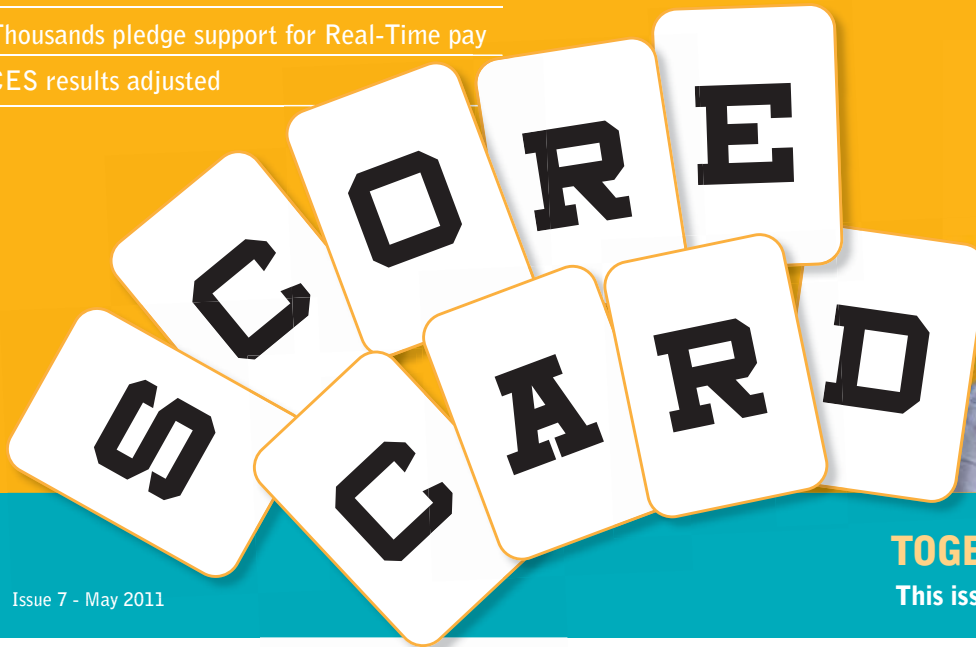


Changes to social media policy

Thousands pledge support for Real-Time pay

CES results adjusted



Authorised by Leon Carter, National Secretary

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TOGETHER WE CAN WIN!
This issue: Real Time Pay supported by thousands

— Union secures substantial changes to social media policy



The FSU, in its letter to the bank, outlined the following areas of concern:

- The policy did not properly reflect the contractual conditions of the employment in that it goes beyond conduct that could legitimately be regarded as involving damage to the bank's reputation or interests
- The policy sought to extend the scope of an employees' implied obligations of good faith and loyalty under the contract of employment
- The inclusion of terms and conditions of employment in the policy was unreasonable
- The policy misrepresented employees workplace rights in that it did not acknowledge the statutory rights of employees under the Fair Work Act 2009 and Equal Opportunity legislation

and asked CBA to suspend the policy until the concerns were addressed.

Revision of the original policy is welcomed and substantial changes have been made. Such changes include contextualising why CBA employees should take care about what they post through various social media channels and more importantly the policy acknowledges the rights of employees to use and access social media for industrial activities, which directly addressed FSU's concerns.

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Following an urgently convened meeting between FSU and CBA to discuss serious concerns the union had regarding the scope of the recently introduced Social Media Policy, the bank has revised the policy embracing a more common sense approach.

The original policy heavily restricted the use of social media both at work and beyond in a way that it was not only, in FSU's view, discriminatory but also severely restricted employees' freedom of expression.

The FSU told the bank that the policy had a direct impact on its workplace representatives,

— Thousands pledge support for Real-Time pay

When FSU negotiators resume talks with the bank on a new EBA for CBA they will report that thousands of employees have pledged their support for a 5% across the board annual pay increase.

So far, more than 3,000 CBA employees have signed pledged cards or pledged their support online, and many workplaces are holding Pay Week events during the month of May (see photos above right).



“It's wonderful to see so many colleagues getting active around the issue of pay and throwing their weight behind our push for 5%. Keep up the great work!” said CBA NEC President Louise Arnfield. Keep up to date with negotiations by following Louise's blog Keeping it Real, on the FSU website.



TARGETS & PERFORMANCE MESURES

— Union moves bank on performance measures:

CES results adjusted for half yearly reviews



Your union wrote to CBA in November last year following many reports from members who were subjected to extreme levels of customer anger and abuse, following the bank's announcement to move interest rates by almost twice as much as the RBA interest rate rise.

FSU called on the bank to suspend its performance measuring methods, in particular the Roy Morgan results and the Customer Experience Survey (CES) for the quarter.

FSU is pleased to report that in a message to staff at the end of January, Ross McEwan has announced that Roy Morgan results for the half yearly performance review will be recorded as "Meets Expectation".

In his message to staff Ross states: *"I believe that the disappointing results of the last two Roy Morgan customer satisfaction surveys are related to our customers' views on our November interest rate changes. For this reason and in line with my commitment to ensure that we treat our people fairly, where Roy Morgan is the basis for your customer service rating, a "Meets Expectation" should be recorded in your half yearly performance review."*

Likewise, the Bank also advised the FSU that there would also be some adjustments to the CES for the quarter, removing any comments that contained a strong reaction to not only interest rates, but also CEO salary, record profit or media articles that referred to CBA.

"FSU is pleased to report that in a message to staff at the end of January...Roy Morgan results for the half yearly performance review will be recorded as "Meets Expectation".

FSU applauds CBA for responding and recognizing the difficult times staff encountered as a result of this business decision.

If any members have not had their half yearly rating adjusted accordingly or believe they have been disadvantaged in their rating due to the CES please contact the Member Rights Centre on 1300 366 378 for assistance.

Meeting in February to discuss targets for staff in disaster zones



CBA and FSU met in February following FSU's letter requesting a meeting to discuss how the bank will deal with targets and performance objectives for staff who have gone through the recent devastation in Queensland and Victoria.

In response to the meeting on 18 February the bank reported that they would be addressing affected areas at a local level as needs required including in some areas providing assistance to staff in rebuilding homes.

Adjustments were also made to targets for January and February with consideration of further adjustments down the track depending on conditions.