



## Recruitment Brochure

Take a step forward  
and join **advance** –  
your voice at work



# Welcome

## from the General Secretary, Linda Rolph

I'm Linda Rolph and I'm extremely proud to be the General Secretary of **advance**. I'm passionate about you and dedicated to serving you.

I would like to wish you a very warm welcome as you start your new career with one of the biggest banking groups in the world. I'd also like to take this opportunity to introduce you to **advance**, the only Trade Union that's recognised in Abbey and the Santander (UK) Global Business.

In 2007 we took the decision to change our name to **advance** from the Abbey National Group Union (ANGU) which is what we've been known as for more than 20 years. As a Trade Union, we now represent employees not only in Abbey but also in Santander UK and we want to mark the start of this new era with a name that reflects our purpose. We chose **advance** as this encapsulates our vision to make sure employees advance within the organisation and that their issues are given a top priority with management.

We aim to work in partnership with Abbey and Santander UK and we work jointly with management on a wide range of issues to improve your working life. We actively campaign for new benefits to make whichever part of the company you're employed in a better place to work.

Becoming a member of **advance** allows us to represent your views in the committee meetings we attend in your business division and at a strategic level.

**advance** acts as your voice at work, making sure your views and opinions are communicated to management not only as a collective group but also individually. In today's busy work environment you may find it helpful to have someone independent to talk to, providing you with guidance on a range of issues. We have a team of skilled representatives trained to assist you, who can, for example, interpret the company's policies and practices and run through any questions you may have.

**advance** is recognised and supported by the management of Abbey and Santander UK because they believe it's important to listen and engage their people.

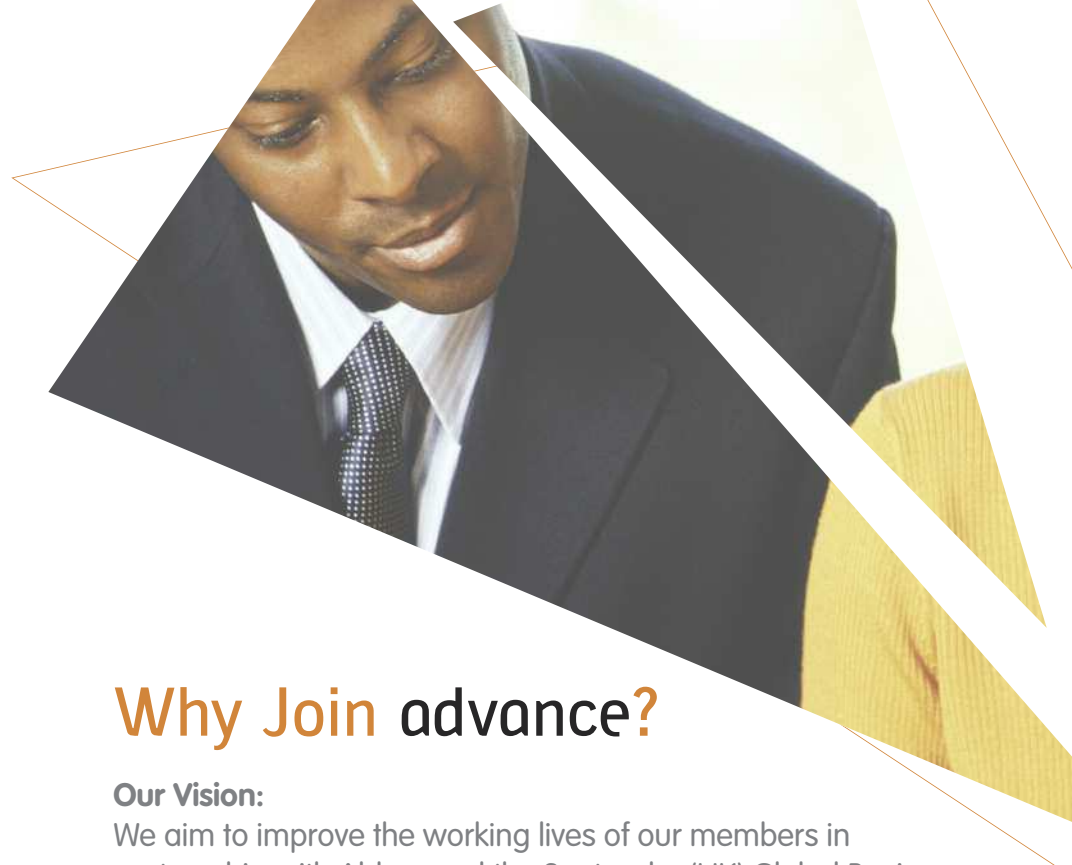
This brochure will give you an insight into what membership with **advance** will bring and I look forward to meeting you in the future. You can contact us on the **advance** helpline on 01442 891122 to receive further information about joining. Alternatively, please complete and return the application form included with this brochure.

Best regards



Linda Rolph  
Advance General Secretary





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My Rep attends regular committee meetings with senior managers. It is great that these forums are in place as they have allowed my colleagues and I to raise our suggestions, ideas or concerns via our Rep with senior managers. Our Rep keeps us updated as to the outcome of the meetings and the debate is usually very interesting. I believe we have seen considerable progress on the key issues we raised this year, e.g. working hours, internal communications and working practices.

I am glad that these forums exist and that **advance** acts as our voice, ensuring that management always hear members' views.

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## Why Join **advance**?

### Our Vision:

We aim to improve the working lives of our members in partnership with Abbey and the Santander (UK) Global Business by giving members a voice.

What are the key priorities for **advance**?

- Working In partnership
- Improving the employee proposition
- Increasing membership levels in **advance**

### Working in partnership

Working in partnership with Abbey and Santander UK means that we are involved early in decisions that may affect you as **advance** is actively consulted before change is considered.

- This enables us to listen to your views before attending a meeting. We can then act as your voice articulating your suggestions and ensuring that management incorporate them into the outcomes
- By acting as your voice we ensure that your feedback is valued and you are part of the success and progress of the company
- Partnership forums exist at a local level across all divisions, providing an opportunity for **advance** Reps to be updated on business performance and to raise questions or issues from our members. These local forums lead to better outcomes for both business and employees

### Improving the employee proposition

The employee proposition is what the company offers you by way of Reward, Benefits and Working Environment. Through regular meetings with senior managers **advance** ensures that we always get the best deal for our members.

### We do this by:

- Listening to what you, our members, want. We listen by conducting surveys to elicit your views on a wide range of topics, we also gather your feedback from your local Rep and our helpline. We ensure that all this information is fed back to management so they understand your views
- Aiming for work/life balance opportunities for all
- Creating job satisfaction through securing opportunities for employees to learn new skills through access to training
- Promoting advancement through career progression
- Playing an active role in ensuring the company's people policies reflect best practice and provide support to our members
- Focusing on fair reward and making sure that an employees' overall package is comparable with competitors in the marketplace. We strive hard to ensure our members receive the best possible terms and conditions
- Safeguarding your job security – at **advance** we are dedicated to looking after your interests and safeguarding your long-term job security and future employment. We also make sure that, should you be facing a redundancy situation, you are treated fairly and in accordance with all the current joint agreements

### Increasing Membership Levels

The more members we have the more we can ensure that we are representative of the whole company and ensure that everyone has a voice, not just a select few. High membership levels ensure effective consultation – by joining us you will ensure your voice is heard, so join today!

### We increase membership levels by:

- Focusing resources on recruitment
- Having targeted recruitment campaigns
- Growing the number of **advance** Reps across all business areas to support our recruitment strategy



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I have been a member of **advance** for some time, but it was only recently I had to call on their services. The support and guidance I received was invaluable, reassuring me throughout the whole experience. It was so helpful to have my Rep explain all the company's policies, procedures and guidelines to me, answering all my questions. I am very grateful for the support I received from my Rep, particularly accompanying me during the meeting – thank you.

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## An advance Rep

### The role of an advance Representative

Your Rep is available to answer any questions that you have about membership or your employment. As part of the Partnership Framework, regular meetings chaired by the Head of the Business area take place throughout the year and these are attended by your Rep. **advance** Reps will act as your voice and share any feedback that you have about your working environment at this forum.

Once you have been a member of **advance** for three months you are eligible to apply to become a Rep. We would encourage you to consider this opportunity. The role is fully supported and valued by Management in Abbey and the Santander (UK) Global Business.

#### Why become a Rep?

- The role is interesting and challenging, and you will learn more about how your company works
- Becoming a Rep will assist your career progression – many union Reps have used the experience gained in this role to further their careers
- You will be offered full training on how to carry out your duties as a Rep effectively. This may include training on the company's policies, participating effectively in meetings and supporting members who have employment queries

#### How will I balance this with my day job?

- The role is valued and supported by management, and Reps are entitled to paid time off to undertake their duties

We would be delighted if you decided at a later date to become a Rep; please call **advance** on 01442 891122 for further information.

# advance

## Your voice at work

The only union  
dedicated to staff in  
Abbey and the Santander (UK)  
Global Business.



# Application form

Please complete this form in BLOCK CAPITALS and in black ink and post to: advance, FREEPOST (SCE7517), Tring, Hertfordshire HP23 5BR

1) Staff number  Job title

2) Title  Forename(s)  Surname

3) Home address   
 Postcode

4) Home telephone number  Mobile telephone number  E-mail address

5) Workplace  Department  Cost centre number

6) Number of hours worked

7) Date of Birth  Date joined company

8) Are you: Male?  Female?  9) Do you consider yourself to have a disability? Yes  No

10) Ethnic origin  
 White  Black (African, Caribbean)  Asian (Bangladeshi, Chinese, Indian, Pakistani)  Mixed ethnicity   
 Other  please specify

**11) Declaration**

I hereby apply to join advance, observe the rules, and to pay the appropriate monthly subscription by Direct Debit. This authority will continue until cancelled by me in writing. I also agree to my monthly subscription being increased to the appropriate rate if the subscriptions of advance are increased in accordance with the Rules. I further agree that advance may process my personal data in accordance with their Fair Processing Notice.

Signature:  Date:

Data Protection Act 1998: Information supplied on this form may be held on a computer. For details about the Data Protection Act and how it affects you, please go to the Union's website at: [www.advance-union.org](http://www.advance-union.org)

**Monthly Lottery**

I wish to have \_\_\_\_\_ chances (maximum 10) in the monthly lottery at £1 per chance, payable by Direct Debit.

**Direct Debit**

Instruction to your Bank or Building Society to pay by Direct Debit

Originator's Identification Number 958155



1) Full name and postal address of your bank or building society

Name

Address   
  
 Postcode

5) Originator's reference number

Originator's identification number

958155

6) Instruction to your bank or building society

Please pay advance Direct Debits from the account detailed in this instruction, subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with advance and, if so, details will be passed electronically to my bank or building society.

2) Name(s) of account holder(s)

Signature(s)

3) Sortcode

(from the top right-hand corner of your cheque)

4) Bank or building society account number

Date

TO BE DETACHED AND RETAINED BY THE PAYER.

**Direct Debit Guarantee**

- This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own bank or building society
- If the amount to be paid or the payment dates change advance will notify you 5 working days in advance of your account being debited or as otherwise agreed
- If an error is made by advance or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid
- You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to us