

What Now For C&G Branch Staff?

Recent Senior Management announcements indicate that staff working in the C&G Branch Network will face considerable change and uncertainty over the coming months.

LTU understands the need for many of the changes - and in particular the renewed focus on mortgage growth - but also foresees many important challenges for C&G staff. These include:

- **Responsibility being placed on C&G to deliver "a big slice" of Terri Dial's objective of a 45% increase in retail business. C&G has been told it must achieve a 30% growth in business by the end of 2006.** This means that whilst having more opportunities, C&G staff will also be under far greater pressure; with the prospect of significantly higher targets.
- **The Mortgage Advisors Review may lead to changes in terms and conditions of employment.** It will be essential to ensure that C&G Mortgage Advisors are left no worse off as a consequence of these changes.
- **The Company appears to be planning to extend its Saturday service.** This will surely involve pressing staff to work at weekends as part and parcel of their 'normal' working week. It will therefore be important to protect the existing guaranteed Saturday overtime arrangements and resist any move toward the Lloyds TSB branch practice of not paying overtime to work Saturdays.

- **Reductions in processing work and the removal of IFA business will have a significant impact upon C&G branch staff.** Many may well be under pressure to redeploy into 'front-line' sales roles.
- **Uncertainty over the future role, responsibilities and grading of C&G Branch Managers.** This could be affected by the change in reporting line for the new Mortgage Specialist role and reductions in the amount of processing work left in branches. It could well be the case that many C&G branches remain open; but under the management control of Lloyds TSB Local Director Groups (LDG's)!
- **C&G's front-line salesforce will be expected to promote Lloyds TSB products. This will inevitably require the extension of staff compliance regulation in accordance with FSA requirements.**

Time To Join LTU

It is absolutely clear that as these developments unfold, C&G staff need to be able to count upon professional advice, representation and support. And only a truly independent, professional trade union can give that.

To join LTU straightaway and get the highest quality collective and individual representation, just phone our Membership Department on 01234 262868.

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