive or incidental to the attainments of the objects of the Union
- k. Direct the investment of surplus funds
- l. Employ persons to carry out Union administration and business upon such terms and conditions as it may decide
- m. Determine or agree salaries, fees or retainers paid to employees of the Union or its professional advisers.
- n. Determine from time to time who shall be authorised to sign documents on behalf of the Union.
- o. Authorise industrial action by members either locally, regionally or nationally when authorised to do so by the Rules. (See Rule 22).
- p. Call a Special Delegate Conference, if a request in writing for same, supported by the signatures of not less than 1,000 members of the Union, is received by the General Secretary. The request must state the reason for the meeting and any resolution to be put to such meeting.
- q. Have the power to co-opt up to five additional members. Co-opted members shall not have voting rights.
- r. Enter into any procedure agreement and substantive agreement with the Employer.
- s. Take any lawful action consistent with the objects and Rules of the Union to further the interests of members.
- t. Appoint, re-appoint or remove the Auditor or Auditors. The Auditor or Auditors of the Union shall be as qualified in accordance with Section 34 of the Trade Union and Labour Relations (Consolidation) Act 1992 and any statutory amendment thereof.

### 17. GENERAL SECRETARY AND HEADQUARTERS STAFF

- a. The Principal Executive Council shall have power to engage and dismiss a General Secretary as provided for in Rule 16 l.
- b. The Principal Executive Council shall have power to determine the conditions of service of employees, to determine other benefits and to fix the age at which they shall retire.
- c. Such employees shall be entitled to receive the personal services which are available from time to time to members of the Union.
- d. There shall be a General Secretary who shall be elected by the members (as defined in Rule 2d) in accordance with the provisions of the Trade Union and Labour Relations (Consolidation) Act 1992 from candidates approved by the Principal Executive Council.

The General Secretary shall be the Union's Chief Executive Officer and shall be responsible to Conference when sitting and at all other times to the Principal Executive Council.

The General Secretary's duties shall include advising upon and implementing policy and other decisions of Conference and the Principal Executive Council; ensuring the minutes and decisions of all meetings are properly recorded; acting as principal spokesman for the Union and controlling the Headquarters and staff of the Union including making recommendations on engagement or dismissal of staff to the Principal Executive Council.

The General Secretary shall have power to delegate all such duties whenever necessary or desirable to do so.

### 18. DELEGATE CONFERENCES - BIENNIAL AND SPECIAL

- a. The governing body of the Union shall be Conference which shall normally be held biennially within four months of the commencement of each alternate financial year at a place to be decided by the Principal Executive Council.
- b. A Special Delegate Conference may be called at the request of the Principal Executive Council or if a request in writing supported by the signatures of not less than 1,000 members of the Union is received by the General Secretary. Such a request must state the reason for the meeting and be accompanied by any resolution to be put to such a meeting.
- c. Representation at Conference shall be determined in accordance with provisions determined by the Principal Executive Council from time to time.
- d. The election of delegates to Conference shall be by show of hands or by secret ballot whichever is required by a simple majority of the members.
- e. Delegates attending Conference shall act for and on behalf of the members they represent and when called upon to do so, shall move motions on behalf of those members. Delegates shall have one vote only regardless of the number of members they represent.
- f. The Principal Executive Council shall be present at Conference and may appoint speakers to represent its views. Members of the Principal Executive Council shall not vote.
- g. Decisions taken and resolutions adopted at Conference shall form the basis of the policy of the Union to be pursued by the Principal Executive Council and other Committees of the Union and by its officials.

- h. The procedures for the Biennial Delegate Conference or any Special Delegate Conference will be determined from time to time by the Principal Executive Council subject to the Rules of the Union.

### 19. FINANCE

- a. Accounts in the name of the Union shall be maintained at such bank or banks as the Principal Executive Council may from time to time decide.
- b. The financial year of the Union shall be from 1st January to 31st December.
- c. Every member, other than an Honorary member as defined in Rule 5, shall pay to the Union subscriptions of such amount and in such manner as may be determined by the Principal Executive Council from time to time.
- d. The General Secretary shall, subject to the approval of the Principal Executive Council, keep account of all monies received and paid by or on behalf of the Union and of the matters in respect of which such monies are received or paid and of the assets and liabilities of the Union.

### 20. TRUSTEES

- a. There shall be four General Trustees of the Union. In the event of a vacancy occurring in the position, the remaining Trustees may continue to act on their own for a period of three months. The appointment of a new Trustee or Trustees to fill vacancies shall be made by the Principal Executive Council.
- b. The General Trustees shall hold all the property of the Union whether real or personal which shall be vested in them on trust for its members upon such terms and subject to such limitations as the Principal Executive Council in its absolute discretion shall think fit.

### 21. BALLOTS

A ballot on any issue other than that required under Part 1 of the Trade Union and Labour Relations (Consolidation) Act 1992 or any statutory modification thereof for the election of the Principal Executive Council may be held at any time on the decision of the Principal Executive Council.

## Rules and Constitution

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### 22. INDUSTRIAL ACTION

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- a. No industrial action of any kind shall be taken by any member or group of members unless such action has the approval of the Principal Executive Council and all stages of any procedure agreements currently in force have been exhausted and
- b. Where the industrial action contemplated is a withdrawal of labour a secret ballot shall be held in such a manner as complies with the Trade Union and Labour Relations (Consolidation) Act 1992 or any statutory modification thereof of those members who may be involved in the contemplated industrial action and the said action shall not be taken unless approved by a simple majority of those voting.
- c. Official industrial action shall be that action which has the written approval of the Principal Executive Council.

### 23. INVESTIGATION OF COMPLAINTS BY MEMBERS

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When any member has a complaint that action contrary to the Rules of the Union has been taken by any officer or member the following shall apply:

- a. A written statement giving precise details of the action complained of, and in particular the relevance of any Rules of the Union, shall be submitted to both the General Secretary and the President of the Union.
- b. The General Secretary and the President of the Union shall make any enquiries they consider necessary and advise the member of their findings.
- c. If the member remains dissatisfied the matter shall be placed before the next meeting of the Principal Executive Council.
- d. No application shall be made to the High Court arising out of a complaint that action contrary to the Rules of the Union has been taken by any officer or member until the period of four weeks has elapsed since the complaint was considered by the Principal Executive Council.
- e. The views of the Principal Executive Council shall be made known in writing to the member who raised the issue.
- f. If the member remains dissatisfied the Principal Executive Council shall appoint a sub-committee to investigate the matter. The member shall be entitled to make representations to the sub-committee personally.

- g. The report of the sub-committee shall be made known to the member concerned and the Principal Executive Council.

### 24. AVAILABILITY OF RULES

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- a. A copy of the Rules may be inspected by any member of the Union on application to an Officer or elected Representative of the Union.
- b. The register of members of the Union may be inspected by a member on application to the General Secretary, giving reasonable notice of his intention.

### 25. CHANGE OF RULES

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The Rules of the Union may be amended only by a vote of not less than two-thirds of the delegates at Conference or by not less than two-thirds of those voting in a postal ballot.

### 26. DISSOLUTION OF THE UNION

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- a. The Union may be dissolved at any time only by a resolution of Conference and confirmed by three-quarters of the Membership entitled to vote and voting for dissolution by ballot.
- b. The Principal Executive Council shall remain in office until the affairs of the Union are wound up.
- c. The Union's surplus funds, after providing for all known liabilities, shall be distributed to charity at the discretion of the Principal Executive Council.
- d. In the event of a deficiency of funds a levy shall be raised on all members on the register of the Union at the date the resolution to dissolve was passed.



# Holding your hand into the future

[illegible]





# Holding your hand into the future

The image features a dark teal header at the top, decorated with a network diagram of interconnected nodes and lines. The text "Holding your hand into the future" is written in white, sans-serif font across the header. Below the header is a large white rectangular area containing 25 horizontal lines for writing. On the right side of this area, the word "Notes" is written vertically in a bold, black, sans-serif font.





# Accord

CONFERENCE 2018, LEEDS

## Holding your hand into the future

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