

Motion	Sponsoring Workplace(s)	Terms of Motion	Fate of Motion	Progress
Security of Employment				
1	Insurance, Bristol & Leeds Leeds RCC Payment Services, Copley Peterborough Long Causeway	<p>THIS CONFERENCE notes that the Union has been realistic in accepting that there would be a reduction in the total number of employees in the new Group following the takeover of HBOS in January 2009. However, the Union has always been committed to role reductions being achieved without compulsory redundancies.</p> <p>The Lloyds Banking Group has committed to only using compulsory redundancy as a last resort and to handling change programmes with care and sensitivity. Despite this, in the summer of 2009, the Union's Principal Executive Council was concerned that the Bank was struggling to cope with the scale and pace of changes and that this was having a severe impact on staff morale.</p> <p>CONFERENCE notes that since the takeover of HBOS on January 19th 2009, over 16,000 roles have been removed from the organisation. It is acknowledged that most of the reductions have been achieved through normal turnover, not filling vacancies, reducing temporary and other contractors and voluntary severance or early retirement.</p> <p>However, CONFERENCE notes that the integration of the HBOS and Lloyds TSB businesses still has some way to go. After the computer systems are integrated throughout 2010, changes in the branch network, direct channels and other areas can be expected in 2011 and possibly beyond.</p> <p>CONFERENCE notes and supports the continuation of the current HBOS Security of Employment Agreement (B324) as confirmed on April 6th 2010. However, it is concerned to ensure that there is no diminution in the terms on offer to members who may face redundancy as a result of future organisational changes.</p> <p>CONFERENCE calls upon the Principal Executive Council to resist any detrimental changes to B324 in the future.</p> <p>CONFERENCE also calls upon the Bank to make further improvements to the support services provided to staff who are at risk of redundancy. It also calls upon the Bank to better co-ordinate change programmes on a geographic basis in order to fully assess the impact on staff and to provide redeployment opportunities for those wishing to stay with the business wherever possible including the use of "bumping".</p>	Carried	

		<p>CONFERENCE also calls upon the Lloyds Banking Group to ensure that:</p> <ul style="list-style-type: none"> • Proper recognition is given to the pressure that integration projects are placing on colleagues and that more reasonable and healthy work-life balances are restored • Information on the new structure of the business and the roles available within it are made clear when planned changes are announced • There is adequate HR support to provide the advice and guidance that staff need when considering their futures • Affected staff are given a clear understanding of the criteria against which selection decisions will be made • Staff at risk of redundancy are given priority consideration for vacancies • Staff at risk of redundancy receive regular communication, support and assistance with finding alternative roles • Compulsory redundancy notices should not be issued to “at risk” colleagues unless and until all mechanisms to find alternative roles have been exhausted. 		
2	Insurance, Leeds Group IT Copley	<p>THIS CONFERENCE calls upon Lloyds Banking Group to adopt a policy of not locating jobs off-shore just for the purpose of cost-cutting. It instructs the Principal Executive Council to lobby UKFI and to seek other publicity in order to increase pressure on the Lloyds Banking Group not to put jobs at risk in the UK by off-shoring activities. CONFERENCE also demands that the Lloyds Banking Group brings all jobs already off-shored (including those in IT) back to the UK.</p>	Carried	
3	ADM Core Services	<p>THIS CONFERENCE reaffirms its opposition to the “off-shoring” of operational roles from the UK. CONFERENCE supports the view of the UNITE union that all off-shore activities that could be repatriated to the UK by the Lloyds Banking Group should be repatriated. CONFERENCE also notes that the Lloyds Banking Group IT model requires the utilisation of off-shore resources but calls upon the Bank to limit the amount and scope of work being sent off-shore. This should be done to protect employment in the UK, to help build the knowledge economy here and to ensure that UK employees have opportunities to progress in their roles and careers. CONFERENCE calls upon the Lloyds Banking Group to</p>	Carried	

		<p>only consider off-shoring work where all efforts to redeploy or retrain existing available staff have been exhausted and the unions fully consulted. At the same time to constantly review existing off-shore work to ensure that on-shoring can be implemented wherever appropriate to avoid potential redundancies in the UK.</p> <p>CONFERENCE is particularly concerned about the situation in ADM Core Services whereby the development teams are being substituted for off-shore contractors who are doing the work that permanent UK staff are no longer allowed to do. This is of concern not only to the current developers who are now being moved into Subject Matter Expert (SME) roles but also to existing senior technical staff. The new SME role will do the original study work to enable the off-shore teams to do the work currently carried out by permanent UK staff. The SMEs will only be allowed to offer support and answer queries but not allowed to do any actual 'hands on' work.</p> <p>CONFERENCE believes that this approach clashes with the Bank's declared vision of building Group IT into a provider of world class technical solutions. Instead it builds the technical capabilities of off-shore contractors rather than the capabilities of the Bank's own technical staff in the UK.</p>		
4	Livingston	<p>THIS CONFERENCE deplores the flippant manner in which the Lloyds Banking Group is treating staff at Intelligent Finance (IF). This follows the Bank's in principle decision to sell IF as part of the divestment strategy to meet the competition requirements of the European Commission.</p> <p>As colleagues are being asked to work full time on Halifax tasks they feel that they should have a more secure future under a Halifax banner rather than the uncertainty of being labelled IF colleagues. CONFERENCE therefore calls on the Principal Executive Council to make representations to the Lloyds Banking Group on this basis</p>	Carried	
5	Insurance, Aylesbury	<p>THIS CONFERENCE calls on Accord to lobby through the TUC and all other avenues for changes to the Transfer of Undertakings (Protection of Employment) Regulations (TUPE) in order to provide colleagues with more protection when they are transferred to a new employer. TUPE regulations are designed to preserve employees' terms and conditions but should be extended to protect</p>	Carried	

		them from redundancy in the period immediately following their transfer.		
6	Grantham Sheffield RCC Mill Hill	THIS CONFERENCE calls upon the Lloyds Banking Group to ensure that colleague briefings have taken place before any details of organisational changes and possible job losses are released to the press. In addition, CONFERENCE urges the Bank to ensure all communication is delivered in a timely manner and in an appropriate way to ensure understanding. Also, managers should be given adequate briefing sessions prior to information being rolled out and given time to fully discuss any impact with their staff	Carried	
7	Newcastle CSC	THIS CONFERENCE deplores the practice where colleagues leaving the business on Severance Terms are not treated equally. All exiting colleagues who have secured new external employment which commences before their leaving date should be released in time to commence their new job with the full redundancy package intact.	Carried	
8	Customer Relations Birmingham	THIS CONFERENCE calls upon the Lloyds Banking Group to treat colleagues fairly in times of mergers and recession. Colleagues should be given training and realistic targets when they are deployed into new roles. The practice of setting up colleagues to fail and subsequently subjecting them to the Performance Improvement Policy must cease.	Carried	
9	Hawick Newcastleton Langholm	THIS CONFERENCE calls on the Lloyds Banking Group to reconsider its proposal to reduce the travel allowance paid on redeployment to another workplace. CONFERENCE also instructs the Principal Executive Council to seek to define and agree with the Bank what constitutes 'reasonable' travel to other work locations and fully consider site location, roads, traffic, weather and public transport links	Carried	
Fair Reward				
10	Principal Executive Council	THIS CONFERENCE deplores the action of the Lloyds Banking Group in imposing the April 2010 pay review.	Carried	

		<p>This was despite 66% of the Accord members who voted in the Union's ballot on the issue rejecting the offer as insufficient.</p> <p>CONFERENCE is also dismayed by the Bank's intransigence in the conciliation talks at the Advisory, Conciliation and Arbitration service (ACAS) on the issue. CONFERENCE believes that this is not the way to conduct effective industrial relations in the Bank. CONFERENCE calls for a further ballot of members by the Union to determine whether members are prepared to take some form of industrial action on this and the related issues of pensions and on the proposed new terms and conditions of employment when final negotiations have been concluded.</p> <p>CONFERENCE calls upon all Union representatives to do all that they can to maximise members' participation in the next ballot so that the Union has a clear and decisive position.</p>		
10a	<p>Customer Relations, Halifax Edinburgh Newington Hull Jameson Street I & I Bristol Kettering Malton Milton Keynes Peterborough Plymouth New George St Rosyth, Arroll House Worksop</p>	<p>THIS CONFERENCE calls upon the Lloyds Banking Group to acknowledge the loyalty, skill and knowledge of long serving staff across the Bank and have a universal approach to reward & recognition, career breaks and service milestones which does not disadvantage colleagues who have reached the top of their pay scale</p>	Carried	
Pay				
11	<p>Malton Paisley Bury Galashiels Skelmersdale Walkden Wigan Belfast RCC Dunfermline Hull Birmingham counter operations, Temple Row</p>	<p>THIS CONFERENCE calls upon the Lloyds Banking Group to urgently address the issue of low pay in the Bank. Basic pay is quite simply too low and it is not sustainable or in customers' interests for staff to have to depend upon incentivised bonuses to make their earnings up to a living wage.</p> <p>The integration of terms and conditions of employment for HBOS and Lloyds TSB staff is an opportunity for the Bank to introduce salaries across both heritages which fairly reflect job responsibilities.</p>	Carried	

12	Milton Keynes Bury Skelmersdale Paisley	THIS CONFERENCE calls upon the Lloyds Banking Group to increase salary band maxima annually by at least the retail price index. This is to ensure that colleagues who are paid at or near to their band maximum have an opportunity to maintain the real value of their pay and some growth in their pensionable salary.	Carried	
13	Huntingdon	THIS CONFERENCE calls on the Lloyds Banking Group to agree a clear, fair and robust process with Accord and UNITE for the distribution of the remainder of the 2010 pay pot.	Carried	
Pensions				
14	Insurance, Bristol Livingston Sidcup Bury	<p>THIS CONFERENCE is committed to campaigning for decent pensions for all members whether they are in defined benefit (final salary) or defined contribution ("money purchase") pension schemes.</p> <p>CONFERENCE welcomes the proposed improvements to the pension provision for members of the money purchase schemes in the Lloyds Banking Group. However it deplores the imposition of the 2% cap on future earnings growth for members of the HBOS final salary pension schemes effective from April 2nd 2010.</p> <p>The sustainability of final salary pension schemes is a shared concern between scheme members and employers. However, CONFERENCE believes that the sustainability of schemes should be judged over the economic cycle and against the long term financial stability of the sponsoring employers.</p> <p>CONFERENCE supports the view of the TUC that companies are using the economic crisis as an excuse to make cuts in pensions and such changes are opportunistic and unacceptable.</p> <p>CONFERENCE is fully committed to the continuation of the occupational pension scheme for future service accrual and future earnings.</p> <p>CONFERENCE calls upon the Lloyds Banking Group to re-open talks with the unions to ensure that the pension promises made to loyal, long serving and hard working staff are honoured.</p> <p>CONFERENCE instructs the Principal Executive Council to work positively with any other unions who wish to work collaboratively to defend the interests of final salary</p>	Carried	

		pension scheme members and to continue to campaign for better pensions for all of those employed in the Lloyds Banking Group		
Bonuses				
15	Livingston	THIS CONFERENCE calls on the Lloyds Banking Group to remove sales bonus incentives and abandon its aggressive sales culture. Both result in staff and customers being harangued and are not consistent with the Bank's purported objective of selling to customer needs and deepening customer relationships. Fair salaries for the roles that colleagues carry out and the service they provide should be developed and an overall business bonus paid on the Bank's results. This will improve the customer experience, remove the risk of mis-selling and reduce the stress on low paid colleagues who are working ever more unpaid hours to try to achieve sales targets.	Carried	
16	Insurance Copley	THIS CONFERENCE calls upon Lloyds Banking Group to take account of colleague and public opinion concerning Executive bonuses. CONFERENCE calls upon the Bank to adopt a more equitable approach to bonus reward, which ensures that colleagues at all levels share equally in the success of the Company by applying the same bonus % to all those in non sales related schemes.	Carried	
17	Data Risk and Security Chester Livingston Birmingham, Counter Operations, Temple Row	THIS CONFERENCE calls upon Lloyds Banking Group to publish the bonus matrix at the beginning of the year to ensure clarity and transparency. CONFERENCE believes that it is wrong for bonus percentages to be differentiated by the level of appointment / grade. Also more generally, CONFERENCE believes colleagues should have a realistic opportunity to earn a bonus and the right to challenge any rewards that are applied inconsistently or unfairly.	Carried	
18	Wellington Kings Heath Independent Agencies. Halifax	THIS CONFERENCE calls upon the Lloyds Banking Group to develop, discuss and agree transparent and open bonus schemes with the unions which reward colleagues across the whole business for achieving	Carried	

	Sheffield RCC	<p>agreed targets and objectives. Businesses within the Group should set clear targets annually to replace current practices that constantly “shift the goal posts”.</p> <p>The systems used by businesses within the Group to set targets, measure performance and calculate bonuses should be open, accurate and up to date. This would provide accurate information so that all colleagues can be aware of their bonuses earnings.</p>		
19	Payment Services Halifax	<p>THIS CONFERENCE insists that Lloyds Banking Group rethinks its policy on performance related bonuses in the Group bonus scheme. Colleagues who are appraised as ‘partially met’ should not have the same bonus outcomes as those who accept a ‘did not meet’ appraisal rating as a fair outcome.</p>	Carried	
20	Glenrothes Galashiels Hawick Langholm Newcastleton	<p>THIS CONFERENCE is concerned about the use of “Net Promoter Scores” (NPS) in retail branches. In particular it is unfair that colleagues can lose 25% of their bonuses based upon subjective customer feedback that could be based on past experiences.</p> <p>THIS CONFERENCE also calls upon the Bank to stop the practice of naming members of staff on NPS reports as the colleague has no come back. The customer may be basing their view on general or past experiences rather than a specific interaction.</p>	Carried	
21	Paisley The Cross	<p>THIS CONFERENCE calls upon Lloyds Banking Group to address the disadvantage suffered by colleagues who are on individual bonus schemes and lose earnings as a result of a prolonged absence from work due to maternity or paternity leave or long term illness.</p>	Carried	
Terms & Conditions of Employment				
22	Chester Weaver Street	<p>THIS CONFERENCE calls upon the Lloyds Banking Group to remove all non-contractual components of total reward from the integrated terms and conditions proposals that were published in December 2009 and replace them with binding contractual entitlements.</p>	Falls	
23	Insurance, Bristol	<p>THIS CONFERENCE calls upon Lloyds Banking Group to</p>	Carried	

	Chester Weaver Street	review its reward strategy and ensure that regional salary data is included when determining salary guides (clusters) for all levels. CONFERENCE believes that Total Reward in the Bank should be truly reflective of its ambition to be the 'market leading banking service.'		
24	Insurance, Copley Wellington Peterborough Long Causeway Skelmersdale	THIS CONFERENCE calls on Lloyds Banking Group to urgently review the inconsistency in grades allocated to the same or very similar roles in different heritages across the whole Bank. The Banking Adviser role in particular is treated, graded and rewarded differently in the two heritages. There is a whole grade difference. The Halifax and Bank of Scotland Adviser roles are regulated and complex but the proposed grading takes no account of this.	Carried	
25	Skelmersdale Lauder and Newtown St Boswells	THIS CONFERENCE demands that the Lloyds Banking Group re-evaluates the role, grading and remuneration for Branch Managers to make the role an attractive career opportunity again. The grading of managers in smaller branches also needs to be reviewed due to the multi-skilling that is needed to cover the breadth of the responsibilities and the lack of support from a management team. Total Reward packages for Financial Advisers, Mortgage Advisers and Senior Mortgage Advisers are all higher than a level 3 Branch Manager and this must be addressed.	Carried	
26	Lauder & Newton St Boswells Bridgend	THIS CONFERENCE calls upon the Lloyds Banking Group to review the salaries offered in geographical clusters in order to close the gap between employees in cities and those in rural areas. CONFERENCE also supports the view that no employee working full-time should receive less than £1000 per month net pay.	Carried	
27	Wigan Skelmersdale	THIS CONFERENCE urges the Lloyds Banking Group to review its proposed approach to car allowances as part of the terms and conditions integration. Colleagues who face the loss of a car entitlement should be financially recompensed for the cost of insuring their own vehicle for business use.	Carried	

		In addition, car allowances should be equal across heritages for colleagues in the same roles.		
28	Huntingdon	THIS CONFERENCE calls upon the Lloyds Banking Group to maintain the treble pay agreements for HBOS colleagues who volunteer to work on Bank Holidays and calls for early clarification of the likely demand for volunteers on the Bank Holidays and public holidays during 2010 and New Year 2011.	Falls	
29	Livingston Insurance, Bristol	THIS CONFERENCE calls upon the Lloyds Banking Group not to impose a retirement age of 65 in the proposed new terms and conditions of employment.	Carried	
30	Huntingdon Kettering Harrogate Birmingham Mortgage Ops Birmingham counter operations, Temple Row Skelmersdale Northallerton Atherton	THIS CONFERENCE calls upon the Lloyds Banking Group to treat colleagues fairly and consistently in relation to Bank Holiday entitlements. Colleagues in all parts of the United Kingdom should have equal Bank Holiday allocation.	Carried	
31	Dunfermline Pitreavie	THIS CONFERENCE calls upon the Lloyds Banking Group to provide all staff with employer funded private medical insurance rather than restricting the provision to employees in certain grades under the proposed new terms and conditions of employment.	Carried	
32	Group Audit, Bristol	THIS CONFERENCE calls upon the Lloyds Banking Group to reconsider its proposed new policy for Travel Time and align it to the existing HBOS policy under which all time exceeding the normal time taken to travel to work is counted for overtime or TOIL. CONFERENCE believes that this is much more reasonable than the existing Lloyds TSB policy which makes no allowance for the first 1.25 hours at the start and end of each day.	Carried	
33	Insurance, Bristol	THIS CONFERENCE calls upon Accord's Principal	Withdrawn	

		Executive Council to ballot members for authority to take whatever industrial action they feel is needed to make the Lloyds Banking Group listen to its employees and change its proposals for integrated Terms & Conditions and Pensions, to achieve a package that is acceptable to members.		
Performance Management				
34	Pudsey IT Insurance Copley	THIS CONFERENCE demands that the Lloyds Banking Group re-examines its Performance Management Policies, to reinforce that appeals are heard by an independent, unbiased party, outside the colleague's reporting line, with no prior involvement in grandparenting or calibration decisions relating to the person appealing.	Carried	
35	Mortgage Development & Service Halifax Insurance Copley	THIS CONFERENCE demands that the Lloyds Banking Group's practice of 'forcing' the distribution of performance reviews should be abandoned immediately. It is unfair to hard working and competent staff who fall victim to it, causing them unnecessary distress, financial loss and suffering. CONFERENCE also calls upon the Lloyds Banking Group to resist the temptation to make continual changes to the Performance Management Systems within the Group.	Carried	
36	Galashiels Sudbury	THIS CONFERENCE calls upon Lloyds Banking Group to ensure that multi-skilled colleagues (including those who carry out administration and risk procedures) are suitably recognised and rewarded and that individual performance assessments are not based upon performance against sales targets only.	Carried	
Targets and related matters: branch network				
37	Northallerton Harrogate Bristol Broadmead Haywards Heath Uddingston Deal Dudley Merry Hill Musselburgh Llandudno	THIS CONFERENCE is extremely concerned about the increasing dissatisfaction of members in the Halifax and Bank of Scotland Community Banks about the way in which targeting and bonus arrangements operate. CONFERENCE calls for a joint review to take place between the Community Banks and the unions to address the following concerns: • That the approach to the risk "penalty" in the branch bonus scheme has a negative impact on all staff in the branch some of whom are not responsible for the	Carried	

		<p>errors</p> <ul style="list-style-type: none"> • That the Banking Advisers' bonus scheme takes into account the number of appointments completed as some BAs carry out non sales related tasks including customer bereavements and Powers of Attorney • That referrals should be rewarded in addition to sales • That there is also inconsistency in the targets for counter colleagues in seemingly similar sized branches. Some standardisation is required • That targets should be revised for colleagues who have extra responsibilities and are not always be in a customer facing role throughout the day especially in view of the additional demands that will be placed on branch staff by the unwelcome changes to ATM cash deliveries and related matters • The perceived unfairness in the use of Net Promoter Scores in the bonus schemes • The use of emails to harass staff into selling products. <p>Finally, CONFERENCE demands that before major changes are made to targets and bonus arrangements the Bank engages fully with the unions and that the unions actively seek members' views on any proposals. In turn, the Bank should commit to taking the feedback fully into consideration in its decision-making processes.</p>		
Targets and related matters: direct channels				
38	RCC Dundee	THIS CONFERENCE calls on the Bank to review targets for RCC members who work on different shifts. Colleagues working back shifts are targeted at the same level as colleagues working day shifts even though back shift colleagues have less opportunity to sell than dayshift workers	Carried	
39	Scarborough	THIS CONFERENCE calls on the Lloyds Banking Group to give time for new systems/procedures to be put in place and understood before they impact upon colleagues' earnings. It is unfair to penalise staff on the introduction of new procedures such as Net Promoter Score without them having a period of adjustment before the results affect potential bonuses.	Carried	
Dignity at Work				
40	Insurance, Aylesbury Bathgate	THIS CONFERENCE calls on the Lloyds Banking Group to review its flexible working policies to allow colleagues	Carried	

	RCC Dundee Halifax Share Dealing Services Paisley Haywards Heath Poole	time off for cancer screening and treatment, blood, platelets, bone marrow, etc, donations and IVF treatment. Support should be readily available for colleagues who have carer responsibilities, suffer the after-effects of miscarriage or need time off to be a birthing partner. Colleagues should not have to use holiday entitlement to cover these absences. Also the Bank should support returning new mums by assisting with finding job sharers and helping these colleagues adjust to new working hours.		
41	Dunfermline RCC	THIS CONFERENCE deplores the violence and abuse that staff in financial services and many other industries face as they carry out their duties. CONFERENCE welcomes the small but significant steps that the Lloyds Banking Group has taken to make customers at its branches aware that abusive behaviour will not be tolerated. However, CONFERENCE calls on the Bank to do more to make it clear to customers using telephony services that verbal abuse is unacceptable.	Carried	
42	Harrogate Galashiels Southport Group Audit Bristol	THIS CONFERENCE calls on the Lloyds Banking Group to undertake a full review of current staffing levels, ensuring colleagues are not put at risk and customers are not adversely affected. CONFERENCE urges senior managers to ensure their teams are staffed correctly rather than reliance on overtime to manage workloads.	Carried	
43	Leyton Leytonstone Waterlooville & Portsmouth Life & Pensions, Bristol Livingston Dudley Merry Hill Stockport	THIS CONFERENCE calls on the Lloyds Banking Group to review the actual hours worked by colleagues and base staffing levels on these findings and not on the assumption that colleagues are content to work unpaid overtime. CONFERENCE also calls upon the Bank to standardise branch opening hours across heritages.	Carried	
44	Sheffield RCC	THIS CONFERENCE calls on the Lloyds Banking Group to ensure any job vacancies are subject to an open and fair selection processes. Internal progression should be subject to a defined development structure rather than current department 'favourites'. All advertised roles	Carried	

		should be open for all colleagues who wish to progress.		
45	Dunfermline Pitreavie Dunfermline RCC	THIS CONFERENCE calls on the Lloyds Banking Group to make funding available for colleagues to study towards qualifications that are relevant to their roles in order to aid their development. CONFERENCE also calls on the Bank to promote colleague development for all staff particularly those working outside of "normal" office hours in call centres and other operations.	Carried	
46	Insurance, Bristol	THIS CONFERENCE calls on the Lloyds Banking Group to allow members to have the option to select another line manager to oversee their rehabilitation in situations where a person is experiencing or has experienced issues which they consider to be attributable to their work.	Withdrawn	
47	Northfield Huntingdon RCC Belfast Dover RCC Leeds Tottenham Court Road Dunfermline Uddingston Bristol Broadmead	THIS CONFERENCE calls on the Lloyds Banking Group to review its existing holiday booking process, paying particular attention to the Christmas holiday period. We urge the company to ensure a fair and consistent approach is administered and full details of opening hours for specific workplaces communicated in a timely manner to ensure both the business and colleagues can plan effectively.	Carried	
48	Burgess Hill	THIS CONFERENCE calls on the Lloyds Banking Group to review the appeals process under Disciplinary Procedures. Currently any sanction imposed under the process (e.g. loss of bonus) can be increased as a result of an appeal. CONFERENCE calls for this disincentive to appeal to be removed.	Carried	
49	Leeds RCC Glasgow CSC	THIS CONFERENCE calls on the Lloyds Banking Group to put measures in place to ensure that any appeal hearing is conducted by a truly independent manager. In addition any fact finds completed as a part of this should be formal as they are used as evidence.	Withdrawn	
50	Leyton	THIS CONFERENCE calls on the Lloyds Banking Group	Carried	

	Leytonstone	to fully consider the health, well-being and work/life balance of all colleagues. This is necessary because staff are increasingly expected to work though lunch breaks, take part in out of hours calling and, in the case of management level colleagues, be 'on call' outside of normal working hours.		
51	Burgess Hill	THIS CONFERENCE calls on the Lloyds Banking Group to end the practice of working regular overtime in retail branches to perform 'Outbound calling'. If calls can not be managed within an individual's agreed working hours then the Bank should find a suitable alternative process for carrying out such activities.	Carried	
52	Northfield	THIS CONFERENCE calls on the Lloyds Banking Group to honor the flexible working agreement between HBOS and Accord. In particular, every request for term time only working patterns should be fully considered and a detailed rationale provided if a request is declined.	Carried	
53	Sheffield RCC Dundee RCC	THIS CONFERENCE calls on the Lloyds Banking Group to automatically return holidays that are missed due to illness rather than at the discretion of local management. CONFERENCE also calls on the Bank to introduce clear guidelines for colleagues returning to work on a flextra shift.	Carried	
54	Leeds RCC Dunfermline RCC Insurance, Aylesbury	THIS CONFERENCE calls on the Lloyds Banking Group to promote the highest standards of Health, Safety and Security at work. In particular, Conference calls for: <ul style="list-style-type: none"> • Better training for Health & Safety co-ordinators • Workplace inspections to be take place more than twice per year • Minimum and maximum working temperatures to be agreed with the Union and fully observed • A robust policy to be implemented to deal with issues arising from hazard assessments to ensure the safety of al colleagues. 	Carried	
55	Insurance, Leeds Group IT, Pudsey Dunfermline	THIS CONFERENCE calls on the Lloyds Banking Group to provide full support and training to its managers to ensure that all HR policies and procedures are fairly and	Carried	

	Birmingham Mortgage Operations	consistently implemented for all employees. CONFERENCE also calls upon the Bank to review the HR structure and level of resourcing to enable HR specialists to interface with colleagues and managers on a face-to-face basis.		
56	Belfast RCC	THIS CONFERENCE calls on the Lloyds Banking Group to provide hearing and sight tests for all colleagues free of charge and to contribute fairly to the cost of spectacles and hearing aids where these are needed to undertake duties effectively.	Carried	
57	Scarborough Liverpool Bold Street Norwich Gentleman's Walk	THIS CONFERENCE calls on the Lloyds Banking Group to change the policy for expenses that apply when colleagues attend meetings and training courses away from their usual workplaces. Colleagues who are unable to use public transport due to their location/situation demand to be recompensed appropriately for private transport and parking costs to be taken into account. In addition CONFERENCE demands that colleagues should not have to pay up front for hotel accommodation and other expenses.	Carried	
58	Liverpool Bold Street Bridlington	THIS Conference instructs the Principal Executive Council to call on the Halifax Community Bank to end the ridiculous practice of not opening entrance doors to staff once the morning "fire up" has started. In addition CONFERENCE urges the Lloyds Banking Group to uphold the values conveyed in the "Journey" training, in particular selling only to customer needs.	Carried	
59	Sheffield RCC Bathgate	THIS CONFERENCE calls on the Lloyds Banking Group to develop and agree with the unions a clear, consistent and fair approach to dealing with situations in which colleagues are unable to get to their workplace due to severe weather conditions.	Carried	
60	Dover Kings Heath Dunfermline	THIS CONFERENCE calls on the Lloyds Banking Group to ensure that integration of systems and processes is carried out at a reasonable pace to ensure colleagues can implement all aspects fully as well as ensure all business as usual tasks can be completed without placing	Carried	

		unreasonable pressure on colleagues		
61	Paisley The Cross	THIS CONFERENCE calls on the Lloyds Banking Group to reintroduce the former HBOS practice of allowing colleagues to participate in the selection of the 'Charity of the year'. CONFERENCE further calls on the Bank to discontinue supporting charities which actively support controversial practices such as human embryo experimentation, animal testing etc which members may feel unable to support in good conscience.	Carried	
Union Policy & External Matters				
62	Leeds RCC	THIS Conference instructs the Principal Executive Council to provide Union representatives and members with regular and timely updates throughout the year on the action taken as a result of Conference motions.	Carried	
63	Livingston	THIS CONFERENCE calls on the Principal Executive Council to ensure that when organisational changes are to be announced, local Accord representatives are briefed ahead of members and given an opportunity to seek guidance from Union Headquarters prior to the more general staff briefings.	Carried	
64	Waterlooville and Portsmouth Dunfermilne Milton Keynes Livingston Bathgate	THIS CONFERENCE calls on the Lloyds Banking Group to ensure Union reps are given fair recognition for the contribution they make to the Bank. CONFERENCE calls for the Bank to uphold the spirit of partnership and ensure reps' duties are taken into account when measuring performance and not be used to their detriment. In addition CONFERENCE urges the Bank to recognise the importance of the reps' role and the need for time off agreement to be supported fully.	Carried	
65	Norwich Gentleman's Walk Belfast RCC	THIS CONFERENCE welcomes the decisions of the Halifax and Bank of Scotland Community Banks to reduce targets for Banking Advisers who are Accord representatives to recognise the important role those reps carry out on behalf of their colleagues. CONFERENCE instructs the Principal Executive Council to seek similar treatment for representatives who carry out	Carried	

		<p>other roles within the Bank.</p> <p>In addition, CONFERENCE believes that all Accord reps should be recognised for the valuable contribution they make to the effective running of the Business and that they should have this reflected in their performance assessments.</p>		
66	Principal Executive Council	<p>THIS CONFERENCE commends the recent work carried out by ACAS in their review of, and extension to, their Code of Practice on Time Off for Trade Union Duties and Activities.</p> <p>At a time when LBG seems to have less time for the previously agreed Partnership Agreement in HBOS heritage, Conference calls upon the PEC to raise the profile of the rights of union reps throughout LBG to go about their duties for the benefit of members and the business alike, in accordance with legislation.</p>	Carried	
67	Bathgate	<p>THIS CONFERENCE believes that Accord reps and employees' actions, duties and behavior should be more accountable and that this should be achieved through feedback forms given to anyone with whom Accord reps and / or employees have dealings.</p>	Falls	
68	Livingston Leeds RCC	<p>THIS CONFERENCE calls on the Lloyds Banking Group to ensure any manager moving from Lloyds heritage to HBOS heritage should have mandatory obligations to go through Partnership training.</p> <p>In addition, CONFERENCE believes that the unions and the Bank should re-visit the Partnership principles to improve communications between reps and managers.</p>	Carried	
Equality & Diversity				
69	Principal Executive Council	<p>THIS CONFERENCE acknowledges the past work of Accord on Equality & Diversity issues, including the comprehensive agenda which was pursued with HBOS. CONFERENCE instructs the Principal Executive Council (PEC) to pursue this agenda with Lloyds Banking Group. CONFERENCE notes that the last two years have been tumultuous in many ways, first for HBOS and subsequently for Lloyds Banking Group. During this time Equality & Diversity issues seem to have had little focus within the Bank. It is only in the last few months that the</p>	Carried	

		<p>Bank has come forward with its Diversity & Inclusion strategy but this has had little or no input from the unions. CONFERENCE therefore instructs the PEC's Equality & Diversity working party to inform the Lloyds Banking Group that it is not enough to create Diversity Networks and that more engagement with the Union and its members is required.</p> <p>CONFERENCE wishes to encourage as many Accord members as possible to join the Bank's Diversity Networks and take on leading positions within them, while the Union's working party works on re-engagement with the Bank.</p> <p>CONFERENCE calls on the Lloyds Banking Group to engage with the Accord working party and to work positively with the unions to continue to break down barriers for all colleagues, allowing them to work with dignity.</p>		
70	Lesbian, Gay, Bisexual and Transgender National Advisory Committee	<p>THIS CONFERENCE acknowledges the work that Accord's National Advisory Committees have done since Conference 2008 in continuing the work of promoting Equality and Diversity across the Group.</p> <p>CONFERENCE commends the progress that has been made to date. However, there is still much to do.</p> <p>Therefore, CONFERENCE states its support for seeking new ways to engage with Lloyds Banking Group, working in Partnership to continue breaking down barriers for all colleagues, allowing them to work with dignity and to make full use of existing policies. At the same time, CONFERENCE instructs the Principal Executive Council to develop new policies for the future.</p> <p>CONFERENCE calls upon the Principal Executive Council to continue to support the National Advisory Committees by:</p> <ul style="list-style-type: none"> • Ensuring that the groups are active within the Lloyds Banking Group's Diversity Networks • Promoting the National Advisory Committees to Accord members • By continuing to send delegates to external conferences/meetings. 	Carried	
71	Dundee RCC Kettering	<p>THIS CONFERENCE firmly believes that the interests of all employees in the Lloyds Banking Group will be best served by all the unions that are recognised within the Group working co-operatively in the interests of their</p>	Carried	

		<p>combined membership. Such an approach would focus all the available energy and resources on achieving more for employees and exercising the maximum leverage on the employers. CONFERENCE therefore calls upon the leadership of Accord and all other unions recognised in the Lloyds Banking Group to work together positively to build a better future for all employees within the Group.</p>		
72	Insurance, Bristol Independent Agencies Halifax	<p>THIS CONFERENCE supports Accord in its continued pursuit of 'Working in Partnership' with the Lloyds Banking Group and other unions. CONFERENCE calls upon the Lloyds Banking Group to refuse to accept dysfunctional industrial relations' practices and insist on single table negotiations with the recognised unions.</p>	Carried	
73	Principal Executive Council	<p>THIS CONFERENCE approves paper 2010/1 on Accord's Finances and authorises an increase in subscriptions of 80p per member per month with effect from April 2011</p>	Carried	
74	Principal Executive Council	<p>THIS CONFERENCE approves paper 2010/2 on Accord's Rules & Constitution and instructs the Principal Executive Council to put the Rule changes into immediate effect and make an updated copy of the Rules & Constitution available to all members as soon as possible on the Union's website.</p>	Carried	
75	Principal Executive Council	<p>THIS CONFERENCE approves paper 2010/3 on the future of Accord. CONFERENCE commits itself to the success of Accord as an open, vibrant, responsible and progressive Union. CONFERENCE commits itself to a positive future as a Union recognised throughout (but not exclusively in) the Lloyds Banking Group. CONFERENCE is dedicated to building real influence with the Bank in the interests of its members and to restoring the pride that Accord members once had in their employers and in their industry. CONFERENCE is committed to a better way of conducting industrial relations and employee engagement in partnership with other unions who share this aspiration. CONFERENCE commits the Union to maintaining and</p>	Carried	

		building external influences in the interests of members, their customers and the communities they serve, the broader economy and society.		
Emergency Motion				
1	Bathgate	<p>THIS CONFERENCE deplores LBG's switch to in hours cash servicing for ATM's and cash deliveries. This is simply a cost cutting measure.</p> <p>This puts out members at further risk from raids and is a health & safety issue.</p> <p>It also puts customers at increased risk as a result of raids during opening times.</p> <p>The risk from raids has been transferred from G45 to bank staff & customers.</p> <p>Due to this extra risk LBG should either reinstate out of hours servicing or pay 'danger' money to staff to compensate for the additional risk.</p> <p>The bank should also ensure all workplaces affected also have adequate resources to carry out any additional work created.</p> <p>The move may also give G45 staff a job security issue.</p>	Falls	