

Dear Colleague

I'd like to take this opportunity to introduce myself as the Staff Union representative for zone 32.

I started at Britannia in 1991 and have been lucky enough to work my way around CSC departments such as Financial Operations, Sales Support, Change Management and Group Internal Communications. I'm currently entertained in my role as Call Centre Service Unit Manager.

I became a representative of the Union in 1996 when I realised how much support individuals need when dealing with complex areas of employment. In 2006 I was elected to the position of Vice Chair, a role which is extremely rewarding.

As one of the Union's officers I am a member of the negotiating committee and therefore I am directly involved in additional activities such as negotiation and consultation with the Society. This includes the annual pay and benefit negotiations but this is only a small part of our work.

As an officer I am also involved with restructures across the business, changes to contracts and other terms and conditions, policy design and amendments etc. The officer group is also responsible for the internal Union activities such as its finances and very importantly the development and support provided to our Representatives and the service we offer to members.

The amount of work that the Union puts in to maintaining and improving your working environment at Britannia has increased tremendously in recent years. We are here to help with a range of subjects, from salary negotiations and contractual changes, through to disciplines and grievances - areas where we can provide real support and guidance.

Members of BSU have access to a dedicated team of representatives, who between them have an enormous amount of knowledge and skills, combined with a great understanding of Britannia's policies and procedures. Whether you need representation or find yourself in an uncertain situation and just need the reassurance gained from sitting down and talking it through with somebody, we are here to help.

You can also take advantage of the many discounts we offer ranging from discounted insurance policies (car, holiday, pet, etc.) through to discounted balloon flights.

If you have any questions or would like to know more about BSU's activities please contact me on 01538 393581 and I'll be happy to talk to you.

Yours sincerely

Wayne Lancaster
Zone 32 Representative & Vice Chair