

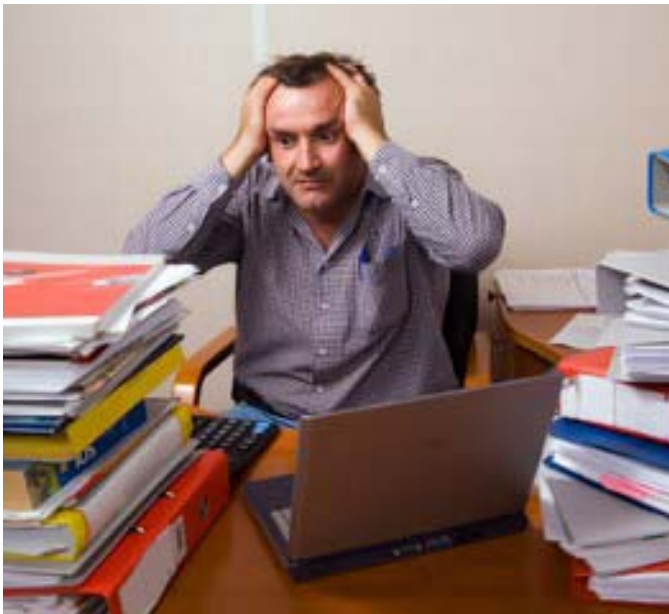


AXA UNION NEWSLETTER

November 2008

# Take a stand – on stress!

**AXA is currently spending £4,000,000 in the UK telling its customers to take a stand on poor customer service. Unite say it is time for AXA to take a stand against the causes of work-related stress which would reduce sickness costs, increase staffing availability and improve customer service.**



You don't have to be a rocket scientist to appreciate the problems work-related stress causes to a company like **AXA**. Aside from the loss of key staff, increased workloads on colleagues and an inevitable negative impact on customer service (**AXA** came bottom in a customer service survey last year), sickness as a result of work-related stress costs a shed load of money in sick pay and tribunal costs (the Government conservatively estimates it costs UK industry £530 million a year).

So when **AXA UK** announces in its half year results that it is looking to make a combined annual saving of £80 million at the cost of 500 jobs it would seem logical that **AXA** would try and take action to identify and alleviate areas of work-related stress to save money and improve customer service.

Well no, in fact **AXA** has done nothing concrete to address this issue in its offices. If anything the company seems determined to ignore the issue and hope it goes away! Obviously it is more important to devote resource in placing 10,000 adverts in 85 underground trains in London than address an issue that directly impacts company expenses, customer service and employee well-being across the country...

Clearly this is not acceptable and **Unite** is calling on **AXA** to take the whole issue of work-related stress seriously. The irony is that with reduced sickness and improved customer service any investment in tackling this problem would more than pay for itself, as well as making **AXA** a better place to work. After all, there is no point offering customers a dedicated claims handler if they are off with work-related stress is there?

## Tell us how it is...

For the last few years **AXA** has promised that it will issue a nationwide survey to employees on work-related stress but has not delivered.

Consequently **Unite** has given up waiting and has decided to issue one ourselves online!

We appreciate that you get asked to complete a lot of stuff by the company via the intranet but would ask you spend the few minutes it will take to provide us with a national picture of how stress impacts the workers in AXA.

So whether you are at the end of your tether or feeling just fine, please let us know...

**Complete the stress questionnaire at: [www.axa-unite.org](http://www.axa-unite.org)**