

Customers, Communities, Colleagues – Do Lloyds Care?

Unite is horrified that the commitment that the new Chief Executive gave to colleagues following his recent appointment seems to have been disregarded as the Company announces it is closing the Bridgend Telephone Banking (Direct Channels) centre which will impact 700 colleagues.

At the One Group Convention in March, the new CEO announced that Lloyds Banking Group would refocus its attention to Customers, Communities and Colleagues making the Company 'A Great Place to Work'. Unite was cautiously optimistic as we believe this type of commitment was sadly lacking from his predecessor.

The Announcement

Today the Company has announced that they will close the Direct Channels Centre in Bridgend which will be a devastating blow to the community and colleagues with one of the main drivers for the closure being that the site lease expires in 2012.

The Bridgend Centre was opened in 2000 to a fanfare and financial support from the local development agency. The Company were very vocal in all the media and press that they were committing to the Bridgend community.

However today's announcement ceases that commitment.

Impact Mitigation

The good news is that all colleagues will be given redeployment opportunities. The new roles will be in Group Ops, St Williams House, Cardiff, or the Retail centres in Cardiff Gate, Swansea and Newport. For those moving to Group Operations, the roles will be predominantly complaints call handlers, on the same hours/work patterns and grading, however the new roles have yet to be evaluated and Unite anticipates that these could become Band B grading. Full training and support will be given for those colleagues. For the other sites, the roles and work patterns will reflect their current position.

Unite does recognise and applauds the efforts the Company has made on the redeployment activity. At last the Company recognises that the skills and loyalty shown by colleagues is worthy. Members will recall Unite's other recent success in working with the Company in seconding a number of 'At Risk' colleagues in Chester into Group Operations roles.

Whilst this can be seen as a good news story for colleagues as the previous Direct Channels closures in Brighton and Chester did not offer all colleagues any degree of job security, this will only be good news for those who can travel the extra distance. Unite is aware that some colleagues, particularly reduced hours colleagues, who have caring and other responsibilities may not find the extra travel attractive or viable.

Unite will work all members to ensure that your needs are addressed.

What Next?

Unite has Regional Offices throughout the UK and Ireland, your Regional Office is in Cardiff. Regional Officers, senior reps and local reps will be available to all members from today onwards. Please make every effort to come and discuss your concerns with your Union.

Your Voice

Unite will not use threats or blackmail for you to join us – we will rely on our excellent record on representing members in LBG and elsewhere. Whilst Unite acknowledges LTU's bizarre declaration that they will not represent any current colleagues who join after 1 May 2011 – Unite will be there for all members, where and when we are needed and will provide all members with the expertise and resources that you deserve.

Remember:

- **Unite has professional Officers throughout the whole of the UK & Ireland**
- **Unite is the only union recognised in all areas of Lloyds TSB**
- **Unite is the only union recognised in both Lloyds TSB and HBOS**
- **Unite has a workplace reps structure of 170+ to ensure your voice is heard at negotiations**

To join Unite you can do so by going online at www.unitetheunion.org. Alternatively contact your local rep who will be only too happy to advise. If you are interested in becoming a rep, please go to www.unitetheunion.org/lbg for more information.

We Deserve Better

Wendy Dunsmore National Secretary