

CATALYST

CATALYST COMMUNICATING CHANGE

CHANGES
TO PENSION
SCHEME

AGE
DISCRIMINATION

CHANGES
IN SICK PAY



A PUBLICATION FOR
AMICUS RBS MEMBERS

SEPTEMBER 2006


amicus
the union

Catalyst (kat'a list) n. A condition, agent, event, or person that is the cause of an important change or provokes significant change or action.

CATALYST



Rob MacGregor
Amicus' national secretary

NEWSLETTERS

Many of the issues in this edition of Catalyst have appeared in Amicus newsletters. If you do not see Amicus newsletters at your workplace then please contact the union and we can make arrangements to make sure you get them.

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Introduction

Welcome to the Summer 2006 edition of Catalyst, the Amicus journal for staff in the Royal Bank of Scotland Group.

Inside you'll find articles, which I hope, reflect some of the key issues RBS employees say affect them in the world of work.

There's a focus on the new Age Discrimination legislation, changes to the Group Pension Scheme and details about our union's Equality Charter.

Also enclosed are details of your new National Company Committee (the NCC) who have been elected to represent your interests at Group level.

Further a field, there is an article from one of our colleagues from the Columbian bank workers union which highlights the difficulties experienced in her country by workers seeking to exercise their rights-many of which we simply take for granted.

I hope you find this edition of Catalyst interesting, challenging and thought provoking. Whether you do or you don't I would still like to know what you think about the issues raised. You can contact me at rob.macgregor@amicustheunion.org

Rob MacGregor
Amicus National Secretary RBS Group

STOP PRESS

RBS Southend Cards employee, Nikki Simpson has won the prestigious 'TUC Learning Rep of the Year' award. Nikki will receive her award at the TUC in September.

CHANGES

TO PENSION SCHEME

RBS Closes
Final Salary Pension
Scheme to
new staff

The Group has announced plans to close its pension scheme to new employees and establish a new retirement savings plan.

The Group Pension Fund and the RBS International Pensions Trust will be closed to new employees from 1st October 2006. New employees who join from October 2006 will no longer be eligible to join the Group pension scheme. New staff will join a defined contributions (money purchase scheme) retirement saving plan.

All employees, existing and new will have an additional 15% of salary added to their RBS Value Account from October 2006. Existing Group employees will have the option to, keep their current Group Pension, opt out of the Final Salary Scheme and into the new retirement plan or opt out and use some or all of the 15% as cash.

Once an existing Group employee has opted out of the Final Salary Scheme, they will not be allowed to re-join, there only option will be the new retirement savings plan.

In contrast to the government's latest policy approach to pensions on 'soft compulsion', RBS plan to automatically opt new entrants out of any retirement savings plan unless they express the desire to join one.

Amicus has expressed serious concern over this approach to pensions for new staff, fearing a poor take up rate of the retirement savings plan amongst new entrants. Equally, the union is concerned that many existing employees will abandon their final salary scheme in favour of the 15% cash alternative.

The employer is planning an education and communication drive amongst existing staff over the coming months and further discussions are likely.



AGE

The Employment Equality (Age) Regulations 2006 come into force on 1 October 2006

Discrimination

The Regulations apply to employment and vocational training. They prohibit unjustified direct and indirect age discrimination, and all harassment and victimisation on grounds of age, of people of any age, young or old.



As well as applying to retirement they

- remove the upper age limit for unfair dismissal and redundancy rights, giving older workers the same rights to claim unfair dismissal or receive a redundancy payment as younger workers, unless there is a genuine retirement;
- allow pay and non-pay benefits to continue which depend on length of service requirements of 5 years or less or which recognise and reward loyalty and experience and motivate staff;
- remove the age limits for Statutory Sick Pay, Statutory Maternity Pay, Statutory Adoption Pay and Statutory

Paternity Pay, so that the legislation for all four statutory payments applies in exactly the same way to all;

- remove the lower and upper age limits in the statutory redundancy scheme, but leave the current age-banded system in place;
- provide exemptions for many age-based rules in occupational pension schemes.

Amicus will be meeting with the Royal Bank of Scotland in the near future to discuss the impact of the new legislation on existing Group policies and procedures. Further bulletins reporting on the progress of those talks will be issued in due course.

Changes in Sick Pay

The employer has confirmed that the following sliding scale of sick pay will apply to all new employees who joined the organisation after June 2006:

Up to 1 year service = 4 weeks pay
1 - 4 years service = 12 weeks of pay

5 years + service = 26 weeks pay
*There will be no change for existing employees.

The Sliding scale of paid sick leave will not apply in the case of maternity related absence.

Where absence is covered by the DDA reasonable

adjustments as regards the payment of sick pay will be made as appropriate.

The stopping of sick pay will not be automatic and will require management intervention, however in general the sliding scale will apply. Statutory sick pay will continue to be paid.

The employer has confirmed that there will be further discussions with Amicus over the issue of those staff who have between 1 and 4 years service and their eligibility to obtain access to the Long Term Disability (LTD) benefit.



Dignity at Work

AMICUS receives many calls from members who feel that they are being bullied at work, and ask for our help in taking forward a Dignity at Work case.

The RBS have a policy on D@W and have set out a standard letter in the format required in order to bring forward a complaint. It is certainly worth looking at this guidance on the intranet, and we would urge those who feel that they are being bullied at work to take the time to familiarise themselves with this policy as it will assist with the successful prosecution of their case.

Certainly, speed is of the essence, and we would recommend that members maintain a log/diary of events; for example if they are unfortunate enough to be verbally abused, taking particular note of any staff who may have witnessed the incident. Do contact us as early as you can. Often this is very difficult for the member, but please be assured that we have heard similar cases many times and will do our utmost to give you the time you need to talk. Please don't leave it until you are signed off work with stress or depression before contacting Amicus.

Members should be aware that often, D@W cases come down to completely different versions of the same events, and without the benefit of witnesses, that it is often very difficult for the Investigating Manager to uphold an allegation. Where other staff members are prepared to back up your version of events however, then it is difficult for an Investigating Manager to dismiss your complaint.

So, we are determined to pursue cases against bullies in the RBS. If you feel that you are being bullied, then look up the policy on the Intranet, start an events log and get in touch with Amicus.

RACE FOR OPPORTUNITY & OPPORTUNITY NOW

RBS have recently been commended in two separate equality surveys for promoting equality of opportunity for women and members of Black, Minority & Ethnic backgrounds.

RBS achieved a Gold award from Opportunity Now which monitors progress that employers are making with equality issues and policies for women, with Opportunity Now quoted as praising RBS for increasing their benchmark score for a fifth year running, against a general downwards trend.

The Race for Opportunity benchmarking survey is designed to measure an organisation's performance across 4 key areas: ethnic minority employment (including selection, progression and retention), marketing to ethnic minority customers, working with ethnic minority small businesses, and community involvement. RBS was awarded a Gold standard in 2006 and have been positioned 4th amongst over 100 participating public and private sector employers in the UK.

RBS have highlighted their recruitment processes, extensive equalities training for managers and various policies such as Flexible Working, Foster Leave and Dignity at Work as some of the reasons for their strong showing in both the Race for Opportunity and Opportunity Now surveys.

RBS deserve praise for their recognition from both of these bodies, however there is still much to be achieved in these areas and the Amicus RBS Equality & Diversity committee look forward to working with RBS in driving this agenda forward.

HOW MUCH IS YOUR UNPAID OVERTIME WORTH?



Most people enjoy their job and find it fulfilling. Putting in extra hours from time to time to help out with increased workloads or to support your colleagues is one thing. The problem is when long hours become the norm, not the exception. "The RBS Helpline receives a large number of calls from members who feel under pressure to continually work additional hours for no extra pay. It's the same story during Amicus visits to RBS sites, particularly in the branch network, where members are working longer hours than they are contracted to do" says Alison Maclean, RBS Negotiating Officer.

Amicus is concerned that this long hour culture damages family life, work/life balance is lost and stress is a common factor resulting in loss of productivity, absenteeism and high staff turnover.

The problem is such a concern within the Finance Sector that earlier this year Amicus supported the TUC "Work your Proper Hours Campaign". On average employees who work long hours work an additional 7.5 hours per week. If paid at the average wage for these hours this would equate to an additional £4650 per year. Working an additional 7.5 hours

per week may sound like a lot but if you regularly skip your lunch, come to work early and leave late then you may be working unpaid overtime without even realising it.

Overtime has to be justified and ideally should be authorised in advance. If you are requested to work overtime it is the responsibility of your Line Manager to ensure that this overtime has been, or will be, authorised. If it has not been authorised then you should really consider whether you wish to work the overtime.

There is no justification for refusing to pay overtime or excess hours on the grounds of budget constraints, costs or ability to pay. Staff should be paid in accordance with their contract for work undertaken on behalf of the bank. There is no obligation on staff to accept TOIL as an alternative payment.

Overtime is payable after working 30 minutes over the normal contractual hours and is then paid in tranches of 15 minutes.

Many Finance companies, including RBS, are making massive profits, while at the same time employees are working long hours for no extra pay. Please remember that overtime is VOLUNTARY and no one should feel pressured into working additional hours.

**TO FIND OUT WHAT
YOUR UNPAID OVERTIME IS WORTH LOG ONTO
www.workyourproperhoursday.com**

PAY 2007:

Members to set the agenda

Amicus in the Royal Bank of Scotland Group is beginning the process of talking and listening to members regarding the approach they want the union to take in next years pay round.

The union's National Company Committee (NCC), the staff body which negotiates on behalf of Amicus members will meet to consider the claim and campaign it should prosecute for the coming year and it would welcome the views and opinions of members.

We want to hear from you about the type of campaign you want and the things the union should be saying and doing on your behalf. For campaigns to be successful they need the wholehearted support and participation of those directly affected. If you want to get more involved then contact us, if you're not yet a member-come and join us!

Let's Hear From You.

Members can contact the union in writing at the RBS Amicus Glasgow office:

John Smith House
145/165 West Regent Street
Glasgow G2 4RZ

Alternatively you can e-mail us your views at rbsinfo@amicustheunion.org

Members can also attend their local union branch meetings to talk about the pay campaign. The union branch officers will ensure that your views are passed on. Details of forthcoming meetings are available from your regional Amicus office.

Remember it's up to you.

This is YOUR union, talking about YOUR claim for YOUR pay. Make sure your voice is heard and your views are known. Make sure that its you who sets the agenda on pay.

COUTTS

Consolidation of Regional Allowances in Coutts UK Operations

W.e.f. 1.7.2006 staff in Coutts U.K. operations in receipt of the above allowances had them consolidated into the salary element of their value account. This will benefit staff in respect of their pension, discretionary bonus and group profit share.

Those employees in receipt of an additional 10% benefit funding (managerial grades) will also see this increase as a consequence of consolidation of these allowances.

Members' feedback on the Bank's announcement is generally positive although there is a need to ensure that in future pay negotiations that the extra expenses of living in London, South East and Bristol are still recognised.



HARD TIMES for Colombian bank workers

“ Bank workers in Colombia are facing extremely difficult times. Our country is the most dangerous place on earth to be a trade unionist, last year more than half of the world’s assassinations of trade union activists happened in my country, we are being persecuted and the banking sector is no exception. ”

Tulia Lozano
President, Sintra Bancol



We are doubly cursed with right-wing paramilitary death squads, who kill our members, and a government, whose armed forces work with the paramilitaries, illegally detain our activists and make our lives as hard as they can.

I am the General Secretary of the Sintrabancol, the union that organises bank workers from Bancolombia. I was recently honoured to speak to the RBS National Committee meeting as I toured Britain courtesy of Justice for Colombia and am glad to have this chance to tell you about the problems we face in the Colombian banking sector.

Our union is fighting hard for its members but does so in extremely hard circumstances. Not only do we have to contend with the fear of assassination, but we are also facing an attack on the pay and conditions of workers across the whole of the banking sector.

In recent years, we have seen a huge casualisation of the work force in the sector. Increasingly people are not employed directly, but are contractors, who are afforded worse conditions, and often worse pay too.

This is despite the fact that the Colombian banking sector is currently making huge profits after receiving large government bail-outs when the sector was in crisis. That is to say that the companies’ profits are private, but when they run up huge debts, the cost is born by the taxpayer.

Workers at Bancolombia often have no access to any occupational health resources, despite high levels of sickness among employees caused by poor conditions, poor security and bullying in the workplace.

We have also seen a huge decline in membership as members have been hounded out of the banking sector. Many of our members have been sacked for no reason other than being a member of our union. It is hard for people to organise when they no that the mere act of joining a union could cost them their job.

Despite that, we are working hard, and we believe that, working together with our brothers and sisters around the world, we can strengthen the union and make a huge difference to workers in Colombia.



For more information,
[contact info@justiceforcolombia.org](mailto:info@justiceforcolombia.org)

Old Friends and New Beginnings

A personal message from Elizabeth Shenton, outgoing Chair of the National Company Committee



The National Company Committee held its Annual General Meeting at the end of June and as many of you will know I had previously announced my decision to step down as Chair. At the AGM I thanked the dedicated team of officials for their hard work and dedication on behalf of you all.

There have been many changes to our democratic structures since I was first elected to Chair of the NCC. Just when the integration of NatWest and Royal Bank came to an end, the union too saw a significant change. We are no longer the one sector union that we were all familiar with, as Unifi became a part of Amicus. This has meant changes for all of us, and we are only just beginning to understand our role within a much larger trade union. Of course there is more change on the horizon, with the expected merger with T&G next year. I know that the changes we have seen have sometimes been unsettling and concerning, but I know that the National Company Committee and its officers will continue to work tirelessly on your behalf.

At the AGM the National Company Committee elected Joe Espener as the new Chair, with Gill Lewis as the Vice-Chair. Joe is based in Glasgow and Gill works in Bristol. Both Joe and Gill have been key members of the NCC and they have both served on the pay team over the past few years. Joe will be known to many through his work as a Jointly Accredited Representative and also as a member of the Retail Committee. Gill works within Manufacturing and she has been a strong campaigner for both equality and social responsibility issues. I am sure that you will join with me in congratulating them on their elections and supported them in their new roles. I know that I am leaving the NCC in very good hands and that the membership within Royal Bank of Scotland is lucky to have such dedicated lay officials.

And as for me? I have spent the best years of my working life serving the members, activists, lay officials and officers of Amicus, (and its various previous heritage unions), in the Royal Bank of Scotland Group and previously NatWest. There have been so many personal benefits such as the chance to acquire new skills, the knowledge of a job well done (I hope!) and most of all the wonderful memories and friendships. I have had so much support from everyone so thank you very much. Rest assured that I will continue to serve as a nominated pension trustee for the Royal Bank Group Fund, so I am still here for your pension queries.

Finally, I wish you all the happiness in the world going forward and I hope that in some way I have left you all with the same cherished memories that I am taking away with me. As someone once said: "Saying goodbye doesn't mean anything. It's the time we spent together that matters, not how we left it."

Thank you. Elizabeth Shenton

The National Company Committee

Your new committee was elected in June 2006 for a two-year term. Committee members are available to be contacted for general help and advice or if Amicus members want to raise an issue with the national union.

Your representatives are:

Joe Espener (Chair) Scotland	0141 3349341
Gill Lewis (Vice-Chair) South West	01454 458 444
Stephen Fallowell London	0207 360 8602
Stephen Smith North West	01253 812 388
Simon Peach Corporate	0208 895 7564
Rhys Ryland Wales	0117 900 3632
Sandra Kerridge Eastern	01362 698 080
John Hurley London	0207395 4293
Bobby Campbell Scotland	01475 551 374
Val Milne North East	0191 493 3024
Taz Ali North West	01772336154
James Ellis South East	01273543218
Trevor Jones West Midlands	01212343457
Dick Langford South East	01273506109
Julie Holland South West	01752 276705
Phil Bodell West Midlands	01827 57788
Faith Coker-Jarra Retail	0207368602
Willie Gavin Manufacturing	01412491697
Andrew Hall Group Technology	02073024486
Simone Glen-Dewar Wealth Management	01534 282 301

EQUALITY CHARTER LAUNCHED

Amicus is at the forefront of the trade union campaign to achieve equality for women workers in the UK. The finance sector has the largest pay gap in any sector at 41% and concerns about this have resulted in a number of finance sector employers carrying out equal pay audits, often in partnership with Amicus. All the audits have revealed that occupational segregation is a major cause of the gender pay gap with the under-representation of women in management and certain occupations within the sector.

Following the Women and Work Commission Report Amicus is strengthening its campaign in the finance sector for equality for women, as unless action is taken women will continue to suffer discrimination in both pay and opportunities.

Therefore, we are calling on finance sector employers to sign up to the Amicus Charter for Equality for Women Workers and to work in partnership with us to take action to address the issue. This is necessary to challenge the inertia that exists in dealing with the unacceptably large gender pay gap of 41% in the Sector.

The Charter

This is the agreement we are urging the RBS to enter into:

Amicus and the Royal Bank of Scotland Group seek to be leaders in achieving equality for employees in the financial services sector. Working together we are committed to act to address the historical factors that contribute to gender inequality in the sector. Together we will focus on taking action to achieve full equality for women.

Commitment to Action

- A commitment to equality for women workers in the UK.
- We will establish a working group to develop a programme of work designed to improve women's pay and opportunities. This group will include a cross-section of staff and union representatives.
- We will carry out equal pay audits on a regular basis in partnership with Amicus.
- An Action Plan will be introduced to address all of the issues highlighted in the equal pay audit. This will be agreed with trade union representatives.
- All initiatives and results will be communicated to staff.
- We will identify areas of best practice to be shared within the finance sector to approve the baseline of best practice throughout sector.

Signed by:

..... On behalf of RBS Group

..... On behalf of Amicus

We will be urging the employer to support the charter over the next few months.



WANTED

JOINTLY ACCREDITED REPS (JARS)

Do you care about your rights at work? Would you like to make a difference in your workplace by supporting, advising and representing your colleagues? If this sounds like you then becoming a Jointly Accredited Rep could be just the challenge you need.

JARs are ordinary Amicus members working in all areas of RBS from the Retail Branch Network to Group Technology, Corporate and Manufacturing. JARs must be Amicus members, a permanent member of RBS staff with at least one year's service and can be full time, part time or a shift worker.

WHAT DO JAR'S DO?

Support and Advise – JARs are trained by Amicus on a wide variety of work related issues including handling grievance and disciplinary hearings, dealing with changes to job role, sickness absence and redeployment to name a few. The training will also improve your communication skills, grow your confidence and give you the opportunity to meet individuals with a common goal – to improve and make a difference to your working environment.

Represent – JARS have a key role to play in representing members with individual problems at work. They can help members who feel they have been unfairly treated and can provide representation at formal hearings about work related matters.

Promote Amicus – This is an important part of the role. Growing the union increases our strength and ensures that the views of fellow members in the workplace are heard from across the RBSG.

Resolve Local Issues – Often local issues can be resolved by sitting down and talking through the impact of changes and how they affect staff with local management, avoiding the need to escalate matters to a higher level, e.g. tea breaks and overtime issues.

JARs are elected or nominated by fellow union members working within their area of representation. The bank have agreed to provide facilities to allow JARs to undertake their role effectively, e.g. use of notice boards, access to a private phone and storage space. JARs will also be permitted reasonable time off in order to

fulfil their role and adjustment of individual targets where appropriate.

Ross Plant is a JAR who has worked for 4 years for RBS at the Southend Credit Card Centre, Ross has been a JAR for 3 years and here's what he had to say about the role.

"Being a JAR requires a basic knowledge of employment law, in particular the disciplinary and grievance procedures, for which Amicus provide comprehensive training. I derive a great amount of satisfaction in being able to assist my fellow workers, it also is of benefit to RBS in that, where appropriate, I endeavour to mediate between the parties and hopefully reach a mutually satisfactory resolution. I have been involved in raising members concerns and issues with the management team in order to resolve these on a local level and I also attend meetings with the bank to negotiate on changes to the business which affect the Division where I work. This role has broadened my skills, widened my business perception and raised my profile within the Group in a very positive way. The training and skills I have acquired have been of great benefit as these are transferable within the business organisation".



RBS views the role of the JAR as assisting the Group to improve the way its business is done and your appraisal with take account of this. Your problem solving, communication, negotiating and influencing skills will be enhanced and these are all skills you can use in your normal job.

If you think you've got what it takes to play a key role and make a difference in your workplace then contact the Amicus Glasgow office or e-mail us at rbsinfo@amicustheunion.org

AMICUS LAUNCHES PRE-RECOGNITION CAMPAIGN AT DUBLIN GROUP TECHNOLOGY SITE

Following an approach to the bank earlier this year seeking access to Group Technology staff based at Dublin, the bank declined our request on the basis that GT Dublin staff are not covered by the terms of the current Recognition Agreement, *“There is no sensible reason why the bank have refused Amicus access to the Dublin GT site, as far as Amicus is concerned Dublin forms part of the GT community and as such should come under our aegis”* says Alison Maclean Negotiating Officer for the RBS Group Technology area.

In the face of this refusal Amicus have launched a pre-recognition campaign.

The aim is to raise further awareness of Amicus and the value of full trade union recognition.

Amicus strongly believe that all RBS GT employees, like the majority of other employees within RBSG, should be given a choice to join a recognised trade union. In most other RBS sites Amicus have access to talk with employees, issue communications, recruit new members, but most importantly represent members – individually or through collective negotiation.

Officers from Amicus launched the first stage of their campaign in June with a visit to the Dublin site during which they campaigned outside the site handing out membership forms and Amicus literature to many staff. Further visits are planned and an open meeting will be held to which all staff at the Dublin site will be invited to find out about the benefits of Amicus membership.

COLLECTIONS & RECOVERIES EXTENDED OPENING & INCREASED STAFFING

RBS have announced major changes to the opening hours and days of Collections sites in Nottingham and Birmingham, as well as at Credit Management Services in Telford that undertakes Recoveries. RBS have also announced an expansion in the operations at all three sites in terms of further recruitment.

To maximise customer contact in relation to Collections and Recoveries the bank proposes to increase opening times and days of the three sites at Nottingham, Telford and Birmingham to a standardised pattern of Monday to Friday – 8am to 9pm and Saturday, Sunday and Bank Holidays – 9am to 5pm (this excludes Christmas Day, Boxing Day and Easter Sunday).

Staff on existing RBS contracts, either Monday to Friday 8am to 8pm or 7am to 8pm will not be required to work until 9pm, unless they expressly volunteer. Staff on old style Natwest contracts will retain those terms and will not be required to work outside their existing parameters, unless they also expressly volunteer.

Whilst all three sites currently operate an element of weekend working, for most members the introduction of Sunday and Bank Holiday working will represent a significant change to their working patterns.

To minimise the impact of the increased Weekend/ Bank Holiday working and also recognising the increasing volumes within Collections and Recoveries, RBS will be recruiting an additional 176 fte of resource (Nottingham 63 fte, Birmingham 57 fte and Telford 56fte).

In the first instance volunteers will be sought to pick up the additional opening hours and the bank are committed to minimising the number of Weekends/Bank Holidays individuals work as well as looking to accommodate any flexible working requests staff may have in relation to the increased opening parameters. If existing staff are required to work any of the additional days, at least six weeks notice will be given and personal circumstances will be taken into account.

CTCs, Idle Time & Toilet Breaks

Amicus have received calls from members working within the CTCs regarding Idle Time and Toilet Breaks.

Currently staff receive 20 minutes of Idle Time, to be taken as breaks in any agreed fashion, ie 2 x10 minute breaks, 1 x 20 minute break or 4 x 5 minute breaks. These breaks should act as a break away from your workstation/VDU as well as the opportunity for a drink, a snack and where appropriate a visit to the WC.

Members are contacting Amicus because in some centres staff are being advised that no breaks, toilet or otherwise can be taken outside the 20 minutes Idle Time and once the 20 minutes have been utilised, no further break can be taken, including the afore mentioned trip to the WC.

Whilst members should be utilising their Idle Time as a toilet break, as well as a drinks break, clearly it is unreasonable to prevent staff from taking additional time for toilet breaks, particularly in the hot weather where staff are drinking more fluids than normal. Clearly a policy that prevented these visits could also impact upon individuals who need to visit the toilet more often ie due to pregnancy or a disability.

Clearly common sense needs to prevail regarding the provision of breaks, but essential breaks should continue to be taken and permission is not required to take a toilet break, as is the case with some less enlightened telephony centre employers. If any members are experiencing difficulty regarding breaks within the CTCs, please contact the Amicus helpline.

GROUP FRAUD AND SECURITY & JOB FAMILY FRAMEWORKS

Following introduction across many areas of Manufacturing, RBS have recently announced their intention to introduce Job Families Frameworks (JFFs) across circa 700 job roles within Group Fraud and Security.

Job families Frameworks identify different job roles that require similar competencies, skills etc and gather these roles under the umbrella of a defined job family.

All the job roles within an individual Job Family will be aligned to the same reference salary.

The bank's rationale for the introduction of Job Families is that this enables staff to identify alternative roles within their Job Family for purposes of developing skills and experience in other part of the business and with an aligned reference salary, there would be no salary impact in pursuing this development.

The bank has shared the figures following an initial Job Family mapping exercise and 53.9% of staff

will incur no impact, 20.6% of staff would be potentially negatively impacted, with 25.5% receiving a positive impact.

Those staff that are impacted, will experience either a change in benefit level or reference salary, for those positively impacted the changes will be effective the 1st September, providing the individual is currently rated 3 or above.

For those members potentially negatively impacted upon, protections exist in the form of Salary Protection Principles and these will be explained in full by your line manager.

Amicus have been consulted on the introduction of JFFs, however although recognising the potential benefits of JFFs, Amicus have not agreed JFFs because there are some members that will be potentially negatively impacted against.

If any members feel that they have been mapped across to the incorrect Job Family, they should contact Amicus for support and assistance.

KNOW YOUR RIGHTS... of Representation

We have been alerted to several instances where Line Managers have called members into Formal Fact Find/Investigative interviews without prior notice unjustifiably.

The purpose of such interviews is to establish the facts of the underlying situation before deciding whether to invoke any formal proceedings.

The Group's policy stipulates that "where possible a reasonable time should be allowed for the employee to arrange representation".

We would normally only expect to see exceptions to this principle where delays would lead to further serious risk implications for the Group or its' customers.

Otherwise, in line with the Group's declared policy, when positioning such meetings, our line is clear, i.e. the employee:

- should be allowed reasonable time to prepare for the interview & usually the recommended period will be 3 clear working days.
- has the right to be represented by a fellow worker or union representative.
- should be advised that a potential outcome of the investigation could be the commencement of formal disciplinary proceedings.
- should have brief details of the case against them and the chance to obtain such relevant documents as may assist them.

AMICUS will always try and provide member representation at these meetings. However, if this is not possible, we recommend that a fellow worker accompany you.

If formal disciplinary meetings ultimately ensue, we will give utmost priority to ensuring you are then represented by us throughout.

Royal Bank of Scotland

most frequently asked

Q1. Is overtime compulsory?

Answer: No it is supposed to be voluntary. There is no contractual obligation on full-time clerical staff to work beyond 35 hours per week. There may be a clause in your contract that states something to the effect that 'You will also be expected to work such additional hours as are required to fulfil the duties and responsibilities of your role'. An example of this would be balancing a till where this may take someone beyond their rostered hours. Under normal circumstances adequate notice should be given. This clause cannot be construed as requiring staff to work Saturdays, where this would take them beyond their normal contractual hours.

Q2. Do I have to work Saturdays?

Answer: You may be required to work Saturdays if one of the following statements applies:

- a) You have agreed to an amendment to your contract of employment that includes Saturday working. These amendments often have a stated number of Saturdays which is the maximum number you are obliged to work.
- b) You have successfully applied for a role, the terms of which include Saturday working.
- c) You have elected to transfer to the RBS Flexible contract.
- d) Your current RBS contract

includes a requirement to work on Saturdays.

Q3. I disagree with my performance rating. What steps should I take to challenge this?

Answer: In the first instance you should challenge the rating with your line manager and ask for a review. Should your manager not agree to alter the rating then you need to consider raising a formal grievance, details of which can be found at the HR policy section of 'Insite'. If you are unable to access Insite or require assistance preparing your grievance you should contact your local Jointly Accredited Representative (JAR) or in their absence, the Amicus Helpline.

It is also important that you contact your local JAR should you require representation at any subsequent meeting.

Q4. I would like to change my working hours or work more flexibly.

Answer: The Bank has a legal obligation to examine and formally respond to any reasonable request by an employee to amend their hours of work. In addition, the bank has a suite of flexible working policies, which may be appropriate for your individual circumstances, details of which should be available from your line manager or by locating the 'Your Time' section of Insite. These policies set out the application procedure and also the process you need to follow should your request be declined.

Q5. I have a medical appointment, which I need to attend during working hours. My manager has told me that I have to make up the hours for which I am absent. Is this correct?

Answer: No. Whilst the bank would prefer you to book appointments outside of normal working hours, it is recognised that is not always possible and reasonable requests for time-off to attend should not be refused. If you encounter difficulties contact Amicus.

Q6. The Bank is going to transfer me to another office and I do not want to go. What are my options?

Answer: Under the terms of most RBS contracts, the Bank has the ability to transfer staff, but must use this contractual clause reasonably. There should be a minimum of one weeks' notice of any transfer. Furthermore the move should not result in you suffering a significant detriment. Should you disagree with the proposed move then challenge the decision directly with your line manager. Should this prove unsuccessful and you still wish to dispute the transfer, then you should consider raising a formal grievance as outlined in the response to Question 3.

Q7. My child was unwell recently and this resulted in me having to care for them at home. Do I have to take this time away from work as holiday?

Answer: No. There is provision for dependants leave under the HR

QUESTIONS

Policies on 'Insite'. The Bank is legally obliged to provide time off for 'emergencies involving a dependent'. Further requests for longer absences will be at the bank's discretion, however this should not be unreasonably withheld. It is important though to note that additional leave may be unpaid.

Q8. I work part time. How many Bank Holidays should I receive each year?

Answer: This depends on the wording of your contract of employment, but for most part timers, bank holiday entitlement is calculated on a pro-rata basis. The calculation used can be found on 'Insite'. If you encounter difficulties over your entitlement please contact your local JAR.

Q9. I need representation from Amicus. What should I do?

Answer: Representation will only be provided to Amicus members. If you are a member then in the first instance you should contact your local JAR, whose details should be available on your office notice board.

In case of difficulties please telephone the Seconded Representatives on Amicus's RBS employment helpline 0870 241 4425 (Mon - Thurs 9 am - 5 pm and Friday 9 am - 4 pm).

To help you understand the process it is helpful for you to familiarise yourself with the procedure applicable to your case. The grievance, disciplinary and dignity at work procedures along with others may be accessed on the bank's H R Insite.

Q 10. Why do I need to join Amicus?

Answer: We would hope this would already be apparent from the questions and answers shown above, and we have never been busier in providing representation, guidance and advice.

In addition to this Amicus provides education and legal services, free to its members. There are also numerous benefits available through our Membership Services where discounts can be obtained on a whole range of issues. For more information about Amicus and the services the union can provide go to the website at www.amicustheunion.org and follow the website link for further information.



WHERE TO GET AMICUS ADVICE IN THE WORKPLACE



Amicus has a large and growing membership across the RBS group and for members it is sometimes difficult to know where to get help or advice.

Across the different divisions there is a network of Jointly Accredited Representatives (JARs), who are your workplace colleagues.

These employees are union members trained by AMICUS in workplace representation and support and who are recognised by the business as accredited reps.

In branches or sites where you have access to these JARs they are often your direct advice and support line.

However if you do not have access to a local representative then you can contact the RBS AMICUS members' Helpline no is 0870 241 4425.

To make best use of the Helpline and to assist and advise as many members as possible, we may ask you to call a JAR in your location to check their availability to represent you.

Sometimes securing representation may mean adjusting the hearing date to accommodate the availability of your representative.

Certain member issues will require ongoing advice or support eg in raising a grievance or appealing a disciplinary decision and the representative appointed to assist you via the Helpline will endeavour to provide this.

When you contact the helpline here's what you can do to assist:

- Have your membership number available when you call
- Give brief description of issue to consultant initially.
- Give a contact telephone number you are available on between 9am – 5pm. If you are only available within a certain time phase please advise the consultant. We will endeavour to call back during that time.
- If we have tried to contact you and you have been unreachable on the day you may have to recall Helpline. We will always try you 2-3 times on the day or leave message if possible.

0870 241 4425 may not be the lottery numbers, however it is a number many of our members have found to be of value in assisting them with work related issues within RBS.