

SPECTRUM



MAY 2011

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SPECTRUM

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Seán Óg Ó hAilpín

Seán Óg is free at last!

Former All-Ireland-winning senior hurling captain, Seán Óg Ó hAilpín, is to be honoured as a Freeman of the City of the Cork.

Employed as a Manager in Ulster Bank's Douglas Branch, Seán has been an IBOA member since 2007.

Complaints against banks at record level

Complaints against banks have now reached record levels according to Bill Prasifka, the Financial Services Ombudsman in the Republic.

The Ombudsman's office received 7,230 formal complaints in 2010 about heavy handed tactics by banks and other institutions. The office also handled 15,000 phone queries – with a further 37,500 hits on the website.

The Ombudsman's office also secured settlements worth a total of €2.6m for complainants. Of the €1.3m worth of settlements made between June and December – a total of €806,262 was paid out for investment-related complaints.

End of an error 1



Anglo Irish Bank Chief Executive, Mike Aynsley, collects a souvenir as the signage is removed from the Bank's Head Office in St. Stephen's Green, Dublin. (Photo: Eamonn Farrell/Photocall-Ireland).

Bank deposits fall by €16.7 billion in March

Deposits held by banks in Ireland continued to fall in March while lending also declined, according to figures released by the Central Bank recently.

Money on deposit fell by €16.7 billion in March compared to February – leaving a total deposit base of €630.7 billion.

This latest fall means that in the seven months between September and March close to 30% of Irish bank deposits have been withdrawn – reflecting a significant loss of faith in Ireland by international investors.

The Central Bank categorises the data by the place of residence of the depositors – Ireland, the Eurozone and the rest of the world.

Up to March, depositors from the rest of the world had withdrawn money from Irish banks faster than the others, while Irish residents had made the least withdrawals on average.

In March the pattern changed – with Irish residents accounting for almost €9 billion of the €16.7 billion fall in deposits for the month.

Overall bank lending also continued to fall in March – with both businesses and households paying down bank debt.

Total bank lending to companies fell by more than €1 billion between February and March. Companies now owe banks just under €90 billion in total.

Total bank lending to households fell by close to half a billion euro in March to stand at €130 billion. Households have paid back a net €27 billion in bank debt since 2008.

IBOA has expressed major concerns about these developments to the appropriate authorities in the Republic and is developing specific proposals to address the issue as part of its strategic response to the unfolding crisis.

End of an error 2

British banks abandon legal challenge to compensation for customers for mis-selling of insurance

The British Bankers' Association (BBA) has decided to abandon a legal challenge to new rules which have been introduced by Britain's Financial Services Authority (FSA) for dealing with customer complaints about payment protection insurance.

Payment protection insurance (PPI) is supposed to cover borrowers for mortgage, loan and credit card payments if they become unemployed or ill. However, many policies, which have been sold by British financial institutions at a cost of up to £5,000 each, have been found to contain so many loopholes that many policy-holders can never claim.

In addition, it has been claimed that high-pressure tactics were used to sell the policies – with customers frequently unaware that a PPI charge had been added to the cost of their loan.

With an estimated 1.5 million customers already lodging complaints about PPI and thousands more claims put on hold during the BBA's legal challenge, analysts believe that a total of around three million claimants are likely to seek compensation of up to £9 billion from credit card and loan providers together with the four main retail banks – Barclays,

Lloyds-HBOS, HSBC and RBS – making this one of the biggest mis-selling scandals in British financial history.

The BBA had been challenging the FSA's decision to apply new complaints handling rules to old PPI cases on the grounds that this amounted to retrospective regulation.

However, once the biggest PPI provider, Lloyds-HBOS, had announced it was withdrawing from the case and putting aside £3.2 billion for compensation, it was only a matter of time before Barclays also signalled its intention to withdraw while RBS quickly followed suit – with both institutions indicating that they each would set aside £1 billion to cover claims. Although HSBC stopped selling PPI in 2007, it is believed to have set aside £270m for compensation.

Lloyds is said to be hiring hundreds of additional staff to process all of the claims already lodged or expected in the future.

The PPI scandal takes its place in the annals of the British financial sector – along with the pension mis-selling scandal which prompted compensation of around £13 billion as well as the endowment scandal which cost the sector just under £3 billion.



Klaus Regling, Head of the European Financial Stability Fund. (Photo: Eleanor Keegan/Photocall-Ireland).

Regling: nobody shouted stop

The co-author of one of the major reports into the Irish banking collapse said recently that nobody in Ireland or in Europe shouted "stop."

Klaus Regling, who with Max Watson conducted one of the three investigations undertaken so far, said recently that Ireland had all of the tools necessary to stop the property bubble developing during the boom years, but had failed to use them.

Klaus Regling now heads the European Financial Stability Facility (EFSF), the European Union's bailout fund. He said that the creation of new European bank regulation agencies – including a new European Systemic Risk Board – should help to avoid a recurrence of similar problems in the future.

He pointed out that, if these bodies had been in place earlier, they could have told the Irish authorities that there was a problem with the housing market, and the Irish authorities could have used their existing powers to address it.



Barclay's Chief Executive, Bob Diamond, has apologised to the Bank's customers over the mis-selling of payment protection insurance. (Photo: Daniel Lewis).

Further growth in banking by smartphone in USA

Banking software now makes up 37% of all applications purchased for the Apple iPhone, Google Android and RIM BlackBerry in the US.

According to a study conducted by FIS Mobile Financial Solutions, about three out of four users who use their smartphones for banking are happy with their experience this year – an increase of 16% from 2010.

Among the main reasons identified by analysts for this continuing growth in banking by mobile phone are ongoing improvements in smartphone technology and the availability of low-cost user-friendly apps as well as the obvious personal convenience offered by mobile phones.

However, concerns remain for some customers about mobile phone security.

Mixed blessings

BOI's results are better than expected – AIB's are worse

Bank of Ireland's recently announced annual results for 2010 were better than expected with net losses down to €609 million largely as a result of the significant discounts it managed to achieve in debt-restructuring deals with bondholders.

The final outcome was even more unexpected as Bank of Ireland recorded nearly €2.5 billion of losses in 2010 on the transfer of property-based loans and assets to the National Asset Management Agency – after losses of €1.9 billion in 2009 on similar transfers to NAMA.

The results surprised many analysts who had forecast at least double those losses in view of the Bank's previous loss of €1.76 billion in 2009 and the major losses for 2010 already reported by other Irish banks – including AIB with €10.4 billion and Anglo with €17.7 billion.

Bank of Ireland still faces a challenge to avoid majority State-ownership since it must now raise a further €4.2 billion in capital in the coming months following the recent capital and liquidity assessments carried out by the Republic's regulatory authorities.

The Irish State is already the Bank's single biggest shareholder with a 36% stake. Finance Minister, Michael Noonan, has promised that the State will make up the difference if the Bank fails to secure the necessary funding through its own efforts.

Commentators have pointed to the results of Ireland's two largest banks as further signs that – Northern Bank aside – Bank of Ireland should emerge as the fittest survivor of the Irish banking crisis. AIB, on the other hand, is now 93% State-owned with record losses and in need of €13 billion for recapitalisation.



BOI Chief Executive, Richie Boucher, seeks new investors.

Sheilas Flowers is a leading online florist and flower shop. We can offer same-day flower delivery personally throughout Dublin, Bray and North Wicklow.

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From fresh flowers and plants to our extensive selection of chocolates, wines, soft toys and balloons, we have a stunning selection of gifts to choose from.

For more information on how to obtain your special 10% discount in Ireland and the UK, check the IBOA websites: www.iboa.ie/members/otherservices.html or www.iboa.org.uk/members/otherservices.html

Sheilas
FLOWER SHOPS





RBS faces EU inquiry with 15 other banks

Royal Bank of Scotland, Ulster Bank's parent company, is one of sixteen international financial institutions under investigation by the EU Commission over suspicions that they colluded in providing dubious financial derivatives which have contributed to the sovereign debt crisis in the eurozone.

The inquiry will focus on credit default swaps (CDS) – the highly controversial financial contracts which have been designed to allow investors to insure against debt default.

As well as a form of insurance for investors providing debt, credit default swaps are heavily used by speculators who bet on companies or countries defaulting on their debts.

It has been suggested that these banks – including some rescued from collapse by taxpayer funding – may have deliberately driven up the cost of insuring national debts – and, therefore, the debt itself.

As the £360 trillion CDS market is largely unregulated – with no central records of trading, the only record of many multimillion euro deals may be a fax. This lack of transparency has raised major concerns for many commentators.

Some have likened the position of a CDS speculator to that of a neighbour who buys insurance on your house – a practice which is illegal since it could incentivise him to let your house burn down, or even set the fire.

Joaquín Almunia, the EU Commissioner with responsibility for competition policy, said:

“Recent developments have shown that the trading of this asset class suffers a number of inefficiencies that cannot be solved through regulation alone. We are, therefore, opening two new cases to improve market transparency and fairness in the CDS market ... Lack of transparency in markets can lead to abusive behaviour and facilitate violations of competition rules and the Commission should react accordingly.”

The sixteen banks under investigation are: Goldman Sachs, HSBC, Barclays, Royal Bank of Scotland, JP Morgan, Bank of America Merrill Lynch, BNP Paribas, Citigroup, UBS, Commerzbank, Credit Suisse, Deutsche Bank, Morgan Stanley, Wells Fargo Bank/Wachovia, Credit Agricole and Société Générale.

If found guilty of abusing their position, the banks could be fined up to 10% of revenues by the EU Commission.

Members of the European Parliament have lobbied for proper regulation of the CDS market – including the establishment of a central counterpart (CCP) or clearing house, supervised by the EU, to reduce the risks from these instruments – as well as other areas of the financial system.

Department of Finance advertises for bank directors

The Republic's Department of Finance has advertised for people who are interested in being appointed or nominated to the boards of the banks. This new initiative has been taken in an effort to make the appointment process more open and transparent.

In order to qualify for appointment, a person “must not have any conflicts of interest likely to interfere with his/her ability to play a full part on the board,” according to the advertisement.

Any person expressing an interest must also have “considerable expertise” in financial services and experience at a senior level in one or more of ten listed areas.

IBOA favours much greater diversity on the boards of banks – including employee representatives (see Page 11).



Online DVD Rentals

No more late fees!

No more contracts!

No catch!

IBOA members can avail of a special price of €12.99.

(Usual price €15.99)

Check the IBOA websites for details.



Ex-President of failed US bank jailed

The former head of the only Texas bank to fail last year has been sentenced to prison for falsifying the books.

A federal judge in San Antonio on Thursday sentenced former La Coste National Bank president Jodi P. Gwyn to five years in prison. Gwyn was also ordered to make \$8.3 million in restitution.

Gwyn pleaded guilty to making false entries in bank documents in 2008 in order to deceive examiners about bad loans. Federal regulators closed the bank in February 2010.

Meanwhile in Ireland...

TAKE A BREAK

Special discounts are available for IBOA members on hotel breaks throughout Ireland.

Check out either of the IBOA websites on www.iboa.ie/members/otherservices or www.iboa.org.uk/members/otherservices for further information on the special offers currently available to IBOA members.



Union rights theme for Martin Luther King memorial events in US



Richard Trumka, President of the AFL-CIO trade union federation in the US.

Hundreds of thousands of people – proclaiming the slogan, “We Are One” – took part in more than a thousand events across the US last month to mark the forty-third anniversary of the assassination of Martin Luther King.

The key themes of this year’s commemorations were the protection of collective bargaining rights, the right to a voice in the political process as well as respect for work and working America. These events included:

- mass demonstrations in downtown Chicago and New York’s Time Square;
- university students and professors hosted more than 175 teach-ins across the country;
- local congregations in Maine, Michigan and Colorado took part in inter-faith services, candle-lit vigils and rallies; and
- members of the International Longshore and Warehouse Union in many US ports displayed Wisconsin flags to support that state’s public sector workers.

The nationwide protests came against the backdrop of a major assault on basic union rights at state level in many parts of the United States.

Richard Trumka, President of the AFL-CIO trade union federation, said: “What started in Wisconsin has spread to every state across the country as working people stand together to say enough.

“The immense activity... is a direct result of the backlash provoked by over-reaching governors and state legislatures,” he said.

“Working people’s energy and commitment to coming together will continue until the priorities of many of our politicians are realigned to create jobs rather than undermine the middle class.”



Are you under pressure to push products by banking bosses?

You are not alone. Many bank workers around the world are forced to meet quotas and sell financial products that customers don't want or need.

Customers deserve good advice and bank workers deserve the right to give good advice.

UNI Finance Global Union is banking on rights: Rights for workers and rights for customers.

The sales target model was a major contributor to the global financial crisis. Despite that, banking bosses continue to push for business as usual. We've had enough. We want to change the rules of the game.

Join us and fight back:

- Demand employers stop sales pressure!
- End excessive sales targets.
- More appreciation for employees' work instead of constant supervision.
- More time and more staff mean better advice.
- Better and regular training courses so bank employees can provide qualified advice.
- A reasonable fixed monthly salary – which should not depend on the sale of individual products.

Unions have joined the UNI Finance global campaign to Bank on Rights for workers and customers everywhere. For more information see www.uniglobalunion.org

Germany: "Our boss tells us: 'You are not advisors, but sellers. Advising is done by consumer advice centres.'"

US: "Banks rely on dodgy practices to increase overdraft fees, late credit card payments or interest rates. They

describe these as the new norm and a chief source of earnings."

Brazil: "Because of high individual sales targets many bank workers end up conditioning the offer of bank services with buying other products."

Australia: "The Barbeque Guide tells workers how to sell bank products on their own time at social events."

Kenya: "When it is slow in bank branches, workers are told to go onto the street and try to get customers."



The Changing Landscape

Immediately following the introduction of the State guarantee for the six leading domestic financial institutions in September 2008, the speculation began about how the banking sector might be rationalised. There was a common recognition that six domestic institutions was unsustainable. Two of these – AIB and Bank of Ireland – were considered to be core with the likelihood of a “third force” being created out of some combination of the viable elements of the rest.

Two-and-a-half years later, that basic configuration still appeared to be the consensus view – although barring the recent transfers of the loan books of Anglo and Irish Nationwide to AIB and Permanent TSB, progress towards that brave new world had been hard to discern.

However, the new Minister for Finance changed everything with his brief but dramatic announcement on the eve of April Fools’ Day – after the outcome of the stress tests on four of the domestic banks.

The concept of the third force is no more – the future of Irish banking is to be built around “two pillars,” according to Michael Noonan – Bank of Ireland and AIB.

In the intervening period, there were a number of attempted variations on the third force theme such as the possible link-up between INBS and EBS, the possible division of Anglo into a “good bank” and a “bad bank”, the possible sale of EBS to either the Cardinal Asset Management consortium or Irish Life and Permanent.

While moves are now also under way to merge elements of Anglo and INBS into a single asset recovery operation to handle the impaired loans of the two businesses that have not been transferred into the National Asset Management Agency, it remains the case that two-and-a-half years into the crisis, the major restructuring of the Irish financial services sector is only now getting under way.

There has been a great deal more restructuring activity among the foreign-owned banks operating in Ireland. The two major Irish subsidiaries of RBS – Ulster Bank and First Active – were merged under the Ulster Bank banner with the loss of 1,000 jobs in 2009. Danske Bank’s Republic of Ireland business – National Irish Bank – closed around half of its Branch network with the loss of 150 jobs in 2010.

Halifax-Bank of Scotland – now part of Lloyds/HBOS is also in the process of winding down its Irish businesses: its main-



The Republic’s new Minister for Finance, Michael Noonan (Photo: Leon Farrell/Photocall-Ireland).

An Agenda for A Change

stream retail banking arm, Halifax, has closed down entirely with the loss of around 750 staff, while its business banking arm, Bank of Scotland Ireland, is engaged in a phased withdrawal which may also over time affect a similar number of employees.

Among the other notable foreign interests to exit the Irish market since the onset of the crisis was BNP-Paribas which held a 50% stake in Postbank, a joint venture with An Post.

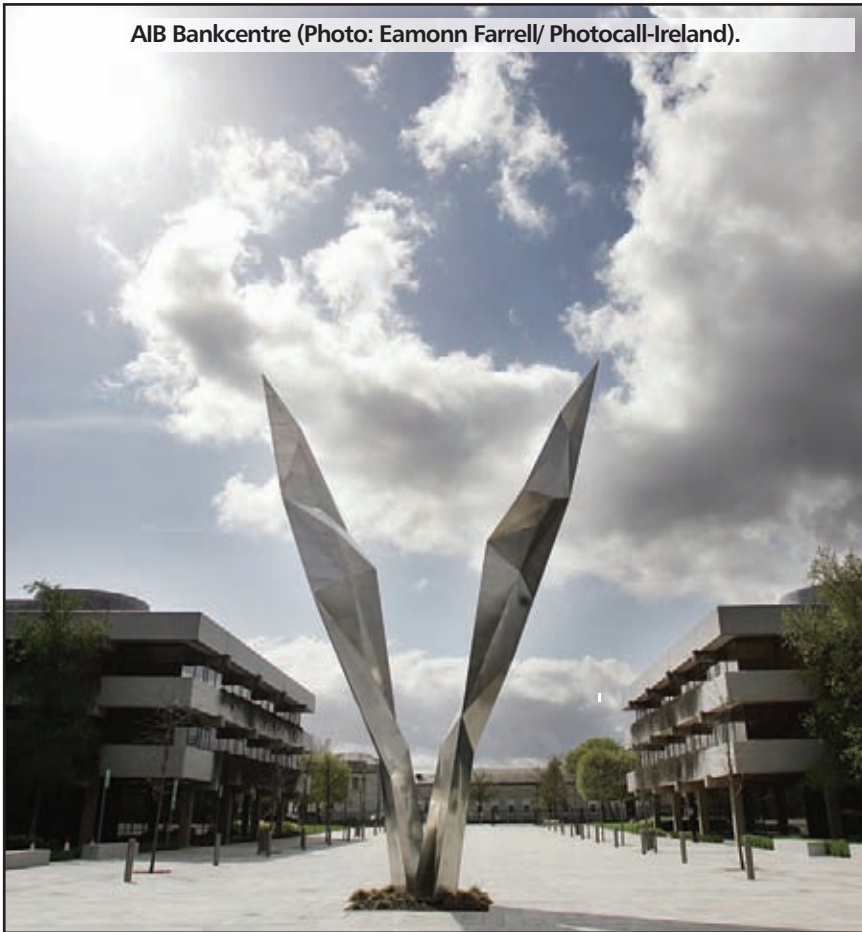
This article is intended to complement the news analysis piece in the last issue of *Spectrum* entitled *From best case to basket case: How did it all go wrong?*

Northern Ireland and Great Britain

Although some commentators tend to view the Irish financial services sector within the parameters of the Republic of Ireland, it is clear that the sector is inextricably linked to its counterparts in Northern Ireland and Great Britain.

Both AIB Group and Bank of Ireland Group have extensive interests in the two jurisdictions. Ulster Bank operates in both the Republic and Northern Ireland while also being linked, through its parent, RBS, to a major British network. National Irish Bank’s parent, Danske Bank, also owns Northern Bank, currently the best performing retail bank in Northern Ireland.

AIB Bankcentre (Photo: Eamonn Farrell/ Photocall-Ireland).



The cross-jurisdictional dimension of their operations is important to these institutions in terms of having a more diverse business model and further opportunities to enhance their profitability through economies of scale and other synergies. It also improves the image of the institutions as potential targets for international investments.

For Northern Ireland, in particular, the presence of a number of financial institutions with a strong vested interest in the success of the local economy is also important. A strong Northern economy can create important opportunities for businesses in the Republic and vice versa – a situation which would confer obvious benefits on those credit institutions which are strongly represented in both jurisdictions.

This mutual economic advantage is also one of the key reasons why any government in the Republic of Ireland contemplating the future of the Irish banking system should pay particular attention to the Northern Ireland dimension. Beyond any political sentiment, there are very tangible and practical reasons why con-

sideration of Northern Ireland should be an integral part of any conversation on the future of Irish banking – rather than simply an afterthought.

For our part, having recently secured an agreement with Bank of Ireland through which its operations in Northern Ireland and Great Britain are not only retained but further integrated within the Bank's structures, we strongly favour the development of the strongest possible cross-jurisdictional relationships.

The pursuit of this principle was also evident recently in IBOA's campaign to persuade AIB Group to reverse its decision to dispose of its UK Division. While one of the first public announcements by the Bank's new Executive Chairman last November was the withdrawal of the UK Division from sale ostensibly because there was insufficient interest in the market at anything approaching a realistic price, it is also true that IBOA succeeded in securing the engagement of key political figures in Northern Ireland on a cross-party basis in making representations to both the Board of AIB and the Irish Government. This engagement is ongoing.

Regulation, Compliance and Culture

Aside from the headline issues of ensuring adequacy of capital and liquidity and of reshaping the banking landscape, a root-and-branch review of policy and practice in the financial services sector is also imperative to ensure that the regulatory framework and the cultural environment are reformed in order to eliminate as far as possible any possibility of a recurrence of the recent catastrophic collapse.

Some of the measures already taken or proposed by the Governor of the Central Bank and his Head of Financial Regulation represent a welcome advance in this regard. Proposals to introduce criteria for the fitness and probity of candidates for appointment as Board members or as senior executives are welcome.

However, in order to ensure that, once appointed, these leaders do not engage in reckless behavior with impunity, legislative change is required to empower shareholders to take legal action against a truant Board or senior management.

The composition of Boards should also be required to become much more diverse in order to promote transparency and regulatory compliance. Among the major criticisms of the behaviour of Boards in the period leading up to the current crisis was the charge that their memberships tended to reflect a "golden circle" of narrow business interests.

Apart from broadening the governance base to reflect the wider economic and social impact of the financial sector's activities, the inclusion of employee representatives along with those of other stake-holders should be a priority to ensure that the Board is made aware not only of the manner of implementation of the policies they adopt – but also of their direct impact upon customers.

As the current crisis has unfolded, various commentators have lamented the abandonment of traditional banking values based on prudence, integrity and honesty as the boom gathered momentum.

As banking leaders have made the most contrite pleas for forgiveness and understanding, they have promised that the culture would change.

But so far these promises, like many before them, have been empty – a further example of those at the top saying what they think the public wants to hear – even though the reality is quite different. Any change in culture is virtually undetectable.



Indeed the Union has been made aware of quite perverse behaviours in some institutions where employees are still required – under the threat of possible disciplinary action – to run through a lengthy checklist of questions with customers – offering them a range of additional services and products – even though the customers have no desire to avail of them.

So even though managements are generally reluctant to honour agreed performance rewards, staff in the financial services sector remain under extreme pressure to meet targets.

Staff who speak out – even in the broadest terms – may find themselves subjected to disciplinary action on the grounds that the very act of uttering words is itself a breach of confidentiality.

Without proper legal protection, any would-be whistleblowers have to steel themselves for the possibility of disciplinary action or even dismissal, if they bring their concerns to the authorities.

The State has never been in a more powerful position to change the culture of banking for the better – based on a return to the traditional values of prudential lending and the restoration of customer service as the primary goal.

A starting point should be the introduction of proper legislative protection for “whistleblowers” – not only as a deterrent to the reckless behaviour of the past but also to supplement the regulatory authorities in their efforts to hold banking bosses to account in deed as well as in word.

A comprehensive review of remuneration policies within the financial services sector is also vital from top to bottom. This should include:

- **consideration of the various payments made to Board members;**
- **consideration of all aspects of the reward packages for senior executives; and**
- **the role of performance-related pay systems at a time when an intensive target-driven culture is no longer relevant.**

On this latter point, IBOA believes that a rebalancing of remuneration is required – not only from the perspective of ordinary bank employees whose earnings have been reduced as a result of the non-availability of performance awards – but also in terms of the broader need to change behaviours throughout the sector by incentivising activities which contribute to the long-term viability of the institution rather than short-term gains – which can often turn out to be exaggerated or illusory.



The Central Bank of Ireland (Photo: Sasko Lazarov/Photocall Ireland).

Minimum Competency Requirement (MCR)

Developing positive behaviours among staff in the financial services sector has also been one of the main aims of the introduction of the Minimum Competency Requirement (MCR) in 2007 by the Republic’s Financial Regulator. While IBOA has endorsed the principles underpinning this initiative, the Union is one of many bodies to have expressed concerns about the manner in which it has been implemented.

Rather than insist upon a common approach throughout the sector in 2007, the Financial Regulator decided to allow each institution to interpret the policy as it saw fit. This has resulted in a situation where staff employed in a particular grade in one institution may be considerably more qualified – perhaps even over-qualified compared to their counterparts in another institution.

Likewise, at a time of crisis within the sector, IBOA has also expressed concern that some managements might be tempted to set the competency requirement for a

particular role higher than necessary in order to create a pretext for terminating the employment of staff unable to meet this higher standard.

Some institutions have sought higher standards as a step towards multi-tasking – based on the presumption that all of their staff should be equipped to deal with almost every eventuality.

However, the MCR is not a once-off event – involving the acquisition of an appropriate qualification; it is an ongoing process – involving the practice of the acquired competencies in the form of Continuing Professional Development. In order to be considered fit to practice, employees are required to be able to demonstrate that they have indeed made sufficient use of these skills to maintain any acceptable level of competency.

The lack of consistency between institutions also applies to another facet of the MCR policy known as ‘grandfathering’ – the process through which the extensive experience enjoyed by long-serving staff in the financial services sector was considered to be of equivalent value to certification.

The differing approaches to this issue between institutions has been unsatisfactory. Indeed, in some cases, institutions have not even stuck to the terms under which some staff members were originally agreed to be ‘grandfathered.’

The State has never been in a more powerful position to change the culture of banking for the better.



Dr. Patrick Honohan, Governor of the Central Bank, and Matthew Elderfield, Head of Financial Regulation (Photo: Sasko Lazarov/Photocall Ireland).

The Union has encountered a number of cases where staff who were previously deemed to be exempt from the need to attend courses and pass examinations, have suddenly discovered that they must now participate in this activity within a much reduced time period for completion of the programme.

The confusion surrounding the implementation of MCR has created considerable concern and stress among staff at a time of exceptional pressure resulting from the generally chaotic state of the financial services sector. This has also been reflected at times in extremely hostile reactions from customers and the general public who


have often directed their anger at the reckless behaviour of senior management towards those staff with the misfortune to be working on the frontline.

This confusion around the implementation of MCR is all the more unfortunate since one of its key objectives is to enhance the trust and confidence of customers in the staff working in the financial services sector.

This is another area which could make a significant impact on the culture within the financial services sector provided it was applied with proper sensitivity to ensure that staff could embrace any changes in the working environment positively – especially since ultimately they will be key to its delivery at the interface with the customers.

Forum on the Future

Taking all these issues into consideration, IBOA's demand for a Forum on the Future of Financial Services is an idea whose time has come. Indeed it is now long overdue.

This body should enable all of the stakeholders in this sector – including both domestic and foreign-owned institutions – to engage in robust discussions on the strategic direction of the financial services sector – recognising that, together, we share a mutual interest in ensuring that the sector becomes a loyal servant of economic and social development rather than its untrustworthy master. 



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Bank workers need training to handle customers with 'debt depression'

As depression caused by financial debts is a growing concern, a leading anti-suicide campaigner has proposed that banking and debt collection staff should receive mental health awareness training.

President of the Irish Association of Suicidology, Dan Neville – who is also a Fine Gael TD – believes that creditors have a duty to help – rather than hound – their customers, especially if they are known to be suffering from serious health issues.

"Changes in practices – such as waiving fees when a customer has been unwell and introducing mental health awareness training for bank staff – will make all the difference," according to Neville.

"The Government must give leadership and ensure that there are resources available to the psychiatric services to deal with this fall-out from the present economic crisis," he said.

"Irish personal debt stands at a staggering €172bn and is a significant cost on our mental health," he added. "Money worries aren't just keeping people awake at night, they are causing a high level of stress, depression and, in some cases, self-harm and suicide."

Research in Britain found that people with mental health problems were three times more likely to be in debt as a result of living on low incomes and being unable to get a job, according to the Fine Gael TD.



Dan Neville, President of the Irish Association of Suicidology and Fine Gael TD (Photo: Photocall-Ireland)

Irish personal debt stands at a staggering €172bn



Apart from providing awareness training for staff, Neville believes that banks should make arrangements for customers to opt to have their accounts monitored for erratic spending in order to better protect their finances.

People with bipolar disorder, at risk of spending extravagantly during a manic phase or schizophrenia, were four times more likely to be in debt than the rest of society, Neville warned.

He added that researchers in Britain found that fewer than one in three people in serious debt inform the lending institution of their mental health problems.

This is probably because most people with mental health problems do not think they will be understood or believed – while eight out of ten people who did tell their creditors, continued to be harassed about debt payments,

DEBT AND DEPRESSION – A VICIOUS CIRCLE

British mental health charity, SANE, has reported more people contacting its help-lines over debt worries.

"We are certainly hearing more from people who are worried where the next meal is coming from," says SANE's Chief Executive, Marjorie Wallace. "It is a toxic combination, especially for those who already have darker thoughts and other problems."

Kathryn Hill, from the Mental Health Foundation said "We know that work and money issues are major sources of stress."

Britain's National Health Service is preparing for a rise in mental health problems – having increased funding for talking therapies by £400m.

Former bank chief faces extradition

An international arrest warrant has been sought for the former president of the Bank of Moscow who has been living in London since March.

Andrei Borodin (*right*) is wanted by the Russian authorities for approving an allegedly fraudulent loan of £280m in 2009 for the

benefit of Yelena Baturina, the wealthy wife of the then mayor of Moscow.

While Mr. Borodin strongly denies any wrongdoing, he left Russia at the end of March as a formal investigation into the loan began to gather pace. He subsequently sold a joint stake in the Bank of Moscow for an estimated £625m.



Deutsche Bank could be first of many banks to face legal action by the US Government.

Retail banks in UK should be ring-fenced, says Independent Commission

The retail operations of banks operating in the UK should be "ring-fenced" from their investment banking arms, according to interim findings of the Independent Commission on Banking, headed by Sir John Vickers.

The report said that, in the build-up to the crisis, lenders and borrowers took on "excessive and ill-understood risks" – based on the assumption that the taxpayer would ultimately underwrite any losses because of the need to protect retail banking.

However rather than separate retail and investment banking, the Commission is looking at forms of "retail ring-fencing", under which retail banking would be carried out by a separate subsidiary within a wider banking group.

The Commission has also said that banks need to hold more cash in reserve to protect against future crises, and that creditors – rather than taxpayers – should be liable for any losses.

The report recommended that banks should have 10% of their capital set aside to cover potential losses, higher than the 7% set out in new European regulations. However, the Commission said it was not proposing that UK investment banks should hold higher capital ratios than their international rivals.

The Commission was set up by the UK's Coalition Government last June to review the structure of banking in the wake of the financial crisis.

Its final report is due to be published in September. But the British Government is not obliged to act on any of the Commission's recommendations.

Banks in US to face federal law suits?

Many American-based banks must now be wondering if they may soon be in the firing line after the US Department of Justice initiated legal proceedings under the False Claims Act against Deutsche Bank for allegedly tricking a government insurance programme run by the Federal Housing Administration (FHA) into backing mortgage loans that were much riskier than they were portrayed. Many of those loans have defaulted causing nearly \$400 million in losses already – with possibly more to follow.

Of course, it is widely known that many financial institutions had passed off bad loans as good during the sub-prime mortgage crisis. Even if they were not guilty of direct fraud, many investment banks were using complex derivatives to

make their mortgage deals look much safer than they were.

The False Claims Act, which was set up to penalise companies that lie to the Government in order to secure public funds, provides for damages of up to three times the original sum acquired under false pretences.

So if Deutsche Bank is found guilty in this case, it could be liable for damages of nearly \$1.2 billion – or more if the losses at the FHA continue to grow.

With other banks also coming under suspicion of passing bad or unverified loans to the FHA, US District Attorney, Preet Bharara, said recently that it wasn't a big leap to expect the Government to go after other lenders to recover tax-payers' money.

Meanwhile, back in Ireland...



Finnish expert Peter Nyberg at the press conference in the Department of Finance to launch his 156-page report of his study into the banking crisis. (Photograph: Sasko Lazarov/Photocall Ireland).

As Nyberg indicts banking sector...

IBOA urges Dáil inquiry

"The Nyberg Report on the Republic's banking crisis represents a further indictment of the fundamental failings in the banking sector in recent years," declared IBOA General Secretary, Larry Broderick.

"While Peter Nyberg does not identify specific individuals either for their failure to meet their obligations to carry out effective oversight or for their willingness to engage in imprudent practices, it is clear from his analysis that we were witnessing a systemic breakdown in Irish banking which now requires fundamental reform," said the IBOA leader.

Meanwhile, the Republic's Minister for Finance, Michael Noonan, told the Dáil that the Nyberg Report dealt with bankers who forgot what lending was about, boards who did not understand their responsibilities and national authorities who underestimated the extent of the risks being taken.

Michael Noonan said the report was also the story of an inept government who fuelled the trends instead of restraining them and that the unhindered growth of the bubble was not recognised and acted upon at a national level.

The Finance Minister said that the banks' boards did not

seem to know how banks are run at grassroots level. He said they did not seem to understand the risks of funding development projects.

The report found that the authorities did not recognise the early warning signs. The banks' auditors had a narrow function that did not include initiating challenging dialogue.

Former Finance Minister, Brian Lenihan, said that the report was damning about the regulatory authorities. He said the then Financial Regulator never made any preliminary assessments of the situation – but seemed to rely on the banks themselves to make key decisions.

The regulatory authorities had not engaged in any contingency planning.

Brian Lenihan claimed that the report did not find any failure on the part of the previous Government to provide the necessary resources and powers to those authorities.

IBOA General Secretary, Larry Broderick, said that the Union's own vision for change – which was adopted at IBOA's recent Biennial Delegate Conference – takes on even greater urgency in the light of the Nyberg Report," he said.

The Union aims to engage with Government on a number of initiatives for reform, including the following:

- The culture of banking should be radically changed to restore the fundamental values of prudence, integrity and stability, so that service to customers becomes the key priority rather than the pursuit of excessive profits;
- The governance of banking should be reformed by ensuring greater diversity on boards – including employee representatives; and by installing a charter for whistle-blowers with appropriate legal protections;
- Those who brought financial institutions to the brink of collapse should be held accountable for their actions;
- Remuneration practices within banking should be transformed by replacing sales-driven bonuses and awards based on target-driven performance criteria, with a new salary structure that prioritises skills, professional development, customer service, experience and judgment based



Finance Minister, Michael Noonan, pictured with the Nyberg Report. (Photo: Sasko Lazarov, Photocall-Ireland).

- on integrity and prudence.
- The regulatory and compliance environment should also be strengthened.

“Staff should not be scapegoated for the mismanagement of the industry: if any job reductions are necessary, they should be implemented on a voluntary basis, with terms in line with recent industry norms,” declared Larry Broderick.

IBOA will continue to make representations on these issues to Government, the

regulatory authorities and individual financial institutions

The IBOA leader has also backed the call for the establishment of a Special Dáil Committee of Inquiry into the banking crisis.

“This special committee should be empowered to call all of the key participants in the banking sector to appear under oath to clarify their precise role in the crisis so that lessons may be learnt to ensure that we never have to experience such a catastrophe again,” he said.

Investigation into Anglo nears end?

Although the criminal investigation into Anglo Irish Bank is 90% complete, according to Garda Commissioner, Martin Callinan – with two large files having been sent to the Director of Public Prosecutions – the parallel investigation by the Office of the Director of Corporate Enforcement still has some way to go.

Describing the progress of the ODCE investigation as “not at all satisfactory” – High Court Judge, Mr. Justice Peter Kelly, refused an application from the ODCE last week for a six-month extension of the Anglo investigation. Instead he agreed only to extend it until the end of July when he expected “much progress” to have been made.

The judge said the failure to prosecute possible criminal wrongdoing was doing nothing to instill confidence in the criminal justice system.

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Career Matters – providing comprehensive career management solutions for career choosers and changers at all stages of professional life.

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Different Class

The Women at Work Skillnet was short-listed for the 2011 Star Awards as part of the Aontas Adult Learners' Festival in the 'Learning for Work' category.

IBOA was one of the founding partners of the Women at Work Skillnet which has continued to provide training for many IBOA members.

Pictured with Michael D. Higgins and Noreen Fitzpatrick, Programme Support Manager, Skillnets, are (from left) Aileen Morrissey (MANDATE), Marian Geoghegan (IBOA), Alacoque McMenamin, Women at Work Skillnet Project Manager, and Frank Vaughan (ICTU).

IBOA is developing a number of training initiatives to be rolled out in 2011 and 2012. These initiatives will bring a new level of professionalism to IBOA's suite of training options and will be offered to IBOA Representatives at all levels.

IBOA Representatives will have new opportunities to undertake training courses which will be recognised and certified by an appropriate educational awards body.

There are a number of advantages to this new approach. The value of the training for the individual will be enhanced. The hard work that the participants put into the training course will be independently recognised in the form of credits or certification.

The new training plans will also help to deliver IBOA's organisational objective of building strong workplace organisation.

The Union's Executive Committee is fully behind the move towards a new level of professionalism in IBOA's training and has committed appropriate resources to its achievement.

Delegates at the Union's recent Biennial Conference in Croke Park, Dublin, have endorsed the new training plans for 2011 and 2012.

Skills for Union Representatives

A three-day training programme is being developed to cover important skills relevant to Union Representatives. The course will be accredited – so successful participants will receive a recognised certificate. There are three modules in the programme:

Module 1: The Role of the IBOA Representative

This module covers aspects of the role including communicating with members, organising in the workplace, one-to-one recruitment as well as the accreditation process and completing a learning record.

Module 2: Handling Members' Issues

This module covers handling meetings, handling members' problems, understanding disciplinary and grievance procedures.

Module 3: Industrial Relations

The third module gives participants a brief overview of employment law and an understanding of employment and industrial relations including workplace negotiations.

This programme will be piloted in Republic of Ireland in June. Participants in the pilot will be drawn from the various levels of the Union's structure – including IBOA

Representatives, Bank District Secretaries and Executive and Youth Committees.

New IBOA Accredited Training Centre

IBOA is developing new training procedures, assessment methods, quality assurance processes in order to meet the requirements laid down by national awarding bodies. IBOA will then apply to become a fully accredited training centre in its own right. This will enable the Union to develop and validate training programmes which meet the standards and also fit in with IBOA's objectives and strategy in training and development.

On-Line Training

As part of these new training initiatives, IBOA is developing an online distance learning module to provide basic information for IBOA Representatives. The internet will enable course participants to take part at their own convenience.

Education and Training for Members

As well as providing training for Union activists, IBOA also offers a range of personal development courses for members as one of the partner organisations in the Women at Work Skillnet.



IBOA's Equalisers



Some of the IBOA delegates to the recent ICTU Women's Conference (from left): Marian Geoghegan, Mairead Kelleher, Ursula Tighe, Irene Breen, Margaret Browne and John O'Gorman (Photo: Paula Geraghty).

THE POWER OF

At this crucial period in the history of Irish banking, it is vital that the independent voice of employees is as strong as possible.

In order to improve our bargaining power in the vital negotiations – with employers government and regulatory authorities – it is essential that members continue to build IBOA The Finance Union by encouraging their colleagues to join. Many members are already making the effort.

As a token of our appreciation for these efforts, the Union is offering a shopping voucher worth €50 (or £35) to any member who recruits three new members. It's a win-win for you: a nice reward and a stronger IBOA!

For more details, contact Gareth Murphy at IBOA House by phone at 01-4755908 (*from Republic of Ireland*) or 02890-200130 (*from Britain or Northern Ireland*) or e-mail: gareth.murphy@iboa.ie



If you keep us up-to-date, we can keep you better informed

All members should make sure that they inform IBOA House of any changes in their personal and employment data – such as changes in address, employment status, grade, etc.

This is particularly important since a change in employment status – such as moving to part-time hours, for example – could result in a reduced subscription rate.

Claims for a refund for any over-payment of subscriptions – which might arise in such cases – can only be backdated to cover a maximum of two years.

You can check your key membership details by logging on to the Members Only Section of the Union's websites at either www.iboa.ie/members/profile/ or www.iboa.org.uk/members/profile/ and make any changes online.

Or if you prefer, you can contact the Union's Membership Department:

- by letter to IBOA House, Stephen Street Upper, Dublin 8;
- by e-mail to info@iboa.ie; or
- by phone to 00-353-1-4755908 or 00-44-2890-200130.



IBOA TV News

Union launches web-based service

The Union has launched a new information service for members providing news and comment in the form of video bulletins which are available on the Union's two websites. This new initiative is the latest addition to the range of information services provided by the Union.


The short news bulletins cover a number of stories – in order to provide members with a quick summary of the major developments involving the Union.


The news items are sometimes interspersed with advertisements for some of the special offers on various goods and services – available to IBOA members. So the whole package is informative at a number of levels.

Members will be able to acquire further information from the many written items which are posted on the websites in the form of press releases, circulars and other notices.


Access to this new service is through the Union's two websites – www.iboa.org.uk and www.iboa.ie.

While most of the news bulletins are likely to be available for everyone to view, some of the broadcasts may be located within the Members Only section of the sites, depending on their content. Access to the Members Only section requires the individual's IBOA membership number – which is listed on the address cover sheet accompanying every issue of *Spectrum*.





Pinnacle Driving School is a national driving school with instructors in Dublin, Belfast, Cork, Galway, Lime ick and Bray. All instructors are ADI-qualified and our pass rates are at least 15% above the average in all test centres.



IBOA members can avail of the special offer price of only €30 per lesson – rather than the normal price of €35). For further information on how to avail of this special price, please check [www.iboa.ie/ members/](http://www.iboa.ie/members/) or [www.iboa.org.uk/ members/](http://www.iboa.org.uk/members/).

This offer is also available to IBOA members buying gift vouchers for a third party. Unlike other gift vouchers, Pinnacle's do not have an expiry date. So they can be redeemed at any time in the future.

**Information is power.
Tap into the source.**



Check out www.iboa.ie or
www.iboa.org.uk for all the
latest news and much more

Protecting your future income

Pensions are the second most important benefit of employment, after salary, and IBOA, along with our Trustees, continues to work to ensure fair outcomes for our members.

The pension schemes that will provide retirement income for thousands of our members and their families have been under unprecedented pressure in recent years.

Even before the recent financial crisis played havoc with the value of pension schemes worldwide, the general trend towards increasing life expectancy was already leading to demands for reviews to ensure that the schemes had sufficient funds to provide for the extended years enjoyed by pensioners.

The crisis has added a new urgency to these reviews – which have already revealed substantial funding deficits which have generally been addressed by one or more of the following:

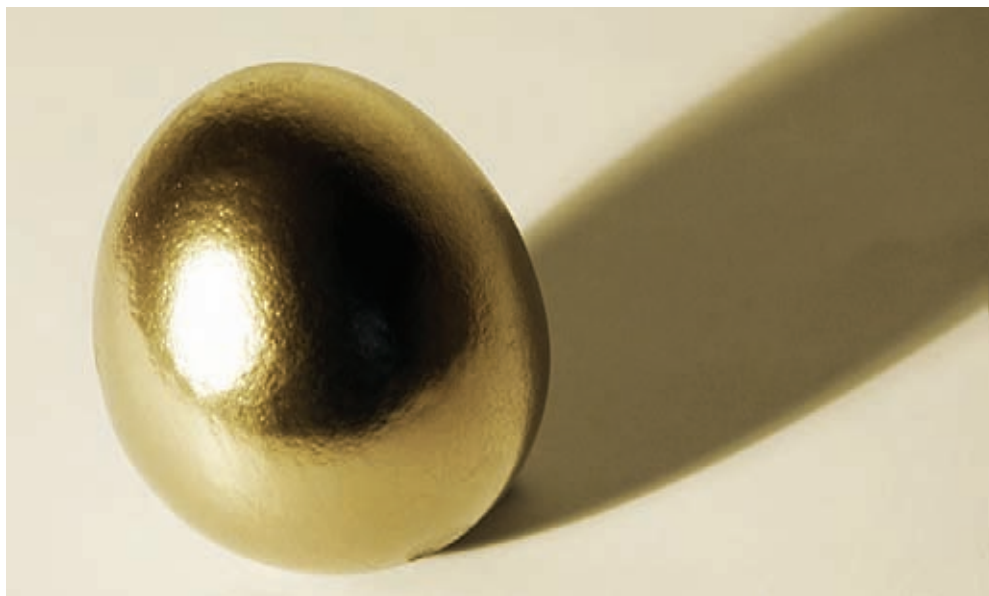
- increasing contributions from the employer;
- increasing contributions from the employee;
- reducing the scheme's liabilities by restructuring the benefits available for future and/or existing pensioners.

With many Defined Benefit pension schemes in both the Republic of Ireland and the UK experiencing significant difficulties in recent years, Trustees have a very challenging task to address these problems while at the same time protecting the members' interests.

In Defined Contribution schemes the challenges are very different as the scheme members bear all the risk that their pensions contributions may not provide an adequate retirement income.

As the recognised trade union in the financial services sector, IBOA takes a very responsible approach to the challenges faced by the pension schemes and, through the member nominated trustees (MNTs), plays a significant part in addressing the problems.

The complexity and governance associated with the running of an occupational pension scheme has continued to increase and MNTs find themselves under increasing pressure in terms of both time and knowledge.



DO NOT READ THIS!

**NO-ONE IS EVER INTERESTED
IN PENSIONS, RIGHT? WELL,
NOT UNTIL IT'S TOO LATE.**

**SO WHY SHOULD YOU
BE ANY DIFFERENT?**



Your Trustees

Pension schemes established under trust are legally required to provide for at least one-third of Trustees to be member-nominated. While the process is different between the two jurisdictions and among different banks, the requirement is absolute.

Accordingly, members can take comfort that in all Defined Benefit schemes there are fellow IBOA members working in your interests as a scheme member.

Member-nominated Trustees often provide a more trusted channel of communications for members and are more in tune with the mood of the scheme membership.

What does a Trustee do?

Clearly a Trustee must have an interest in the running of the employer's scheme and a desire to serve the interests of fellow members. The issues facing schemes in the financial sector include funding, governance and operational challenges in the current regulatory climate.

As these are significant issues to address, Trustees need to have:

- an ability to challenge advice from professional advisors;
- integrity and a capability to use judgement and discretion based on common sense and experience;
- an appreciation of the strategic issues;
- attention to detail; and
- an ability to interact at all levels.

Ideally a reasonable level of knowledge and understanding should be evident and a clear commitment to enhance those levels over time. It is only through ongoing training that Trustees can develop the key competencies of the role.

Why are there employer-nominated and member-nominated Trustees?

While all trustees have a legal duty to fulfil and to ensure that schemes are run in accordance with the scheme rules, MNTs can offer a different perspective and point of view as well as greater freedom to challenge the employer.

MNTs are a valuable conduit for members to raise concerns and questions with those responsible for running their pension scheme. MNTs are often seen as a more approachable and readily accessible source of information and advice.

In the current climate of uncertainty and of benefit changes, it is vital that scheme members get an understanding of future implications.

Defined Contribution Schemes

In the expanding world of Defined Contribution (DC) schemes, the ultimate goal is that each member's investment account is sufficient to purchase an annuity that provides a reasonable level of pension income during retirement.

In DC terms this means that the investment performance has delivered the growth required over the investment period to

build on the employer/employee level of contributions.

The real world challenges for MNTs in DC schemes are that often the member/ employer does not contribute sufficiently, the annuity rates are expensive and/or the investment returns are disappointing.

Any combination of these factors can have a devastating impact on the member's pension.

Defined Benefit Schemes

Defined Benefit (DB) Trustees have the responsibility of delivering the pensions promise to retiring DB members and accordingly their focus is often on funding/ recovery plans.

The scheme and the Trustees must also be concerned with longevity risk, interest and inflation risks alongside investment returns.

With DB schemes the Trustees have to be concerned about the continued support of the sponsoring employer and the corrective levels of contribution.

It can be challenging to balance the contributions into the scheme with the employers capability and willingness to contribute.

For more information, see www.iboa.ie/services/pensions.html or www.iboa.org.uk/services/pensions.html

Small Ads Big Choice
Holiday Apartments to Rent

Adverts placed for IBOA members by IBOA members

Check out the IBOA websites:
www.iboa.ie/services/smallads.html or
www.iboa.org.uk/services/smallads.html



Play safe - work safe

The IBOA Safety, Health, Welfare and Security (SHWS) Committee aims to work with members and employers to create healthier, safer working environments for everyone.

IBOA has produced guidelines on your rights under health and safety legislation in the Republic and Northern Ireland. These can be accessed on the IBOA websites by following these links:

ROI: www.iboa.ie/knowyourrights/yourrightsroi/healthsafety.html

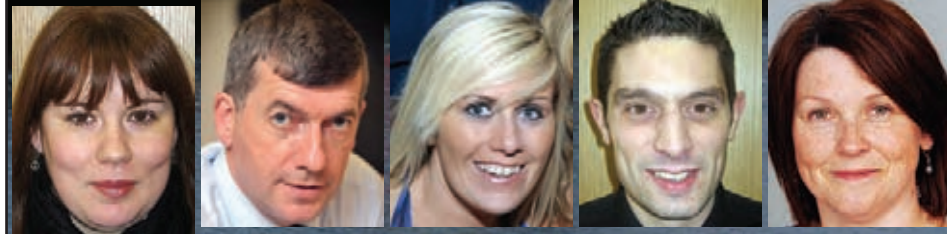
NI: www.iboa.org.uk/knowyourrights/yourrightsni.html

If you have any questions or concerns about health and safety in your workplace, please contact a member of your local health and safety committee in the first instance.

If there is no health and safety committee in your workplace, please contact a member of the IBOA SHWS Committee below:

Elaine Barker (BOI), Carmel Curran (FTB), Margaret Power (BOI-GB), Etain Ryan Lyons (AIB), Jaynette Stirling (Ulster NI), Robert Thompson (NBL) and Kate Varley (AIB) – together with Senior Industrial Relations Officer, Steve Tweed.

You can contact all of these by e-mail at safety@iboa.ie or by phone at 00-353-(0)1-4755908 or 00-44-(0)2890-200130.



Members of the Union's new safety committee in Ulster Bank (from left: Sinead Murphy, Tommy Kennedy, Suzanne Savage, Chris Linton and Jaynette Stirling). Bank District Secretary, Vinnie Gallagher completes the line-up.

New health and safety structure at Ulster Bank

A new health and safety representative structure has been agreed between IBOA and the management of Ulster Bank.

Under the agreement, the Union's Bank District Secretaries in Ulster Bank will also serve as Health and Safety Representatives for the members in their constituencies.

As Health and Safety Representatives, they will not only assist in framing health and safety policy and practice within Ulster Bank – but also investigate hazards and make representations to management on matters affecting the health, safety and welfare of employees in the workplace.

These duties will involve these representatives in a programme of regular inspections – with follow-up reports to the Union and management.

To enable the Reps to carry out their functions effectively, the Bank has agreed to provide various facilities including access to relevant health and safety documentation, and appropriate administrative support such as phone, e-mail, photocopying and secure filing, as well as paid time off and travel expenses to enable them to conduct inspections or attend meetings.

The Bank has also agreed to facilitate the Reps' attendance at approved training courses – both in their overall role as well as in specific safety concerns such as hazards associated with display screen equipment and stress management.

Senior Industrial Relations Officer, Steve Tweed – who also acts as IBOA's Health and Safety Co-ordinator, described the new agreement as "a major advance."



IBOA's Health and Safety Co-ordinator, Steve Tweed.

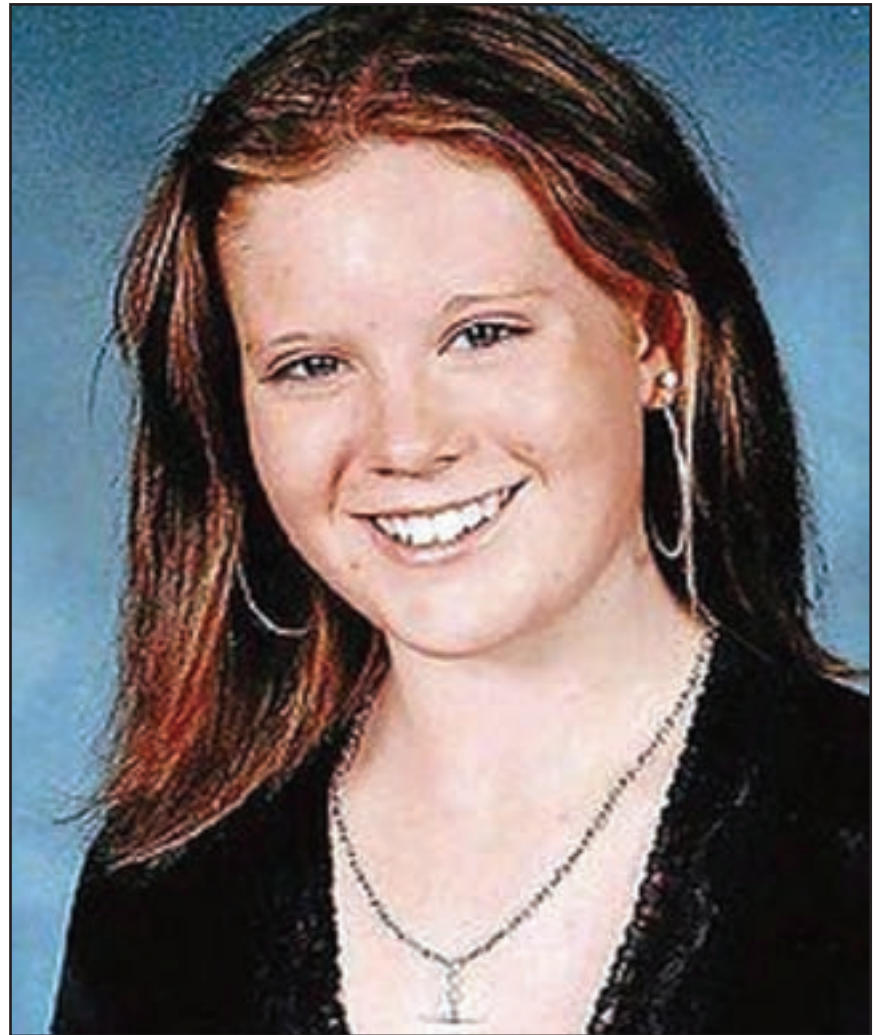
New penalties for workplace bullying to be introduced by an Australian state government have been welcomed by unions. But they are warning that employers must be accountable for providing safe workplaces in which bullying does not occur in the first place.

Employers, governments and workers have a shared responsibility to make workplaces safe, secure and free of harassment, said Ms. Ged Kearney, President of the Australian Council of Trade Unions.

She added that the new Crimes Amendment (Bullying) Act, being introduced in the state of Victoria, was an important signal and would mean bullies could face up to 10 years' jail.

"These laws will hopefully help deter people from undesired behaviour but it shouldn't suggest to employers that it's no longer their job to provide a safe workplace for all employees," Ms Kearney said.

"Every workplace should have policies and procedures to deal with bullying and harassment, as it's essential for employers to provide a safe and harassment-free environment for all their workers."



Brodie's Law

Workplace bullies could face ten years in jail in Australia

Ms Kearney said she hoped the increased penalties would deter people from bullying, but she wanted the government to also send a strong message to employers that holding individual bullies to account would not absolve workplaces of their obligations.

"Bullying is a scourge in the workplace which unions are determined to wipe out," she said.

"We must all work together to stop it occurring, but employers cannot shirk their responsibility and turn a blind eye."

The union leader concluded: "Ultimate responsibility for providing a safe workplace is with the employer and in no way should new laws absolve them of that responsibility, or of their liability. Criminal sanctions alone will not necessarily change a poisonous workplace culture."

Brodie's Tragedy

The law, which only applies in the state of Victoria, was introduced after the suicide of 19-year-old Brodie Panlock, a waitress who jumped to her death in September 2006 after humiliating and relentless bullying by her co-workers at Cafe Vamp in Melbourne.

She was spat on, called fat and ugly and, on one occasion, had fish oil poured all over her hair and clothes. One of the bullies even told her to take rat poison.

Former Vamp employees, Nicholas Smallwood, Rhys MacAlpine and Gabriel Toomey all pleaded guilty in Melbourne Magistrates' Court to failing to take reasonable care for the health and safety of persons.

The cafe's owner, Marc Luis Da Cruz, and his company MAP Foundation also pleaded guilty to two charges, including failing to provide and maintain a safe working environment.



IBOA General Secretary, Larry Broderick, articulates the Union's vision for fundamental reform of the financial services sector (Photo: Leon Farrell, Photocall-Ireland).

A Vision for A Change

Biennial Delegate Conference demands say for staff in future of financial sector

IBOA The Finance Union has begun a round of intense talks with key figures in the financial services sector – after delegates to the Union's Biennial Delegate sought high-level engagement with Government and regulatory authorities to discuss the recent outline approach of the Minister for Finance as well as the proposals for over 2,000 job losses in AIB Group.



A section of the attendance at the Biennial Delegate Conference in Croke Park, Dublin.

Union in high-level talks

Restructuring must include fundamental reforms

Following the call by the Union's Biennial Delegate Conference for high-level engagement with key figures in the sector, the Union has already met the Republic's Tánaiste and Labour Party Leader, Eamon Gilmore; the Head of Financial Regulation, Matthew Elderfield; and John Corrigan, Chief Executive of the National Treasury Management Agency. In addition a Union delegation also met the Leader of Fianna Fáil, Micheál Martin, recently. The Republic's Finance, Minister, Michael Noonan, has also agreed to meet the Union shortly.

IBOA General Secretary Larry Broderick told over 150 delegates to the Union's Biennial Delegate Conference in Croke Park last month that the job losses proposed for AIB alone would be the equivalent of a major multi-national company pulling out of Ireland: with further redundancies likely in other institutions in the coming months.

"In any other circumstance," said the IBOA leader, "the response to such a catastrophe would be an employment task force to explore alternative employment opportunities, training initiatives, counselling and other services. But a more wide-ranging engagement with Government is also necessary to reflect upon the profound implications of what lies ahead for our members – especially since it comes on top of over 7,000 job losses in the financial services sector in the last two years.

Outlining *A Vision for A Change* in the financial services sector, Mr. Broderick called for a tripartite agreement between Government, employers and staff to underpin the change agenda. He also called for new corporate governance structures to improve diversity of representation on the boards of major financial institutions – as well as higher standards of probity.

"We also need strong legal protection for whistleblowers –

and a major change in the operating culture towards service-driven goals rather than the narrow pursuit of profit maximisation.

"Perhaps if these elements had been in place years ago – as IBOA demanded at the time – then many of the problems now confronting this industry and this country would have been avoided," he said.

Other elements of the vision outlined by Mr. Broderick include a stronger emphasis on regulation and the clarification of the role of foreign-owned banks – especially since the number of domestic institutions is to be reduced to two.

The Union is also seeking the amendment of the emergency banking legislation, introduced in the Republic just before Christmas. IBOA wants to change this law to ensure that the employment protection afforded to workers in other sectors is restored to workers in the financial services sector.

“ quick

The crisis in the banking system in Ireland and Britain is the most serious challenge ever encountered by IBOA or the financial services sector.

In these circumstances there is a real danger that finance staff will be seen, at best, as collateral damage or, at worst, as part of the problem.

The challenge to IBOA is to change that perception in order to protect the maximum number of jobs in the financial sector.

John Burns, Ulster Bank, Outside Belfast

The rank-and-file staff in AIB did not create the problems facing AIB. That was the achievement of our so-called leaders – who through a combination of arrogance, self-denial and self-delusion mismanaged the institution to the point of bankruptcy under the never-watchful eye of an impaired regulatory system and following a lamentable failure of Government oversight that has not only betrayed the staff and the customers of AIB – but the country as a whole.

Jessie Doherty, AIB West

Target-setting is now a policy based on 'no carrot and all stick.' As well as being bullied in this way, bank staff are still expected to convey each new twist in the institution's message to customers without question – even though previous messages to customers about the financial health of the institution have proven to be patently untrue.

Sharon McAuley, First Trust Bank, Belfast

quotes”



Jim Lacey, former Chief Executive of National Irish Bank

Wheels of justice grind slowly indeed!

The protracted legal proceedings against the former Chief Executive of National Irish Bank, Mr. Jim Lacey, over various scandals in the 1990s drew a strong comment from the Union's Danske Group Officer, Robert Thompson, at the Conference.

"Mr. Lacey has just been declared unfit to practice in a financial institution into the future," he said, "following a finding of 'gross negligence' in relation to the over-charging and tax evasion scandals of the 1990s. It has only taken thirteen years to disqualify him!"

"So by those standards, it is still early days yet – after a mere two and a half years since the start of the banking crisis – for any charges to be brought against those responsible for a far greater scandal that has imposed an unacceptable burden on this State.

"The wheels of justice turn exceedingly slowly in this part of the world – especially, it seems, if you are well connected," he added.

Outgoing President saddened at finance sector's pariah status

"As a bank official with over forty years' service," outgoing Union President, Margaret Browne, told the Conference, "I am saddened by the transformation in the financial services sector which has wrought so much damage to the economic and social fabric of these islands.

"Even though IBOA was seriously concerned at the emerging trends long before the collapse, neither we, as a union, nor our members, as employees, have ever been encouraged to challenge the 'group think' which has been so widespread in our industry – right up to this day.

Banking is like a "poorly run army"
"The prevailing culture of banking reminds me of a very poorly run army – just do as you're told, don't ask questions and, above all, don't complain," she said.



Margaret Browne, Outgoing Union President

"That mentality is responsible for the lack of diversity in the governance structures in the financial service sector: it is also the reason why there is no effective protection for the whistle-blowers who might expose the recklessness at the top.

"Maybe if these missing elements had been present, many of the outrageous decisions that have contributed to the destruction of the banking sector could have been avoided," she added.

Discounts
special offers
EXCLUSIVE
for your eyes only!

For information on the latest offers for IBOA members, log on to: www.iboa.ie/members/otherservices.html or www.iboa.org.uk/members/otherservices.html



Jessie is new President

"Through all the gloom and the darkness of the last few years," declared the Union's new President, Jessie Doherty, "the one bright light has been IBOA – a David among the Goliaths but still more than able to hold our own. And what Goliaths! Big chiefs with big egos and feet of clay!

"One lesson I hope our members will learn from the last few years is that in this industry above all, no-one – and certainly not senior management – has all the answers. If it seems wrong, challenge it. Don't allow yourselves to browbeaten. Indeed if your supervisors have to resort to bullying, then it almost certainly is wrong," she said.

"We are looking for a new ethos, a new culture and a vision for a change!"

IBOA's new President is a Senior Bank Official based in AIB Bank, Carrick-on-Shannon, Co Leitrim. She joined IBOA in 1978 and has been a member of the Executive Committee since April 1999.

The Union's AIB Group Officer from 2001 to 2007. Jessie was elected as Honorary Finance Officer in April 2007 before being installed as President at the Biennial Delegate Conference.

Apart from IBOA and her husband, Kevin, Jessie's other great passion is golf. Her sporting successes include winning the ladies' competition last year in the IBOA Golfer of the Year tournament at Glasson near Athlone.



IBOA's new President, Jessie Doherty

“ quick

These Titans of Irish banking became the Titanics of Irish banking, or perhaps more accurately the icebergs!

They have brought the financial services sector – and the country – to the point of total collapse.

Ciara Clarke, AIB Dublin

The damage inflicted on our economy, on our society and on our collective psyche has been profound. The scars will take a long time to heal.

We need redress – because... as long as the public are left with the impression that the people who wrecked the economy may actually get away relatively unscathed, then we will all be viewed as guilty by association. And the unjustified abuse and mistreatment of bank officials will continue.

Siobhan MacDermott, Bank of Ireland Dublin

The (creation of the) Forum (on Banking) was desirable back in 2004 when IBOA first proposed it: it is absolutely essential now – to chart the recovery of Irish banking and restore credibility in our institutions both nationally and internationally.

Nora-Ann O'Callaghan, Bank of Ireland Tralee

While the Minister's plan may look neat and tidy on paper, our members cannot live on paper... Most of us are lifers – or would like to be! We are not here-today-gone-tomorrow executives who are looking for the next big career move.

Liam Ross, Bank of Ireland, Outside Belfast

quotes”

Sharon is new Finance Officer



The Union's new Honorary Finance Officer is Sharon McAuley (above) who is employed by First Trust Bank.

Sharon has over 25 years' banking experience including twelve years working in various Branches.

More recently, she has worked in FTB's marketing department with responsibility for PR and sponsorships

Sharon worked on the customer communications element of the 'Chip and PIN' project in 2003. She has also worked for five years in Card services marketing with responsibility for key marketing and compliance messages to the customer.

First elected to IBOA's Executive Committee in 1995

as the Special Women's Representative for AIB UK, Sharon was subsequently elected as one of two Executive members for FTB's Belfast and District constituency.

As such she has been involved in the evolution of the Partnership Principles within AIB Group.

A Trustee of the AIB UK Defined Benefit pension scheme since 2008, Sharon was elected Honorary Finance Officer last month in succession to Jessie Doherty.

Sharon's daughter, Claire, is studying to be a teacher.

conference: call



Robin Bell
FTB Belfast



Carmel Curran
FTB Outside Belfast



Aisling Reilly
Allied Irish Bank (GB)



Neasa Cody
AIB South East



Mick Durand
AIB North-West



Roger James
AIB Dublin



John O'Gorman
AIB Dublin

AIB Group



Séamus O'Keeffe
AIB South West



Etain Ryan Lyons
AIB Dublin



Ursula Tighe
AIB South



Kate Varley
AIB Dublin



Kerry Christie
Ulster Bank Belfast



Renee Dolan
Ulster Bank Outside Dublin

Ulster Bank Group

EXECUTIVE LINE-UP

The Union's recently elected Executive Committee – which will hold office until 2013 – was ratified by last month's Biennial Delegate Conference at the Croke Park Conference Centre in Dublin.

The new Committee consists of fourteen members from AIB Group, twelve from Bank of Ireland Group and six each from the Danske and Ulster Bank Groups.



Claire Walsh
AIB Group Officer



Sharon McAuley
Honorary Finance Officer



John Burns
Ulster Bank Group Officer



Tommy Kennedy
Honorary Secretary



Ian Perth
Ulster Bank, Greater Dublin



Jaynette Stirling
Ulster Bank Belfast



EXECUTIVE UP

A majority of the members of the new Executive Committee are women.

One further addition to the Committee will be the Chairperson of the recently elected Youth Committee, which will meet soon to fill that particular vacancy.

IBOA General Secretary, Larry Broderick, also sits on both the Executive Committee and the Officer Board (*whose members are included in the dotted area below*).



Elaine Barker
Bol Galway/Sligo/Donegal



Dominic Boyd
Bol Belfast



Irene Breen
Bol Dublin Retail



Brendan Hannon
Bol Dublin Departments



Mairead Kelleher
Bol Limerick/Tralee



Stephen Kennedy
Bol Cork



Jessie Doherty
President

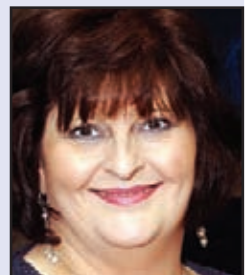


Dave Keane
Bank of Ireland Group Officer



Ciaran Mahon
Bol Dublin Departments

Bank of Ireland Group



Margaret Power
Bol Great Britain



Robert Thompson
Danske Group Officer



Pat Carson
Northern Bank (Belfast)



Liam Ross
Bol NI Outside Belfast



Ger Rowan
Bol Dublin Retail



Tom Ruttledge
Bol Mullingar/Portlaoise/Dundalk



Moya Cotton
Northern Bank (Outside Belfast)



Eileen Gorman
Northern Bank (Belfast)

Danske Bank Group



Chris Cavanagh
National Irish Bank (Dublin)



Fionnuala Duignan
National Irish Bank (Outside Dublin)

New Executive Committee Members



Neasa Cody

Neasa Cody AIB South East

An AIB employee and IBOA member since 1973, Neasa Cody has been worked in Tipperary Town and Nenagh before taking on her current role as Relief Staff.

Within IBOA, Neasa has served as an IBOA Representative, as a Bank District Secretary and as an Executive Committee member in the past. She has also been on the Union's National Sports and Social Committee.



Mick Durand

Mick Durand AIB North-West

Mick Durand also took up employment with AIB in 1973 – joining IBOA in the same year.

Mick's career in AIB has been based in the Galway area – serving in Tuam and Eyre Square.

As a Union activist, Mick has been an IBOA Representative and a Bank District Secretary. He has also served previously on the Union's Executive Committee.



Séamus O'Keeffe

Séamus O'Keeffe AIB South West

An AIB employee and IBOA member since 1974, Séamus O'Keeffe has worked in the Mid-West in Shannon and Limerick City.

Within IBOA, Séamus has previously served as a local IBOA Representative and as a Bank District Secretary.

He is now embarking on his first term as an Executive Committee member.

Get up Stand up

New IBOA Youth Committee elected

Young workers face particular challenges in this crisis and IBOA's new Youth Committee is prepared to raise these issues and represent young members' concerns.

The new IBOA Youth Committee was ratified at the recent Biennial Delegate Conference and will meet early in June to continue the work of previous committees.

This new committee takes up office in the midst of the greatest crisis in banking IBOA members have ever faced.

Young workers are confronting an increasingly uncertain future with serious concerns for their job security, pay and pension provision.

Members also face an increasingly stressful work environment with an aggressive sales culture that has not gone away. Rather than learning from the past, senior managements – with the apparent acquiescence of Government – seem to be prepared to push staff even further down the sales route.

IBOA Youth aims to highlight these issues to the Union's Executive Committee along with the demand for reasonable and fair working conditions and respect for all staff and will put in place actions to meet the needs of young members.

Out of this committee IBOA Youth will elect a Chairperson to take a seat on the Executive of the Union.

This new committee will prioritise a number of areas of work including encouraging colleagues to join IBOA, encouraging young members to participate in the Union and become IBOA Representatives and ensuring that young workers stand up for themselves and with the support of IBOA do not accept or tolerate any form of bullying or inappropriate pressure.

IBOA General Secretary, Larry Broderick, is keen to begin working with these young activists to encourage even greater youth participation in the Union's structures.

The new Youth Committee consists of:

AIB Group
Ciara Clarke
Derek MacManus
Rebecca Craughwell
Alan Challis

Bank of Ireland Group
Imelda Boyle
Zoe O'Neill
(plus two more vacancies to be filled shortly)

Ulster Bank Group
Kieran McCann
Suzanne Savage

Danske Bank Group
Michelle Gibson
(plus one more vacancy to be filled shortly)





CONFERENCE IN PICTURES

Top left: Outgoing President, Margaret Browne, presents the chain of office to her successor, Jessie Doherty.

Centre (right): Union General Secretary, Larry Broderick, is interviewed for RTE Television News.

Bottom left: IBOA's outgoing President, Margaret Browne, applauds one of the contributions from the floor.

All photos: Tommy Clancy.



Top right: Sharon McAuley addresses the delegates.

Bottom right: Elaine McRoberts and Eileen Gorman (both from Northern Bank) pay close attention to the proceedings.

All photos: Tommy Clancy.





Good day, Irene

Irene Breen (above) has been elected as the Union's new co-ordinator for sports and social events. Members can contact Irene, c/o IBOA House, Stephen Street Upper, Dublin 8.

Make a date...



Go Ape at the Zoo with IBOA

On production of your IBOA membership card, you will be entitled to free admission at the main gate for two adults and four children (or one adult and five children) on the three IBOA family days at the following zoos:

- Dublin Zoo: Saturday, September 3**
- Fota Park, Cork: Saturday, September 3**
- Belfast Zoo: Saturday, October 1**

IBOA GOLFER *of* THE YEAR 2011

MEN'S AND LADIES' STABLEFORD COMPETITION



GLASSON, ATHLONE, CO. WESTMEATH
FRIDAY 19/SATURDAY 20 AUGUST 2011
ENTRY FEE: €160*

*INCLUDES TWO NIGHTS' BED & BREAKFAST AND DINNER AND PRESENTATION OF EXCELLENT PRIZES ON SATURDAY NIGHT

IBOA Golfer of the Year 2011

Name.....

IBOA Membership No./Staff No.:.....

Employer:

Branch/Department:.....

Address for Correspondence:

.....

.....

.....

Men's/Ladies' Competition *(delete as applicable)*

Handicap:..... (Maximum for men: 20; for ladies: 36)

Cheque enclosed: €.....

Please return to Anna or Louise, Sports and Social Department, IBOA The Finance Union, IBOA House, Stephen Street Upper, Dublin 8. Closing Date for Receipt of Entries: Friday 12 August 2011.

THE IRISH BANKERS' CLUB

IBOA HOUSE, STEPHEN STREET UPPER, DUBLIN 8

BAR OPENING HOURS:

Tuesday-Saturday – 4.30pm till late.

Sunday-Monday – closed.

CLUB BOOKINGS

Special Offer 2011

Club members, their friends or family members can book the Club for any party or social event for just €100 during May, June, July and August

DON'T MISS OUT – BOOK TODAY!



UPCOMING CLUB DRAW NIGHTS

Friday May 27:

1st Prize – Two weeks holiday for two to Croatia

Friday June 24:

1st Prize – Two weeks holiday for two to French Riviera

Thursday July 28:

1st Prize – Two weeks holiday for two to French Riviera

Each Month

2nd Prize: €300,

3rd Prize: €250 4th Prize: €200

Draws at 9pm.

Bar Food each night 5pm-10pm
plus Big Attendance Prizes on
Monthly Draw Nights

CLUB MEMBERSHIP

New members welcome. Join now and enjoy free membership until September 2011 – cost then only €20 per annum.

Facilities include:

- Special room hire rates
- Bar and meeting room facilities.
- Catering and DJ facilities available
- Big screen for all sporting occasions

Don't miss out – Join today!

Copy and complete the application form below and return it to Honorary Secretary, Michael Martin at the address above.

APPLICATION TO JOIN CLUB

Name:.....

Male/Female (*delete where applicable*)

Employment:.....

Branch/Dept:.....

Bank Account Details

Bank & Branch:.....

NSC:.....A/c No.....

I hereby authorise you to debit my account with the annual subscription for Club membership. I agree to be bound by the Rules of the Club and accept the appropriate annual adjustment when applicable. Notification will be forwarded in writing if I wish to cancel this mandate.

Signed:.....Date:.....

Please return to Michael Martin, Honorary Secretary at the address above.

THE PLACE TO PARTY IN 2011

- Reduced Room Hire Rates
- Birthday Parties
- Going Away Nights
- Table Quizzes, Race Nights
- Parties and Christenings
- Catering and DJ Facilities Available
- We can cater for numbers up to 120
- Full Bar Licence – Extension Available
- Why not book or call in and look around?

Call 01-4758970 10am-12noon or after 5pm.

THE PERFECT PARTY VENUE

Results of recent Bankers' Club draws are posted on the IBOA websites:

www.iboa.ie/services/sportsandsocial/bankersclub.html

www.iboa.org.uk/services/sportsandsocial/bankersclub.html



Staff left in the dark...



AIB Group Executive Chairman, David Hodgkinson, announces proposals to make over 2,000 more staff redundant (Photo: Photocall-Ireland).

... as AIB proposes massive job cuts

The announcement that AIB Group plans to axe at least 2,000 more jobs by the end of 2012 – on top of a similar number of jobs that have already been shed by AIB – has stunned many employees, according to Larry Broderick, General Secretary of IBOA The Finance Union.

However, the lack of detail in the initial announcement and in the subsequent engagement with IBOA has only served to add to staff's sense of uncertainty about their future.

IBOA has asked for greater transparency and clarification about the Bank's precise intentions in the interests of both staff and customers.

"Our members in AIB are angry that they are being made to pay the price for the reckless mismanagement of the Bank by an elite group of bosses – many of whom have long since left the institution with extremely generous golden handshakes to see them comfortably into retirement," said Mr. Broderick.

"The ordinary staff in AIB are in no way responsible for the Bank's disastrous

predicament. But it appears that many of them will now be sacrificed in a crude attempt to resolve it.

"These staff are more than collateral damage: they are hard working men and women with families who are facing a very bleak future with few immediate opportunities for re-employment within the financial service sector in this country," he added.

The Union has begun a round of lobbying of key figures in the financial services sector in order to protect the maximum number of jobs in AIB.

Independent Mediators' Reports

In a related development, the two independent mediators who were jointly agreed by the Union and the Bank to facilitate negotiations on an outline framework of principles to underpin any subsequent agreement on the restructuring of AIB have both issued interim reports to the Bank management and the Union.

Mr. Mark Connaughton, SC, covering the Republic of Ireland, and Mr. Liam Deane, covering AIB UK, have each outlined a

number of core principles to govern the progress of future discussions.

While they acknowledge the differing approaches of the parties to the related issues of job reductions and severance terms, the two mediators note that the best way to achieve a voluntary reduction in staff numbers is to have reasonable severance terms in place.

The two mediators have also recommended that further discussions on these issues should be in line with the Partnership Principles previously agreed between IBOA and AIB. They advocate a voluntary – as opposed to compulsory – approach to job reductions on terms to be negotiated within current industry norms.

The mediators have also recommended that immediate discussions take place on the issue of culture.

Noting that little progress has been made on the issue of contractual pay, the mediators recommend a review within three months, unless there is greater clarity about the Bank's plans.

They also urge further negotiations on similar issues affecting call centre staff to be initiated within three months.

Staff in AIB and other domestic banks remain shocked and angry at the recent revelation that AIB Group's former Managing Director received total payments of over €3 million last year on his premature departure from the Bank.

"The excessive rewards which continue to be paid to those at the top of the banking sector for leading these institutions to the verge of bankruptcy beggars belief," said IBOA General Secretary, Larry Broderick.

"The justification for these payments is that they are contractual entitlements which must be honoured. Thousands of our members also have contractual entitlements to pay awards which are far more modest in nature. But the Bank has steadfastly refused to honour these contractual awards.

"In AIB's Call Centres in Swords, Naas and Belfast, staff were deprived of their contractual entitlements just before Christmas. These staff who are on low pay rates are extremely angry at this revelation.

"The injustice in this situation is compounded by the fact that this revelation comes just one week after Mr. O'Doherty's successor announced his intention to make over 2,000 staff redundant," Mr. Broderick continued.

"Restructuring is not only about the number of staff leaving the bank; it is also about ensuring that the morale of the staff who will remain is maintained so that they can give of their best to promote the recovery of the business.

"Every revelation of this culture of excess at the top is a hammer blow to ordinary banking staff. That is why when we meet the Minister for Finance shortly,



AIB's former Managing Director, Colm Doherty
(Photo: Eleanor Keegan/Photocall-Ireland).

we will be pointing out that it is not enough to restructure the financial sector at the institutional level, we also need a radical transformation of the culture of banking so that in future awards are given for behaviour which underpins prudential values and customer service rather than the current situation where recklessness is incentivised and failure rewarded.

"In the meantime, frontline staff will once again have to bear the brunt of the general public's anger – even though they are in no way responsible for the former Chief Executive's remuneration just as they are in no way responsible for the reckless decision-making that caused the current catastrophe," concluded Mr. Broderick.

HYHO.ie

Hyho Travel provides a range of special deals for IBOA members.

Check the IBOA website for details of the latest offers on holidays for destinations worldwide, as well as specialised golf trips and sports packages.

For every booking made on the Hyho site or via our dedicated call centre, Hyho Travel will donate between 10% and 20% of its agency commission to a charity, school, club or community organisation of your choice at no extra cost.

Check the latest offers through www.iboa.ie/s/7 or www.iboa.org.uk/s/7/.

You'll need your IBOA membership number to log on!



Bank of Ireland Governor, Pat Molloy (right) addresses the Bank's recent Extraordinary General Meeting with Group Chief Financial Officer, John O'Donovan (left), and Chief Executive, Richie Boucher (centre) (Photo: Sasko Lazarov/Photocall Ireland).

Bonus of contention rocks BOI

Staff angry at extraordinary payments to elite

Staff in Bank of Ireland were shocked and disappointed at the outcome of the recent investigation by the Department of Finance which has revealed that bonuses worth over €66 million have been paid to an elite group of the Bank's senior executives in recent years.

Over 1,500 Bank of Ireland staff wrote to the Bank's Governor, Mr. Pat Molloy, expressing concern at the revelations in the following terms:

Dear Mr Molloy

I am writing to you to register my anger and frustration following the recent announcement about the payment of bonuses to an elite group within Bank of Ireland.

As a loyal hard working employee, I believe it is vitally important that Bank of Ireland remains independent and viable and returns to a profitable position as soon as possible.

To this end, my colleagues and I have made a number of sacrifices at significant cost to us. These included changes to our pension arrangements, acceptance of a pay freeze and more importantly non-payment of performance related bonuses.

We accepted the view of our Chief Executive, Mr Boucher, that it was important for everyone employed by Bank of Ireland to share the burden at this crucial time.

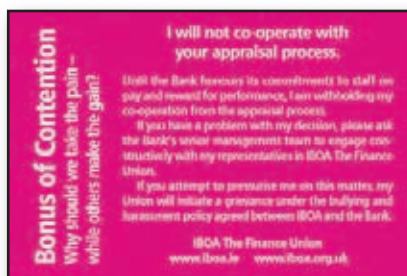
We now discover that the majority of staff who are vital to the success of the business are the only ones that have to share the burden. These are the same staff

who face the public on a daily basis and are working extremely hard to build customer confidence in our business.

It is outrageous that these bonuses have been paid. I would urge you in your capacity as Chairman of the Court to insist that no further payments are made to this elite group until such time as Bank of Ireland is in a position to honour the entitlements of all staff.

Many Bank of Ireland staff have also taken further actions in protest against the Bank's behaviour by withholding co-operation from performance reviews – on the grounds that the awards that should have been paid to ordinary staff for meeting performance targets have been withheld by the Bank – while those for the executive elite have been paid.

Many IBOA members in the Bank are also refusing to work unpaid overtime – since the savings accruing to the Bank are being used to pay executive bonuses.



Breakthrough in Ulster?

Ulster Bank members ballot on mediator's recommendation on wide range of issues

IBOA members in Ulster Bank are currently balloting on a wide-ranging recommendation from independent mediator, Mr. Martin King – covering a range of matters including pay for 2011, as well as a number of issues arising from the contentious 2009 contract offer. This is a significant development for all Ulster Bank staff represented by IBOA for collective bargaining.

The recommendation deals with:

- Pay 2011;
- Matters relating to contracts issued in 2009, subsequently, and those to be issued in the future;
- Collective bargaining and legal cases;
- Working hours and overtime payments;
- Pensions;
- Dublin allowance;
- Holidays.

In summary Mr King recommends:

- Revised 2011 contracts to be offered to staff who did not accept the 2009 contracts to include:
- Payment for past and future PEF and benefit funding;
- Pensionable pay limit to be applied with effect from 1 January 2010 and in lieu of the accrual rate reduction (1/60ths to 1/80ths) applied in 2010;
- Changes to clauses in 2009 contracts and in subsequent contracts issued and future contracts;
- Pay 2011 payment based on a revised pay matrix;
- Clarity around working hours for present and future employees;
- Clarity in respect of Dublin Allowance entitlements;
- Determination of overtime and holiday entitlements;
- Proposal for a collective settlement agreement;
- Re-enforcement of the procedural agreement and recognition between IBOA and Ulster Bank; and



IBOA Ulster Bank Executive Committee

- A basis for resolving outstanding legal cases.

The recommendation is intended to apply in both Northern Ireland and the Republic of Ireland.

The mediator's report is a lengthy document and is available for members to download from the Union websites – www.iboa.ie and www.iboa.org.uk.

The Union's negotiating team in Ulster Bank considers that Mr. King's recommendation marks a significant breakthrough in dealing with many of the issues arising from the 2009 contracts. IBOA's Ulster Bank Executive Committee has put Mr. King's report to a ballot of all members in Ulster Bank with a positive recommendation.

Background

IBOA and Ulster Bank have been engaged in negotiations about pay for 2011 since early this year. As part of the agreed process, Martin King was engaged as an independent mediator to help the parties to try to reach agreement. In the course of his work, Mr. King expressed serious concern that the issue of the 2009 contracts was causing a difficulty for both sides, which went beyond the matter of pay 2011 – with staff

employed on new and old contracts being treated differently.

Accordingly Mr. King suggested that both sides should explore the potential to resolve the totality of matters of difference between them in a positive and constructive way – without prejudice to the legal cases pending between them.

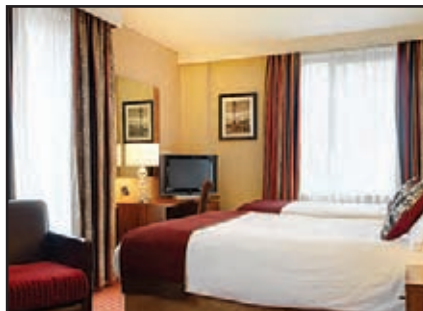
While the two sides initially approached this suggestion with mixed views, positive engagement took place under the mediator's auspices – leading eventually to compromises by both parties.

Following a period of intense discussions between the parties under Mr. King's guidance, the mediator indicated that sufficient progress had been made to enable him to issue a recommendation.

Mediator's Recommendation

Although Mr. King's proposals are not ideal for either the Union or the Bank, they represent significant progress – since they deal with the fundamental issue of the 2009 contract and the resulting difficulties.

In making his proposal, Mr King had access to the respective legal teams dealing with the various cases in both Northern Ireland and the Republic which are being supported by the Union.



Special rates for IBOA members at 22 Maldron Hotels and Partner Hotels

Maldron Hotels is a major force in Irish hospitality, with ten hotels nationwide – five in Dublin and one each in Cork, Galway, Limerick, Portlaoise and Wexford – with an eleventh in Cardiff, Wales.

The Maldron Group is now complemented by eleven Partner Hotels offering great value and warm hospitality.

The facilities at many of our hotels include *Club Vitae* leisure clubs, spacious guest rooms, meeting rooms, free internet access and modern cuisine in Stir Restaurants and Café Bars.

Maldron Hotels is delighted to offer members of IBOA – The Finance Union special rates (*subject to availability*).

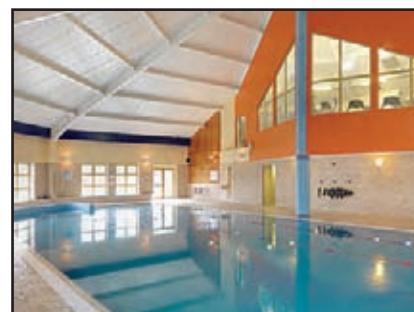
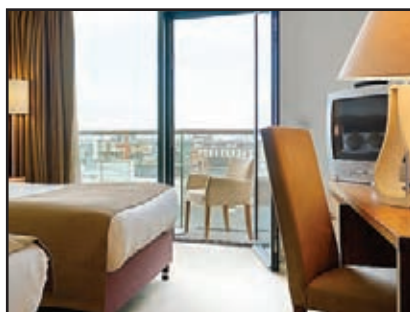
This offer is available in any of the eleven Maldron Hotels or the eleven Partner Hotels listed below.



- Maldron Hotel Parnell Square, Dublin 1
- Maldron Hotel Smithfield, Dublin 7
- Maldron Hotel Cardiff Lane, Dublin 2 (4*)
- Maldron Hotel Citywest, Dublin 22
- Maldron Hotel Tallaght, Dublin 24
- Maldron Hotel Galway
- Maldron Hotel Portlaoise

- Maldron Hotel Limerick
- Maldron Hotel Wexford
- Maldron Hotel Cork
- Belvedere Hotel Parnell Square, Dublin 1
- Finnstown Country House Hotel
- Shannon Oaks Hotel, Portumna
- Clare Inn Hotel and Suites
- Breaffy House Resort, Castlebar
- Clayton Hotel, Galway (4*)
- Citywest Hotel, Conference, Leisure and Golf Resort (4*)
- Diamond Coast Hotel, Enniscrone, Sligo (4*)
- Portlaoise Heritage Hotel (4*)
- White's of Wexford (4*)
- Heritage Golf and Spa Resort, Killenard, Co.Laois (5*)

The full list of rates can be accessed on the IBOA websites at www.iboa.ie or www.iboa.org.uk





National Irish Bank CEO, Andrew Healy

Talks proceed at National Irish

The Union is engaged in continuing talks with the senior management at National Irish Bank on rebuilding relationships after difficulties that arose last year over the Bank's unilateral changes to the staff's pension arrangements.

Following a recent meeting between IBOA General Secretary, Larry Broderick, and NIB Chief Executive, Andrew Healy, the two sides have engaged in wide-ranging talks on a number of matters – including the recent Labour Court recommendation on the pensions issue as well as the Bank's proposals for changes in its policy on MCR and a new procedural agreement between IBOA and the Bank.



Northern Bank members back 2011 pay deal

IBOA members in Northern Bank have voted by a substantial margin to accept a pay offer – secured by the Union's Northern Bank negotiating team – which provides an overall increase of between 3.25% and 5.5% for eligible staff.

The increase consists of two elements – a non-consolidated part which takes the form of a once-off cash payment; and a consolidated part which is pensionable and is either equal to or greater than the pay increase achieved in Northern Bank last year.

IBOA Senior Industrial Relations Officer, Gerry Hanna, said that although these salary negotiations took place in an extremely difficult environment for the financial services sector, the Union had developed a very clear objective before entering talks with the Bank's senior management.

"Our aim," he said, "is to secure jobs within the banking industry and to seek to improve the terms and conditions of our members."

"With the strategic relationship agreement between IBOA and Northern Bank already underpinning a significant commitment to job security for our members," Gerry Hanna explained, "the Union sought to improve on the terms of last year's pay agreement which was overwhelmingly accepted by our members."

"The new pay offer – which the Union secured in talks with the Bank's senior management – met that objective," said IBOA's Danske Group Officer, Robert Thompson.

"The Union's Northern Bank Executive Committee, therefore, recommended the terms for acceptance in the ballot of our Northern Bank members.

"The scale of the response from our members has been quite emphatic," he added, "providing another decisive endorsement of the Union's efforts."

Isn't it time you joined the club?

OPENING HOURS:

The Club opens at 5:30pm from Monday-Friday.

AVAILABLE FOR PARTIES:

Available for parties on request (any day). There is no charge for parties and room booking.

Please phone 02890-382866 any time after 5.30pm (Monday-Friday) or e-mail: bankers.club@ntlbusiness.com

Belfast Bankers' Club

31 Malone Road
Belfast BT9 6RU

Agreement reached on transfer of BOI IT contract to IBM

Agreement was finally reached in protracted talks between IBOA and a number of employers on the transfer of staff to IBM following the Bank of Ireland's decision to award a major IT contract to IBM.

While a number of staff in HP subsidiary, HP CDS, Bank of Ireland Asset Management, Bank of Ireland Global Markets and Bank of Ireland Securities Services had voted to accept the transfer terms negotiated by the Union, negotiations on behalf of the largest group of transferring staff from HP – where around 200 employees were involved – were finalised under the auspices of independent mediator, Mark Connaughton, SC.

The final terms for the transfer were then endorsed in a ballot of the members working on the Bank of Ireland contract in HP.

While some teething problems have arisen since the transfer, the Union remains determined to ensure that the terms of the transfer agreement are honoured in full.



IBOA secures benefits for Irish Nationwide members

One of the first groups of financial sector workers to fall victim to the emergency legislation introduced in the final weeks of the previous administration in the Republic of Ireland were staff in Irish Nationwide Building Society.

The established norms of timely consultation and negotiation were abandoned when the National Treasury Management Agency (NTMA), acting on behalf of the State, decided to transfer the INBS deposit books across to Permanent TSB

and with them, the staff who had previously been engaged in servicing them.

Relying on the emergency powers contained in the Credit Institutions (Stabilisation) Act, the NTMA effectively short-circuited the normal industrial relations machinery in pushing through the rapid transfer of assets from one institution to the other.

A similar situation arose as the Anglo Irish deposit book – and accompanying staff – were transferred across to AIB.

However, IBOA managed to ensure that the interests of the transferring staff were treated as more than an afterthought – following some last-minute bargaining with

the senior managements in the relevant institutions.

Union General Secretary, Larry Broderick, was particularly concerned to ensure that INBS staff would not suffer any loss of rights or entitlements in transferring to Permanent TSB while at the same time insisting that the terms and conditions of AIB staff would not be adversely affected by the transfer of Anglo Irish personnel into the organisation.

The Union achieved both of these objectives. Members in Irish Nationwide have secured parity of treatment with their Permanent TSB colleagues in terms of the impending restructure of the Bank.

The transferring staff also have access to a voluntary redundancy programme which provides for a lump sum of 7.25 weeks' pay for each year of service (inclusive of statutory entitlements). The total lump sum payment is capped at the equivalent of 2.75 years' annual salary.

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The news we've all been waiting for: **Eat chocolate and live an extra year!**

Did you know that a couple of squares of good-quality dark chocolate contain nearly four times the antioxidants of a plum or a handful of Brussels sprouts? *writes Anthea Gerrie.*

Here is the latest research on the health benefits of chocolates with 70% cocoa solids or higher.

For your heart...

Research undertaken at the University of Aberdeen shows that flavanols, a form of antioxidant present in chocolate with a high cocoa mass, help prevent the activation of platelets in the blood, which contribute to heart disease.

Another study conducted in Dusseldorf and at the University of California at Davis suggests consumption of flavanols can reverse some of the artery damage caused by smoking.

And last year Professor Carl Keen of the University of California reported that eating small amounts

**Forget love...
I'd rather fall
in chocolate!**



of chocolate could have as powerful an anti-clotting effect on the blood as taking aspirin.

For your brain...

Chocolate is one of the richest sources of magnesium – a mineral essential for brain health, according to the *Journal of Medicinal Food*.

Research at Cornell University in New York also found it contains an antioxidant called epicatechin that may protect against the amyloid plaques which cause Alzheimer's and other brain diseases.

Research at the Wheeling Jesuit University in West Virginia suggests chocolate can also boost memory, attention span, reaction time and problem-solving skills by increasing blood flow to the brain.

For your immune system...

A Japanese study published in the *British Journal of Cancer* last year states phenolics – naturally occurring antioxidants found in chocolate – boost the immune system.

Another 2009 report by the Cancer Research Society of Hawaii notes that a further distinctive

ingredient – procyanidins – was credited with the same effect in animal studies.

For stress control...

Eating 40 grams of dark chocolate every day for two weeks reduces stress hormones in those with moderate to high anxiety, according to a study published in the *American Chemical Society's Journal of Proteome Research*.

And for longevity...

A study of nearly 8,000 Harvard graduates conducted over 18 years revealed that those who ate chocolate lived almost a year longer than those who did not.

The bad news is they were all men – certain benefits of chocolate are believed to be more effective on males than females, for reasons no scientist has yet figured out.

A summary of the health benefits of good chocolate and a list of published scientific studies can be found in *The Chocolate Therapist* by Julie Pech.

Anthea Gerrie/The Interview People

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- Cork (Midleton): Gate Cinema
- Cork (North Gate Bridge): Gate Multiplex
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- Dublin (Stillorgan): Ormonde Cinema
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- Dungannon: Global Cinema
- Glengormley: Movie House
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To avail of these tickets, please send a cheque made payable to the IBOA for the value of the number of tickets you require to IBOA Cinema Offer, IBOA House, Stephen Street Upper, Dublin 8.
 Note: IBOA accepts no responsibility for lost or stolen tickets, or for tickets which have passed their expiry date.

A Norse of a different colour

"Whatever it is, I'm against it!" sang Quincy Adams Wagstaff (aka Groucho Marx) in the comedy, *Horse Feathers*. But for some people, it is the mantra they live by – like the members of the so-called Council of Conservative Citizens, based in Minnesota, who have urged a boycott of Kenneth Branagh's new movie, *Thor*, because one of the mythological Norse gods is played by British actor, Idris Elba, who is black.



Chris Hemsworth as Thor.



Natalie Portman in *Thor*.



Anthony Hopkins in *Thor*.

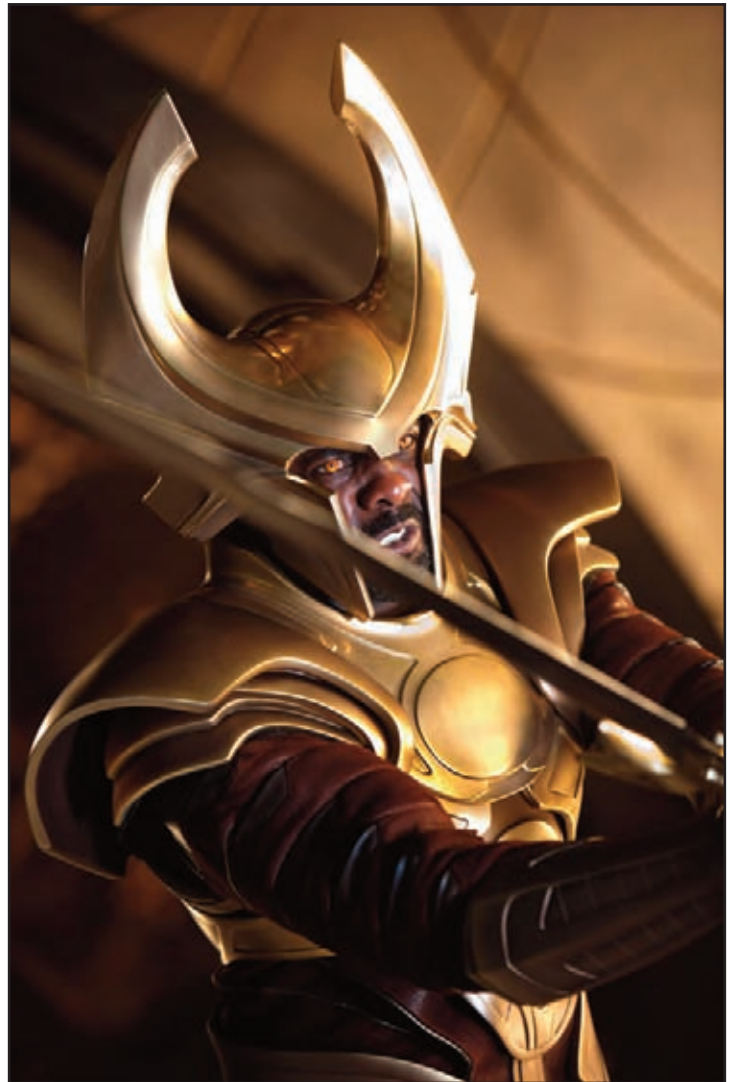
The film is based on the Marvel comic series – which is in turn inspired by Norse mythology. The key words in that sentence are "comic" and "mythology." The three missing words are "factual," "historical" and "documentary."

Nonetheless, the Council of Conservative Citizens has taken exception to the casting of Idris Elba – one of the stars of the US hit television series, *The Wire*, as Heimdall – the Marvel Comics character based loosely on the Norse god, Heimdallr.

Of course, Marvel Comics had already taken many liberties with Norse mythology in developing the *Thor* series – which is principally set in modern America as Thor must live among mortals to regain favour with his father, Odin the ruler of Asgard, the home of the gods.

Branagh's film adaptation takes a few more liberties by abandoning Thor's secret identity which was an integral part of the storyline in the comic series. By dispensing with the secret identity, Branagh can exploit the comedic potential of a divine "fish out of water."

Despite his classical Shakespearean pedigree, Branagh gets into the comic-book spirit of tongue-in-cheek escapism to produce a jolly romp, unless of course you are a pedant, a racist or both!



Idris Elba as Heimdall in *Thor*.



Kenneth Branagh, director of *Thor*.

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Shaw fire hit for Abbey

It is almost inconceivable that in the xxx years since George Bernard Shaw wrote *Pygmalion*, it has never been performed at Dublin's Abbey Theatre. But it has been well worth the wait – because Annabelle Comyn's production of the classic is quite stunning in many respects – not least, the all-round performance of Charlie Murphy in the central role of Eliza Doolittle.

The storyline is familiar to most people – having popularised through the musical, *My Fair Lady*, and especially its film version with Audrey Hepburn and Rex Harrison.

It may also be cited as the inspiration behind another morality tale which turns on a wager – *Trading Places* with Eddie Murphy and Dan Aykroyd.

But with another alleged rags-to-riches – or rather commoner-to-royal – romance capturing the imagination of the world's media – if not all of the world's citizens – the Abbey seems to have chosen to tap into the public mood to mount its first production of the classic Shaw satire on



Charlie Murphy as Eliza Doolittle in George Bernard Shaw's 'Pygmalion' at Dublin's Abbey Theatre.

class, gender and the obsession with appearances – in which a stuffy and pedantic phoneticist, Henry Higgins (Risteárd Cooper) bets his colleague, Colonel Pickering (Nick Dunning) that he can transform a lowly Covent Garden flower girl into a duchess.

The experiment not only reveals a callous disregard by the two "scientists" for its emotional and psychological impact on his 'guinea pig,' it also provides many opportunities for Shaw to explore various social stereotypes and the quite ludicrous

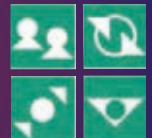
assumptions that underpin and sustain them – with the victims often complicit in their own exploitation by accepting the very narrow constraints within which they are expected to exist.

The play's core message about the deceptiveness of appearances is also very relevant in the wake of our illusory boom – in which many of the so-called great and good in our society who have been celebrated in an increasingly vacuous media – have turned out to be far less deserving of respect and praise.

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Paul Simon's best work in decades? So Beautiful or So What

Paul Simon's new album, *So Beautiful or So What*, is his best work in decades, or so he believes himself.

With a lengthy back catalogue of staggering quality, which has included two Grammys for "Record of the Year" and three for "Album of the Year," that is quite a claim. In fact, the 69-year-old New Yorker who tours these islands in June may now only be reaching his prime.

Co-produced with Phil Ramone, *So Beautiful or So What* is his first album of original material for five years. The opening track is *Getting Ready For Christmas Day*, a stomping folk-rock piece with a clattering melody and lyrics which include lines from a Christmas sermon by the Reverend J. M. Gates.

In the title track he recalls the tortured struggle of the civil rights

Veteran virtuoso – Paul Simon: still amazing after all these years!

Catch him in Dublin (June 20), Cork (June 21), Nottingham (June 23), Glasgow (June 24), Bournemouth (June 27), London Hammersmith (June 28), Birmingham (June 20) and Manchester (July 3).



movement in the US and desperate setback of Martin Luther King's assassination:

Dr. King has just been shot/ And the sirens' long melody/Singing 'Savior Pass Me Not

Ain't it strange the way we're ignorant/How we seek out bad advice/How we jigger it and figure it/Mistaking value for the price

In *The Afterlife*, Simon heads off to meet his maker but encounters a bureaucratic kind of paradise, while *Dazzling Blue* is a thoughtful love song about a mature relationship.

Another song of relationships, *Love and Hard Times* opens with an unlikely prelude as *God and his one son paid a courtesy call on earth*, as Simon describes God and Jesus on a father-and-son excursion in which the restless older deity hurries the younger along *because there are galaxies yet to be born*, before dismissing the human race as *slobs*.

On the blues *Love Is Eternal Sacred Light*, Simon again reflects on the divine being – this time as all-knowing but with a rather misunderstood sense of humour.

Besides suggesting that the "big bang" was part of an elaborate

joke, Simon imagines God behind the wheel of a *brand new, pre-owned '96 Ford* and frustrated at the absence of good pop music stations on the radio any more.

In *Questions For The Angels* Simon wonders *If every human on the planet and all the buildings on it/Should disappear/Would a zebra grazing in the African Savannah/Care enough to shed one zebra tear?* In his reflections on how humanity has lost its way emerges the image of a homeless "pilgrim" in Brooklyn passing a billboard that catches his eye: *It's Jay-Z/He's got a kid on each knee/He's wearing clothes that he wants us to try*.

The centerpiece of the album is the title track, a country-tinged song which reflects on America's recent history recalling the assassination of Martin Luther King and then reading bedtime stories to his children: *"Will it have a happy ending? Maybe yeah, maybe not/I tell them life is what you make it."*

This is a beautifully arranged album – though the pace may be more measured with age, Simon's instinctive musicality and wordplay is undiminished.

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Brendan's Reflections

Retired bank official, Brendan Fullam, considers the current state of the banking industry against the backdrop of the day-to-day practices and standards that applied during the era of traditional banking.

Read: Brendan's Reflections on Ireland on the IBOA websites at www.iboa.ie/media/opinion.html or www.iboa.org.uk/media/opinion.html



Congress General Secretary, David Begg (left), with Ronald Janssen, economist with the European Trade Union Confederation, and IBOA General Secretary, Larry Broderick at the recent lunchtime lecture in IBOA House (Photo: Paula Geraghty).

Race to bottom across EU

A co-ordinated move is under way across Europe to control and suppress wage increases by decentralising negotiations, by making pay rises conditional on productivity only and using public sector pay cuts to drive down private sector wages, according to Ronald Janssen of the European Trade Union Confederation (ETUC).

This development takes no account of inflation, of the need to reduce inequality or of the right of workers to bargain collectively. Ultimately it will depress domestic demand even further with major negative consequences for jobs.

This approach is in effect trying to export Germany's pay policy for the last decade to the rest of Europe. As German workers' wages have failed to keep pace with inflation, they have been forced to take a pay cut each year in real terms.

The ETUC is seeking to include a number of clauses to safeguard wages and working conditions in Europe against any such race to the bottom and to prioritise the inclusion of mechanisms to reduce social inequality.

The ETUC economist was giving an ICTU lunchtime lecture in IBOA House recently.

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CLAIMING OUR FUTURE IDEAS

'Reducing Income Inequality'

Bailey Allen Hall, N.U.I. Galway Saturday 28th May 2011.
11.00am to 17.30pm Registration from 10.00 am.

Claiming our Future is organising its second national discussion for people to share their ideas on reducing income inequality. At our first event in the RDS last October we identified eight policy priorities. One of these was to 'Achieve greater income equality and reduce poverty through wage, tax and income policies that support maximum and minimum income thresholds'. This second event will debate how we could make progress on this policy goal.

Our second national discussion aims to:

- Share information, knowledge and perspectives on income inequality and strategies to address this issue.
- Stimulate and support ongoing work and campaigns across the country to debate this issue and to build support for policies to reduce income inequality.
- Identify a small number of demands that could be made to lever some political engagement with the challenge of income inequality.

The event will involve discussion on the principles that could guide our approach to income equality, on the income tax and welfare policies that could be implemented to reduce income inequality and on the local action that could be taken to make progress on this issue.

For more information log on to www.claimingourfuture.ie/

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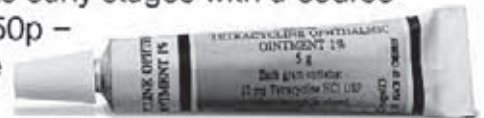
Sightsavers

Every wipe of his eyes takes Talla closer to blindness



© Jenny Matthews/Sightsavers

Talla is just five. He has trachoma, a painful eye disease which can lead to a lifetime of blindness. Repeated infections cause the eyelashes to turn inwards and slowly and painfully every blink damages the eye and leads to blindness. Trachoma can be treated effectively in its early stages with a course of ointment costing just 50p – but for millions of people this is still too much.



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Please quote ICTU. Thank you!

For all its unparalleled success in the financial services sector worldwide, Goldman Sachs is probably now one of the most reviled banks in America – which is unusual in a country which generally lauds and applauds success.

Despite coming out of the current financial crisis with the healthiest financial returns, Goldman is labouring under an extremely tarnished public image.

This contradiction is explored in a new book by William Cohan, called *Money and Power: How Goldman Sachs came to rule the world*.

Once a model of ruthless efficiency, Goldman Sachs had a matchless reputation as the world's premier investment bank – whose executives were not only sought out to advise the rich and famous on five continents – but also filled very senior roles in the US Treasury Department on a continuous basis.

Goldman was the marquee brand – and everyone, it seems, had to share in the hype.

However, according to Cohan, Goldman has no secret formula – even though the Sumitomo Bank of Japan offered \$500m in 1987 just to be a “sleeping partner, with no votes and just to learn.”

The vicious power struggles and operational gaffes he describes are not so far removed from the narratives in his earlier books on Bear Stearns and Lazard. But the Goldman mystique enabled the Bank to cherry-pick talented staff and reward them accordingly. “No wonder they believe their own bull-shit,” Cohan observes dryly.

Until the most recent financial crisis, that belief was shared by many others. However, the sub-prime mortgage crisis marked a crucial turning point. Almost at a stroke Goldman Sachs was transformed into the poster boys for the deceitful double-dealing that placed the pursuit of short-term gain before ethics and integrity.

Throughout its 150-year history Goldmans has always tried to be on both sides of a deal – by, for example, advising a company on a share or bond issue while at the same time advising pension funds on buying the same shares or bonds.



Lip-synching capitalism

Goldman Sachs – no longer loved but still prospering!

Goldman Sachs Chief Executive, Lloyd Blankfein (above) and the Goldman Tower in New York.

This approach ran into major difficulties when Goldman tried to market assets – backed by “toxic” sub-prime mortgages – to its clients while at the same time effectively betting that these assets would go bad – thereby exacerbating the

difficulties in the housing market that led to the global meltdown. “They didn’t create the bubble but they made things a whole lot worse,” says Cohan.

So all the while the bank continued to sell mortgage-backed securities to investors, Goldman traders were receiving commissions from other clients to bet against the housing market.

This double-dealing not only soured relations with its clients but also led to calls for the bank to be investigated by the Justice Department for selling financial products that its own bankers described as “shitty.” The fact that Goldman was richly rewarded in billions for betting that the American property market would collapse – while some of its biggest clients, like Bear Stearns, Lehman Brothers and AIG crashed – has only served to inflame the sense of public outrage.

Goldman’s Chief Executive, Lloyd Blankfein, appears to find the uproar difficult to understand – adopting what Cohan describes as a “disingenuous” position. “The political environment means that they would rather appear to be dumb and stupid than to be have been smarter than everyone else,” says Cohan.

So even though Blankfein has become a pantomime villain for the American public and Goldman’s reputation is severely damaged, Cohan believes that the bank will continue to prosper – not least because many of its rivals have been so hamstrung or even destroyed completely as a result of the financial crisis – which Goldman, itself, helped to fuel and from which it, too, had to be rescued in 2008 – partly by the plutocrat, Warren Buffet, and partly by the US Treasury.

During a row over the excessively lucrative rewards being paid to senior figures in some of the US banks which had received taxpayer support, Lloyd Blankfein denied that Goldman had ever needed State aid.

In an angry retort, President Obama is reputed to have snapped: “these guys want to be paid like rock stars when all they’re doing is lip-synching capitalism.”

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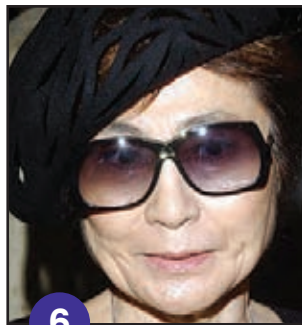
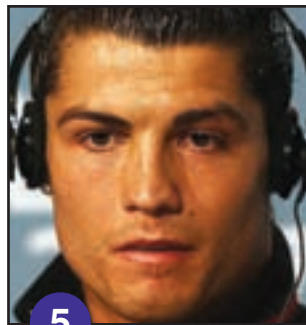
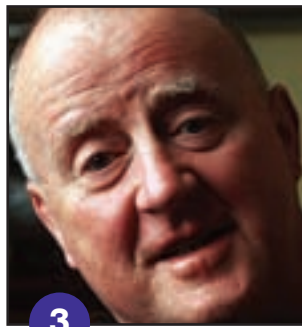
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PICTURE BOARD

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Use the first letter of the surnames of each of the people pictured to spell out the surname of a Canadian film director and prominent British politician. A prize of €30 will be awarded to the sender of the first correct entry drawn from our post bag on June 30, 2011. The winner of the last Picture Board quiz was Catherine Doherty of Dundalk, Co. Louth. The answer was Beckham.

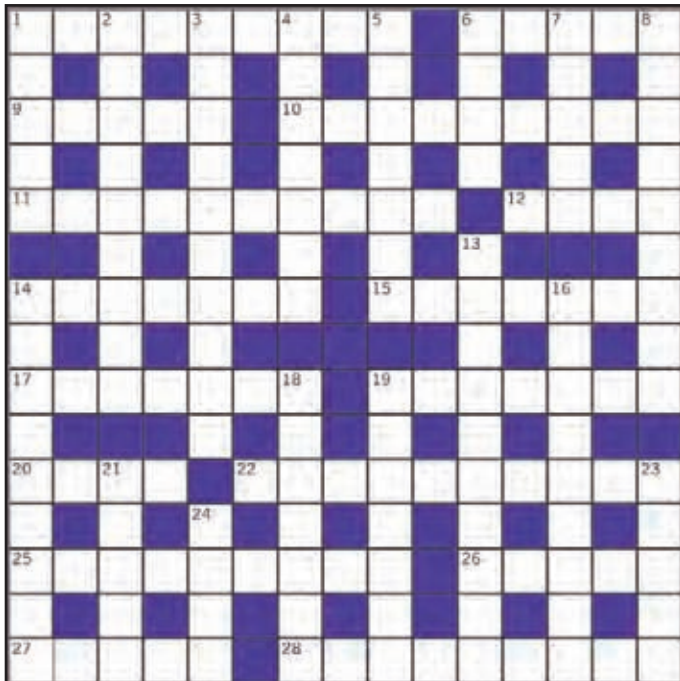
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PRIZE CROSSWORD

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Across:

- 1. Male pupil (9)
- 6. Trick (5)
- 9. Cook in oven (5)
- 10. Allocation (9)
- 11. American capital (10)
- 12. Strike with whip (4)
- 14. Embedded in earth (7)
- 15. Large American hat (7)
- 17. Fateful liner (7)
- 19. 1 across could be one (7)
- 20. Common sense (4)
- 22. Collapses (10)
- 25. Middle portion of the day (9)
- 26. Provide food (5)
- 27. Ahead of time (5)
- 28. Learned or erudite (9)

Down:

- 1. Thin paper tube (5)
- 2. Passionate (4,5)
- 3. Advantage (10)
- 4. Boasted (7)
- 5. Discolours with age (9)
- 6. Compassion (4)
- 7. Sports venue (5)
- 8. Irish-born British field marshal (9)
- 13. Systematic (10)
- 14. Despot (9)
- 16. Brine (9)
- 18. Inquisitive (8)
- 19. Steadfast (7)
- 21. Complete (5)
- 23. Wander (5)
- 24. Cry of donkey (4)

Name Union No

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A prize of €50 will be given to the sender of the first correct entry drawn from our post bag on June 30, 2011. Entries should be sent to Crossword, *Spectrum*, IBOA – The Finance Union, IBOA House, Stephen Street Upper, Dublin 8. A photocopy of the grid is acceptable if you prefer not to cut up the magazine.

PREVIOUS SOLUTION

Across: 1. Breakdown; 6. Truck; 9. Acorn; 10. Symposium; 11. Rain Forest; 12. Once; 14. Finesse; 15. Scandal; 17. Believe; 19. Anarchy; 20. Inch; 22. Sterilised; 25. Apertures; 26. No Use; 27. Eager; 28. Discarded.

Down: 1. Blair; 2. Emotional; 3. Kingfisher; 4. Observe; 5. Nemesis; 6. Thor; 7. Union; 8. Kimberley; 13. Casablanca; 14. Fabricate; 16. Dachshund; 18. Entered; 19. Arrests; 21. Clegg; 23. Dread; 24. Star.

The winning entry for the prize crossword competition in the last issue was submitted by Maria Murray of Ballycullen Road, Dublin 24.



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SUDOKU CHALLENGE

	3		4		8		2	
7	6						8	5
			7		1			
1		3		8		7		2
			6		4			
5		6		3		8		9
			8		7			
2	5						1	8
	8		3		5		7	

A prize of €30 will be awarded to the sender of the first correct entry drawn from our post bag on June 30, 2011.

In order to complete the puzzle, insert the figures 1 to 9 in the grid. No number may appear twice in any row or column of the same 9x9 grid or in any of the 3x3 subsections within the grid.

All entries should be sent to Sudoku, *Spectrum*, IBOA – The Finance Union, IBOA House, Stephen Street Upper, Dublin 8.

You can submit your entry on a photocopy of the grid will be acceptable – if you would prefer not to cut up the magazine.

The winning entry for the Sudoku Challenge in the last issue was submitted by David Wilson of Belfast.

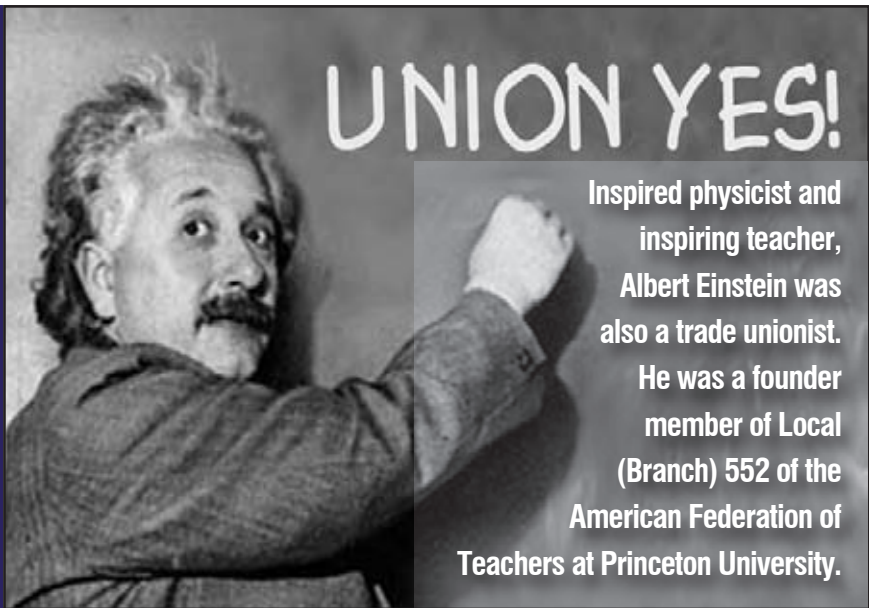
Name..... Union No:

Address

Employer..... Branch/Dept.....

A prize of €30 will be awarded to the first entry drawn from our post bag after the closing date.

You don't
have to be
a genius
to work
it out!



Inspired physicist and inspiring teacher, Albert Einstein was also a trade unionist. He was a founder member of Local (Branch) 552 of the American Federation of Teachers at Princeton University.



I'M BETTER OFF ALTOGETHER!
IBOA – THE FINANCE UNION

Crash machines

The devastation wrought on the Bank of Ireland Branch in Tinahely, Co. Wicklow, after a bungled attempt to extract the contents of its ATM is further evidence of the fact that even supposedly foolproof plans can go spectacularly wrong.

Since their introduction, ATMs seem to have been particularly attractive for would-be thieves – maybe because they think that taking on inanimate objects is easier than confronting real human beings in order to get their hands on the cash.

But, of course, the human element remains – in the shape of the thieves, themselves, who are often well able to frustrate their own best laid plans.

Like the robbers in Sydney, Australia, who attached the chains of their tow truck to an ATM machine at a service station to drag it out of its wall mounting. They continued to drag the ATM behind the truck as they made their getaway – until the resulting friction caused the ATM to burst into flames. The ATM was abandoned – with the cash still inside.

Meanwhile thieves in East Kilbride in Scotland managed to avoid the flames when they used a tow truck to wrench an ATM from a bank. They actually managed to get the machine onto the flat bed of the vehicle. But as the driver hit the accelerator to make a quick getaway, the ATM fell off the back of the truck into the road.



Now that really is a hole in the wall!: The aftermath of an attempted robbery of an ATM machine from the Bank of Ireland Branch in Tinahely, Co. Wicklow (Photo: Michael Kelly).

Living on the hedge

What do you say to a hedge fund manager who can't short-sell anything?
Quarter pounder with fries please.

A loan at last

A man drives into town in an expensive car and goes to a bank to request a loan of €1000. He needs the money, he says, because he is in town for a week, has

forgotten his ATM card and doesn't have any cash.

Approving the loan, the bank manager adds: "You'll have to leave your Porsche here with us as collateral." The man agrees.

At the end of the week, he returns the €1,000 loan along with an interest payment of €4 for a short-term loan plus processing.

Curious, the banker asks why he didn't just get a wire transfer. The man replies: "Where else could I park my car for a week for €4?"



SPECS APPEAL FOR IBOA MEMBERS



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Potted history

The story of the Irish banking crisis in four and a half minutes – that's the aim of a new video available on YouTube inspired by the IBOA poster of the Usual Suspects – which featured in the last issue of *Spectrum* and was also prominent on the Irish Congress of Trade Unions march in Dublin last November.

Based mainly on RTE news footage from the last couple of years, *The Usual Suspects* is set to Coldplay's *Viva La Vida* with its recurring refrain: "Never an honest word – but that was when I ruled the world" – an appropriate summary of the actions of many of the players in the crisis which included regulators and politicians as well as banking chiefs.

Among the highlights of this montage is footage of Seán Fitzpatrick bristling with arrogance and blissfully unaware of his impending comeuppance.

Patrick Neary's boastful – and quite deliberately misleading – confirmation of the good health of the Irish banking system shortly after the State guarantee and shortly before the nationalisation of Anglo is another moment of supreme irony.

The film's epilogue – recalling an IMF report on the Irish financial sector in 2006 – demonstrates that even the Chopra-led fire brigade, which was called in to deal with the consequences of Ireland's overheated economy, had previously provided their own fuel for the flames by endorsing the consensus which had promoted the boom.

The clip can be viewed at <http://www.youtube.com/watch?v=aQERp0UoGaM> or alternatively you can log on to YouTube and search for *suspectflix*.

WANTED: FOR IMPERSONATING BANKERS



And finally...

A shepherd was herding his flock in a remote pasture when suddenly a brand-new BMW advanced out of the dust cloud towards him. The driver, a young man in an Armani suit, Gucci shoes, RayBan shades and a YSL tie, leaned out the window and asked the shepherd: "If I tell you exactly how many sheep you have in your flock, will you give me one?"

The shepherd looked at the man, obviously a yuppie, then looked at his

peacefully grazing flock and calmly answered: "Sure."

The yuppie parked his car, whipped out his ThinkPad and connected it to a cell phone, then he surfed to a NASA page on the internet where he called up a GPS satellite navigation system, scanned the area, and then opened up a database and a spreadsheet with complex formulas. He sent an email on his Blackberry and, after a few minutes, received a response.

Finally, he printed out a 130-page report on his miniaturized printer then turned to the shepherd and said: "You have exactly 1586 sheep."

"That is correct. Take one of the sheep," said the shepherd. He watched as the young man selected one of the animals and bundled it into his car.

Then the shepherd said: "If I can tell you exactly what your business is, will you give me back my animal?" "OK, why not," the young man replied. "Clearly," said the shepherd, "you are a business consultant." "That's correct," replied the yuppie, "but how did you guess that?"

"Well," said the shepherd. "You turned up here although nobody called you. You demanded payment for telling me something I already knew, in answer to a question I never asked, and you know crap about my business..... Now give me back my dog!"



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NOW more than ever it's time to STEP up!

During this crucial time for the future of the financial services sector, it is essential that staff are well represented locally as well as nationally.

Elections for District Secretaries and workplace representatives are due to take place next month.

Nominations close at 5pm on Tuesday, June 7.

For more information, check out the Union websites:
www.iboa.ie or www.iboa.org.uk



YOU are the Union!