

C&G Specialist Mortgage Solutions: Management Style

LTU met with the Bank last Thursday to discuss its concerns over how SMS staff have been managed and treated.

At the meeting, LTU paid particular attention to its concerns that there was a culture of management bullying, harassment and intimidation operating within C&G Specialist Mortgage Solutions.

The Union insisted that there must be an immediate and dramatic improvement in management style at SMS and that any managers who act inappropriately must be dealt with swiftly and decisively. The Bank agreed.

Staff Meeting - This Friday

The problems within C&G SMS are recognised as being so fundamental that the Union and Bank have agreed that the confidence of staff needs to be urgently rebuilt before real progress can be made on other issues such as Targets / Bonus Arrangements, Working Hours, etc. These other issues will form the basis of further, detailed discussions over the coming weeks.

However, it is worth noting that SMS Management accepted at our meeting that the current Bonus Scheme had failed and needs replacing and that it can make no changes to Working Patterns without the agreement of the Union and Staff.

The Union and Bank have taken the unique step of agreeing to hold a joint meeting with staff this coming Friday, 13th July. This is intended to provide all staff with the opportunity to share and discuss

their concerns without fear of any reprisals.

Though the precise format of this exercise is still to be finalised, the meeting (or meetings) with staff will be held in the **absence of any members of the management team** and will involve:

- **Mark Hawthorne, a manager from C&G Communications & Engagement, whose role will be to act in an independent capacity.**
- **Deborah Brumwell, C&G Senior HR Manager**
- **Steve Tatlow, LTU Assistant General Secretary**

All views expressed by staff will be treated in complete confidence and the management team will be aware that if any staff are treated unfairly for expressing their views then there would be very serious consequences.

A Break With The Past

It will be absolutely clear to all members of the SMS management team that there must be a radical improvement in management style. Any manager failing to understand that this is the case could find himself or herself in very serious trouble!

What is now important is that staff share their concerns at the meeting on Friday, in the full knowledge that they can do so without fear of reprimand or punishment.

Alternatively, staff can email me with their concerns in advance of Friday's meeting - with full confidentiality guaranteed - at **Steve.Tatlow@ltu.co.uk** or send them by fax to **01234 262821**.

STEVE TATLOW
Assistant General Secretary