



## 3 YEAR PAY DEAL- WHAT NOW?

**Your Amicus team will soon be sitting down with the bank to audit pay outcomes this year and examine pay bands.**

The pay deal, which represents the first major success in Amicus' wider "zero tolerance of zero pay rises in the finance sector," establishes the minimum rise that staff can receive in each of the next 3 years. This will ensure that all staff within their pay range will get a pay rise and removes completely, the possibility of those staff getting a zero or minimal rise. For 2006, 2007 and 2008 the minimum pay rise for staff rated 3 and above (subject to their range maxima) will be as follows :

- **2006 = 1.25%**
- **2007 = 1%**
- **2008 = 1%**

Parameters have been agreed on the basis of various expectations including that inflation will fall to a level of 2% and remain around that level for the duration of the deal. If these expectations prove to be too optimistic, a review of the total pay spend in 2007 and 2008 can be triggered.

### SWANSEA GOES TO BAND B

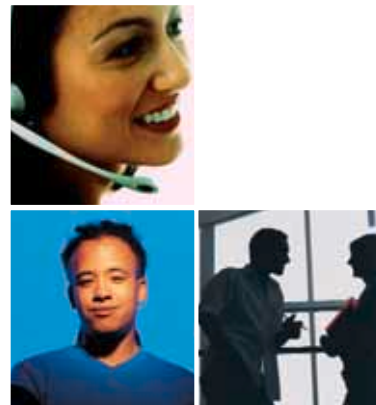
In early 2005, Amicus set out a comprehensive claim for changes to be made to ensure that the bank's pay system can be seen as fair, transparent and cohesive and that AMGs and centres are allocated to pay bands consistently. In support of this, Amicus have referred to data which shows high staff resignation rates and recruitment rates of pay well above the minimum of the relevant pay scales in AMGs and centres across the bank. The good news is that staff in Swansea have at last had their pay band equalised at band b with their colleagues in the same centre. This move, in response to a claim from Amicus, brings new staff into the higher band and interim pay rises for most existing staff subject to salary ceilings. Negotiations are likely to take place in late November for adjustments to other locations and will include the union's claim regarding the Newport centre which was first voiced in 2004.

### NEW BONUS SCHEME

As part of the pay deal that the bank and the union have agreed, a joint review of all aspects of the various bonus schemes which have been introduced across the bank during 2005 will take place. John Bancroft, joint National Secretary says "we will continue to monitor the parameters that have been agreed with the bank to ensure that member's expectations are met".

### MORE GRADES IN TELEPHONY

A new set of levels within grades has been agreed for telephony staff from Jan 2006. The five new levels (plus one for team leaders) will enable staff to progress to pay rates in excess of the existing max of S4 by showing that they have acquired new skills and are using them in their job. At present there are very few S4 jobs in telephony. The key to this scheme for Amicus is the measures staff have to reach and whether they are attainable. In theory they are, as a reasonable number of telephony staff have attained each level already. The new scheme will be reviewed jointly by the bank and the union in June.





# MEET THE NEW TEAM

## AMICUS THE UNION FOR YOU

## IN HSBC

### FLEXIBLE WORKING IN THE BRANCH NETWORK

The initial dialogue in the branches about the new flexible working contracts has now taken place and many union members have voiced mixed feelings in their feedback to us. The union had agreed with the bank a set of terms to encourage staff to transfer to the new flexible contracts. In addition, Amicus had agreed a process through which the bank could communicate with staff on changes to lunch time working.

### LUNCH TIME WORKING

This is one of the key areas of concern. Much of it boils down to the varying degrees of subtlety with which the changes were communicated by management. This is especially true of the agreement that those with a need to have a full break between 12 and 2pm should be able to have a dialogue with their manager aimed at finding a solution by mutual agreement. Furthermore, all the parties are aware that what constitutes a need or "requirement" is not defined in the literature and that this means the dialogue between manager and staff member must be handled with sensitivity. In fact, there was much debate during the negotiations on what the term requirement meant in practice. The conclusion reached was that to define it was to restrict it. Time will tell whether staff feel that all reasonable requirements have been respected and whether the new rostering system actually allows staff to have some of their lunch breaks in full and between 12 and 2pm.

### FLEXIBLE WORKING

The key elements of the negotiations on these contracts related to protection and compensation. The compensation took the form of £800 in two instalments to those transferring from S contracts and 60% of a year's payments for those on Saturday contracts transferring to the new flexible working contract. Apart from the commitment that those signing the new contract would not be required to work more than one in two Saturdays, there was added protection for sick pay and holiday entitlements. Amicus has had feedback suggesting members are concerned that a transfer to the new contract might mean they are agreeing to a detrimental change in their pensions entitlement. This is not the case and the bank has confirmed this in its Q and A.

For the new rosters to work in the 250 branches chosen, and for the new lunch time working arrangements to be successful, the bank will need staff to show a high degree of flexibility in their working and domestic lives. This is a lot to ask and can only work if sensitivity is shown at every level of the bank. The bank has also accepted that additional resources will be required in branches which will open on a Saturday to staff the new rosters.

A joint review will take place in late November to receive and share feedback. The union has already received a large number of calls and e-mails both direct from members and via JAORs. These have included the issues referred to above plus concerns from sales staff at having to work on the counter and of managers at loss of payments for Saturday working. Members have also suggested they feel the contracts and lunch time arrangements are less favourable to work-life balance.

### What do you think?

Give us your feedback via: e-mail to [hsbc@amicustheunion.org](mailto:hsbc@amicustheunion.org); fax to 0207 780 4142 or our helpline on 0845 583 4639.

## FREE WILL SERVICE

Making a will brings peace of mind and enables you to protect your interests and those of your family. Wills can often be very expensive, but our network of approved Solicitors offers a free wills service. You can use this service after you have been a member for 6 months or more. Application forms can be obtained for the union's web site or by contacting the Amicus Member Helpline on: 0845 850 4242.

The new team took over responsibilities for the HSBC section in October 2005 following the departure of Rob O'Neill, Stuart Davies, Paul Bridge and Cathy Tinson.

Bernadette Fisher and John Bancroft have been appointed lead officers and will have overall responsibilities for the strategic objectives within the section. Both officers have come from working as National Officers for members within Lloyds TSB and have several years of industrial relations experience.

Justine McCarthy who is a currently a regional officer will have specific responsibilities for First Direct and CSD. Dave Isbell will continue to have overall responsibilities for our seconded officials and JAORs.

The team have put together a business and training plan which covers 15 key objectives for 2006. This can be summarised in 5 key points. These being:

- Building our membership, developing our activists and strengthening our organisation.
- Negotiating better terms and conditions.
- Representing members in difficulty and campaigning for progressive change.
- Supporting and nurturing our internal democracy and,
- Creating constructive relationships.

### JOHN BANCROFT

Joined BIFU in 1991 worked as national officer in insurance, LTSB, Barclays, went north of the border in 1996 to be lead officer in RBS.



### DAVE ISBELL

Dave joined Midland bank from school and worked for the bank in the 70s and 80s. He was a member of the Bifu NEC before becoming a union Area Organiser in 1987. He is now a regional officer for Amicus, focusing most recently on Royal Bank of Scotland, and has been based in Leeds throughout his career.



### BERNADETTE FISHER

Joined BIFU in 1990 and held posts as PA to the General Secretary and National Officer in Midland/HSBC, Insurance and Lloyds TSB. While in LTSB, led project on work-life balance called Choices for Change.



### JUSTINE MCCARTHY

Justine is from Sydney, Australia and worked for an engineering union for five years before coming to the UK. She has worked as a regional officer for Amicus (formerly UNIFI) for nearly three years, based in Glasgow and then Leeds.



