

JANUARY 2013

UNITE

THE UNION IN AXA COMMERCIAL

Have you
got a problem
with the new rules?
Talk to your local
workplace rep...

THE "TIME BANDITS"?

Earlier this month Commercial Management rolled out of a new flexitime charter in which has caused some concern amongst members and a number of questions have been raised about the changes the company have introduced. Whilst Unite in AXA has been consulted on the changes we were not completely convinced by management's arguments for their introduction so have agreed to detailed review exercise after 3 months of operation.

Looking at the three main areas of change:

Peak Hours

Management were keen to reintroduce core time whereby staff would have to be in the office between 10 and 12 and 2 and 4. We are opposed to the inflexibility of this in that it does not allow individual circumstances to be factored in without breaking the rules (and what is the point of a rule if it has to be broken?). We have agreed that whilst you will **normally** be expected to be at your desk during normal peak trading hours of 10 to 12 and 2 to 4, if you have a need to arrive a little later or go a little earlier (for example if you are expecting a delivery or going to a concert) then you can discuss this with your local manager.

Thirty Minute Rule

The introduction of a new rule that if the **total** extra time you work during a day is less than thirty minutes that it will not be recorded is not one we are happy with.

Management held the view that lot of staff were claiming five minutes here, ten minutes there, adding up to extra days off with no appreciable benefit in the amount of work done for the company. To be fair we all know that

some people may do this on occasion but on the flip side a lot of staff work lose time they work over the fourteen hour limit.

Our view is that this problem can be managed by local management without recourse to this rule. If a team leader believes a team member is not recording time properly, they should manage this on a one to one basis. So we will be considering the use of this rule carefully during the review

Busy Periods

Obviously there are peak periods in the calendar when more staff are needed than others to service customers. If colleagues are off on holiday or absent for other reasons it may not be possible for you to take a flexiday. The requirements of each office will vary dependent on their customer needs and it is up to local management, after consultation with their local workplace rep, to agree what the peak periods are and what staffing levels are needed.

It is important here that local managers show a level of pragmatism here and don't block out whole chunks of the calendar as "busy periods" that time can't be taken off in. There is no time that an office needs 100% of employees in, if that was a the case



no one would be able to take holidays or even be sick!

As stated the new charter will be reviewed after three months. Should you find it is causing you problems or you are finding some of the changes unfairly impact you then provide your local workplace rep with details and we will raise them when we review them with the company.

Given the fact that the charter is designed to be amended to reflect the local situation there are going to be specific issues at specific branches. These should be raised with your local workplace rep who can discuss them with local management.

If you currently do not have a local union rep at your workplace, the union members in your branch should elect one.