

Management and Clerical Grades D-H terms and conditions changes FAQs

Section 1 - General

1. Why are we making changes to some terms and conditions?

As part of our 'Fair Reward' programme, we want colleagues' terms and conditions to be more consistent and easier to understand, as well as being fairer and better aligned to the marketplace. That's why we're introducing a simpler approach for colleagues who are were on Management and Clerical terms and conditions.

The changes aren't about cost saving. We just think it is the right thing to do, by making things fairer and easier to administer.

2. Who do these changes apply to?

These changes apply to colleagues currently covered by the Management and National Clerical (Clerical) collective agreements at Grades D to H.

Colleagues on the Management agreement are broadly colleagues at grades D to F in the Support Centre and in enabling functions in Retail, Funeralcare and Life Planning.

Colleagues on the National Clerical agreement are broadly colleagues at grades G and H in the Support Centre and in enabling functions in Retail, Funeralcare and Life Planning.

Colleagues in Grade C are not affected and are covered by a separate ASR outcome which will be communicated separately.

3. How do I know which collective agreement I'm covered by at the moment?

If you look on MyHR under 'Personal Information', then click on 'Compensation' (little box on the left-hand side of the screen) it will bring up a screen where you can see it says 'Grade'.

If the description of your Grade includes 'Management' or 'National Clerical' then this is your collective agreement.

So, for example, it might show a Grade as 'D HR Management 37.5' – this person would be covered by the Management agreement.

4. What's changing?

Management and Clerical colleagues will all be moving to have a consistent set of terms and conditions and will be covered by one collective agreement.

This means that holiday entitlement and sick pay will be aligned to create consistency for colleagues (see sections 2 and 3 below).

Eligibility for overtime, notice periods and other terms and conditions are not changing. Just so it's clear, redundancy terms are not changing.

5. How do I check my current terms and conditions?

Your terms and conditions are in your contract. To help, we've put the relevant sections of the current Management and Clerical contracts that are changing below:

MANAGEMENT HOLIDAYS

Your annual entitlement to paid holiday, based on full time hours referred to above, will be:-

Service (complete years)	Entitlement in Days
Less than 2 years	27 days
2 years but less than 3 years	28 days
3 years but less than 4 years	29 days
4 years but less than 5 years	30 days
5 years and over	31 days

In addition to the holiday entitlement in the table above, you will also be entitled to the Bank/Public holidays listed below, or as otherwise agreed.

MANAGEMENT SICKNESS

If you are absent from work due to sickness, you must comply with the Co-op Absence Policy or any collectively agreed terms applicable to your employment, which may be amended from time to time. Following successful completion of your Probationary Period, for periods of absence through sickness, unless employed on a zero hour contract, you will be entitled to Co-operative Sick Pay as outlined in the table below (based on a rolling 12 month period), subject to your compliance with the applicable Absence Policy and any other collectively agreed terms.

Service	Entitlement (to be paid at basic contractual hours per week)
During Probationary Period	0
After expiry of Probationary period	Up to 52 weeks

CLERICAL HOLIDAYS

Your annual entitlement to paid holiday, based on full time hours referred to above, will be:-

Service	Entitlement in Days	Entitlement in Hours
Less than 1 years	24 days	180 hours
1 year but less than 2 years	25 days	187.5 hours

2 years but less than 3 years	26 days	195 hours
3 years but less than 4 years	27 days	202.5 hours
4 but less than 5 years	28 days	210 hours
5 years and over	29 days	217.5 hours

In addition to the holiday entitlement in the table above, you will also be entitled to the Bank/Public holidays listed below, or as otherwise agreed.

CLERICAL SICKNESS

If you are absent from work due to sickness, you must comply with the Co-op Absence Policy or equivalent and any relevant Collective Agreement provisions applicable to your employment, which may be amended from time to time. Following successful completion of your Probationary Period, for periods of absence through sickness, unless employed on a zero hour contract, you will be entitled to Co-operative Sick Pay as outlined in the table below (based on a rolling 12 month period), subject to your compliance with the applicable Absence Policy and/or Collective Agreement terms referred to above.

Service	Entitlement (to be paid at basic contractual hours per week)
Less than 12 months	Up to 13 weeks
12 months or over	Up to 26 weeks full pay and 26 weeks half pay

6. When will the changes be made?

All of the changes will be effective from 1st April 2018. We can't make all the necessary changes in MyHR immediately, there is more detail in each section below.

7. How were these changes agreed?

Colleague members of the trade unions Usdaw and NACO voted to accept these changes in ballots which concluded on 20th March.

Collective bargaining means that the Co-op negotiates with trade union(s) who are recognised to represent a particular group of colleagues. The trade union will ballot their members about any proposals to pay or changes to terms and conditions. If the result of the ballot is that the members accept the proposals, then these become binding on all colleagues who are part of that group of colleagues. So these changes apply to all colleagues, including those who are not members of the trade union.

8. Will I receive a new contract that includes these changes to my terms and conditions?

No. However we will be writing to everyone affected by these changes to confirm the new arrangements. These letters will be going out to colleagues in late April, so if you haven't received your letter by the end of May please contact HR Services on 0330 606 1001 or hrservices@coop.co.uk

Section 2 - Holidays

1. What are the changes to holiday entitlement?

The current Floating Day (sometimes called 'Christmas Shopping Day' or 'Floater Day'), which is usually be taken around Christmas, will be consolidated into colleagues' holiday entitlement. This means it can be taken like any other day's holiday, rather than only during the Christmas holiday period.

Clerical colleagues will move onto the same holiday entitlement and escalator as Management colleagues.

The new holiday entitlement for all Management and Clerical colleagues is (this does not include bank holidays):

Years' service*	Holidays (FTE)
0-2	28
2	29
3	30
4	31
5	32

*This is years' service at the start of each holiday year. Holiday entitlement only goes up from 1st April once a work anniversary has passed, rather than on the day of the work anniversary.

2. Did everyone get the Floating Day?

The Floating Day only applied to colleagues in England, Wales and Northern Ireland. However, all colleagues (including those in Scotland) will move onto the new holiday entitlements detailed above.

3. Are any changes being made to bank holidays?

No – there are no changes being made to bank holidays.

4. When are the changes being made?

The new holiday entitlement is effective from 1st April 2018, but you won't see this in MyHR until 14th May.

You can still book your extra holidays from 1st April, it will temporarily show that you have requested too much holiday until the MyHR change is made.

5. How can I check my new holiday entitlement?

You can use the Holiday Calculator on the intranet to check your new holiday entitlement.

6. Can I still carry forward holiday?

You can carry forward up to 5 days holiday until the next holiday year, with agreement from your manager. This isn't changing.

Section 3 - Sick pay

1. What are the changes to sick pay?

Colleagues still won't be eligible for Co-op sick pay during their 13 weeks probationary period. This hasn't changed. You'll still get any Statutory Sick Pay (SSP) that you're entitled to.

After 13 weeks, the maximum amount Co-op sick pay you will be paid during a rolling 12 month period will be 30 weeks full pay.

If you are off sick for more than 30 weeks, we have introduced criteria, which you can find on the intranet, explaining the circumstances in which we would and wouldn't consider exercising our discretion to extend a colleagues' sick pay beyond 30 weeks, up to maximum of 52 weeks.

2. When will sick pay change?

The change to sick pay will be effective from 1st April 2018.

3. What about colleagues who are already off sick?

For colleagues who are already off sick on 1st April 2018, their previous sick pay entitlement will continue until they return to work. When they are back at work, the new sick pay arrangements will apply.

For Management colleagues this is full pay up to 52 weeks and for National Clerical colleagues this is full pay up to 26 weeks and half pay for the next 26 weeks.

Just so it's clear, this means that if a Clerical colleague is off sick before 1st April 2018 and is absent for more than 26 weeks, they will continue on half pay.

4. What if colleagues are eligible for Group Income Protection (GIP)?

Colleagues who are eligible for GIP and have a claim accepted will start under the GIP scheme after their period of Co-op sick pay has finished, whether it has been extended or not.

5. What if I am on a Somerfield contract?

There are some colleagues on heritage Somerfield contracts that have sick pay capped at 30 weeks, so there will be no change to their sick pay entitlement.

6. What if I have a legacy sick pay entitlement?

These changes replace any previous arrangements for sick pay.

Section 4 - Removal of 35 hour contracts

1. How are 35 hour contracts changing?

There are a small number of colleagues who chose to stay on 35 hour contracts when they moved to the Co-op Group from the Co-op Bank.

All colleagues on 35 hour contracts will now move on to a 37.5 hour contract.

2. When will the 35 hours contracts be changed?

All colleagues on 35 hours contracts will move to 37.5 hour contract on 1st April 2018.

3. Do full-time colleagues have to work more hours?

No. Colleagues currently working full-time on a 35 hour contract will be given the option to stay working 35 hours or to move up to 37.5 hours.

Colleagues who don't want to increase their working hours can stay working 35 hours on the same actual salary, but they will be shown in MyHR as part-time (0.93 FTE).

Colleagues who choose to move to work 37.5 hours will have a corresponding salary increase.

Colleagues currently working 35 hours full-time will shortly be contacted by their manager and asked to confirm whether they want to stay working 35 hours or move to 37.5 hours. If they move to working 37.5 hours, managers will confirm the date this will be effective.

4. What about part-time colleagues?

Colleagues currently working part-time on a 35 hours contract will stay on their same part-time hours and same actual salary, but their full-time equivalent hours will increase to 37.5 hours and their full-time equivalent salary will increase. So they'll see in MyHR that their FTE will be slightly lower than before.

If colleagues working part-time want to increase their hours, they'll need to make a flexible working request as normal.

5. How does this impact other parts of pay?

There is no impact on basic pay or the Annual Incentive Plan (AIP). This is because the calculation for AIP is based on the actual salary the colleague received. So, this will either be the same for part-time colleagues and those choosing to stay working 35 hours, or will increase for colleagues choosing to increase to working 37.5 hours.

Colleagues choosing to stay working 35 hours and become part-time will only become eligible for premium overtime rates once they have worked more than 37.5 hours.

Section 5 - Terms and conditions that are not changing

1. Overtime

There's no change to the current rules around overtime. Where overtime has been authorised by a manager it will be paid, and the current premium rates will continue to apply for colleagues in grades G and H.

2. Notice periods

There's no change to the current notice periods. For clarity these are:

- Colleagues at grades D to F must give 13 weeks' notice and the Co-op must give these colleagues 13 weeks' notice.
- Colleagues at grades G and H must give 4 weeks' notice and the Co-op must give colleagues between 4 and 13 weeks' notice depending on their length of service.