

WINTER 2022



# Advance Union

YOUR VOICE AT WORK

# 2022

## WHAT A YEAR!

Three Prime Ministers

Cost of Living Crisis

War in Ukraine



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[www.advance-union.org](http://www.advance-union.org)

# Welcome

**W**ell, we are fast approaching the end of the year, and what a year it has been!

I have already started planning Advance's objectives for 2023. Thank you to all of our members who attended our webinars and gave feedback, some of which we have included in our objectives. We have published answers to some of the questions which you asked. For other questions, we are raising these with the business and will publish our answers in due course.

We want to continue to work with the Bank to further enhance Flexible Working arrangements. The Policy currently provides a range of options, but we would like the Bank to consider pilots to trial new working patterns, such as a four-day week, which is a shift option already successfully operating in Complaints. I want Santander to sign up to discussing and piloting a four-day working week. Such initiatives will help with recruitment going forward (for example, some people who have taken early retirement and may want the opportunity to work a fewer number of hours on fixed days, perhaps a Saturday or 'Sunday only' option in a Contact Centre or branch).



 **Advance Union**

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Advance has listened to the feedback from members across the Branch Network on how Voice is working. We will soon be meeting with Senior Management to discuss how members can be further supported, particularly in relation to improving training and career progression.

**“SUCCESSFUL EMPLOYERS WILL BE THOSE WHO WILL PROVIDE THE OPPORTUNITY FOR EMPLOYEES TO UNDERTAKE HYBRID WORKING, HAVE MORE FLEXIBILITY AND GREATER CAREER OPPORTUNITIES”**

Our objectives for the 2023 Pay Review will be to negotiate a meaningful increase for all members in these difficult times. We will be representing our members' interests and will be focused on a range of priorities to ensure that we secure the best deal possible in a very tough economic environment.

Life at work is changing further, beyond most people's expectations. One of the biggest catalysts for change is the increased use of digitalisation and robotics in undertaking basic tasks that were previously performed by people. This change is partly reflected in new customer requirements and demands, not just in Santander but in all Banks and throughout the majority of workplaces (such as in Retail shopping). It is also reflected in how we digitally communicate with companies and in the immense amount of personal data that advertising companies can “harvest” on all of us through the use of algorithms.

Following discussion with the Bank, Advance received a commitment that no branches will close in 2023 unless there are unanticipated lease or landlord-related issues which would be discussed with Advance if this situation occurs. Next year, the



**Linda Rolph, General Secretary**

Bank could also consider moving a branch in the same geographical area as it continues to invest in refurbishment across the Network.

Advance will continue to communicate with our members throughout 2023 using Webinars, E-bulletins, the Advance magazine and, where possible, personally. However, we know that this will be difficult in many workplaces.

Successful employers will be those who will provide the opportunity for employees to undertake hybrid working, have more flexibility and greater career opportunities. I am reminded of Richard Branson's quote, “Customers do not come first. Employees come first. If you take care of your employees, they will take care of the customers”. We want Santander to continue to work with us to improve your working lives.

No-one has a crystal ball to foresee the future. However, rest assured, Advance will continue to work tirelessly to make your working life better and be Your Voice at Work.

Finally, on behalf of Advance's Team and I, I wish you and yours a peaceful and healthy 2023.

Until the next time,

**Linda Rolph, General Secretary**

## UNITY PLACE

The move from Triton Square to Unity Place is due to take place in the Spring/Summer of 2023. Triton Square was sold to the Santander Group and, to that end, there will still be some office space available there. However, the majority of roles will move to Milton Keynes. Advance played a pivotal role in the talks and ensured that our members in Triton Square had options, which included as many people as possible considering their position (which, for some, would not have been a realistic move from London). Critically, we also ensured that individuals retained their current salaries, including their London Weighting and that, in choosing to move, their additional costs were paid in the usual way by the Bank's 3-2-1 support. Members with queries can continue to call the Advance office (01442 891122). All calls are treated confidentially.

## ADVANCE WEBINARS

Advance recently hosted three webinars in which members from all parts of the business had the opportunity to talk to Linda and members of her senior team. Questions came from many Areas and were mainly answered on the webinar, with some being taken away to discuss with the business. All "Questions & Answers" will be put onto the Advance website, maintaining individuals' confidentiality, as always. Advance received feedback from members, stating that the webinars were both informative and helpful in the comprehensive information that was provided. Following the success of all of these webinars, we plan to continue to hold more throughout 2023.

## THE ADVANCE WEBSITE

Have you reviewed it? Well, even if we say so ourselves (and there is nothing wrong with self-praise), our new website is great and will be full of information and updates. If you would like to see any additional

items featured, contact the Advance office where your call will be treated confidentially. The calendar for Advance's meetings with various business areas in 2023 is currently being planned and these will be detailed on our website, if possible. In addition, the minutes of all of these meetings (apart from Job Security meetings) will be available for you to peruse on our website, from which your feedback will be welcome. So, take a look (not just once!) and let us know what you think - to view our website, simply go to [www.advance-union.org](http://www.advance-union.org).

## THE BRANCH NETWORK

Management plan to distribute laptops throughout the Branch Network to everyone, although there has been a slight delay. These laptops will facilitate options, such as working from home on Voice. We would like to see people working from home if bad weather prevents them from travelling to work. We would eventually like to see more flexibility in relation to the option to work from home. We are fully aware of the lack of resources in some branches and management have confirmed that recruitment is in progress to address this issue. Advance will continue to focus on this area. Advance also wants to emphasise the point that for those in the Branch Network who are not on the new contract, the **MAXIMUM** of 12.5 hours on Voice per week (pro-rated for part-time staff) still applies.

## CUSTOMER INTERACTIONS CONTACT CENTRES

Advance has received feedback from members regarding the working patterns in CICC and we intend to make discussions on this a priority in the short term. In the meantime, we have ensured that hybrid working will continue in all CICC sites.

## HEALTH & SAFETY

Advance has ensured that Santander offers as much

support as possible for people's wellbeing. We are pleased that the Bank has delivered many options to support everyone in these most difficult of times.

## RESULTS FOR QUARTER 3

Advance are impressed with the Bank's results for Quarter 3, which exceeded all expectations. At the Pay Talks for 2023, we intend to ensure that your hard work which made these results possible is recognised by senior management. We will update you in the near future.

Finally, Advance attends over 110 meetings per year with all parts of the business that our members work in. However, we are always available to consider any questions which you may have for your Business Area and we will discuss these fully with you, maintaining your confidentiality as always.

## A THOUGHT FOR CHRISTMAS...

Christmas should be a special time, but for many people the "Cost of Living" Crisis has brought hardship through no fault of their own. Every year, Advance undertakes a "Christmas Shop" to help those in need who use foodbanks and, hopefully, bring a smile to children's faces. We encourage our members, where possible, to also make a donation to help those who are struggling to make ends meet. We also remember that this is a difficult time for all rescues (which has seen a 50% increase in the number of dogs handed in and, sadly, put to sleep). Therefore, the RSPCA has set up a foodbank for dogs. We realise that many of you already contribute to charities on a regular basis. We hope that everyone will help to make this a brilliant Christmas for families and dogs. To that end, Advance makes donations to the RSPCA and we ask that our members consider doing the same.

# Advance Representatives

## WE WELCOME NEW AND EXISTING REPS

General Secretary	Linda Rolph	07850 742340
Deputy General Secretary	Rose O'Neill	07793 307333
Assistant General Secretary	Jim Leonard	07764 977808
Assistant General Secretary	Gerry Moloney	07917 578979
Advance Consultant	Roberta Barbour	07764 977807
Advance Consultant	Keith Hoyland	07568 096141
Advance Consultant	Debbie Croucher	07741 271673
Advance Consultant	Dan Allsopp	07706 735971
NEC Chair	Cathy Kelly	
NEC Vice-Chair	Sinead Purse	

### AREA 1: NORTH AREA BRANCH-BASED

<b>ADVANCE ADVISER:</b>	<b>GERRY MOLONEY</b>	<b>07917 578979</b>	<b><a href="mailto:gerry@advance-union.org">gerry@advance-union.org</a></b>
<b>NEC REP:</b>	<b>NICOLA O'SHEA</b>		
<b>AREA REPS:</b>			
Mrs Susan Grundy	Altrincham SN		
Mrs Michaela McGarry	Leeds Work Cafe		
Mr Anselmo Gabriel Garcia	Formby		
Mr Steven White	Arbroath		
Mr Jamie Czernik	Glasgow 271-273 BR		
Miss Orla Kelly	Strabane		
Miss Cheryl Blades	Ayr 99 HS		

### AREA 2: SOUTH-EAST AREA BRANCH-BASED

<b>ADVANCE ADVISER:</b>	<b>JIM LEONARD</b>	<b>07764 977808</b>	<b><a href="mailto:jim@advance-union.org">jim@advance-union.org</a></b>
<b>NEC REP:</b>	<b>GRANT WILSON</b>		
<b>AREA REPS:</b>			
Mrs Beverley Whyte	Edgware Road		
Mrs Toni Moore	Bromley MS		
Miss Reena Rai	Camden Town		

### AREA 3: SOUTH-WEST & CENTRAL AREA BRANCH-BASED

<b>ADVANCE ADVISER:</b>	<b>DEBBIE CROUCHER</b>	<b>07741 271673</b>	<b><a href="mailto:deborah@advance-union.org">deborah@advance-union.org</a></b>
<b>NEC REP:</b>	<b>TO BE ELECTED</b>		
<b>AREA REPS:</b>			
Mr Thomas Langley-Noel	Cwmbran		
Mrs Nadia Taylor	Stevenage		
Mrs Sian Willmin	Hemel Hempstead 160 TM		
Mrs Suzanne Ricotta (co-opted)	Hoddesdon		
Mr Robert Ferry	Exeter		
Mr Shafaqat Hussain (co-opted)	Northampton MS		

### AREA 4: CUSTOMER INTERACTION CONTACT CENTRES INCLUDING COMPLAINTS OPERATIONS

<b>ADVANCE ADVISER:</b>	<b>ROBERTA BARBOUR</b>	<b>07764 977807</b>	<b><a href="mailto:roberta@advance-union.org">roberta@advance-union.org</a></b>
<b>NEC REP:</b>	<b>NICKY JONES</b>		
<b>AREA REPS:</b>			
Mr Stephen Scott	Belfast Mays Meadow		
Mrs Helen Mcguane	Milton Keynes (San House)		
Mrs Sarah Bird	Teesside Stockton on Tees		
Ms Louise Tempest	Bradford Nelson Street		
Jahangir Akhtar	Sheffield Carbrook Hall (Head office)		
Mr Christopher Hansell	Sheffield Carbrook Hall (Head office)		
Miss Amena Patel	Bradford Nelson Street		
Mike McMenamin (co-opted on)	Bradford		
Ryan Greenall (co-opted on)	Bradford		

### AREA 5: FINANCIAL CRIME, FINANCIAL SUPPORT & OTHER FUNCTIONS

<b>ADVANCE ADVISER:</b>	<b>KEITH HOYLAND</b>	<b>07568096141</b>	<b><a href="mailto:keith@advance-union.org">keith@advance-union.org</a></b>
<b>NEC REP:</b>	<b>DAMIEN BROWN</b>		
<b>AREA REPS:</b>			
Ms Denise Campbell	Belfast Mays Meadow		
Miss Michelle Marshall	Triton Square		
Mrs Karen Bell	Sheffield Carbrook Hall (Head office)		
Mrs Samantha-Leigh Watson	Milton Keynes (San House)		
Miss Saiqa Manzoor	Bradford Nelson Street		
Mr Nazakat Hussain	Bradford Nelson Street		
Mrs Farzana Aziz	Sheffield Carbrook Hall (Head office)		
Miss Grace Kelly	Milton Keynes (San House)		
Miss Khushbu Kapadia	Triton Square		
Mrs Sylvia Piatek	Sheffield Carbrook Hall (Head office)		
Mr Mohammed Latif	Sheffield Carbrook Hall (Head office)		
Arthur Lord	Bradford Nelson Street		
Mr Iqbal Lallmamode	Bradford Nelson Street		

### AREA 6: HOMES & CORPORATE BANKING

<b>ADVANCE ADVISER:</b>	<b>ROSE O'NEILL</b>		
<b>NEC REP:</b>	<b>DAN ALLSOPP</b>		
<b>AREA REPS:</b>			
Miss Tracey Stubbing	Bradford Nelson Street		
Miss Caryn Ireland	Ludgate Hill		
Mr Andrew Wake	Bradford Nelson Street		
Mrs Lorna Fagan	Teesside Stockton on Tees		
Miss Angela Conaghan	Glasgow St Vincent St (Head Office)		
Mr Jeremy Amos	Redhill (San House)		

THIS LIST MAY BE SUBJECT TO CHANGE