

15TH APRIL 2008

ALL MEMBERS AT SUNDERLAND MORTGAGE UNIT

Scunthorpe Mortgage Unit - Balanced Scorecards & 'Logging In'

LTU has been approached by a number of members at Scunthorpe Mortgage Unit who are concerned that their Balanced Scorecard objectives have obliged them to routinely work unpaid overtime each week.

The Balanced Scorecard requirement is that staff must be logged on to their computers a clear five minutes before they are paid to start working.

This is clearly unacceptable since it means staff working five days a week would be forced to work a minimum of 25 minutes unpaid overtime each week; possibly a lot longer, depending upon the time required to complete the logging in process.

Agreement Reached With Bank

LTU has told the Bank that to systematically force staff to work Unpaid Overtime in this way is completely unacceptable and has insisted on one of two solutions:

- **Either the Bank should pay staff affected by this requirement a minimum of 25 minutes Overtime Pay each week;**
- **Or else the Bank should scrap the requirement to report for work early.**

We are pleased to report that - having considered its options - the Bank has decided to remove the requirement in Balanced Scorecards to report to work early.

In future, staff working at Scunthorpe Mortgage Unit will be only required to be at their desks and ready to begin logging in at their computers at the time they are due to commence work.

Other Scunthorpe Issues

Following the last visit to the Mortgage Unit by LTU's Area Officer, Mark Henderson, there are a number of further issues that LTU has been helping to resolve on behalf of staff, including:

- *Predetermination of Balanced Scorecard Ratings before staff have had their one-to-one meetings with their Team Leaders.*
- *Problems for staff booking holidays after changes were introduced to how many staff in individual teams are allowed holiday at the same time.*
- *Excessive pressure upon staff to reduce processing times.*
- *Pressure being wrongly applied on some staff to work evenings or Saturdays, which they have a right to refuse either because they were originally recruited on fixed hours contracts or since they have not been required to work flexibly during the past six months.*

Any members needing advice or information on their rights and entitlements should telephone LTU's Advice Line on 01234 262868.

STEVE TATLOW
Assistant General Secretary