

19TH TRIENNIAL DELEGATES CONFERENCE



SBEU's 19th Triennial Delegates Conference was held at the Union Yes Retreat & Training Centre in Siar Beach on 12 September 2017. More than 70 delegates and officials from all over Sarawak attended the 3-day conference.

President Hadiah Leen of Hong Leong Bank and General Secretary Law Kiat Min (HSBC) are amongst key officials who were re-elected for the term 2017-2020. Andrew Lo continues on as Chief Executive Officer. Joseph Kong (RHB) was re-elected as Deputy President, Agnes Tang (HLB) & Wong King Hock (HLB) as Vice Presidents while Robert Thong (HLB) was returned as General Treasurer together with Chiong Yew Hock (PBB) as Asst. General Treasurer.

Faizal Dennis and Douglas Ningkan did not seek re-election. We express our deepest appreciation and gratitude for their service, dedication and contribution to SBEU.



Faizal



EXECUTIVE COUNCIL 2017-2020

While in Lundu, the delegates spent some time to repair and refurbish a community Hall at nearby Kampong Bajo as part of the Union's Community Service. The delegates also attended a joint training on Sales, Services and Job Empowerment together with bank managers and executives. The training is an example of the union and management working closely together to enhance efficiency of the banks and to improve customer service.

OFFICIALS & DELEGATES 2017-2020



Southern Branch



Central Branch



Northern Branch

We are pleased to publish a condensed version of the Executive Council Report for the 3-year period up to 31 March 2017 which was adopted by the 19th Triennial Delegates Conference held in September 2017. We also publish a summary of the Financial Statements of the SBEU General Fund and SBEU Benevolent Fund.

THE FINANCE SECTOR

The Banking & Financial Industry continued its reforms and consolidation and total number of Bank branches in Sarawak was reduced to 157 branches from 167 branches three years ago.

We strenuously protested against the proposed merger between CIMB Bank, RHB Bank and MBSB and the merger between RHB Bank and AmBank. We believe it is not in the interest of consumers, reduce competition, destroy jobs and does not create value. We regret that the merger appears to be top driven without consultations with all stakeholders. We are concerned that as many as 6000 employees will be redundant following from this merger and may result in a bank that is risky as it may become too big to fail. We are relieved that the mergers did not materialized.

Banks continue to perform well with record profitability for the 3 years ending 31/12/2016 despite the economic slowdown.

RESTRUCTURING, RE-ENGINEERING & REDUNDANCIES

A major source of concern is the continuing deteriorating employment environment in the Banking Industry. Banks continued to outsource jobs. We foresee further reduction in jobs in the Banking Sector that will have an impact on SBEU's membership.

We deeply regret the closure of HSBC Bank Commercial Banking in Sarawak and the underhand tactics deployed by the Bank to coerce and pressure its staff to take up the VSS and the lack of integrity and honesty of the CEO.

We managed to minimize the adverse impact on our membership by making organizing our core focus. Unfortunately our application to expand our scope to cover all employees in the financial sector has yet to be approved by DGTU. This is unacceptable as all players are now integrated into the Financial Services Act from four Act, namely, BAFIA, Exchange Control Act, Insurance Act and Payment Systems Act. It is obvious that financial industries have become one industry; offering integrated financial services and products.

There are more VSS during the period with Bank Muamalat, Hong Leong Bank, CIMB Bank, RHB Bank and Affin Bank introducing such schemes. Employees are applying for the VSS as they are generally disillusioned with their jobs which have become more stressful, target driven and competitive due to the ever increasing demand from shareholders to increase profits.

DISPUTES



PERFORMANCE

The performance of SBEU officials in managing the union can be improved.

FUTURE

The future looks challenging for unions in the country in general and in the Banking Industry in particular. Yet SBEU is positive that there are opportunities. We must adapt and change; and we must be allowed by the authorities. While we gear ourselves to meet the challenges of the future, we must not forget our past. We must do what we are set up to do: to ensure that bank employees get good pay and other benefits for their labour, to be employed in meaningful jobs.

01 MEMBERSHIP

Members continued to be very supportive and united. Members also contributed RM577,693 after the signing of the 2015-2017 CA. Membership continue to be on the decline due to VSS, Centralization and rationalization exercise and promotion with very few new recruitment.

The Trade Union Department continues to refuse to allow SBEU to expand our membership scope. In line with the TPPA, Malaysia is to adopt the labour chapter to integrate ILO 1998 Declarations including Freedom of Association-C87. Unfortunately the USA newly elected President has rejected the TPPA. Nevertheless we hope the government will commit to amend the labour laws to be inline with International standards.

Members in benefit is 1698 (2051), a decrease of 353. 90 members were promoted to non-executive officers. We are continuing our efforts to recruit these officials to join the union. Females outnumbered males by **1037 to 661**, and account for 61% (60%) of total membership. 30% (35%) of members are 31 to 40 years old and **18% (27%)** under 30 years.

During the period only 135(228) employees joined SBEU. There is falling recruitment for the Clerical grades as Banks focus its recruitment on Sales staffs.



At the same time a total of 306(676) members left the union, due to promotions and resignations and, sadly, redundancies. 179(68) members opted for the Voluntary Separation Scheme (VSS)

As a result, membership declined significantly. Due to our vigilant and constant organizing effort, we managed to achieved more than 95% representation of eligible employees in 14 Commercial & Islamic Banks.

There is an urgent need to expand our scope of representation. Currently we can only represent employees of institutions registered under the Banking & Financial Institutions Act (BAFIA). Delegates approved another application to enable SBEU to organise and represent employees who are engaged in providing services to the Banking & Financial, such as outsourcing and contract & part time employment. We hope the Trade Union department will approve our application.



1.2 ORGANISING - SBEU @ Workplace

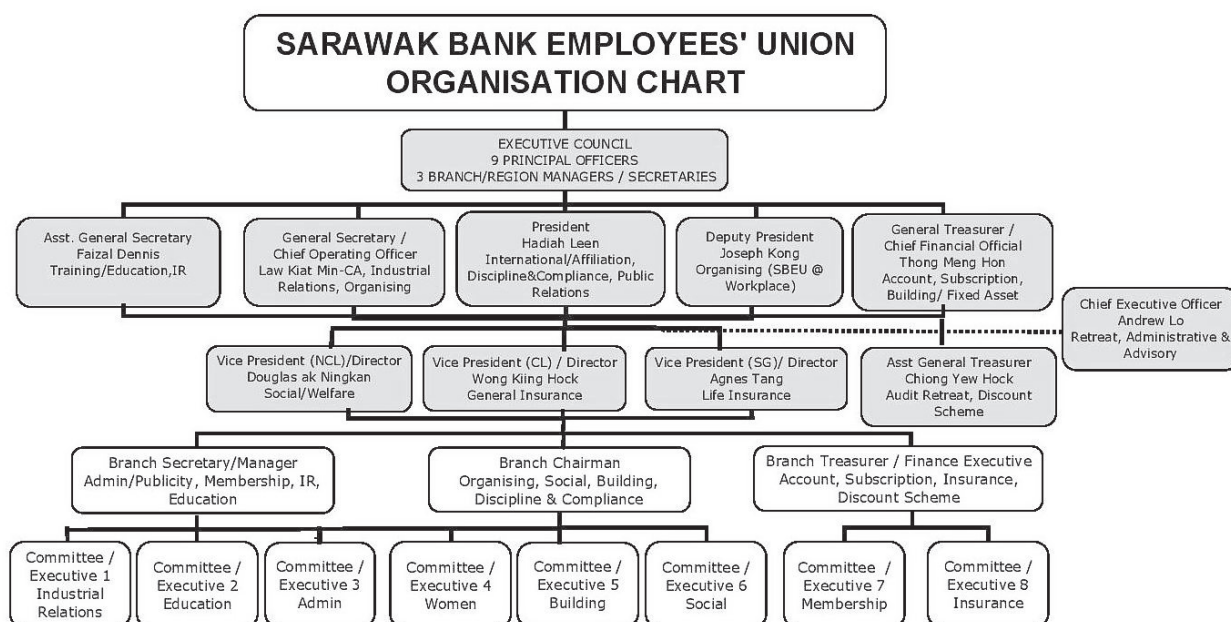
Under this programme, Branch Officials visit members at their workplace to listen to their views and to attend to their grievances and other issues that may arise at the workplace.

During the period under review, SBEU made more than 331(304) visits and reached out to 4548(3550) members. This indicates that members are visited at least once during the period. This programme is instrumental in forging solidarity and unity amongst members as well as improving our services and assistance to our members.

SBEU @ Workplace

	APR 2014 - MAR 2015		APR 2015 - MAR 2016		APR 2016 - MAR 2017		TOTAL	
BRANCH / REGION	NO. OF VISIT	NO. OF MEMBER	NO. OF VISIT	NO. OF MEMBER	NO. OF VISIT	NO. OF MEMBER	NO. OF VISIT	NO. OF MEMBER
SOUTHERN	39	395	37	492	40	685	116	1572
CENTRAL	31	390	35	540	28	480	94	1410
NORTHERN	35	406	48	595	38	565	121	1566
TOTAL	105	1191	120	1627	106	1730	331	4548

SBEU introduced the Functional Organisation Structure in 1996. The Annual Workshops further reviewed and streamlined the functional authorities of Principal Officials at HQ and Branch level by allocating functions to the official best suitable that job. There are clear duties and responsibilities for each official both at HQ and at Branch level. Going forward we may develop a more lateral organisational structure to better suit the varied demands and requirements of our members.



2.1 OFFICIALS

Overall the General Secretary, assisted by the Chief Executive Officer and Branch Secretaries, is responsible for the administration and management of SBEU. The General Secretary and General Treasurer are seconded full time to SBEU. The President is granted time-off from 3 PM to 5.30 PM while AGS, D-President, Kuching Br Sec. and Miri Br Sec. are from 3 PM to 5.30 PM, Mondays to Thursdays. VPCL, VPSG and NRC are on time off from 3 PM to 5.30 PM for 2 days in a week.

The Minister of Finance has appointed President Hadijah Leen to the EPF Board for a 3rd further 2-year term wef June 2017. GS has also been appointed to the SOCSO Appellate Board for a 4th 2 year term beginning January 2016. CEO is appointed as a member of the National Wage Consultative Council and of the National Labour Advisory Council. CEO is also actively involved in the formulation and implementation of the Minimum Wage, Minimum Retirement Age Act 2012 and the Unemployment Insurance 2017.

Several SBEU officials were appointed as workers Panel members of the Industrial Court.

The performances of most officials are satisfactory with rooms for improvement. Officials have to demonstrate more professionalism, resourcefulness and initiative in discharging their duties. We have introduced performance-related payment of honorarium to officials that are linked to the successful implementation of the programme of activities.

We need to develop second line officials, especially women to take on the challenges ahead.

2.2 EXCO MEETINGS

A total of 13 EXCO meetings were held during the period. Each Region hosted a meeting at least once, whilst the rest were held in Kuching/Retreat. Attendances at the meetings are very good. Decisions are taken by consensus and mostly unanimously. We need to encourage more debate and constructive input during the meetings.

2.4 OFFICES & STAFF

SBEU maintain offices in Kuching, Sibu, Miri, Bintulu & Sarikei SBEU currently employs 4 full time Administrative Executives at HQ, our Chief Executive Officer-Andrew Lo, and 10 staffs at the Retreat.

2.5 SBEU WEBSITE www.sbeu.org.my

SBEU website is the gateway for members to access up to date information about their own union, including their Benevolent Fund accounts. The website also enables online reservation of the Retreat.

2.6 BRANCHES

All branches continue to be very active with numerous activities organised, apart from taking up issues and grievances at their level.

All Branches BGMs were held on schedule with attendance way above required quorum. This is commendable especially when taking into account that a large number of members are from outstation locations.

Attendance at Branch Committees meetings and weekly secretariat sessions are consistently above 80% for all Branches. Attendances at IRC meetings are above 70%.

BGM

BRANCH	DATE	ATTENDANCE	QUORUM
SOUTHERN	13/5/2017	431/856	50%
CENTRAL	20/5/2017	214/402	53%
NORTHERN	21/5/2017	200/444	45%
	TOTAL	845	

2.7 MANAGEMENT WORKSHOP

The key feature in SBEU's administration is the annual Management Workshops held in the 1st quarter of each year. The workshops, now in the 20th year, is attended by all key officials of SBEU whereby we review the performance of the Union for the previous year and lay out the programs for the coming year. The workshops have enabled SBEU to manage our budget in a prudent and cost-effective manner.

The SBEU Management Handbook, now in its 20th edition, was produced as a guide and reference to assist officials to carry out their duties in a professional and effective way.



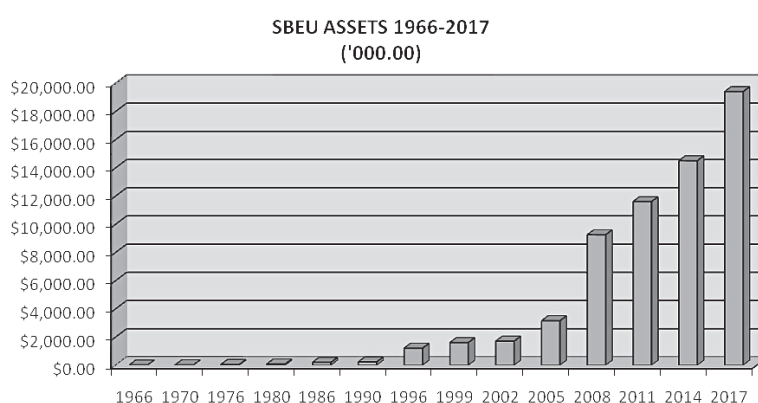
3.1 GENERAL FUND

The financial position of SBEU continues to improve with total assets increased from RM14.5 million to \$19.9 million. This is mainly due to the 10% levy amounting to RM 577,700, Benevolent Fund premiums and returns on investments. The above figure does not take into account market appreciation of our properties, which would push our assets above 10% of book value easily.

Our subscription income registered a decrease from \$776,000 to \$739,000 per year. This is due to bank mergers and reduction in membership.

Our value added services contribute a substantial \$254,000 to our income for the year ending 31/3/17. Other sources are rental from our buildings and interest on FDs.

Major expenses are staff salaries, allowances of officials, meeting expenses, Trade disputes and Collective Bargaining. We also spend a major portion on training and education and social welfare. While we maintain a surplus budget, we are always conscious of the need to manage our expenses prudently.



We manage to keep our expenses to manageable levels despite having more issues and disputes to handle. The computerized accounting system allows SBEU to keep a tighter control of spending and ensure that expenses are within budget. The annual management workshops has enable SBEU to manage our budget in a prudent and more importantly, in a cost-effective manner. We must continue to exercise financial prudence and discipline.

3.2 BENEVOLENT FUND

We continue to build up the asset of the Benevolent Fund which reached RM10,532,080.69 (8,941,892.98). Member's fund of those in Benefit - stood at RM7,714,267.85 (RM6,630,335.08).

We have invested the Benevolent fund into properties and the Union Yes Retreat. This is a deliberate policy as the priority is to provide a low risk and secure investments to protect members' money and to preserve value. The Fund declared dividend on 5.5%, 5% and 2.5% for year ending 2015, 2016 and 2017 respectively. Our Retreat@Siar contribute a substantial \$357,684.06 to our income for the year ending 31/03/2017.

Total withdrawal amounted to RM1,413,808.18 (697,895.52) by 328(276) members who have retired, left the banking industry or promoted to an executive category. The Fund paid out Funeral benefit of RM2000 to the beneficiaries of 6(5) members who died during the period.

SBEU is the only Union in Sarawak to provide these benefits to members.



3.3 SBEU PROPERTIES

During the period, we have developed our Retreat further by building 5 Units of cabin house at a cost of RM432,000.00.

SBEU now has a total of 10 properties throughout Sarawak - 4 in Kuching, 2 in Lundu & one each in Miri & Bintulu, Sibu & Sarikei.

SARAWAK BANK EMPLOYEES' UNION
(Registered under the Trade Unions Ordinance, 1959)

STATEMENT OF FINANCIAL POSITION OF THE BUILDING FUNDS

	Note	2017 RM	2016 RM
ASSETS			
Non-Current Assets			
Property, plant and equipment	3	2,076,057	2,143,993
Investment	4	18,000	18,000
		2,094,057	2,161,993
Current Assets			
Other receivables	5	2,556,820	2,719,943
Cash and cash equivalents	6	3,058,004	2,859,511
		5,614,824	5,579,454
TOTAL ASSETS		7,708,881	7,741,447
FUNDS AND LIABILITIES			
FUNDS			
Accumulated funds		7,329,387	7,414,526
LIABILITIES			
Current Liabilities			
Other payables	7	379,494	326,921
TOTAL FUNDS AND LIABILITIES		7,708,881	7,741,447

The annexed notes form an integral part of these financial statements.

SARAWAK BANK EMPLOYEES' UNION BENEVOLENT FUNDS
(Registered Under The Trade Unions Ordinance, 1959)

STATEMENT OF FINANCIAL POSITION AS AT 31 MARCH 2017

	Note	2017 RM	2016 RM
ASSETS			
Non-Current Assets			
Property, plant and equipment	4	3,695,846	3,844,788
Investment properties	5	7,347,560	7,509,376
		11,043,406	11,354,164
Current Assets			
Receivables	6	94,419	199,978
Prepayment		17,043	12,642
Cash and cash equivalents	7	1,066,418	704,414
		1,177,880	917,034
TOTAL ASSETS		12,221,286	12,271,198
FUNDS AND LIABILITIES			
Accumulated members' funds	8	6,911,584	6,931,847
LIABILITIES			
Non-Current Liabilities			
Deferred tax liabilities	9	469,298	505,308
Current Liabilities			
Sundry payables	10	2,516,732	2,671,732
Dividends payable		2,323,672	2,162,311
		4,840,404	4,834,043
TOTAL LIABILITIES		5,309,702	5,339,351
TOTAL FUNDS AND LIABILITIES		12,221,286	12,271,198

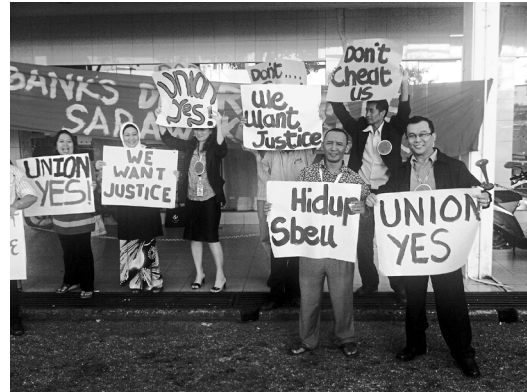
SBEU PROPERTIES						
Date of Purchase	LOCATION	PROPERTY TYPE	CURRENT POTENTIAL USE	Tenure(Lease)	Expiry Date	Purchase Price
1 03 Apr, 1990	3rd Floor, Lot 32 Blk D King Centre, 93350 Kuching	Strata Title 3rd Floor of 4 storey Shophouse	SBEU Dormitory	Leasehold 60 Years	24 Sept 2038	RM84,190.03
2 05 July 1994	Lot 3672-3-2 2nd Floor Medan Jaya Comm. Centre Blk 31 Kemena Land Dist 97000 Bintulu	Strata Title 2nd Floor of 3 storey Shophouse	Bintulu Branch Office General Treasurer Office	Leasehold 60 Years	27 Feb. 2052	RM100,507.94
3 28 Feb 1995	Lot 2441 Blk 5 Miri Concession Land Dist. 98000 Miri	Commercial 3 Storey Shophouse	Miri Branch Office & Gr and 1st Floor rented out	Leasehold 60 Years	21 Jan 2050	RM453,487.20
4 17 Nov 1998	2nd Floor, Lot 79 Queen's Court, Jalan Wan Alwi 93350 Kuching	Strata Title 2nd Fl of 4 Corner Unit 4 Storey Shophouse.	SBEU HQ & Kuching Br Office	Leasehold	Pending Title	RM200,000.00
5 29 Jun 2001	Lot 371 Blk 5 Gading Land Dist. Siar Beach, Lundu Kuching	Beach Front land	Union Yes Retreat	Freehold Perpetuity		0 RM355,000.00
6 23 Apr 2004	Lot 317 Blk 4 Matang Land District, 11th ML Matang Rd Kuching	Country Land adjacent to mountain stream	VACANT Picnic/Camping Retreat	Leasehold 60 Years	12-May-2071	RM140,000.00
7 03-May-05	Sublot 10 Lot 16 Blk 24 SLD Tiang Soon Height Sarikei	Corner Unit 3 Storey Corner Shophouse	RENTAL INCOME	New Development		RM485,000.00
8 26-Feb-08	Lot 9 Block 5 Gading Land Dis	Beach Front Land	UnionYes Retreat	Leasehold	2036	RM500,000.00
9 11-Jul-08	2nd Fl Lot 78 Bld W Queens C	2nd Flr of 4 Storey Intermediate Shophouse	Kuching Branch/MTUC	Strata Title Leasehold		RM243,000.00
10 18-Jun-10	Lot 2351 Blk 9, Seduan Land District Sibul Pulau Li Hua	Vacant Land 1 Acre	Proposed Sibul Office & Recreational Centre	Leasehold 99 years	17-Oct-2098	RM912,042.00

2005-2008 CA-DISPUTE

We regret that the Court of Appeal had ruled in favour of SCBA that they are not bound to honor the MOU on extending the benefits (Annual Increment amount, COLA and 2% additional revision) granted to our counterpart in West Malaysia and Sabah to SBEU for the 2006-2008 SCBA/SBEU Collective Agreement. We take this opportunity to thank all members and officials who have steadfastly stood by SBEU during this trying period.

1. HSBC/SBEU CSB CA 2013-2016

The HSBC/SBEU CSB CA was signed on 30/11/2015 with the following benefits:



1. 10% salary adjustment + Additional 2% adjustment to move into merit increment
2. Increment pool of 5%
3. Minimum move up from RM2,235 to RM2,250 while Maximum move up from RM4,578 to RM5,750
4. All other financial benefits increase by 10%

2. SCBA/SBEU CA 2015-2017



We concluded the 2015-2017 Collective Agreement with a 12% salary increase for Non-Clerical and 10% for the Clerical and Special Grade. Those who reach the maximum of the salary range have one additional increment. The CA provides for job empowerment and new duties, including sales functions to raise the job value of our members. After more than 90% of members voted in favour, CA was signed on 30/10/2015. Other improvements includes:

1. Subsistence/M meal/Shift Allowances: increase by 10 to 16%
2. Maternity/Delivery charges increase by RM200 & Dental/Spectacles Claim: increase by RM100
3. Staff Family medical increase from RM1,550 to RM1,800 per year
4. Staff Personal Accident insurance from RM110k to RM130k
5. Paternity leave: from 3 to 5 days, Pilgrimage Leave for those performing the Haj to Mecca

3. AmBank/SBEU CA 2015-2017

CA signed on 18/1/2016 with benefits similar to that of SCBA/SBEU CA.

05 INDUSTRIAL RELATIONS

Apart from negotiating Collective Agreement, which is once every three years, industrial relation matters is a important focus of SBEU. With the introduction of Performance Bonus in the Collective Agreement in 2007, members have been exercising their rights by filling in grievances when they are dissatisfied with their job targets, performance rating and bonus payout. We publish a cross section of the numerous cases.

1. AFFIN BANK

- I. Member was issued warning letter for failure to verify the customer's details in issuing the ATM card in February 2011 resulting in a fraudulent transactions being performed by a third party.

II. VSS

Bank introduced VSS in July 2017. Bank gave assurance that the VSS is entirely voluntary. We advised members to look into their own circumstances carefully before deciding to take up the offer.

2. AMBANK

I. Outsourcing of Medical Benefits to MI Care

As many Banks who have outsourced their medical services administration to medical service providers, banks should execute a service level agreement to ensure that the service levels comply with the Collective Agreement and that SBEU can take up issues with the Service Providers directly.

II. Closure of Marudi Operation

The Bank closed its Marudi branch in April 2014. The two members transferred to Miri which is the nearest town. The Bank paid additional one off payment of RM5,000 to offset hardship caused by the transfer after SBEU's intervention.

III. Behaviour of Branch Manager of Miri Branch

We received complains from staffs of the branch on the abusive behavior and instructions that are not in compliance with the CA. Situation has improved after our intervention.

3. ALLIANCE BANK

I. Grievance on Performance bonus 2015

Member not paid bonus as his overall rating was moderated downwards. Matter referred to Head office level where bank agreed to put him on the mid rating scale and bonus have been paid in May 2017.

4. BANK ISLAM

I. Non-Confirmation

The Bank did not confirm the employment of probationer. Matter referred to court. Bank agreed to pay ex-gratia of 5 months salary as settlement.

5. BANK MUAMALAT

I. Reorganization/Transformation Exercise

Bank offered VSS to all employees in March 2013. We advised members to make their own choice as to whether to take up the package or not. Last date of exit was 30/3/2015. There were no takers from SBEU members.

6. CIMB BANK

I. Rubber Road - Grievance on Performance

Appraisal for 2012 by 3 members

Two clerical members were not paid Bonus. We disputed the Bank's claim that they did not perform up to expectation merely because they did not meet the KPI target. We view that sales for Tellers should NOT be the main consideration for deciding on their ratings.

Bank reviewed the rating for the non-clerical and he was paid the appropriate bonus. We accept the ratings for the other two members.

II. Grievance on Performance Appraisal/Performance

Bonus for 2013 by 21 members

9 members from Kuching, 4 from Miri and 9 from Bintulu have filed in grievances on the downgrading of their overall rating. We believe the downgrading was done unfairly by the Regional Director who previously had issued ultimatum on sales achievement.

The matter was referred to SCBA/SBEU Standing Committee. The bank agreed to revise ratings and top up payments to 10 staff out of 22 staff. SBEU agreed that the ratings of the rest are maintained. The Bank has also given its assurance that it does not condone any act of threats or intimidation and that the relevant individuals have been informed accordingly.

III. Miri - Stoppage of Increment

The staff has been suspended pending investigation into irregularities of crediting proceeds of cheques into personal account instead of loan account. Bank issued him with a one year stoppage of increment effective from September 2014. He has opted for MSS and has since left the Bank on 16/10/2014.

IV. CIMB MSS

The Bank has carried out an MSS exercise in 2015 for all employees. We expressed our concern that the exercise would impact customer service and put additional pressure on the remaining staffs. We called on the Bank to ensure that the MSS is voluntary. A total of 55 members have their application approved.

V. Branch Rationalisation

Bank rationalizing 2 branches - Jalan Parry, Miri and Shahida Kompleks, Bintulu by August and the 5 members from each branches to be relocated to the nearest branches of their own choosing.

VI. Flexible Working Arrangement - Reduced Work Week

Bank introduced reduce work week to allow flexibility for staffs. SBEU is not objecting to it provided that the guideline is clearly spelt out and that it is entirely voluntary. Bank has assured that the whole scheme is voluntary and that the guideline is available in the bank's portal. However, the current rollout is only applicable to staffs in head office as a pilot project and has yet to be introduced to the branches.

VII. Labour Day 2016 initiative

Bank has introduced some initiatives to alleviate some of the burden for the lower income group as follows:

- Staff Housing Loan/Financing of 0% for 3-5 years & Financial assistance of RM200 per child for single parents, for those earning RM3,500 and below;
- Reimbursement of water bill of RM50 and Touch 'n Go reload of RM100, for those earning RM2,000 and below

We have requested the Bank to increase the ceiling/exclude Sarawak Allowance into the limit to allow more employees to be eligible and that the Touch and Go card be replaced with some other form of reimbursement for parking/petrol. However, regrettably the Bank has not acceded to our request but will only consider our views in the next review.

7. HSBC BANK MALAYSIA BHD

I. Discretionary Bonus 2012

We have disputed that our members should be paid 2 months bonus similar to West Malaysia and Sabah as they perform similar functions. This is in view that the bank has paid Performance Bonus for 2012 to West Malaysia and Sabah. Case has been referred to Industrial Court which ruled in favour of the Bank. We are considering an appeal.

II. Closure of CMB and VSS in 2014

The bank closed down their Corporate Banking Division in Sarawak and offered VSS to only staff in CMB. We disputed the closure and the Bank targeting only CMB staff for the VSS.

The bank also threatened to transfer those who did not apply for the VSS to outside Sarawak or be retrenched.

The bank said it cannot honour the understanding given on 24/2/2014 that those who did not apply will NOT be retrenched. This is unethical and unheard of in banking industry where honesty, transparency and integrity is of utmost importance.

The bank also refused to abide by the decision of the SCBA/SBEU Standing Committee to open up the VSS to all employees and not restricted to CMB Department. To make things worst, the Bank's senior managers intimidated employees into applying for VSS. We have withdrawn all cooperation with the Bank.



III. Section 20 Claims by Sibü & Kuching staffs who took VSS under pressure after closure of CMB

Case referred to Industrial Court-1st mention held on 3/3/2015. Bank filed Judicial Review to High Court Kuala Lumpur to quash Minister's reference. On 29/2/2016 the High Court dismissed the application by the Bank with cost of RM5,000. The cases are being heard by the industrial Court in Kuching & Sibü.



IV. Grievance on Performance Bonus 2014 - Sibü

3 members had their appraisal rating marked down as a result of their involvement in an earlier case of misappropriation/misconduct committed by an Officer. SBEU disputed the bank's contention that their rating is to be downgraded due to the seriousness of the case as the Bank has already instituted disciplinary action by stoppage of increment for one year as well as bonus. We view the downgrading of their appraisal rating as double punishment.

SBEU will file in trade dispute over the matter under Sect 18 of the IRA.

8. MAYBANK

I. Grievance on Performance Bonus/Rating on 2013

3 members in Miri have filed a grievance as they are not satisfied with the rating given to them. Meeting at national level held on 2/12/2014. Bank agreed to review the ratings and top up paid on November 2015.

II. Early Retirement Scheme

Bank has allowed 5 members to opt for early retirement due to medical issues with an exgratia of 1 month salary for each year of service. We are concerned as it may be open to abuse as the bank may coerce those with medical issues to apply for the scheme. We called on the Bank to put a stop to this practice until a meaningful consultation has been carried out with SBEU. The scheme has since been withdrawn.

III. PERFORMANCE APPRAISAL

The Bank has, wef Financial Year 2015, revised the KPI rating to 3 grades while maintaining Competencies ratings at 5 grades. The Bank informed that the 3 scoring is to encourage teamwork and avoid dispute and dissatisfaction amongst staffs.

We will monitor and take up cases as and when our members filed grievances.

IV. Rationalization of Jalan Pending, MJC and Salim Branch

The Bank has closed down Pending and MJC Branch and 19 of our members has been relocated to Jalan TAR Branch and Kuching Selatan respectively. 13 members from Salim Sibü were transferred to Sibü Town and Sibü centre.

V. Grievance on Performance bonus 2015

Member filed in grievance as he was not paid bonus. Meeting held at Branch Level on 10/6/2016. Management has agreed to revise his FY2015 BSC rating for "Need Improvement" to "On Target" and additional bonus paid in June 2017.

9. PUBLIC BANK

I. Behaviour of, ABM of Batu Niah Branch

Received complaints that the ABM is harassing members on QMS and refuse to allow OT. We have raised the issue with Bank Head of IR. Report and communication with IRC suggest that he has stopped with the practice.

II. Misappropriation of Customer Fund

Member dismissed on 18/11/2015 after Domestic Inquiry found him guilty of misappropriating funds that customer has entrusted to him to credit to their account. In view of the glaring misconduct of misappropriation and clear admission, we decided not to pursue the matter.

10. HONG LEONG BANK

I. Tun Jugah Branch - Grievance on Performance Appraisal

A member who is dissatisfied with the amount of bonus received as she felt that it was not consistent with the rating of 4. Bank has given the relevant data which showed that those who receive the rating of 4 were given similar payment. In view of this and as the payment is consistent with the rating given, we consider the matter resolved.

II. Pending Branch - Grievance on Performance Appraisal 2013

A member who was dissatisfied with the rating given and bonus received as he felt that he deserved a better rating since he performs similar jobs as the other tellers who obtained a rating of 4 and given better bonus. The Bank reviewed the rating and top up bonus paid in April 2015.

III. Grievance on KPI setting for Performance Appraisal 2014

A member in RH Plaza, Serian and 2 members in Pending Branch complaint about the high QMS and Cash shortage weightage allocated for KPI score at 20% each. Both target areas took up 40% of the total score resulting in high failure rate should there incur cash shortage and/or QMS. The KPI also did not specify any measurable value/matrix. Bank agreed to review the cash shortage rating base on the agreed matrix and top up bonus paid on April 2015.

The Bank has agreed to exclude QMS from the KRA.

IV. Mutual Separation Scheme

Bank offered MSS at 2X Monthly Salary (incl. Sarawak Allowance) for each year of service up to max of 20 years. Closing date was 5/11/2015. Bank has given assurance that the MSS is voluntary and have made it clear to Managers that there would be no coercion and pressure on staff to apply. A total of 46 members took up the scheme.

V. Grievance on Performance Bonus 2016

Member in Collection Centre - Jln Song Thian Cheok filed his grievance as he was not paid bonus. Meeting held at Branch Level on 02/2/2017. Management has revised his rating and bonus paid.

VI. Conduct of Business with Integrity

We fully support the call by MD of HLBB to all staffs to conduct business with integrity and he has directed that the manipulation of the QMS shall cease immediately or face disciplinary action.

VII. Grievance on KRA for Auto Finance

Four members filed in grievance on the non-payment of Performance Bonus over their KRA which is unrealistic, unattainable, unreasonable and beyond the control of the clerical staffs. After our meeting with the bank on 8/4/2015, the bank has agreed to pay them one month Bonus.

11. RHB BANK

I. Closure of RHB Kuching HUB Processing Centre

Bank closed their Kuching HUB centre on 30 June 2014 and have assured us that the 4 members will be relocated to branches within Kuching City.

II. Auto Finance new model

RHB Bank has briefed SBEU on the centralization exercise on the Auto Finance department on 29/1/2015 that would impact 182 staffs nationwide including Kuching, Sibu, Bintulu and Miri. The bank's priority is to ensure that all affected will continue to have jobs.

The Bank has relocated all excess staffs within vicinity of their respective region. In all 23 members in Kuching, 2 from Bintulu and 5 from Sibu has been relocated wef from 1/7/2015.

III. Grievance on Performance Bonus 2014

2 members in Kuching Business Centre and one from Simpang Tiga have file in grievance over non-payment of bonus. We referred the matter to the SCBA/SBEU Standing Committee. We agreed to the Bank's proposed settlement of 0.75 months for the 2 members in Kuching Business Centre and we dropped the grievance by in Simpang Tiga.

IV. Closure of Kapit, Marudi and Sri Aman

We deeply regret the bank's decision to close down 3 of their branches in Kapit, Marudi and Sri Aman. The closure is not a rationalization of 2 or more branches in the same town but an abandonment of their staffs and customers in each town.

After protest actions by SBEU, the Bank agreed to the following:

- Defer the closure to December 2016 to allow staffs time to organize their affairs
 - Allow staffs to be transferred to the branch of their own choosing and provided with transfer package superior than that contained in the SCBA/SBEU CA Art 15.
 - Those who wish to leave the Bank to be given a severance package with factor similar to the CTS and shall include the Sarawak Allowance
- 9 staffs have requested to be transferred to the towns of their choice.

V. Grievance on Performance Bonus 2015 - Kapit

3 members from Kapit have file in grievance over non-payment of bonus. As the matter was not resolved after meeting at branch level, matter referred to Head Office level. Bank had reviewed their case and agreed to pay them a half month bonus as settlement.

12. STANDARD CHARTERED BANK

I. Reorganisation/Transformation Exercise

Bank implemented VSS in view of the transformation of the Bank service/system. We advised members to make their own choice. 9 out of 22 members who applied were approved.

II. Show Cause

The above chief cashier was issued with show cause following from failure to comply with bank processes in that the CC should broke/scramble the combination lock every time after leaving the cash vault. Have assisted him to reply to the show cause and he has been issued with a warning letter. He has accepted the warning.

13. UOB BANK

I. Appraisal

Members filed in grievances over the change on their KRA for 2015. Two meetings were held on 13/5/2015 and 15/6/2015. The bank has revised the KRA taking into our views. The bank also subsequently revised the rating from 3 to 5 points system from the 2015.

II. Dismissal

Bank dismissed member on 7/10/2015 after a DI found him guilty of outraging the modesty and embarrassing a female colleague by video recording her.

Member filed in Section 20 under IRA. The HR Minister decided not to refer the matter to the Industrial Court.

06 TRAINING & EDUCATION

SBEU continue to place emphasis on Training and Education of our officials and members. The Education Programme was reviewed and consists of:

- Proud To Be SBEU Members Courses for IRCs & Members
- Industrial Relations and Domestic Inquiry Course for EXCO and Br Committees
- Enhancing Work Performance for Members, IRCs & Br Committees
- Leadership Courses & Motivation Camp for key officials
- External courses conducted by MTUC, UNI, & Management & Training Consultants
- SCBA / SBEU Joint Course for members, IRCs & Br Committees

TRAINING AND EDUCATION ACTIVITIES 2011 - 2014								
BRANCH	PROUD TO BE SBEU MEMBERS	-MANAGING DISPUTE EFFECTIVELY	ENHANCING WORK PERFORMANCE / SEMINAR	OTHER TALK	LEADERSHIP / X-CHANGE PRGM / MOTIVATION CAMP	OTHERS (INTL/NATIONAL COURSES)	TOTAL	TOTAL PARTICIPANTS
KUCHING	1	2	3				6	318
MIRI/BINTULU		1	2				3	181
SIBU/SARIKEI	1	2	1				4	214
HQ			2 Joint with SCBA		1 (Xchange Program) / 1		3	193
EXTERNAL						59 (MTUC /	59	142
TOTAL	2	5	8		2	59	75	1048

Our programme continues unabated with 75 Educational & Training courses organised during the past three years for 1048 members, IRCs and officials. This represents the total membership of SBEU.

We have conducted 3 Joint Courses with SCBA. The joint course is part of the joint effort between SBEU and SCBA to increase job value and to improve the quality and performance of the employees. The course itself is designed to cater to both the responsibilities of the employers and the employees in their respective workplace. Some of the topics covered were

- Job Empowerment & Taking Responsibility
- Selling Is Helping
- Work Performance : Employer vs Employee
- Differentiating Through Service



Officials were also sent to national level courses conducted by SBEU, UNI, MTUC and professional organizations in Sarawak & West Malaysia and overseas to attend Regional Training Courses & Conferences.

Our Union Yes Retreat and Training Centre has enabled us to hold programs in a more cost effective way.

We continue the Performance Appraisal course to educate members on their roles and rights in the appraisal process. This will ensure that the performance pay system will be equitable and there is a fair and objective assessment of the employee's performance.

We hope this will empower members to strive for service excellence in their career and that the management will view SBEU as a relevant partner in ensuring a better workplace and improved productivity in the Bank. Ultimately, with improved productivity and enhanced customer service, members can look forward to better benefits and higher pay.

Our value-added services are what distinguished SBEU from other unions. Apart from offering value added services for our members, the scheme also generates substantial income for the union with insurance contributing \$723,513 and Retreat contributing \$1,371,685 for the 3 year period ending 31/3/2017.

7.1 UNION YES RETREAT & TRAINING CENTRE



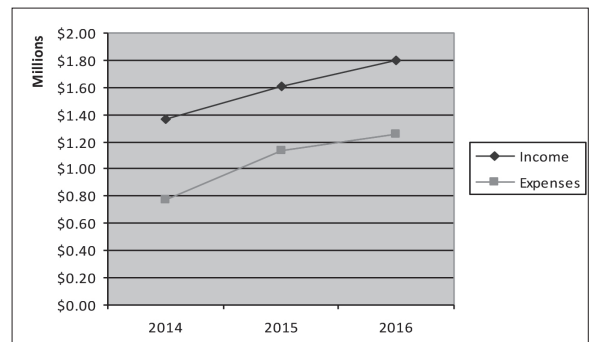
Our very own Union Yes Retreat & Training Centre opened for business on 1st May 2006.

During the period under review, we have invested another RM432,000.00 to expand and upgrade the facilities to make it an exquisite resort of choice in Lundu / Sematan. Equipped with resort style facilities and accommodation, we offer a perfect mix of Chalets, Deluxe / Superior rooms, 2-Bedroom Penthouse Suites, Hostels and cozy Cabins (completed end of 2015). Our Beach Houses are complete with Kitchen and Dining Facilities such as BBQ Pit.

We generated gross income of more than RM1.371m over the 3 years on revenues of RM5,217,753 against expenses of RM3,846,067. Our investment yield is about 5% per annum. Our room occupancy rates are consistently above 54%.

Members, including ex officials enjoy preferential rates. The Retreat is very popular during weekends and has hosted functions for Banks, Companies, NGOs, Government Departments and schools.

Customer feedback is positive. And we have very encouraging returning customers. Total staff is now 18 (including the café).



7.2 LIFE & MEDICAL INSURANCE - GMBIS

The SBEU/Great Eastern Life Insurance Ltd Group Multiple Benefit Insurance Scheme (GMBIS) was first introduced in 1985.

We launched the ING I Protection and Edusave (now known as AIA) in 2005.

Our roadshow **on July & August 2016** to promote the GMBIS 177 has successfully brought in an additional **1438** participants with monthly premium of **RM79,090**.

GREAT EASTERN LIFE ASS (M) BHD						
Year	No. of Insured			Premium Received (RM)		
	2014/2015	2015/2016	2016/2017	2014/2015	2015/2016	2016/2017
Southern	1572	1488	2085	877,818.00	850,474.00	931,523.33
Central	1338	1288	1714	625,781.00	658,407.80	662,182.14
Northern	1356	1334	1659	695,528.00	747,708.40	734,693.53
Total	4266	4110	5458	2,199,127.00	2,256,590.20	2,328,399.00

As at **31/3/2017** total of **6568(5446)** members and their spouses participated in both schemes, an increase of **1,122** and average premiums increase to **\$18,871.82** a month. The Scheme paid out a total of **RM2,014,578.64 (RM834,502.15)** for **65(31)** claims during the period.

AIA BERHAD						
Year	No. of Insured			Premium Received (RM)		
	2014/2015	2015/2016	2016/2017	2014/2015	2015/2016	2016/2017
Southern	307	296	276	\$ 93,000.50	\$ 85,078.48	\$ 93,177.98
Central	390	383	379	\$ 143,854.51	\$ 133,955.51	\$ 141,482.51
Northern	483	473	455	\$ 181,715.39	\$ 146,956.71	\$ 154,483.71
Total	1180	1152	1110	\$ 418,570.40	\$ 365,990.70	\$ 389,144.20

7.3 MEDICAL INSURANCE

We are currently tied up with AIA A-Health medical insurance and ETIQA Insurance for members' spouses and children to take advantage of the provisions in the CA who allows members to claim up to \$530 off their family medical entitlement to buy such insurance. This benefit is also extended to Non-Clerical staffs.

OVERALL SBEU

Year	AIA (A.HEALTH)		ETIQA H&S		OVERALL	
	No. of Insured	Premium (RM)	No. of Insured	Premium (RM)	No. of Insured	Premium (RM)
2014-2015	31	13,283	1042	521,025	1073	534,308
2015-2016	29	12,833	1019	531,060	1056	533,858
2016-2017	23	10,277	830	439,900	853	450,177

BY REGIONS

		AIA (A-HEALTH) / ETIQA H&S										
		No. of Insured					Premium Received (RM)					
Year	2014-2015		2015-2016		2016-2017		2014-2015		2015-2016		2016-2017	
Region	A-Health	Etiqua	A-Health	Etiqua	A-Health	Etiqua	A-Health	Etiqua	A-Health	Etiqua	A-Health	Etiqua
Southern	18	440	18	414	17	353	7,321	220,025	7,763	219,420	7,400	187,090
Central	9	291	8	282	4	238	4,395	145,500	3,656	149,460	1,821	126,140
Northern	4	311	3	306	2	239	1,567	155,500	1,414	162,180	1,056	126,670
	31	1042	29	1002	23	830	13,283	521,025	12,833	531,060	10,277	439,900
Total	1073		1031		1,056		534,308		533,858		450,177	

7.4 GENERAL INSURANCE

SBEU is an authorized agent for Zurich & Lonpac . CHUBB Insurance to sell General Insurance (Mainly Motor Insurance) to employees of the Bank and their immediate families. We also provide Fire Insurance and Home Content Insurance, amongst other types of General Insurance.

700 members and their families purchased their insurance from SBEU. It is an important value added service to our members.

MOTOR INSURANCE

Year Branch	2014-2015		2015-2016		2016-2017		Overall	
	Premium	Cases	Premium	Cases	Premium	Cases	Premium	Cases
HQ	92,709	231					92,709	231
SOUTHERN	41,505	130	68,179	168	90,065	243	199,749	541
CENTRAL	75,268	248	100,995	279	158,160	442	334,422	969
NORTHERN	204,070	394	252,561	476	233,386	481	690,017	1,351
Total	413,551	1,003	421,736	923	481,611	1,166	1,316,898	3,092

7.5 DISCOUNT SCHEME

In 1990, SBEU first introduced a Merchant Discount Scheme whereby members will get discounts when they patronized merchants and other business outlets.

With the increasing cost of living and consumers prices, SBEU relaunched the scheme in 2012

While SBEU has been successful in increase the salaries of members, we felt the need for members to maximize their purchasing power.

A total of 303 Merchants have signed up for the scheme offering discount between 5 to 40%. We hope to have more merchants in all towns throughout Sarawak.

Members have to show their SBEU membership card at the selected Merchants, where the Discount Scheme logo are displayed.

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Members of SBEU

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Sarawak Bank Employees' Union
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enjoy special discount up to
40%

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100+ outlets

SOCIAL WELFARE



SBEU continued to organize numerous social & welfare activities during the term. Apart from giving value-added services to members & their families, SBEU Social Welfare activities mobilized significant contributions for charity and community development.

We set aside 10% of the levy collection for welfare activities as part of our Corporate Social Responsibility. We organized blood donations, visits to old age homes and participation at open day sales of charitable organizations such as Blind Centre, Children Cancer Ward & Pibakis/Pibakat & Tree Planting .

Social and recreational activities include futsal, Cooking Competition, badminton, bowling competitions, mass aerobics, and of course our 50th Anniversary Dinner with theme “SBEU Golden Night” on 17 September 2016.

REGION	ACTIVITIES	PARTICIPANTS	COSTS
SOUTHERN	7	615	\$ 19,747.83
CENTRAL	9	907	\$ 5,805.53
NORTHERN	9	266	\$ 19,846.60
HQ	3	1051	\$ 369,523.55
TOTAL	28	2839	\$ 414,923.51

These activities help in fostering solidarity amongst members and to assist the less fortunate members of society as well as activities that are geared to protecting the environment.



50TH ANNIVERSARY CELEBRATION - SBEU GOLDEN NIGHT

The 50th Anniversary Celebration was held at Imperial Hotel, Kuching on 17/9/2016. 880 members and guests including Tan Sri Azlan Zainol, Puan Nora Manaf - President MCBA, Fong Khei Phor - Director General of Industrial Relations, ex-officials of SBEU & MCBA, officials from Singapore BEU, Bank HR/IR and officials from UNI Apro grace the dinner.

More than 100 members from our outstation branches and ex officials through Sarawak and their family members attended the glittering event. Guests were treated to a spectacular and meaningful evening with entertainment by national artistes with some walking home with special edition 24 carat gold coins worth \$50,000. Net expenditure was RM265,142.38. We also issue a complementary T-shirt to all members.



WOMEN

Women make 60% of the total SBEU membership a slight increase from 59%. Our President, as well as 1 of the 3 Vice-Presidents, 1 Branch Secretary and 2 Branch Chairman are women. 19 out of 54 (35%) of the delegates to the TDC are women. Eventhough there is a decline in women representation at official level, we do hope women will play a leading role in SBEU.

We also participated in activities organised by the Ministry for Social Development for Women Organisation and other Non Governmental Organizations.

We must continue to place emphasis on increasing women participation and developing women leaders.





I am your car. Protect me.

I want more than insurance,

I want the kind of insight that comes from decades of experience insuring cars, their drivers, and their passengers.

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