



# AMICUS THE UNION FOR YOU IN BARCLAYS

## IMPORTANT ANNOUNCEMENT

There is a new telephone number for members who want to contact the union.

It is **0844 7360134**. You will often find it is an answer phone message, but the calls are cleared regularly during the day. Please leave a daytime number where you can be called back.

### GENERAL NETWORK ISSUES

#### Cashier Accreditation

Following representations from Amicus, Barclays has set up a monthly report to all Area Directors detailing new cashiers employed for more than 20 weeks who have not been accredited within the recommended 16-20 week timeframe. This should ensure that extra focus is given to those affected and that they should be quickly accredited and more importantly from our point of view receive the uplift in salary to £12750. We are pressing Barclays to agree that cashiers salaries should be automatically uplifted to £12750 after six months employment unless they have failed the accreditation process or are rated D.

#### Sales Standards

Barclays are in the process of reviewing their customer contact strategy; an early outcome of this has been the confirmation 'that service calls are a critical tool that Barclays wishes to utilise as a means of engaging with customers'. As a consequence Barclays has confirmed to Amicus that service calls to all customers, excluding those with exclusions will be considered as legitimate. There will be an update to the Sales Standards booklet in Q1 2007.

#### Customer Co-ordinator

Since the introduction of this role some years ago, Amicus has consistently argued that there is the need for a B2 role in the banking hall; both in recognition of the extra duties undertaken and also as a stepping stone for future promotion to the B3 PB role. Barclays has always countered our arguments by saying that this role is not a permanent position undertaken by one person but a set of duties undertaken by various people. We have also seen a pilot for a trainee B2 PB role shelved by Barclays. A recent survey of our reps in the Network confirmed that in over 60% of branches surveyed where the co-ordinator role was present, then the role was a permanent position, undertaken by one member of staff. We have presented this evidence to Barclays and once again renewed our call for a B2 role, they have agreed to re-examine the position.

### BARCLAYS WIDE ISSUES

#### Equality Charter

Barclays have signed up to the Equality Charter which is a major Amicus campaign in the finance sector. The charter specifically targets the issues surrounding equal pay, and the bank is committed to undertaking equal pay audits, and acting on the issues highlighted from them. The bank and Amicus will continue to work together to identify initiatives to achieve our objectives under the charter.

#### Globalisation Agreement

The regular update on jobs going offshore under the globalisation agreement took place in December. There have so far been 1,800 jobs affected, 60% of which have been redeployed, and the remainder of staff have taken voluntary redundancy; there have been no forced exits. We expect our agreement to sustain more job losses going forward.

#### Pay

The pay pot for 2007 has been agreed at 4.75% (3.9% + 0.85%), together with the market rates. A meeting is due soon to discuss payments under the matrix, and further information will be published to show the matrices and the pay increases.

#### Incentive bonus scheme

A new incentive bonus scheme is under discussion. It is anticipated the bank wants it to begin in April staff.

#### Not a member?

You can now join on line [www.amicustheunion.org](http://www.amicustheunion.org)



**AMICUS YOUR UNION IN BARCLAYS**  
**Meg Crack, Development Officer**      **FEBRUARY 2007**



**amicus**  
the union

## AMICUS THE UNION FOR YOU IN BARCLAYS

### Amicus – your union in Barclays. – HAPPY NEW YEAR?

#### WHY TRADE UNION MEMBERSHIP IS IMPORTANT

Amicus reps and officials wish all of our members a very happy new year. Whilst we do not have a crystal ball our experience tells us that one thing Barclays' staff can be certain of in 2007 – nothing will stand still. As the bank seeks to drive up profit through performance the union is here to make sure that the interests of its' members are not overlooked. This circular illustrates how Amicus has listened to members and acted to ensure that agreements reached with Barclays are carried out, particularly in the area of unpaid overtime.

Pay in 2007 will be agreed under the existing three year pay deal, but we are already planning to start talks with Barclays about pay from 2008. It is our intention to continue to push to increase the minima to 90% of market rate and to ensure that everyone gets a cost of living rise. We have made some progress in this aim, and are committed to maintain this stance.

#### HAVE YOU THOUGHT OF BECOMING A UNION REP?

There are 100 Amicus members who are accredited reps they are the eyes, ears and mouthpieces of the union in the workplace. These reps are working with members in their own locality to raise issues with the bank, to resolve local problems, and represent members at formal hearings under the banks' grievance, capability and disciplinary proceedings. All have been trained by the union to carry out these duties, and there is agreed time off. In addition, targets are adjusted to ensure that individuals and their teams are not penalised.

Being a rep helps members develop communication and negotiating skills, and gives them the opportunity to work with local management to look after the interests of their Amicus workmates. If you would like more information about becoming a rep contact:

email [meg.crack@amicustheunion.org](mailto:meg.crack@amicustheunion.org)

Or telephone 01275 370000

#### OVERTIME AND TOIL

A survey of our Network accredited representatives has highlighted a return to poor management practice in the administration of our members legitimate contractual overtime rights. The survey found that in over 50% of branches throughout the country Toil is not offered on a voluntary basis and in over 70% of branches where Toil is outstanding for over a month then overtime is not paid instead. In the worst reported case over 100 hours was owed to a small branch with 4 staff. At our regular consultation with Barclays the bank agreed to publish the correct procedures in the Globe. As a result Amicus expects that outstanding TOIL that cannot be taken within the agreed time scale shall be paid as overtime. If you are affected please raise the issue with your line manager.

*'It is a condition for full time employees that you must work overtime to suit Barclays requirement, part time staff are required to work up to 1 hour'*

*'All staff are contractually entitled to be paid for authorised overtime'*

Qualification for overtime or extra hours payments vary in accordance with the type of contract issues and working patterns, please refer to the staff manual for full details.

*'Where it has been mutually agreed between staff and their line managers (ie voluntary), Toil may be taken as an alternative to overtime'*

*'Toil should not be agreed unless it will be possible for the individual to take the time off within a reasonable period of time'*

*'If Toil cannot be accommodated, within 1 month (Personal Customers network only) of working then it must be paid as overtime'*

We would expect our members to receive overtime or Toil for any extra hours worked regardless of the circumstances, including:

- Late night or early morning meetings
- Tracing errors
- Evening telesales or sales coaching sessions

As far as Amicus and your contract of employment are concerned this is not an overtime budget issue but a basic fundamental contractual right and good managers should recognise this.

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**Meg Crack, Development Officer**      **FEBRUARY 2007**