

National news for members working for British Gas

Removal of Average QDOS.

11/16i

UNISON and its members have been informed by British Gas that it intends to replace average Qdos payments with a new incentive scheme that rewards individual performance as opposed to simply giving an average based on historic performance. This change will impact on specific groups of staff many of whom are based in Edinburgh and Cardiff.

While changes to how Qdos is paid, is not something the business has to negotiate with the trade unions on, anything to do with our members reward is something we think the business should seek to reach agreement with the trade unions on.

While in principle we have no objection to the business wanting to move back to incentive schemes based on current individual performance. We also think the business should recognise why the business moved to average commission and that people have come to expect this as a normal part of their pay and reward.

The loss of average Qdos will clearly benefit some staff but others will lose out and those that do are likely to be on modest incomes and in the short term any loss will be painfully felt which we believe is unacceptable.

We are also concerned with the timing of any announcement as we already have huge uncertainty over the proposed reorganisations ongoing and as we enter the busiest time of the year.

UNISON has therefore written to the business demanding that;

- The proposed changes to Qdos are suspended pending further meaningful discussion with the trade unions and answers to a series of questions we have asked.
- A more generous safety net is provided so that when the changes are introduced any loss through the removal of average Qdos is compensated for or made up.

We believe that such a move by the business would be a positive step in addressing our concerns and ensuring that staff have confidence in the reward and incentive structures the business uses to support growth. We will inform you further of any development or any response to our requests.