



PAY AND TARGETS FOR SALESFORCE IN 2007

Lloyds TSB enjoyed good sales performance during 2006 with that performance expected to be 104% of plan on points and 114% APE. In the mass affluent market performance is 143% on points and 158% on APE. Although the plan in mass market fell short at 96% on APE it was exceeded on points to 105%, one reason for this is that headcount was below target. During 2006 Lloyds TSB believe that they set realistic plans and delivered them and that there is a feeling of success amongst the sales force. During 2007 the situation will be helped by expanding mass affluent to 225 sellers.

Pay

Following considerable input from Amicus there has been a significant increase in the bank's initial offer to 2.8%.

Amicus has been briefed on a number of key changes that will happen in 2007. They include aligning sales points and sales credit into a single currency, revising the rate card to fully align to value, amending clawback arrangements, refining the referral award, replacing the team bonus with a KPI reward and most importantly the alignment of targets to salaries. In simple terms it means that Amicus members on higher salaries will have bigger targets.

Overall Targets

During 2007 to achieve the sales plan an increase in targets of 10.4% in mass market and 20.2% in mass affluent will have to be achieved. Following further changes that the bank believe will have an incremental impact on each of the salesforce populations and taking into account these adjustments the new overall target for mass market will increase by 1.8%, the mass affluent will decrease by 2.1%.

Aligning SIA Salaries to Targets

It is in this area that Amicus has the most concern. Under this arrangement the bank will introduce 4 levels of targets based on salary. The top 2 levels will see increases of 14.2% and 24.1% at the highest salary level. Amicus has asked Lloyds TSB what support they will be giving to sellers to help them achieve these increased levels and we await a response from the bank. Amicus has challenged the bank about these increases as it could be construed that this move in itself will considerably increase the number of Amicus members on improving performance procedures. Lloyds TSB has assured Amicus that this is not the intention, but it is about aligning earnings to the levels of business being generated by other sellers on the same salaries. Amicus members will know that for some time Lloyds TSB has been trying to transfer staff from the old SIA packages on to the new arrangements. Amicus will be pressing Lloyds TSB more strongly to provide a fair and genuine package if they wish people to migrate. Amicus will also be monitoring performance levels and seeking feedback from sellers through its unique helpline (08081 449595), through its national branch visit programme and by taking feedback from sellers themselves during 2007.

It cannot be denied that the salesforce enjoyed a good year in 2006, and Amicus

would like to see this to go forward into 2007, as this will obviously increase the earnings of Amicus members. Amicus does however have concerns of the impact of aligning targets across the piece with salaries and the impact that this will have on individuals.

Management Reward Schemes

The schemes for RHoB, ABSM and BSM will see some improvements. There will be a quarterly scheme to replace the 6 monthly reward. Bonus payments will be based on achievements of a satisfactory risk assessment which must be "met" or better. The sales point bonus will come in on achievement of 90% of VACs targets and paid as an amount per 100 VACs above the 90% target. An additional champagne bonus will be paid at 100%.

Not a member?

Being part of a TUC affiliated independent trade union that has over a million members allows us the opportunity to offer you an unbeatable discounted rate on your membership. Membership subscriptions are £5.00 per month for full time staff and £2.50 for part time staff. In addition, you will receive the first three months of your membership completely free. To join visit our website on www.amicustheunion.org

COULD YOU MAKE A DIFFERENCE?



We are looking for Amicus Representatives. The role is an interesting and challenging one. Amicus will provide you with the confidence, skills and knowledge to enable you to:

- recruit new members to Amicus;
- answer members queries;
- negotiate and consult with management at all levels;
- represent members in disciplinary situations;
- represent members grievance situations;
- give you and your colleague a voice in the workplace;
- become involved in other areas such as Health & Safety, life long learning and equality.

Will I have the time?

Amicus representatives receive paid facility time to perform Amicus activities and for training.

How will I get started as a Rep?

Amicus provides comprehensive training for all new Reps. You will be given paid facility time to attend courses which are residential. All travel expenses are met by Amicus.

Courses are also accredited so you will get recognition for your achievements.

What support will I get?

You will be supported by the Amicus Lloyds TSB Team. You

will have regular contact and support from your Seconded Officer, as well as access to full time, Regional and National Officers.

Will this affect my career prospects?

The simple answer is no. It's unlawful for an employer to discriminate against a trade union representative. It is far more commonplace for Amicus representatives to be promoted as a result of their involvement, due to their high profile.

In fact Lloyds TSB have agreed that the role of Amicus Union Rep and the skill set that you will gain by doing the role will be seen as positive development. Your targets will be adjusted accordingly.

**CONTACTS
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Seconded Representatives:

Yasmin Razaq

Jean Watkins

Liz Kearns

Tony Gelsthorpe

You can the
seconded reps via
the helpline:

08081 449 595


amicus
the union

AMICUS is committed to improving health and safety in all workplaces. Are you? If so become a representative.

Amicus safety representatives are a key part of providing better health and safety for Amicus Members at work.

Safety reps have specific rights enshrined in law, which enables them to:

- Inspect workplaces regularly.
- Investigate accidents, dangerous occurrences and potential hazards including complaints concerning health & safety issues at work.
- Represent workers on health, safety, and welfare matters to their employer.
- Establish a joint-union management Safety Committee.

Employers are required to consult safety reps, especially about:

- Measures introduced at a workplace that may substantially affect health and safety.
- Arrangements for appointing health & safety competent persons and emergencies.
- Health & safety information required to be provided to employees.
- Health & safety training arrangements for the workforce, such as induction training.
- New technology introduced and planned, regarding consequences to health & safety.

What training and support will I get?

You will receive paid facility time to attend the training which will be fully accredited. This means that representatives will receive open college credits when they successfully complete the course which will be delivered in three modules lasting three days each.

You will be supported throughout your health and safety representative role by the Amicus Lloyds TSB Team. You will have regular contact and support from your Seconded Officer, as well as access to full time, Regional and National Officers.

To discuss the role further and ask for an application form, please call the Amicus Lloyds TSB Helpline Today.

TO APPLY.....

If wish to apply to become an Amicus Rep or an Amicus Health & Safety Rep, please use the form overleaf, indicating your preference.

APPLICATION

**I wish to apply for Amicus Representative/Amicus Health & Safety Representative
(delete as applicable)**

Full name: Amicus membership number:

Workplace address:

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Business unit:

TNT number: Sort Code:

Home address:

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Work Tel: e-mail:

Home Tel: e-mail:

Line manager's name:

Work Tel: e-mail:

Previous union experience (if any). This could include details of courses, meetings attended or involvement as a rep.

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Why do you want to be an Amicus Rep/Health & Safety Representative? (delete as applicable)

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Signature: Date:

**Please return completed applications to Bill Anderton at Amicus, Parkgates, Bury New Road, Prestwich,
Manchester, M25 0JW or fax to 0161 798 9109.**