

## Unite Win Result from Meeting with Chancellor

### Unite Campaign on Sales Culture Reaps Initial Rewards

Following Unite's evidence presented to the Chancellor at a recent meeting, Unite welcomed the recent Budget announcement that there has to be an investigation into the sales culture into the retail banking industry and the effect it has on consumers and employees. This evidence was collated from Unite's very successful Unfair Target Regime survey in Lloyds Banking Group.

Unite the Union has long been calling for a light to be shone on to the culture of the banking sector which forces colleagues to promote and sell products to customers in order to meet unrealistic sales targets. This announcement is a victory for Unite members and colleagues in Lloyds Banking Group who are supporting the campaign to end the unfair and unreasonable target culture within the Company.

Unite members are delighted that there is now an opportunity to eradicate the aggressive practices which has put pressure on colleagues and customers. This new examination by the government is a win for consumers and a win for those colleagues on the front line.

**Are you concerned about the sales culture in your workplace? Are you being pressured into meeting unachievable targets which is impacting on customer service?**

## We want to hear about your experience

Email [salesvservice@unitetheunion.org](mailto:salesvservice@unitetheunion.org) or contact us

Unite will continue to campaign in Lloyds Banking Group to:

- End unfair targets
- End unpaid overtime
- End the unfair bonus culture