



2025 Conference - Motions

Motion No.1

Category: Job Security

Motion: Outsourcing and Offshoring

Proposed by Chris Hansell, Damien Brown

Conference notes:

1. That Santander UK have made the regrettable decision to outsource and offshore roles.
2. That, while the colleagues affected will keep their terms and conditions when their employment is transferred, some employers have indicated they will not recognise existing collective bargaining agreements with either of Santander's recognised unions.
3. Santander UK's decision to outsource these roles has had a negative impact on the morale of its employees and has created uncertainty for many about their future job security.

Conference asserts:

1. That outsourcing frequently leads to a degradation of contractual rights, and harms morale and can impact productivity within the remaining workforce.
2. That colleagues affected by the bank's decision to outsource these roles should not lose the collective bargaining rights that they benefitted from because of being a member of one of Santander's recognised trade unions.

Conference resolves:

- To push for formal union recognition for Santander workers where work is outsourced, working with other unions where appropriate.-
- To actively campaign against further outsourcing of roles at Santander UK.

Motion No. 2

Category: Advance Policy and Internal Matters

Motion: Building our Union

Proposed by: Nicola O'Shea/ Keith Hoyland

Conference/Meeting notes:

1. That a strong, active, and growing membership is the foundation of Advance Union's power and influence in representing the interests of employees within the finance sector.
2. The ongoing transformations within the financial industry, including technological advancements, restructuring, and evolving work models, present both challenges and opportunities for union organisation and membership recruitment.

3. That increased membership density across all employers and workplaces enhances our collective bargaining strength, provides greater resources, and ensures a more representative voice for all staff.
4. That a proactive, sustained, and strategic approach to recruitment and retention is essential to ensure the long-term vitality and effectiveness of Advance Union.

This Conference/Meeting believes:

1. That making significant and sustained member growth a core strategic priority is crucial for the future success and influence of Advance Union.
2. That every current member, representative, officer and employee has a role to play in identifying, encouraging, and welcoming new members into the union.
3. That a clear, well-resourced, and targeted growth strategy will enable Advance Union to reach more potential members and effectively communicate the benefits of union membership.
4. That a growing and engaged membership strengthens our ability to campaign effectively, negotiate improved terms and conditions, and provide robust support to members.

This Conference/Meeting resolves:

1. The conference declares member growth and increased membership density as a primary strategic objective for Advance Union in 2025 through to 2026.
2. To direct the National Executive to develop, fund, and implement a comprehensive, multi-faceted Member Growth Strategy with clearly defined targets, key performance indicators (KPIs), and timelines even if we need to utilise significant reserves.
3. That this Member Growth Strategy should include, but not be limited to:
 - a. Targeted recruitment campaigns in specific workplaces, departments, or demographic groups with lower current membership density.
 - b. Enhanced training, resources, and support for workplace representatives and activists to equip them as lead recruiters.
 - c. Development of compelling recruitment materials (both physical and digital) highlighting the unique benefits and achievements of Advance Union.
 - d. Streamlining, simplifying the new member application, and onboarding process and overall member (or potential member) journeys to make them a compelling experience that will be advocated.
 - e. Implementing initiatives focused on the engagement and retention of existing members, ensuring they continue to see value in their membership.
 - f. Continue to explore further ways of promoting the "Member-recruits Member" incentive scheme both locally and nationally.
4. To allocate a dedicated and sufficient budget within the union's annual finances specifically for the implementation of the Member Growth Strategy from capital reserves through to 2027.
5. To establish a Member Growth Taskforce, reporting to the National Executive and General Secretary, responsible for overseeing the development, execution, and regular review of the strategy, drawing on expertise from across the union.

6. That the General Secretary will provide regular progress reports on member growth initiatives and achievements to the NEC and future conferences.

7. To embed a culture throughout Advance Union where recruitment and retention are seen as the shared responsibility and priority of all.

Motion No. 3

Advance Union Policy & Internal Matters

Motion: Improving our communications

Proposed by: Nicola O'Shea

Conference/Meeting notes

1. That informed and engaged representatives and members are crucial for Advance Union's strength, democratic functioning, and ability to effectively represent employee interests.
2. The critical importance of timely, accurate, and comprehensive information flow regarding workplace matters, including relevant negotiations, policy changes, restructuring, and emerging issues.
3. The potential for anxiety, misinformation, and disengagement when communication is delayed, unclear, or perceived as inadequate.
4. That representatives require specific, sometimes more detailed and strategic information to effectively support their members and engage with management, while the broader membership needs clear, concise, and relevant updates on issues directly impacting them.
5. The necessity of utilising a diverse range of communication channels to ensure information reaches all representatives and members effectively and accessibly.

This Conference/Meeting believes:

1. That a proactive, transparent, and consistently timely communication strategy is fundamental to building trust and solidarity within Advance Union.
2. That all members and their representatives have a right to be kept well-informed about relevant workplace developments that affect their jobs, terms and conditions, and working environment.
3. That improved communication will empower representatives to fulfil their roles more effectively and enable members to make informed decisions and participate more fully in union activities.
4. That a clear distinction and tailored approach is needed for communications directed at representatives versus those for the general membership, while ensuring overall message consistency.

This Conference/Meeting resolves:

1. To establish the enhancement of timely and transparent communication on all workplace matters, for both representatives and the general membership, as a key strategic priority for Advance Union.
2. To direct the General Secretary to conduct a thorough review of current communication practices, channels, and timelines related to workplace matters, identifying areas for improvement. This review should actively seek input from representatives and members.

a. ****For Representatives:****

- i. Establishment of a rapid communication protocol for urgent workplace developments affecting members.
- ii. Regular, detailed, and timely briefings (e.g., via dedicated newsletters, secure online portals, or virtual meetings) on ongoing negotiations, consultations, significant policy changes, and emerging workplace trends.
- iii. Clear channels for representatives to swiftly obtain clarification and official union positions on workplace matters.

b. ****For All Members:****

- i. Provision of regular, clear, concise, and easily understandable updates on key workplace issues, negotiation outcomes, union campaigns, and significant changes affecting their employment in a timely manner.
- ii. Utilisation of multiple accessible channels for disseminating information (e.g., email bulletins, website news sections, workplace meetings, social media where appropriate, and print for those without easy digital access).

c. ****General Protocols:****

- i. Development of clear internal guidelines on the expected timeliness, content, and approval processes for communications on different categories of workplace matters.
- ii. Mechanisms for ensuring consistency and accuracy in all official union communications.

4. To allocate necessary resources (personnel, technological, and financial) to effectively implement and sustain this enhanced communication strategy and where needed further short term resource in developing this strategy.

5. To ensure that union staff and relevant elected officials receive appropriate training and support in delivering effective and timely communications.

6. To implement a system for regularly gathering feedback from representatives and members on the quality and timeliness of communications, and to make ongoing adjustments to the strategy as needed.

Motion No. 4 -

Category: Dignity at work

Motion: Maintaining Good Working Conditions

Proposed by: Nicola O'Shea

1. That good working conditions – encompassing manageable workloads, adequate staffing, safe environments, fair treatment, respect, and a healthy work-life balance – are fundamental to the physical and mental well-being, dignity, and productivity of all Advance Union members.

2. The increasing pressures in the modern workplace, including but not limited to, rising workloads, understaffing, the impact of new technologies, unrealistic performance targets, and insufficient consultation on changes, which can sometimes threaten to erode hard-won working conditions.

3. The direct negative impact that deteriorating working conditions have on members' health, safety, morale, job satisfaction, and their ability to provide high-quality service and achieve a reasonable work-life balance.
4. Advance Union's historical and ongoing commitment to championing and defending the working conditions of its members through negotiation, representation, and campaigning and that we continue to work in partnership with Santander UK to achieve this aim.

This Conference/Meeting believes:

1. That every member has an inalienable right to work in an environment where their health, safety, and well-being are paramount, and where working conditions are fair, reasonable, and sustainable.
2. That employers bear the primary responsibility for ensuring and maintaining good working conditions, and for engaging in genuine, meaningful consultation with Advance Union on all issues that impact the working lives of our members.
3. That protecting and improving working conditions is not only a matter of employee welfare but is also essential for operational effectiveness, staff retention, and the overall success of any organisation.
4. That Advance Union has a strong track record and must remain vigilant and proactive in identifying, challenging, and rectifying any decline or threatened decline in members' working conditions and ensure that Santander management pass the red face test.
5. That strong collective bargaining, active member participation, and well-supported workplace representatives are the most effective tools for defending and advancing working conditions.

This Conference/Meeting resolves:

1. To reaffirm Advance Union's unwavering commitment to the active defence and continuous improvement of the working conditions of all its members across all workplaces.
2. To direct the National Executive to prioritise and resource a standing campaign focused on "Protecting and Improving Our Working Conditions."
3. As part of this ongoing commitment, the National Executive will ensure:
 - a. Regular reviews and audits of working conditions (including workload, staffing levels, health and safety, work-life balance, stress factors, equipment, environment, and the application of performance metrics) are conducted across all relevant employers, with active input from members and representatives.
 - b. The development and promotion of clear union-defined standards for good working conditions, drawing on legal requirements, health and safety best practices, and negotiated agreements.
 - c. Proactive and robust negotiations with employers to address any identified deficiencies in working conditions, seeking tangible improvements and safeguards.
 - d. The provision of comprehensive training, guidance, and resources for Advance Union representatives to empower them to effectively monitor, raise, and resolve working condition issues at a local level.
 - e. Clear communication to members about their rights regarding working conditions, how to raise concerns, and the support available from the union.

- f. The active challenging of any unilateral detrimental changes to working conditions imposed by employers, utilising all appropriate channels including grievance, dispute resolution, and, where necessary and supported by members, industrial action.
4. To ensure that all future negotiations and consultations with employers explicitly seek to maintain and enhance clauses relating to working conditions, work-life balance, health, safety, and well-being, including robust consultation mechanisms for any proposed changes to work organisation, technology, or working environments.
5. To promote our system for members and representatives to confidentially report concerns about working conditions, ensuring these are investigated and addressed promptly by the union.
6. To regularly survey members on their experiences to identify emerging trends, assess the impact of union interventions, and inform future priorities.

Motion No. 5

Category: Advance Union /Internal Matters

Motion: Improving our Partnership

Proposed by: Nicola O'Shea

This Conference/Meeting notes:

1. That the Advance Union recognition agreement with Santander UK is the fundamental document defining our collective bargaining rights, consultation mechanisms, and overall industrial relations framework with this key employer.
2. The significant period that has elapsed since the current Santander UK recognition agreement was last comprehensively reviewed and updated.
3. The substantial evolution of the workplace, employment law, industrial relations best practices, and the strategic priorities of both Advance Union and Santander UK in the intervening years.
4. Specific areas where the current agreement may be outdated or insufficient, including but not limited to: dispute resolution procedures, consultation rights on technological change and restructuring, facilities time and resources for representatives, flexible working arrangements, equality, diversity and inclusion (EDI) provisions, and frameworks for addressing mental health and wellbeing.
5. The critical importance of ensuring our recognition agreement with Santander UK is fit for purpose in the contemporary employment landscape and provides the strongest possible foundation for representing our members' interests effectively.

This Conference/Meeting believes:

1. That a modern, comprehensive, and mutually respected partnership agreement is essential for maintaining a constructive and effective industrial relations partnership with Santander UK.
2. That rewriting the current outdated agreement will provide greater clarity, enhance the union's ability to represent members on a broader range of issues, and ensure procedures reflect current best practices.

3. That a modernised agreement will benefit both Advance Union members, by strengthening their voice and protections, and Santander UK, by fostering a more stable and progressive industrial relations environment.
4. That this process presents an opportunity to proactively address emerging workplace challenges and incorporate leading-edge provisions that support fair treatment, employee wellbeing, and genuine partnership.

This Conference/Meeting resolves:

1. To declare the comprehensive review and rewriting of the Advance Union recognition & partnership agreement with Santander UK as a primary and urgent strategic objective for the union.
2. To direct the General Secretary to formally approach Santander UK management to initiate discussions on a joint process for comprehensively reviewing and rewriting the existing recognition agreement.
3. To mandate the negotiating team, under the guidance of the National Executive and the General Secretary, to seek the inclusion of (but not be limited to) the following in a modernised Santander UK recognition agreement:
 - a. Enhanced scope of recognition and collective bargaining, where appropriate.
 - b. Clear rights to information and consultation on all matters affecting members' employment, including strategic business decisions, technological changes, restructuring, and working practices.
 - c. Modernised dispute resolution and grievance procedures, ensuring fairness, timeliness, and effectiveness.
 - d. Improved and revised provisions for union facilities, representatives' time off for duties and training, and access to members (including those working remotely or in hybrid arrangements) based on the unions strategy and proposed operating model.
 - e. Provisions for regular review and updating of the agreement to ensure its continued relevance.
 - f. Mechanisms for joint working on issues of mutual interest, such as skills development, health and safety, and sustainable working practices.
4. To ensure that Advance Union representatives and members within Santander UK are consulted throughout the renegotiation process and are provided with regular updates on progress.
6. That the General Secretary will report on milestones achieved to NEC

Motion No. 6

Category : Dignity at work

Motion: Championing Women's Health - Expanding Santander UK's Policy for Greater Support and Inclusion.

Proposed by: Sinead Purse

This Conference/Meeting notes:

1. The positive step taken by Santander Bank in introducing a menopause policy, acknowledging a specific aspect of women's health.
2. That women's health encompasses a far broader range of conditions and life stages beyond menopause, including, but not limited to, menstruation, endometriosis, polycystic ovary syndrome (PCOS), and other gynaecological and hormonal health issues.
3. That these health issues can significantly impact an individual's wellbeing, attendance, productivity, and overall experience in the workplace if not properly understood and supported.
4. A current lack of comprehensive policy coverage and proactive support within Santander UK for these wider women's health concerns.
5. The importance of line manager awareness and training in creating a supportive and understanding environment for employees experiencing women's health issues.

This Conference/Meeting believes:

1. That all employees experiencing women's health issues have the right to a supportive, understanding, and accommodating work environment that empowers them to manage their health effectively while maintaining their productivity and career progression.
2. That a comprehensive Women's Health Policy, extending beyond the current menopause provisions, is essential for fostering genuine inclusion, equity, and wellbeing for a significant portion of the workforce.
3. That proactive promotion of such a policy and mandatory training for line managers are crucial for ensuring its effective implementation and for destigmatising conversations around women's health in the workplace.
4. That providing practical support such as considerations for menstrual leave, remote working options, reasonable adjustments, and flexible working arrangements can make a substantial positive difference to employees managing women's health conditions.
5. That by implementing a leading Women's Health Policy, Santander UK can enhance its reputation as an employer of choice, improve employee morale and retention, and support overall workforce productivity.

This Conference/Meeting resolves:

1. To formally call upon Santander Bank to build on its current menopause policy into a comprehensive "Women's Health Policy."
2. To demand that this expanded Women's Health Policy explicitly addresses and provides support for a wider range of conditions, including but not limited to:
 - a. Menstruation and menstrual health issues (e.g., heavy bleeding, severe pain).
 - b. Endometriosis.
 - c. Polycystic Ovary Syndrome (PCOS).
 - d. Other significant gynaecological and hormonal health conditions.
3. To insist that the new Women's Health Policy includes clear provisions and guidance on:
 - a. The possibility of menstrual leave or paid time off for severe symptoms.

- b. Enhanced access to remote working options where roles allow.
 - c. A clear process for requesting and implementing reasonable adjustments to workstations, duties, or working patterns.
 - d. Greater flexibility in working arrangements to help manage symptoms.
4. To urge Santander Bank to commit to widely promoting the new Women's Health Policy across the organisation to ensure all employees and managers are aware of its provisions.
 5. To call for the inclusion of comprehensive training on the Women's Health Policy as a mandatory annual requirement for all Team Managers and line managers, ensuring they are equipped to support their staff effectively and sensitively.
 6. That Advance Union will actively engage with Santander UK in the development and refinement of this expanded policy to ensure it meets the needs of our members.
 7. To campaign for the successful implementation and ongoing monitoring of the Women's Health Policy, gathering member feedback to ensure its effectiveness.

Motion No. 7

Category : Dignity at work

Motion: Improving Wellbeing with Wellbeing Days

Proposed by: Sinead Purse

1. Stress and anxiety being experienced by our members is reported across many areas of Santander UK's workplaces.
2. That employee wellbeing is high on Santander UK's corporate agenda, indicating a recognised need to support staff mental health.
3. The increasing prevalence and success of "Wellbeing Days" (also known as "Duvet Days" or "Time Out Days") as a proactive measure to support employee mental health in many other companies across the UK, often included within their HR policies.
4. That proactive mental health support can prevent longer-term issues, reduce sickness absence, and improve overall employee engagement and productivity.

This Conference/Meeting believes:

1. That the mental health and wellbeing of Advance Union members are of paramount importance.
2. That the introduction of dedicated Wellbeing Days could be a tangible and highly valued demonstration of Santander UK's commitment to employee wellbeing.
3. That providing employees with the opportunity to take a day out to reset and recharge, without needing to feign illness or use annual leave, could be a useful tool in preventing burnout and mitigating stress.
4. That such a policy would empower individuals to take preventative action for their mental health, potentially reducing the incidence of longer periods of absence due to stress-related conditions.

5. That implementing Wellbeing Days aligns with best practice in employee support and would enhance Santander UK's reputation as a caring and responsible employer.

This Conference/Meeting resolves:

1. To formally call upon Santander UK to develop and implement a policy for "Wellbeing Days".
2. To expect that this policy allows employees a set number of a paid days off per year, specifically for the purpose of proactive mental wellbeing, separate from annual leave or sick leave entitlements.
3. To urge Santander UK to ensure that the process for requesting and taking a Wellbeing Day is simple, non-intrusive, and free from any stigma, encouraging genuine uptake by those who need it.
4. That Advance Union will actively engage with Santander UK in the development of this policy to ensure it is fair, equitable, and effectively meets the needs of our members.

Motion No. 8

Category : Security of employment

Proposed by: Jo Ashby-Waggott

We all accept that there is no such thing as a job for life. To announce a closure with no date must not be allowed to happen again as this does not allow colleagues or customers to have a deadline to work towards which is unsettling.

Motion No. 9

Category : Security of employment

Motion: For those at risk to be considered for Voice in Branch roles in other branches.

Proposed by: Jo Ashby-Waggott

Following the recent announcement that 750 staff have been placed at risk the abandoned call rate became enough of an issue for all P2 staff members to be told they have to cover voice for 2 hours between 12 and 15. If they didn't the abandoned call rate might become FCA reportable. These same staff members are facing unemployment as there is no voice roll for them. Can some consideration be given to looking to keep a percentage of staff to cover voice by retaining employees in the network.

This Conference notes:

1. The recent announcement placing 750 Santander staff at risk of redundancy.
2. The subsequent critical operational issue of high abandoned call rates,
3. The inherent contradiction and unfairness of relying on staff facing redundancy from non-voice roles to cover essential voice services.

This Conference believes:

1. The current situation places undue stress on staff already facing job insecurity and is not a sustainable solution for maintaining service levels.
2. The necessity for this emergency voice coverage clearly indicates an ongoing operational requirement for skilled voice-capable staff.
3. There is a strong case for exploring the retention of a percentage of at-risk staff, who possess or can quickly adapt to voice capabilities, to ensure service stability and mitigate some job losses.

This Conference therefore resolves:

1. To instruct the General Secretary to immediately raise with Santander:
 - a. The untenable pressure on at-risk staff being mandated to cover voice calls.
 - b. The evident business need for adequate staffing in voice roles, as demonstrated by the recent service issues.
2. To strongly urge Santander to explore, as a matter of priority, the option of retaining a number of affected employees to fill these identified voice coverage needs, thereby providing a more stable operational solution and reducing the scale of redundancies.
3. To mandate the General Secretary to pursue this as a key point in negotiations and report back to members on Santander's proposals and any outcomes.

Proposed Amendment:

This Conference believes:

That during any period of change, the retention of, regardless of their current function, all employees who wish to stay with the bank is a priority. Every option should explore that preserves valuable skills and is a better viable option than redundancy

This Conference therefore resolves:

To instruct the General Secretary to formally petition Santander's leadership, that all staff are considered for all alternative redeployment by widening the current redeployment protection

Motion No. 10

Category: Other terms and conditions

Motion: We call upon management to make work-from-home contracts or increased time at home arrangements more readily available to staff whose roles require a high level of concentration, accuracy, and speed—factors which are significantly impacted by the busy and often distracting nature of the office environment.

Proposed by: Jacqueline Mackenzie

This Conference notes:

1. That the modern workplace is evolving, and many roles, particularly those that are task-driven and require deep focus, no longer necessitate a fixed physical presence in the office to be performed effectively.
2. The significant impact of the office environment (often noisy and full of interruptions) on employees' ability to concentrate where it is core to the role is leading to an increased likelihood of errors and reduced efficiency.
3. That remote communication platforms, such as Microsoft Teams, can facilitate smoother and less disruptive communication with colleagues, especially those at other sites, compared to office-based conversations that can distract nearby coworkers.
4. The disruptive nature of frequent client phone calls in open-plan office settings, affecting not only the person on the call but also surrounding colleagues, thereby reducing overall team productivity and concentration.
5. That a heavy reliance on physical office presence can reinforce a "them and us" culture between colleagues on different sites, as staff may be less inclined to reach out to remote colleagues when

surrounded by others in person.

This Conference/Meeting believes:

1. That providing a quieter, less interruption-prone working environment, such as that often found when working from home, can lead to better outcomes in terms of accuracy, efficiency, speed, and overall quality of work for roles requiring deep focus for certain roles.
2. That enabling more widespread remote work can foster a more inclusive, site-neutral culture, promoting better collaboration and communication across all company locations.
3. That wider access to WFH options is not just a benefit to individual employees but can enhance team performance, reduce workplace disruption, and support a more connected and collaborative work culture.
4. That current policies may not offer sufficient flexibility or accessibility to WFH arrangements for employees whose roles are demonstrably conducive to remote work and whose performance could be enhanced by it.

This Conference/Meeting resolves:

1. To formally call upon management to review and amend current policy to allow greater flexibility and significantly improved accessibility to work-from-home (WFH) arrangements for employees whose roles are conducive to remote work and require high levels of concentration, accuracy, and speed or less days in the office.
2. That this review should lead to the implementation of:
 - a. Simplified, transparent, and fair processes for requesting increased WFH arrangements.
 - b. A comprehensive review of role suitability for WFH, based on core tasks, performance metrics, and the need for focused work, rather than solely on traditional presence-based assumptions.
 - c. The option for trial periods or hybrid models (combining WFH and office work) to evaluate the effectiveness and suitability for both the employee and the business.
3. To urge management to actively promote WFH options where roles are suitable, as a means to improve overall productivity, work quality, employee wellbeing, inter-site collaboration and a high-performance culture.
4. That Advance Union will engage with management to contribute to this policy review, ensuring that members' perspectives on the benefits and practicalities of WFH are fully considered.
5. To campaign for these changes and monitor their implementation, ensuring that access to WFH is granted equitable.

Motion No. 11

Category: Security of Employment

Proposed by: Denise Young

Redundancy swaps should be that you keep your own package. Why would you make a great employee with a mortgage and young families redundant when they love their job! By letting people keep their own package we all win. A member of staff stays and has peace of mind, the company keep a younger member of staff who loves their job.

Motion No. 12

Category: Security of Employment

Proposed by: Julie Wilkinson and Liam Wallis

Motion: Site Strategy and retaining great talent

1. The significant number of Advance Union members who are based in dual-location, or non-central office sites, possessing a wealth of experience, skills, and knowledge.
2. A perception and often a reality that job opportunities, particularly for promotion or specialised roles, are disproportionately concentrated in Unity Place.
3. The current lack of clearly defined career development pathways and accessible job opportunities specifically tailored for, or inclusive of, members working in dual-location and regional sites.
4. The resulting feelings among members in these locations of being "forgotten," undervalued, and having their career progression unfairly limited despite their contributions and experience.
5. That modern technology and evolving work practices should enable greater flexibility in where roles can be based, challenging traditional assumptions about the necessity of physical presence in a central location for all roles.
6. The risk of losing valuable, experienced staff from regional and dual-location sites if their development needs and career aspirations are not adequately addressed.

This Conference/Meeting believes:

1. That all Advance Union members, regardless of their primary work location, deserve equitable access to job opportunities, career development, and the chance to utilise their full potential.
2. That diverse geographical representation at all levels of an organisation, including senior and specialised roles, brings valuable perspectives and strengthens the business.
3. That employers have a responsibility to actively foster talent and provide clear progression routes for employees in all their operational sites, not just central hubs.
4. That failing to provide opportunities for dual-location and regional staff is a missed opportunity for employers and detrimental to member morale and engagement.
5. That Advance Union must proactively champion the cause of members in these sites to ensure their skills are recognised and their career prospects are enhanced.
6. Where this is not possible the bank assists with travel or relocation costs.

This Conference/Meeting resolves:

1. To make the promotion of equitable job opportunities and career development pathways for members in dual-location and regional sites a key campaigning and negotiating priority for Advance Union.
2. To direct the General Secretary to engage with all relevant employers, particularly those with significant dual-location or regional footprints, to:
 - a. Conduct a joint review of current recruitment and promotion practices to identify and address any systemic bias against candidates from non-central locations.

b. Actively explore and promote the creation of more roles that can be performed effectively from dual or multiple locations, or fully based in regional sites, including managerial and specialist positions.

c. Develop and implement transparent career development frameworks and mentorship programmes that are fully accessible and beneficial to employees in all locations.

d. Ensure that training and development opportunities necessary for career advancement are equally available and accessible to staff, regardless of their site.

e. To explicitly ensure when colleagues are at risk adjustments are made to consider dual location and regional offices where practical and for Santander to fund temporary travel allowance or relocations costs where appropriate to retain regional talent where face to face interaction is essential.

3. To call on Santander to explicitly advertise and designate a greater number of vacancies as open to "dual-location," "hybrid (any primary site)," or "regional site-based" candidates, reflecting a genuine commitment to location flexibility particularly as an alternative to redundancy, and loss of talent.

4. To campaign for Santander to continue to invest in the necessary technology and infrastructure to fully support effective remote and cross-site collaboration, thereby removing barriers to basing more diverse roles outside of central locations.

5. To provide Advance Union representatives with specific training and resources to support members in dual-location and regional sites in accessing development opportunities and challenging unfair practices.

6. To actively gather and publicise success stories of members who have progressed their careers from regional or dual-location sites, and to highlight best practices from employers who effectively support geographically diverse talent.

7. That the National Executive will regularly report back to members on progress made in negotiations and campaigns related to this issue

Motion no. 13

Category: Health & Safety

Proposed by: Abel Akinsanya

Motion: Some branches have an open service desk i.e. no high-rise screens and no secure door for the counter. Members have expressed that they feel very unsafe. Recently an irate customer was able to go round the back of the counter to where my CSA colleagues were seated. The branch is in the heart of the city centre, which adds to their fear.

We encourage the bank to look at steps to ensure that all staff feel safe during their work each day in all our branches.

Motion No. 14

Category : Dignity at work

Proposed by: Keith Hoyland

This Conference notes:

1. The recent Supreme Court announcement on the status of biological women has implications that may be felt in different ways across our communities, potentially causing deep personal concern, pain, or unsettlement for many in the LGBT+ community.
2. The particular vulnerability and specific concerns that may be experienced by our Trans and Non-Binary members, colleagues, and the wider community in light of such developments.
3. The profound importance of clear, unequivocal, and visible support from institutions, including Advance Union and Santander for LGBT+ inclusion, equity, and dignity, especially during times of uncertainty.
4. The sentiment expressed by leaders in inclusive organisations, such as the "Head of Culture" emphasises seeing, standing with, and offering unwavering support to LGBT+ individuals, particularly Trans and Non-Binary people.

This Conference/Meeting believes:

1. That Advance Union must be unequivocal and unconditional in its support for all LGBT+ members, championing their inclusion, equity, and dignity as a core part of our values and mission without reducing the need for biological women to feel safe at work in certain environments.
2. That solidarity is not passive; it requires tangible actions, commitment, and a proactive stance to ensure all members, especially those from marginalised or targeted groups, feel seen, safe, and supported by their union.
3. That it is our collective responsibility to foster a union environment where all LGBT+ members, and specifically our Trans and Non-Binary members, know they are valued, respected, and that the union stands with them, now and always.
4. That we must actively work to ensure that our policies, practices, and advocacy reflect this unwavering commitment and address the specific needs and concerns of our diverse LGBT+ membership.

This Conference/Meeting resolves:

1. To issue an immediate and clear public statement from Advance Union, reaffirming our unwavering solidarity with all LGBT+ individuals, and specifically with our Trans and Non-Binary members, considering the recent Supreme Court announcement and its potential impact. This statement will echo the sentiment that "we see you and we stand with you - now and always."
2. To mandate the Santander to conduct a review of all relevant policies and practices to ensure they remain fully inclusive, protective of LGBT+ members' rights, and explicitly affirm support for Trans and Non-Binary members' dignity and equality.
3. To actively call upon all employers with whom Advance Union has recognition agreements to:
 - a. Publicly reaffirm their own unequivocal commitment to LGBT+ inclusion, equity, and dignity, ensuring this commitment is actively demonstrated in their policies and workplace culture.
 - b. Specifically review and strengthen their support mechanisms, policies, and protections for Trans and Non-Binary employees.
 - c. Ensure that internal support networks (such as employee-led LGBT+ or "Embrace" networks) and wellbeing resources are well-promoted, accessible, and adequately resourced.
4. To enhance the visibility and resourcing of any existing Advance Union LGBT+ member networks and to actively promote all available union and employer-provided support channels to members who may need

space, solidarity, or assistance to remain the place to be yourself at work.

5. To develop and deliver targeted awareness and allyship training for Advance Union representatives and staff, focusing on understanding the specific challenges faced by LGBT+ individuals, particularly Trans and Non-Binary people, and how to provide effective support and advocacy.

6. To actively campaign against any form of discrimination, harassment, or erosion of rights affecting LGBT+ individuals within the workplace and in wider society, ensuring Advance Union is a vocal advocate for equality.

7. To ensure that Advance Union's voice and the perspectives of our LGBT+ members are actively represented in any relevant consultations, policy debates, or legislative processes concerning LGBT+ rights and workplace equality

Motion No.15

Category: Union Policy and Internal Matters

Proposed by: Keith Hoyland

This Conference notes with delight that in July 2024 our Union introduced its first-ever formal set of organisational values. This was a significant and positive step in defining who we are and what we stand for.

- Conference acknowledges the intention behind establishing these values was to guide our actions, shape our culture, and clearly communicate our principles to members, potential members, and employers on what we stand for.
- Conference further notes feedback gathered from members since the introduction of the values. While the principle of having defined values is widely welcomed, a consistent theme emerging from this feedback is that the current number of eleven values is too extensive.
- Members and representatives report finding it challenging to remember, internalise, and consistently apply all eleven values in their engagement with the Union and in their workplaces.
- Conference believes that while all the current values have merit, a more concise set would be more impactful, memorable, and effective in focusing our efforts on the core principles that truly matter to our membership and our mission. Simplification is needed to enhance clarity and impact.

Conference Resolves: To simplify the key measures to:

Passionate – we to deliver a first-rate service to members by challenging responsibly in the spirit of collaboration by working in partnership

Trusting – When you engage with us you know you are in a safe pair of hands and can trust us to deliver exceptional service to our members by always acting with integrity.

Knowledgeable – Our team are fully trained and accredited. We are experts in our field and are fully versed in agreed policies.

Caring – We genuinely care about our members and their opinions matter. We are their informed voice at work.

Professional – We are fully committed and consistent in everything we do by acting ethically, responsibly and with accountability.

Motion No: 16

Category : Internal Matters and Union policy

Notion: Proposed change to representational support eligibility

Proposed by: Keith Hoyland

This Conference notes:

1. That employees on probation are often in a particularly vulnerable position, facing uncertainty about their continued employment and as new employees may not know of the unions existence and the fact we don't represent if the member joins after the problem arises.
2. The importance of early union intervention and support in resolving issues that may arise during probation, potentially preventing escalation or unfair outcomes.
3. Instances where new employees, including those on probation, may not be made aware of the existence and benefits of Advance Union membership upon joining Santander.
4. The principle that all union members in good standing should have access to appropriate support and representation when facing workplace issues.

This Conference believes:

1. That providing full and immediate representation to members on probation who join the union early demonstrates Advance Union's commitment to supporting all members from the outset.
2. That access to representation, not just advice, can be crucial for probationary employees to navigate workplace procedures, address concerns effectively, and secure fair treatment.
3. That it is inequitable for a member on probation to be denied representation solely because they were not strongly advised about the union's existence at the start of their employment.
4. That strengthening representation rights for probationary members will enhance the union's value proposition to new employees and encourage earlier membership uptake.
5. That clear and fair rules regarding eligibility for representation are essential for both members and union officials.

This Conference therefore resolves:

1. To amend the Advance Union rule book to grant full and immediate representation rights (in addition to advice) to any member who joins the union within the first three months of their employment probationary period with Santander.
2. To further amend the Advance Union rule book to state that consideration for full representation will be given to members on probation who join outside the initial three-month window, where it can be reasonably demonstrated or where the member attests that they were not adequately informed of the existence of Advance Union or the opportunity to join upon commencement of their employment. The National Executive Committee (NEC) will be empowered to establish a fair and transparent process for assessing such cases to be implemented by the General Secretary.
3. To instruct the National Executive Committee (NEC) to draft the precise wording for these rule changes and present them for formal adoption in line with the union's members rule book
4. To task the NEC with developing clear guidance for members and union representatives on the implementation of these new rules regarding probationary member representation.
5. To actively campaign within Santander to ensure all new employees, including those on probation, are made aware of Advance Union and invited to join at the earliest opportunity during their induction process.

Motion No. 16

Category : Dignity at work

Motion: Supporting Neurodiversity in the workplace

Proposed by: Arthur Lord

This Conference notes:

1. The ongoing need for enhanced neurodiversity awareness and education within Santander, particularly for managerial roles.
2. The significant financial and time-related barriers faced by employees seeking diagnosis for neurodiversity traits.

This Conference believes:

1. A more inclusive workplace benefits all employees and the bank.
2. Proactive support for neurodiversity is a key component of a truly inclusive environment.
3. Managers equipped with better neurodiversity understanding can foster more supportive teams.

This Conference therefore resolves:

1. To call upon the General Secretary to Collaborate with Santander to:
 - a. Implement a comprehensive neurodiversity policy and enhanced training for managers.
 - b. Explore and establish pathways to assist employees in accessing timely and affordable neurodiversity diagnostic services.
1. To mandate the General Secretary to report back to the next Conference on progress made with Santander regarding these initiatives.

Motion No. 17

Category: Security of Employment

Motion: Dealing with Redundancy with Dignity

Proposed by: Arthur Lord

This Conference notes:

1. Concerns that the way Santander communicates redundancy news can sometimes lack necessary sensitivity and negatively impact affected employees.
2. The importance of empathetic and respectful communication during such challenging times.

This Conference believes:

1. All employees deserve to be treated with dignity and compassion, especially when facing redundancy.
2. Improving communication methods is essential for employee wellbeing and trust.

This Conference therefore resolves:

1. To call upon the General Secretary to work in Collaboration with Santander to:
 - a. Review and enhance their procedures for communicating redundancies to ensure they are in a more sensitive way than at current.
 - b. Provide training to managers on delivering such news with empathy and respect.
1. To mandate the General Secretary to discuss this feedback with Santander and report back to the next Conference on any improvements made.

Motion No. 18

Motion: Standing United Against the Rise of the Far Right

Proposed by: Jim Leonard

This Conference Notes:

1. The alarming and undeniable rise of far-right ideologies and movements across the UK and internationally, exploiting economic uncertainties and social anxieties to sow division and hatred.
2. That these movements often target and scapegoat migrants, racialised communities, LGBTQ+ individuals, and other minorities, undermining the principles of equality, diversity, and social cohesion that are fundamental to our trade union movement.
3. The significant impact of far-right activities on workplaces and communities, leading to increased hate speech, harassment, discrimination, and, in some instances, violence, disproportionately affecting our most vulnerable members.
4. That the TUC, through its Anti-Racism Taskforce and collaborations with organisations like Stand Up To Racism and Love Music Hate Racism, has been actively campaigning against the far right, developing resources, and supporting initiatives to counter these divisive forces.
5. The importance of collective action and solidarity within the trade union movement to effectively challenge and defeat far-right extremism.

This Conference Believes:

1. That the fight against the far right is not merely a political issue but an essential trade union issue, directly impacting the safety, dignity, and rights of all workers.
2. That trade unions have a unique and vital role to play in building a united front against racism and fascism, both in our workplaces and wider communities, by promoting solidarity and inclusive values.
3. That a strong, organised, and visible trade union response is crucial to providing an alternative to the politics of hate and to defending democratic values and workers' rights.

Motion No.19

Category: Internal Matters

Motion Title: Ratification of Reviewed Union Policies and Members' Rule Book

Proposed by Submitted by: National Executive Committee

This Conference notes:

1. The significant work undertaken by the working groups in conducting a thorough review of key Advance Union governance documents.
2. The presentation of revised versions of the following documents for ratification:
 - Members' Rule Book
 - Complaints Policy
 - Conference Policy
 - Elections Policy
3. The importance of ensuring that the union's foundational documents and policies are up-to-date, fit for purpose, legally compliant, and reflect best practice in union governance and member engagement.
4. That these revised documents have been developed following consultation with the National Executive and therefore these are our current live governance documents

This Conference believes:

1. That clear, fair, and transparent rules and policies are essential for the effective functioning of Advance Union and for maintaining the confidence of its members.
2. That the proposed revisions to the Members' Rule Book, Complaints Policy, Conference Policy, and Elections Policy will enhance the union's governance, improve procedures, and better serve the membership.
3. It is incumbent upon this Conference, as the supreme policy-making body of Advance Union, to formally adopt these updated documents.

This Conference therefore resolves:

1. To formally ratify and adopt the revised versions of the following documents as presented to this Conference:
 - The Advance Union Members' Rule Book
 - The Advance Union Complaints Policy
 - The Advance Union Conference Policy
 - The Advance Union Elections Policy
2. That these ratified documents shall be ratified from today forward on behalf of all members.
3. To instruct the General Secretary to ensure that the newly ratified documents are made readily accessible to all members (e.g., via the union website and other appropriate channels) and that relevant officials and representatives are briefed on any significant changes.

Motion no. 20

Category: Internal Matters

Motion: Looking at our Future funding

Proposed by: Jim Leonard

This Conference notes:

1. The critical importance of sustainable long-term funding to ensure Advance Union can effectively represent and support its members, campaign on their behalf, and maintain its operational capabilities.
2. The evolving nature of work, employment patterns, and the economic landscape, which may impact traditional union funding models.
3. The need to ensure fairness, equity, and value for money in how membership fees are structured across diverse member populations.
4. The practices of other trade unions in structuring their fees and exploring alternative income streams.

This Conference believes:

1. A proactive and strategic approach to financial planning is essential for the future strength and viability of Advance Union.
2. Understanding members' views on fee structures and affordability is crucial for maintaining engagement and ensuring the union remains accessible to all potential members.
3. Exploring diverse income streams could enhance the union's financial resilience and capacity to deliver services.
4. Specific consideration should be given to the unique circumstances of different member groups, including those who are retired, retained for specific purposes after exiting from the collective bargaining employer or on maternity leave, or working part-time, to ensure fee structures are appropriate and inclusive.
5. A review of how to manage this in practice to ensure we maintain the appropriate fee if someone changes membership type.

6. Empower the NEC and general secretary the power to determine introductory fees at a lower rate for a very limited period that will allow members to try at lower cost all our benefits where it helps our overall growth.

This Conference therefore resolves:

- To instruct the General Secretary to initiate and oversee a comprehensive strategic review of Advance Union's long-term funding.
- That this strategic review should include, but not be limited to:
 - **Benchmarking:** An analysis of how other comparable trade unions structure their membership fees and generate income.
 - **Alternative Income Streams:** An exploration of potential new and diverse income streams beyond membership subscriptions (e.g., services, partnerships, investments, fundraising, membership draw), assessing their feasibility and alignment with union values.
 - **Membership Consultation:** A thorough survey and deep-dive consultation (e.g., focus groups, workshops) to understand members' views on current fee structures, affordability, and how different member populations should be charged. This consultation must specifically seek input on appropriate fee levels or categories for:

Retired members

- Retained members (e.g., those maintaining a link for specific benefits or representation post-employment)
- Members on maternity, paternity, adoption, or extended parental leave
- Part-time workers
- Members on long-term entering nil pay.
- Apprentices or those on significantly lower incomes.

Financial Modelling: Development of financial models to assess the potential impact of different fee structures and income scenarios.

- To request that the General Secretary presents an interim report on the progress of this strategic review to the National Executive Committee within 12 months and a final report with recommendations to the next Advance Union Conference, meaning any proposals are reviewed in the third quarter of financial year for implementation on 1 Jan each year.
- That any proposals for significant changes to membership fee structures arising from this review must be subject to a vote by the relevant conference, in accordance with the Advance Union rule book.

Motion No. 21

Category: Internal Matters

Proposed by: Damien Brown

Motion: We propose an amendment to Advance Union's rules concerning the Annual General Meeting (AGM).

This proposal aims to formally clarify that the National Executive Committee (NEC) has primary responsibility for the AGM as part of its governance role and the organising of formal members AGM is not only not legally necessary but an additional administrative burden that adds no value. The legal requirement is that an AGM is held, but its powers can be delegated to the NEC only who take primary responsibility for governance throughout the year.

The key changes proposed for Rule 18 are:

- **18.1:** The AGM will be held annually in May and chaired by the President of the NEC.
- **18.2:** Attendance will include NEC members and the General Secretary, with standard NEC quorum rules applying.
- **18.3:** The AGM's responsibilities will include approving the Union's Financial Reports and Accounts, and the appointment of Auditors.