

# TELECOMS & FINANCIAL SERVICES CONFERENCE AGENDA

TUESDAY, 30<sup>TH</sup> APRIL – THURSDAY, 2<sup>ND</sup> MAY 2019  
BOURNEMOUTH INTERNATIONAL CENTRE



**30<sup>th</sup> April – 2<sup>nd</sup> May 2019**  
**Bournemouth International Centre**

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## **Instructions to Delegates**

### **ADMISSION TO CONFERENCE**

Before leaving home make sure you have your Membership Card, and Agenda.

Admission to Conference is by the appropriate credential card **only**.

### **OPENING OF CONFERENCE**

**The doors will be opened at 08.30 sharp on Tuesday morning.** Please be early so that you are seated by 09.00 hrs.

### **STANDING ORDERS**

*Read your Standing Orders thoroughly.* If you have any doubt about any Standing Order consult the Standing Orders Committee.

### **VOTING**

Votes are normally by a show of hands.

### **ADDRESSING CONFERENCE**

Position yourself 15 cms from the microphone and speak normally.

### **NOISE LEVEL DURING CONFERENCE**

Please keep as quiet as possible during the proceedings of Conference.

### **LUGGAGE**

If you need to bring bags or suitcases into the conference hall please do not leave them unattended. Please also ensure that bags and suitcases do not block aisles or stairways.

### **PROHIBITIONS**

The use of mobile phones or devices (Smartphones, Tablets and Laptops) must be switched off or set to Silent, while in the confines of the Conference Hall.

**During “in Camera debates” recording and or reporting of these debates shall be strictly prohibited.**

No documents, posters or banners shall be circulated, distributed or displayed within the Conference Hall without the permission of the Standing Orders Committee.

## STATEMENT

Dear Colleague

Firstly, I would like to welcome delegates and visitors to the 2019 Telecoms and Financial Services Conference. In preparing this year's Agenda, the SOC has continued with the format relating to the Union's activity in companies other than BT on the first day of the Conference.

The SOC has continued to operate with its policy on the inclusion and the placement of motions. Following consultation with the T&FSE Chair we continued with the Chairs interpretation of the Rule 10.8.7.a which is that "each Branch shall be entitled to submit up to six motions and Branches with BT Fleet members shall be entitled to submit an additional motion on a matter pertaining to them." This information was included in the Guidance Notes attached to LTB 087/19.

The SOC have continued with the policy not to alter or amend any of the motions submitted and this information was also provided on LTB 087/19. This is in response to concerns that even minor amendments can impact the intention of the submitting body; the SOC has intentionally published the motions as submitted to retain their original integrity.

As always this process does not affect the rights of Branches to challenge the decisions of the SOC, by following the reference back procedure as published in the Standing Orders.

The SOC has continued with the timings for proposer, seconder and subsequent speakers at 3 minutes and we would ask that speakers adhere to this time and only ask for an extension in EXCEPTIONAL CIRCUMSTANCES bearing in mind that there were 14 motions on last years' agenda which we did not reach, as such the maximum time allowed for extensions shall not exceed 2 minutes. Please refer to Standing Order 4d for clarification on this.

In an effort to ensure we get the opportunity to debate all motions, we have utilised all time available over the 3 days.

The T&FS Executive have requested a timeslot on Tuesday afternoon for a presentation by the DGS(T&FS) "**Campaigning to Win – Taking action, getting results**" which will be heard "In Camera". We have also made time for a further presentation on the Wednesday afternoon "**Good Work, Good Health**".

In respect of all other issues, the Standing Orders Committee has set out the Agenda in such a way that hopefully will allow debate on all the major issues affecting our members in all companies where we recruit, and that Conference time will be well spent creating policy.

Finally, on behalf of the T&FS Standing Orders Committee, may I wish everyone a successful Conference, and offer our assistance regarding queries or problems with either the Agenda or the Standing Orders.

Yours Sincerely



**Joyce Stevenson (Chairperson)**  
**Telecom and Financial Services Standing Orders Committee**

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### **AGENDA**

### **MOTIONS**

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## TIMETABLE/PROGRAMME OF BUSINESS

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### TIMETABLE/PROGRAMME OF BUSINESS

**Tuesday 30<sup>th</sup> April 2019**

#### TELECOMS AND FINANCIAL SERVICES CONFERENCE

09.00	Chair's opening remarks					
09.10	Adoption of Standing Orders Report					
09.20	Andy Kerr, Deputy General Secretary T&FS					
09.40	Section 1	Motions	1		Page	14
09.50	Section 2	Motions	2	-	8	Page 15-17
11.10	Section 3	Motions	9	-	17	Page 18-20
12.30	Section 4	Motions	18		20	Page 21
13.00	Lunch					
14.00	Section 5	Motions	21		29	Page 22-25
15.30	Section 6	Motions	30	-	33	Page 26-27
16.00	In Camera - Campaigning to Win – Taking Action, getting Results presentation					
18.00	Conference Adjourns					

**Wednesday 1<sup>st</sup> May 2019**

#### TELECOMS AND FINANCIAL SERVICES CONFERENCE

09.00	Section 7	Motions	34	-	40	Page 28-31
10.00	Section 8	Motions	41	-	50	Page 32-34
11.50	Section 9	Motions	51	-	55	Page 35-36
12.40	Section 10	Motions	56	-	57	Page 37
13.00	Lunch					
14.00	Section 11	Motions	58	-	70	Page 38-42
16.00	Good work, good health presentation					
17.00	Section 12	Motions	71	-	76	Page 43-45
18.00	Conference Adjourns					

**Thursday 2<sup>nd</sup> May 2019**

#### TELECOMS AND FINANCIAL SERVICES CONFERENCE

09.00	Section 13	Motions	77	-	84	Page 46-48
10.15	Section 14	Motions	85	-	90	Page 49-51
11.15	Section 15	Motions	91	-	94	Page 52-53
11.50	Andy Kerr, Deputy General Secretary T&FS					
12.00	Chairs Closing Remarks					
12.10	Conference Closes					

**BRANCHES WITH MEMBERS IN THE TELECOMS AND  
FINANCIAL SERVICES CONSTITUENCY**

<b>REF</b>	<b>BRANCH</b>	<b>MEMBERS</b>
21819	Central Counties and Thames Valley	2070
21827	South East Anglia	1040
21831	North Anglia	1591
22032	Midland No.1	3003
22238	Leicester and Midshires	709
22601	Algas National	1504
22803	East Midlands	1525
22809	Coventry	633
23404	South Yorkshire	858
23669	Tyne and Wear Clerical	2601
23727	Bradford Financial Services	139
23808	North East	1860
23817	Lincolnshire and South Yorkshire	1395
23830	West Yorkshire	2170
24024	Northern Ireland Telecoms	1589
25274	Manchester Combined	1541
25646	Mersey	1385
25664	Manchester Clerical	496
25730	Bootle Financial Services	1534
25731	Bootle IPSL	94
25732	Northern and Financial Services	301
25801	Isle of Man	133
25821	Lancs and Cumbria Combined	1916
25803	Preston brook and Bury	962
26156	Glasgow and Motherwell	1015
26825	Edinburgh, Dundee and Borders	1749
26829	Scotland No.1	2847
27049	South East Central	1192
27353	Portsmouth, West and Isle of Wight	678
27805	Meridian	706
28459	Somerset, Devon and Cornwall	2254
28828	Great Western	2661
29807	Mid Wales, the Marches and North Staffs	1045
29816	North Wales and Chester Combined	695
29823	South Wales	2757
30250	AIM Branch	59
30252	Greater London Combined	3777
30810	Capital	1892
30811	London and West	1173

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## VOTING STRENGTHS

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REF	BRANCH	MEMBERS
30834	South London, Surrey and N.Hampshire	2066
45001	Greater Mersey and South West Lancs	905
	<b>TOTAL</b>	<b>58,520</b>

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## EXECUTIVE COUNCIL AND OFFICERS

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### TELECOMS AND FINANCIAL SERVICES EXECUTIVE AND OFFICERS

S Albon	T Buckley	T Cooper	D Cort
N Darbyshire	T Fussey	C McGlynn	C Rhodes
K Rose	J Samuels	B Shepherd	D Stuart
D Tee	J Upton	Z Walmsley	K Woolley

#### Officers

#### Deputy General Secretary

A Kerr

D Bowman	S Bridge	N Cotgrove	J East
A Eldred	D Jukes	B O'Brien	

### STANDING ORDERS COMMITTEE REPORT

The Standing Orders Committee will present a report upon the Committee's work, the Conference Agenda and the Standing Orders for the government of Conference proceedings and thereon will move:

**"That the proceedings of the Standing Orders Committee be approved and the Agenda and Standing Orders now presented be accepted and form the Agenda and Standing Orders for this year's Telecom and Financial Services Conference."**

.....to second.

#### Rule 10.6.7

The Standing Orders Committee will give priority to motions in the following order:-

- (a) **Category A - Those motions which in the view of the SOC require a decision by Conference;**
- (b) **Category B - Motions whose general point is to reverse policy decided at the previous year's Conference;**
- (c) **Category C - Those motions which in the view of the SOC seek only to confirm existing policy;**
- (d) **Category D - Those motions which in the opinion of the SOC could be dealt with in correspondence;**
- (e) **Category X - Those motions which in the opinion of the SOC are out of order. These shall be printed but shall not be admitted to the agenda.**

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# STANDING ORDERS

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## ANNUAL CONFERENCE 2019 TELECOMS & FINANCIAL SERVICES CONFERENCE STANDING ORDERS

1. The sessions of the Telecoms & Financial Services Conference shall commence in accordance with the timetable.

### 2. TIMETABLE

- (a) (i) Chairperson's Address  
(ii) Adoption of Telecoms & Financial Services Conference Standing Orders  
Committee Report (including appeals/reference backs)  
(iii) Sections of Telecoms & Financial Services Business
- (b) Conference is divided into half-day sessions. Within each session are sections, i.e. groupings of motions allocated a defined time for debate.

If the business of any section is completed within the timetable the Conference shall proceed immediately to the next section of business.

If all the business of the final section is completed within the timetable, the Conference shall return to the earliest uncompleted business.

- (c) A motion which has been called for debate before the end of a timetabled section is reached, shall be moved, seconded, debated and decided upon, subject to Standing Order No.4. Once a motion is called under this Standing Order no motion to vary the timetable to compensate for time lost by this procedure shall be admissible.
- (d) Motions not reached by the close of Conference shall be deemed remitted to the Telecoms and Financial Services Executive for consideration.

### 3. DOCUMENTS

#### DOCUMENTS

- (a) No documents, posters or banners shall be circulated, distributed or displayed within the Conference Hall without the authority of the Standing Orders Committee.
- (b) All printed reports and documents which the delegates have been given a reasonable time to consider, will be taken as read.
- (c) Documents relating to the debate, may be read out only by permission of the Chairperson.

### 4. PROCEDURE IN DEBATE

#### DEBATE

- (a) Every member of the Conference shall be seated, except the person who may be addressing the Conference. Should the Chairperson rise, no person shall continue standing nor shall any other person rise until the Chair is resumed.

#### SPEAKERS

- (b) Every person wishing to speak shall address the Chairperson, and shall at all other times observe silence. No person shall approach the microphone unless invited to do so by the Chairperson. All speeches shall be confined to the subject under discussion.
- (c) Motions standing in the name of an Equality Conference or the Young Workers Conference must be moved by a delegate nominated by that appropriate body.
- (d) All speakers including the mover and seconder of the motion, shall only speak for up to 3 minutes. **In EXCEPTIONAL CIRCUMSTANCES special permission of the Conference may be obtained to speak for a longer period which shall not exceed a further 2 minutes.** Attention of delegates is drawn to the fact that these are maximum times.
- (e) Neither the Telecoms and Financial Services Executive, Equality or Young Workers Conference Nominated Delegate nor a Branch may second a motion standing in their own name, nor may speak more than once on a motion subject to the

provisions of Standing Orders 4(f), (g) and (h).

- (f) No person shall be allowed to speak twice on the same motion except the mover, who shall have the right of reply to the debate only if there has been opposition.
- (g) The Telecoms and Financial Services Executive **(including any T&FSE appointed representative)** shall be allowed a maximum of two speakers in debate on motions standing in the name of a Branch, Equality Committee or Young Workers Committee.
- (h) The Telecoms and Financial Services Executive **(including any T&FSE appointed representative)** shall, in addition to moving and exercising the right of reply, be allowed a maximum of one speaker in a debate on motions standing in the name of the Telecoms and Financial Services Executive.
- (i) Nobody, except the mover, shall speak on a motion until it has been seconded. The mover of a motion who sits down without speaking on it shall lose the right of addressing Conference, but shall still have the right of reply. The seconder of a motion, who sits down without speaking on it, shall not lose the right of addressing the Conference. During the right of reply, the mover of a motion shall not introduce any new issues but shall be limited strictly to answering issues raised in the debate.

### ENDING DEBATE

- (j) Any delegate who has not spoken in the debate may, when called to the rostrum, move: "That the motion now be put", if seconded the Chairperson shall, without discussion, immediately put this motion to the vote. If carried, Conference shall proceed to vote on the motion itself, subject to the right of reply as stated in Standing Order No.4 being exercised first.
- (k) Any delegate who has not spoken in the debate may, when called to the rostrum move: "That the Conference proceed to next business" if seconded the Chairperson shall, without discussion, immediately put this motion to the vote. If carried Conference shall at once proceed to next item on its agenda.
- (l) A motion shall not be deemed to be before Conference unless it has been moved and seconded.

### REMITTANCE

- (m) Should there be a request from the NEC to remit a motion. The mover of the motion will be deemed to have the authority to agree to the remittance on behalf of the submitting body. Subject to the agreement of conference.

### POINT OF ORDER

- (n) Any person wishing to question the proceedings of Conference may rise on a "point of order", and when called shall state the procedural point in exact terms, whereupon the Chairperson shall immediately give a ruling or refer the matter to the Standing Orders Committee for a decision. Any person raising points of order must seek to prove one or more of the following:-
  - (i) That the speaker is using un-parliamentary language.
  - (ii) That the speaker is digressing from the subject of the motion.
  - (iii) That the rules of the Union are being broken.
  - (iv) That there is an infringement of the customary rules of debate.
  - (v) That there is an infringement of the Standing Orders (which shall be referred to the Standing Orders Committee).
- (o) The Chairperson's ruling on a point of order shall be final unless it is challenged. The correct method of challenging the ruling shall be to move: "I wish to challenge your ruling." Such a motion shall be carried by a simple majority.

### IN CAMERA

- (p) Debates "In Camera" which have not previously been notified in the Agenda can be requested by a delegate or the Telecoms and Financial Services Executive prior to the commencement of the debate. Such a request shall be put to the vote by the Chairperson. If carried by simple majority, those in the hall who are not members or employees of the CWU shall be required to leave for the duration of the debate.

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# STANDING ORDERS

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<b>VOTING PROCEDURES</b>	<b>5. VOTING PROCEDURE</b>
	(a) Voting on any matter before the Telecoms & Financial Services Conference requiring a decision shall be by a show of hands, or if the Chairperson so decides, by a card vote. On the announcement of the decision of the vote by a show of hands, if a demand for a card vote is made, and at least sixteen (16) delegates are standing in their places when the call is made, a card vote shall be taken.
	(b) No person shall enter or leave the floor of Conference during a card vote. (c) All card votes shall be conducted by the Standing Orders Committee.
<b>CARD VOTE</b>	(d) Procedure for a card vote shall be as follows. A delegate of each Branch shall be required to place in a ballot box a card indicating the effective voting membership of the Branch for, against or abstention on the motion requiring the decision. Once the Standing Orders Committee have announced the conclusion of the card vote, no further voting cards shall be included in the count. (e) On completion of the card vote the General Secretary shall arrange for the counting of the votes. A circular will be issued to each delegate attending Conference recording the vote of each Branch and the result of the ballot. (f) When the motion being voted upon has a consequential effect, Conference will proceed to the next item of business unaffected by the result of the card vote. (g) When the card vote result is announced Conference will return to the earlier item provided it is within the timetable.
<b>EMERGENCY MOTIONS</b>	<b>6. ADMISSION TO AGENDA OF MOTION ON GROUNDS OF URGENCY AND WHICH REQUIRE A DECISION OF CONFERENCE</b>
	(a) Any request for the inclusion in the agenda of motions on the grounds of urgency must be submitted to the Standing Orders Committee, to arrive at CWU HQ by post, or email to <a href="mailto:conferences@cwu.org">conferences@cwu.org</a> by midnight, <b>Tuesday 23rd April 2019</b> . Motions submitted on the grounds of urgency which, because of the circumstances giving rise to them could not possibly have been submitted by <b>23rd April 2019</b> must be submitted to the Standing Orders Committee as soon as possible.
	(b) Motions admitted to the agenda under the provisions of Standing Order No. 6 (a) shall be known as Emergency Motions. (c) Decisions of the SOC not to admit Emergency Motions to the agenda are subject to Standing Order No.7 (b). Such challenges can only be heard during sessions of the Telecoms & Financial Services Conference. (d) A decision taken by Conference shall not be open to the Emergency Procedure at the same Conference.
	<b>7. REFERENCE BACK PROCEDURE</b>
	(a) References Back for Motions, on their order, categorisation and consequentials, and those ruled out of order, will only be dealt with at the beginning of the Telecoms & Financial Services Conference. (b) Branches must give the Standing Orders Committee written notice of their intention to move reference back to alter the published agenda with details and reasons for doing so. Such written notice must be received at CWU HQ by post, or email to <a href="mailto:conferences@cwu.org">conferences@cwu.org</a> by midnight, <b>Tuesday 23<sup>rd</sup> April 2019</b> . If, after consideration, the SOC continue to reject the reference back, the motion sponsor will then be required to meet the Standing Orders Committee at <b>3:00 p.m.</b> on <b>Saturday 27<sup>th</sup> April 2019</b> to further appeal. Only delegates who follow this procedure will be entitled to seek to move reference back when Conference is asked to approve the Standing Orders and agendas in accordance with Standing Order No.7 (a).

Whether a reference back is heard will be dependent upon time allocation acceptable to the Chairperson and Conference. If a delegate is called to move reference back they will be required to produce a credential card supplied by the Standing Orders Committee certifying that the procedures set out in this Standing Order have been observed. The Telecoms and Financial Services Executive will also be required to follow this procedure.

- (c) Challenges to any other Standing Orders Committee decisions, outwith the published agenda, shall only be heard at the discretion of the Chairperson and after all branches who have fulfilled the criteria under 7(b) have had the opportunity to be heard.

### **8. SUSPENSION OF STANDING ORDERS**

- (a) Motions to suspend Standing Orders shall only be allowed to deal with business or circumstances that could not have been foreseen when the Timetable/Programme of Business was adopted.
- (b) The Chairperson may accept a motion for the suspension of Standing Orders provided no motion is on the floor being debated.  
Any such motion must state the Standing Order/Orders involved and also state the nature and urgency of the business as to why the suspension is required.

The Chairperson shall immediately refer such a motion to the Standing Orders Committee who shall express their view before the vote is taken. A motion for the suspension of Standing Orders will be carried if supported by a simple majority of the Conference.

- (c) At the end of the period of suspension of Standing Orders, the Conference shall return to the published timetable. No subsequent motion for the variation of the timetable to compensate for time lost by the suspension of a Standing Order/Orders or the discussion of such suspension shall be admissible.

### **9. SOC REPORTS**

- (a) In accordance with Rule 10.6.6.i, the Telecoms and Financial Services Executive will indicate, in an SOC document published prior to Conference, their position on motions including those motions they are prepared to accept. If this is agreed by Conference when the SOC report is adopted, those motions accepted will not be debated and will be deemed to be carried and any consequential rulings applied accordingly.
- (b) The acceptance of motions under the terms of this Standing Order shall not take priority over consequential rulings.
- (c) Branches may register opposition to the acceptance of motions, other than those standing in their own name, by advising the Standing Orders Committee prior to the Standing Orders Committee Report being moved at the commencement of Conference. The Branch(s) registering opposition to the T&FSE acceptance, shall be published in the relevant supplementary SOC Report.
- (d) The Telecoms and Financial Services Executive is not entitled to accept motions standing in their own name.
- (e) The position of the Telecoms and Financial Services Executive on Emergency Motions and any changes to the published agenda will be contained in Supplementary SOC reports which will be moved and adopted. Challenges to decisions in Supplementary SOC reports must be made at that time.

### **10. WITHDRAWALS PROCEDURE**

Any motion or composite motion may be withdrawn from the Agenda at any time by the sponsor(s) who will notify the Chairperson of the Standing Orders Committee at the earliest opportunity. Once it has been moved and seconded, it cannot be withdrawn except with the agreement of Conference by a simple majority vote.

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# STANDING ORDERS

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## **11. PROHIBITIONS**

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# **TELECOMS AND FINANCIAL SERVICES CONFERENCE**

**TREGONWELL HALL**

**BOURNEMOUTH  
INTERNATIONAL CENTRE**

**CHAIR: BERYL SHEPHERD**

## **STANDING ORDERS COMMITTEE:**

**JOYCE STEVENSON (CHAIR)  
ROB ALLDRITT  
CRAIG ANDERSON  
ADAM GIBBINS  
DAVE MITCHELL  
JOANNE SHAFTOE  
PHIL THOMAS**

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## **SECTION 1**

### **Tuesday (09.40 – 09.50)**

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**1 CATEGORY A:** Conference notes that mental illness is the largest single cause of disability in the UK. Mental health disorders are particularly prevalent in call centres which are often pressurised and target driven environments. Close monitoring of call taking staff can prevent them taking necessary measures to maintain mental wellbeing. People who deal with customers and clients by telephone are often subjected to aggression and verbal abuse.

The Health and Safety Executive's definition of work-related violence includes verbal abuse and threats as well as physical attacks, and employers have a legal responsibility to reduce the risk of any form of violence to staff. As verbal abuse, and the fear of verbal abuse, can have a significant impact on mental wellbeing, the TFSE is instructed to ensure that all Telefonica UK work areas adhere to HSE legislation and guidance around managing verbal abuse and have mental health first aiders and advocates in place to help where issues do arise.

**Preston Brook, Bury and Retail**

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**2 CATEGORY A:** Conference again notes the continued rejection by Capita to allow access to the new starter training groups which historically was never an issue with Telefonica O2.

Conference does believe that if Capita were to grant the CWU access to all new starters during their induction period, that this would demonstrate that Capita truly does want to work with the CWU in partnership and not against it. Both Telefonica and BT have a long working relationship with the CWU allowing a formal Awareness session within the training programme of all new staff, and conference cannot understand the reluctance by Capita to afford the same opportunity to the CWU and new starters within Capita.

Denying access to new starters in a controlled environment is not healthy nor does it foster transparency or good working relations between Capita and the CWU and Conference instructs the T&FSE to open talks with Capita immediately following closure of this conference with the aim of securing formal CWU awareness sessions built into all new starter training groups.

**West Yorkshire**

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**3 CATEGORY A:** Conference instructs the T&FSE to ensure Capita Tesco trains & deploys Mental Health First Aiders within operating areas of Customer Management, this would allow the business not only to identify early signs of risk to employees but support a range of issues that face members and new employees in the contact centre environments in modern workplaces.

The aim of this motion is to instruct that Capita Tesco Partnership ensure the following:

1. Every managers is trained as a mental health First aider
2. Every coach is also trained
3. A consideration for one advocate per team to support and identify needs in the business.

**Preston Brook, Bury and Retail**

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**4 CATEGORY A:** Conference recognises the need for a meaningful break away from work so that all employees can recharge their batteries. Workplaces are fast becoming target rich environments, driven by organisational processes and policies that often serve to increase pressure and stress on the staff employed within.

There is not enough holiday allowance for the number staff employed and this is creating discord and friction between all who try and book holidays in Capita O2.

Conference recognises that as a business Capita have to manage its resources adequately so as not to impact its business model, however this should not be at the detriment of its hard working employees who regularly find themselves in a lottery when it comes to securing the holiday they

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## SECTION 2

### Tuesday (09.50 -11.10)

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require. The T&FSE are instructed to negotiate an increase in the annual leave percentage within Capita O2, which in turn will encourage much maligned staff time to recover with opportunities to enjoy a healthy work life balance.

It would be expected that these negotiations commence immediately following closure of this conference.

**West Yorkshire**

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**5 CATEGORY A:** Conference instructs the T & FSE to revisit a CWU and Capita Health & Safety agreement that will ensure good working practices and reporting whilst working in partnership, in the interests of all of our members in the Capita contact centres.

To improve standards in Health and safety at Capita on all sites within our bargaining units whilst engaging with our Health and Safety representatives also to ensure a safe working environment whilst working in partnership.

**Preston Brook, Bury and Retail**

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**6 CATEGORY A:** Conference is concerned about the rigid approach that has been adopted by Capita management within the O2 Partnership where employees have been told that if they are stuck on a call past their finish time they cannot claim the time back unless it is a single call of a 15 minute plus duration.

Historically, pre/post TUPE from Telefonica our members have been allowed to take any time that is worked past their finish time as time in lieu which was managed on an individual basis at a local level. This approach has worked effectively within the call centre environment however the business taking such a stringent approach on this matter only benefits the business meaning our members are losing out.

Conference, in any call taking roll it isn't always possible to finish exactly on time and our members are well aware of that however all they ask for is to be treated in a fair and reasonable manor, and expecting individuals to work for nothing past their shift finish time is neither.

Conference asks that the T&FSE are instructed to hold meaningful talks with the Capita O2 Partnership to ensure that this rigid process ceases immediately and the previous process is re-instated meaning our members their employees are not losing out.

**West Yorkshire**

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**7 CATEGORY A:** Conference instructs the T&FSE to approach Capita o2 with the emphasis on introducing a process to address suicidal and abusive callers, the aim would be to assist members with a positioning statement within a new process to support the most vulnerable of customers when suicide is suggested, whilst helping managing the wellbeing and stress of members dealing with such calls.

Alongside this we would ask Capita to provision a more effective process when such calls are abusive in their nature to ensure the health and safety of our members is considered but also supported with a warning email sent to repeat offending customers to protect member's health & wellbeing.

This would give members encouragement that the Capita programme of Health & Wellbeing is taken seriously by dealing with the more difficult call types by protecting the employees and supporting the most vulnerable.

**Preston Brook, Bury and Retail**

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**8 CATEGORY A:** Conference is disappointed and concerned by the continued reluctance by Capita to implement a separate absence policy for its employees with disabilities. Despite reassurances from the T&FSE that it would engage in significant conversation with Capita regarding the introduction of a meaningful separate policy for disability related illness, that there has been no movement on. It appears that the matter is not being taken seriously by Capita because no changes have happened, despite a formal response being received from Capita asking for the T&FSE to present a sensible and meaningful process for dealing with Long term sickness and underlying health conditions. Treating all employees the same with one absence policy is not fair. Capita needs to be reminded that one size does not fit all, particularly when it comes to disabilities.

Conference also views the refusal by Capita to implement a specific absence policy for dealing with disability related absence as a direct attack on disabled employees, and demonstrates the contempt held by Capita to its employees.

The T&FSE are instructed to open meaningful and serious talks with Capita at the highest level to make it absolutely clear to Capita that its refusal to treat its disabled employees in a respectful way is damaging its brand and that a continued refusal to change will only lead to an increase in potential claims for disability discrimination.

In line with the ACAS codes of practice, an informal warning stage of the absence policy should be negotiated and the implementation of a fair and equitable process is detailed taking into account and consideration the Equality Act in relation to all employees with disabilities and those suffering because of long term illness.

Conference expects these negotiations to commence immediately following closure of this conference and to receive regular progress updates until completion and successful change.

**West Yorkshire**

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## SECTION 3

**Tuesday (11.10 – 12.30)**

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**9 CATEGORY A:** Conference congratulates EE Representatives, Branches and the T&FSE on the successful negotiation and ballot for the historic pay-rise in EE contact centres. It is now essential to build on that momentum and deliver further improvements for our members. To that end, the T&FSE is instructed to seek a recognition agreement with EE by December 2019.

**South Wales**

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## **10 CATEGORY A: COMPOSITE MOTION**

**Conference believes that effective union organisation and communication is key to building an effective union structure and an engaged membership.**

**Conference therefore instructs the Telecoms and Financial Services Executive to work with its Officers, in consultation with Regional Representatives and Branches to develop a communications strategy which will include, but not be limited to:**

- Provision of regular (quarterly as a minimum) updates to branches on the activities of the Officers and their teams. This should include updates on short- and long-term priorities, ongoing issues and levels of branch escalations**
- Support through training and/or mentoring, for Branches to build and deliver local communication strategies at branch level where these do not currently exist**
- Commitments and timescales for both branches and Executive Officers and their team members for acknowledging and responding to enquiries/requests for information/assistance**

**The Executive will aim to develop a strategy document by the end of the calendar year 2019 and begin implementation of the strategy and report on progress prior to the cut-off date for motions to the following CWU Telecoms and Financial Services Conference.**

**Mersey  
Mid Wales the Marches and North Staffs**

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**11 CATEGORY A:** Conference applauds the T&FS Executives' recent "Our Hours" and "End Game" campaigns which highlight the unfairness and inequality currently rife within the world of work and BT today. The T&FS Executive is instructed to become more pro active in their approach with BT rather than reactive and start looking at running campaigns such as reducing the working week, harmonising and increasing annual leave as well as legitimising genuine flexible working for everyone.

This is not an exhaustive list and there are no timescales to deliver, but by thinking outside the box, a new horizon presents itself to our T&FS Executive. The T&FS Executive will be able to demonstrate to the membership a new

agenda and a fresh innovative approach in achieving “state of the art” terms and conditions

**Great Western**

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**12 CATEGORY A:** Conference is concerned with the current election process for the SPOCs/Regional coordinators roles within Openreach.

Conference believes that Branch votes should be reflective of the SPOCs/Regional coordinators that would represent them. This will enable Branch voting strength to be fairly reflected in the election of SPOCs/Regional coordinators.

The T&FSE is instructed to clarify and allocate Branch voting strengths for the role of the SPOCs/Regional coordinators, broken down to specific work and geographical areas (E.g. SD, FND, Regions). This information is to be circulated to all Branches prior to elections of the SPOCs/Regional coordinators.

**South London, Surrey and Hampshire**

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**13 CATEGORY A:** Conference recognises the major impact on the terms and conditions of our members employed in BTPFS being outsourced to ISS and CBRE.

Conference instructs the T&FS executive to review the present consultative arrangements, including the National and Consultative Teams, to ensure our members continue to be affectively represented by the CWU. The review to include the funding arrangements for consultative representatives presently funded by individual branches.

**Mid Wales the Marches and North Staffs**

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**14 CATEGORY A:** Conference agrees to the introduction of National Teams has had a positive impact on the structures within the union and we recognise the large workload of those teams. In order to help with the large workload, conference instructs that should any National team lay member not be able to fulfil their full term, then the T&FSE will call up the highest runner up in the previous election immediately. This is to be the policy of the Telecoms constituency, and would stop posts being vacant as they have been in the past.

**Greater London Combined**

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**15 CATEGORY A:** The conference notes that employers are choosing to ignore the content and spirit of the Flexible Working process. Many requests are declined at anything lower than appeal level. Some members are actively discouraged from applying due to the minimal chance of success. Decisions are being made solely on the perceived needs of the business, without proper consideration of their employee’s issues and circumstances.

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## **SECTION 3**

### **Tuesday (11.10 – 12.30)**

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This is contrary to the ACAS code of practice and has a substantial and detrimental effect on our members.

The TFSE is instructed to undertake a survey across it's membership to expose employers who pervert the Flexible Working legislative process and to address any short fall with recognised employers.

**Preston Brook, Bury and Retail**

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**16 CATEGORY A:** Conference agrees in the importance of having members well informed by their branch, on issues affecting their employment. Having access to information in an easy and reliable format is essential in giving Branches the ability to do this. Conference notes a reduction in the use of LTB's in the telecoms section of the CWU, in favour of other formats, such as emails or letters. Although this is useful in supplementing information, conference believes LTB's must be the preferred form of communication to Branches.

This conference therefore instructs the T&FSE to ensure information on issues such as national discussions, agreements, policy and campaigns are circulated in LTB format. This should be implemented at the close of conference.

**South London, Surrey and Hampshire**

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**17 CATEGORY A:** Conference condemns the closure of the Virgin Media Contact Centre in Swansea and the loss of over 700 jobs. A decision we feel ignored the excellent performance, unquestionable loyalty and high skills of the workforce. We sadly note the inability of the company Voice Forum to alter the company's decision in collective consultation.

Conference is grateful for the proactive efforts of the Welsh Government, local AMs / MPs and employers, who engaged with the CWU and who continue to help those effected find alternative employment.

To support branches who may find themselves in similar circumstances in future, the T&FSE is instructed to produce guidance to branches on responding to site closure situations in unrecognised or hostile employers and produce resources for reps supporting members in individual redundancy consultations.

**South Wales**

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## **18** CATEGORY A: COMPOSITE MOTION

Conference is appalled by the continued lack of progress on improving attendance patterns in BT Consumer. This contributes to high attrition rates for part time staff and also creates barriers to females applying for jobs in BT Consumer call centres.

Conference remains committed to ensuring more predictable, less anti-social shift patterns which at the same time maintain the ECOH process designed to help those who cannot commit to standard shift patterns.

Conference instructs the TFS Executive to prioritise this issue to encourage BT Consumer to adopt a more constructive and imaginative approach to recruitment and retention and to launch a major campaign on attendances if there is no progress by 1st June 2019.

TFS Executive  
Somerset, Devon and Cornwall

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**19** CATEGORY A: Conference notes the continued poor visibility of attendance patterns in BT Consumer contact centres. We recognise the business need to respond to customer call patterns and unplanned promotions, but our concerns for members work life balance have not been adequately addressed. The T&FSE is instructed to seek an agreement with BT Consumer, that protects existing guaranteed schedules, and enables best efforts (subject to change) visibility of additional weeks as far as is possible.

**South Wales**

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**20** CATEGORY A: It is noted by conference that on a number of occasions it has been pointed out that the flex system operated by OPENREACH Service Delivery is corrupt. So corrupt to the extent that some members are asking if managers are defrauding them of pay, time and work. Members are asking if they have a legal case to pursue against Openreach.

This branch, has on a number of occasions, given evidence to OPENREACH where time has been deleted by managers when authorising time sheets and given evidence of when the OPENREACH system that shows an individual's flex has, in some cases, got weeks and weeks of data missing.

Therefore, we instruct the T&FS Executive to get an agreement with Openreach Service Delivery for a new system that is robust and easy to use and shows all data recorded for individuals to see i.e.: when flex is worked (plus and minus), where OT is worked and no flex is taken etc. If Openreach cannot meet this obligation, set out in this Motion by October 2019, then we want a push to scrap Flex and the issuing of jobs that force flex time on Engineers.

**South East Central**

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**21 CATEGORY A:** Conference notes that BT Group has adopted a new "One BT" strategy which has resulted in the company embarking on a number of transformation programmes e.g. The Better Workplace Programme.

The CWU has a good record of working with the company on programmes of this nature which has included fully utilising agreements that have been reached with the company over the years. We are committed to continue this approach. However there is growing concern that the company will use these programmes to forcibly exit our members from the company.

This Conference therefore reaffirms our policy of total opposition to any compulsory redundancy within our membership. In the event of the company proposing or imposing any compulsory redundancy the T&FS Executive are instructed to immediately embark on a campaign of opposition and if necessary will ballot our members for Industrial Action.

**TFS Executive**

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**22 CATEGORY A:** Conference condemns the decision to outsource BT Property and Facilities Services.

Whilst we congratulate the TFSE for the excellent campaign mounted against the outsourcing of BT Facilities Services and the protections sought in terms of job security and terms and conditions of employment, the outsourcing of employees is not in the best interests of our members and creates nothing but job insecurity and vulnerability.

Conference therefore instructs the TFSE to oppose any moves to outsource work from BT Group by any means necessary.

**Lincolnshire and South Yorks**

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**23 CATEGORY A:** Conference is alarmed that the Belle Commitments roadmap as reported in LTB 474/18 is not being implemented in Enterprise Voice Services when new BT contracts are being awarded to Manpower members.

This has resulted in members being given BT contracts with worse pay and T&C than in their Manpower contract. Some members have refused to accept a contract on that basis.

The T&FSE are instructed to enter into immediate discussions with BT to resolve this issue and ensure that the full terms of the Belle Communications roadmap are adhered to within Enterprise Voice services.

**Scotland No.1**

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**24 CATEGORY A:** Conference welcomes the fact that as a result of the Agreement on BT Contact Centre Transformation in BT Consumer 700 agency staff have got BT contracts, PBA agency contracts have been removed and that over 1,000 direct labour jobs have been also been recruited.

Conference instructs the TFSE to continue to work to maximise the levels of UK direct labour in BT Consumer and in particular to ensure that:

- a) 100% of all inbound calls are handled in UK contact centres by the end of 2020.
- b) at least 80% BT direct labour in sales and 90% in service.
- c) all voice and non-voice work, such as data integrity and digital chat, is eventually brought back to the UK.

**TFS Executive**

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**25 CATEGORY A:** Conference notes the worrying circumstances of disabled members displaced / surplus to requirements due to changes in workstreams or off shoring. With the BT's reluctance to offer home working, members are finding themselves under pressure to leave the company if they cannot find a role quickly, even if they are not on the AJS process.

Conference instructs the T&FSE to seek agreement across BT to ensure prior to the decision being taken around changes to workstreams, that there is consultation with the CWU on alternative work that can be brought to disabled members, or that they continue to undertake the existing work from a remote location. Processes are formally reviewed to provide guidance for managers and an agreed process to ensure this takes place.

**South Wales**

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**26 CATEGORY A:** Conference welcomes and notes the number of new jobs created by BT following the Belle agreement.

It is very disappointing however that some parts of BT have not converted their agency staff to BT contracts, this being particularly evident in Voice Ventures Services within the new Enterprise organisation.

Conference therefore instructs the TFSE to urgently meet with BT, seeking the removal of Agency working within Enterprise.

**Lincolnshire and South Yorks**

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**27 CATEGORY A:** Conference Welcomes BT's Commitment to have all inbound calls answered in the UK & Ireland by 2020. However conference feels BT's commitment can and should go further.

Conference therefore instructs the T&FSE to start a campaign and lobby BT to achieve the following:

- To bring jobs in departments such as Credit Referrals, Online Chat, Faults, Billing and more which are currently off shore, back to the UK.
- To ensure that once the jobs do return back to the UK, that the jobs are evenly distributed between all existing BT Consumer sites in the UK as soon as possible.
- To campaign for BT to develop a long term plan for every UK Consumer site to become multi department sites where possible

The T&FSE are instructed accordingly.

**Meridian**

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**28 CATEGORY A:** We have within BT struggled to ensure the best person for the job gets the position. The company puts so much emphasis on interview techniques that can have little bearing on many vacancies. Many applicants may have all the required skills and attributes but simply are nervous in the high pressure environment of an interview.

*Nepotism and cronyism are bandied as favourite forms of promotion.*

References used in an external applications are not used internally that may highlight the suitability of candidates. The new supervisor and senior engineer roles highlight that many team members' views were not taken into account for positions that directly relate to themselves. We believe that a team can know who the best captain to pick and which would inevitably create greater engagement with the company. We have had much feedback that better candidates were overlooked for the senior engineers' role for a less capable person. It is imperative that engineers have a say who are the best local leaders of their teams.

**Conference instructs the T&FSE to negotiate with BT, Openreach and human resources to create mechanisms in order that local team member feedback will count towards the awarding positions and promotions of senior engineers and supervisors.**

**Coventry**

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**29 CATEGORY A:** This conference recognises the important role A56 compliance work does in providing a safe working environment. It also believes that this work that was formerly carried out by direct labour should not be carried out sourced to contractors. LTB775/14 clearly states the intention was

for the work to be moved out as a “temporary solution”. Therefore this conference instructs the T&FS to negotiate the return of A56 work back to direct labour.

**Central Counties and Thames Valley**

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**30 CATEGORY A:****If Carried 31 Falls**

Conference instructs the T&FSE to continue discussions with BT in relation to the use of the adherence measure.

The measure is still an unrealistic percentage and is used daily/hourly by managers, which, we know, is against existing union agreements. We also know that certain aspects are still out of advisor control such as log on times and late breaks/lunches. Even the new conformance measure has elements which will have negative affects and could affect behaviours.

We need to ensure that both these measures are not used in isolation and we still want them removing from the bonus and performance structures.

**Lancs and Cumbria**

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**31 CATEGORY A:** Conference is concerned with the current adherence management in BT Consumer and the negative implications for bonus and conduct issues that can result. Numerous factors such as coding, call overruns and system issues unfairly penalise members for matters outside of their control.

The T&FSE is therefore instructed to seek agreement with the company to either reduce the current target, or implement a more equitable arrangement to mitigate these problems.

**South Wales**

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**32 CATEGORY A:** Since the change in BT Consumer from Conversion of Opportunities to Solution Based Selling, BT advisors can now earn nothing in bonus, despite selling products, if they don't hit a target set weekly by BT. Before the change, advisors would at least get paid something if they sold a product.

What's more, since the change, BT has also increased the basket of measures which can negatively impact an advisors bonus. For example, the introduction of Voice of the Customer Scores. Customers can now rate an advisor they spoke to. However if a customer provides a low score, even in error or if the score is not a true reflection of how the call was handled, it will negatively impact the advisor's bonus for 13 weeks and they have no way to appeal. This measure at present doesn't even positively impact an advisors bonus in real terms either.

This conference therefore instructs the T&FSE to enter into discussions with BT to secure the following:

- An appeals process for advisors to contest a customer's Voice of the Customer error. With low, negatively impacting scores being removed if determined to have been in error.

- For BT to better recognise and reward advisors who consistently receive positive Voice of the Customer Scores.

The T&FSE is instructed accordingly.

**Meridian**

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**33 CATEGORY A:** This conference believes that the management of Performance in BT Corporate sales is unfair and carried out on a basis of only financial targets. A Corporate sales advisor's role covers more than just sales, in fact it has been assessed that the sales function of the role only accounts for around 10% of the actual work done. When an individual is put onto a performance plan, for the duration of that plan they are set financial targets which are at best ridiculous at worst unreasonable and extremely stressful to the individual involved in the plan.

We therefore instruct the T&FSE to open urgent discussion with BT management with a view to fundamentally change the ethos and operation of Performance Plans in Corporate sales. The T&FSE should provide a report of discussions and changes to branches no later than October 2019.

**Scotland No.1**

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**34 CATEGORY A:** Conference notes that at this Conference in 2016, Motion 1 was passed and called for the DAC to liaise with the T&FSE to raise the issue of adopting a disability related sick leave policy with BT and to report back to the Branches by the end of December 2017.

Conference further notes that despite this issue being debated at Telecoms and Financial Services Conference in 2017, BT's current attendance policy does not adequately reflect the needs of those members with a disability. Further to this, the harmonisation of policies in line with the recently acquired EE and the quality of advice given to managers by HR in many cases indicates little awareness of the obligations on employers under the Equality Act 2010. In addition, members with a disability having less than two years tenure are also impacted by the New Joiners procedure, potentially leaving them more vulnerable to dismissal.

This Conference therefore instructs the T&FSE to work with the DAC to enter into urgent discussion with BT to ensure that a disability related sick leave policy is created and implemented, this to include all members regardless of tenure.

**Disability Conference**

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**35 CATEGORY A:** Conference instructs the T&FSE to seek agreement across the BT group, for improvements to the current sick / attendance management process & guidance when dealing with those experiencing mental health issues or living with neurodiversity.

This should improve the offering of EAP / Stream / Wellbeing resources, to allow work time for members to access them, and clearly prohibit blame and bias towards members who have declined to utilise them.

Ensuring genuine and equitable managerial discretion on matters such as ringfencing / discounting of absences, decisions not to proceed formally and accommodation of lesser sanctions; the benefit to members should be demonstratable and not used to undermine agreed process.

**South Wales**

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## **36 CATEGORY A: COMPOSITE MOTION**

**This Conference instructs the TFSE to enter into urgent negotiations with BT, including Openreach, to improve the information/evidence pack given to members who have formal attendance hearings and ensure that all managers understand their responsibility to furnish employees with any evidence against them in advance of the meeting.**

**The information/evidence pack should include the relevant absence history, return to work interview notes, and any relevant One to One notes.**

South East Central  
incolnshire and South Yorks

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**37 CATEGORY A:** Conference is very concerned that current BT Policies currently drafted to offer positive support for disabled employees and CWU members are still being regularly abused.

Policies and procedures are drafted to be used to form the basis for reasonable adjustments to allow disabled members to retain employment and progress their careers within all BT Lines of Business and Openreach Ltd.

However, members are hampered by the inflexible and contrary attitudes displayed by HR case managers and also by the erratic behaviours disabled members experience when dealing with line managers from BT lines of Business and Openreach Ltd.

Conference therefore instructs the incoming TFS Executive to review all policies and agreements with BT Group which have a direct impact upon CWU members with a known or unknown disability, especially those policies and documents surrounding Job Search; job placements for disabled workers; reasonable adjustments and any disability related benefit which CWU members should enjoy, with the specific intent of rooting out the behaviours listed in this motion.

Specifically, Conference mandates the incoming TFSE and National Officer to review the following and shall be the high priority areas to raise concerns and then agree positive changes to BT policies dealing with disability and equity of treatment for disabled workers.

- Job searches for disabled employees.

Policy shall indicate at what timeline they have been properly and thoroughly carried out in line with BT's detailed policy and guidelines and principles - including looking beyond the area or region concerned - and also beyond the part of the business an employee has previously worked in.

This shall occur on a face to face basis with a HR case worker, the CWU representative and the CWU member as the employee.

- Applying reasonable adjustments.

Policy shall reflect giving reasonable time for reasonable adjustments to 'bed in', prior to any review, recognising improvements and good progress by the CWU member over a period of time, with the aim of recording these positive improvement outcomes.

- Having proper regard to OHS and other medical evidence in decision making.

That the HR case handler and the CWU representative is consulted regularly to ensure that poor interpretation of medical issues are not skewed negatively by line managers or BT Group HR and the HR advice, but reflect the issues to achieve a reasonable adjustment based on medical evidence.

- How an employee should be communicated with.

That the TFSE members dealing with the Policy and document review, ensure that communications by any means, letter or email shall never include reference to the fact of dismissal being an option open to a manager, as advised by HR, where reasonable adjustments have not been made, or where an unreasonable Job Search process has been followed, or positive outcomes are not recorded leading to a skewed review of the employment status of the disabled CWU member.

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## SECTION 7

### Wednesday (09.00 – 10.00)

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- Putting pressure on an employee to return to work.

Until the fact set of the reasonable adjustment are agreed, the pressure to return to work shall be borne by the BT Line of Business or Openreach Ltd until the disabled worker indicates he/she is ready to return to work.

- That the disabled CWU member rejection of an offer of an unreasonable role does not necessarily amount to a failure to mitigate his or her losses - e.g. if there is a genuine breakdown of trust in the employer, here defined as any BT Line of Business or Openreach Ltd.

The CWU representative will hold the right to present this finding to the HR case worker, the BT Group HR case manager / advisor on behalf of the disabled member, thus allowing the relevant HR case manager to refer the case and its issues to a more senior and better seasoned HR and line manager to resolve matters, as a defined escalation process.

Conference recognises that the bullet points listed will entail a complex itinerary of negotiations with BT Group and Openreach Ltd, as well as discussions with branches. The TFSE are encouraged to update and consult branches on developments regularly.

**Manchester Combined**

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**38 CATEGORY A:** Conference instructs the T&FSE to challenge BT Consumer on the inappropriate use of second line manager reviews.

This policy needs a total review and a clear process or it needs entirely scraping so it is not open to abuse.

The second line review is not only distressing for members, but once in place, can result in the dismissal of employees

**Lancs and Cumbria**

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**39 CATEGORY A:** Conference instructs the T&FSE to work with BT to ensure that the Attendance Management process is being followed in full as per BT's own policy. In particular, that the correct letters are sent listing the full range of possible outcomes for the type of meeting, that the correct manager guidance is used during meetings and that "New Joiner" meetings which have the potential to result in a dismissal are only held by managers who have the authority to dismiss.

**Mersey**

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**40 CATEGORY A:** Conference notes with concern that BT continues to state a monetary figure of their losses due to an individual's level of absence.

This is done without any concern for the individual's health & wellbeing and leads to unnecessary stress and anxiety for the individual and is counterproductive.

Conference instructs the T&FSE to negotiate with BT to ensure that this process is stopped.

**Portsmouth, West Sussex & Isle of Wight**

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## SECTION 8

### Wednesday (10.00 – 11.50)

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**41 CATEGORY A:** Conference instructs the T&FSE to pursue a policy with BT which recognises the menopause as an occupational health issue for women. The policy will aim to raise awareness among BT managers, ensure that reasonable adjustments to working practices and attendance patterns are considered and ensure that periods of absence related to the menopause are treated sympathetically.

**Somerset, Devon and Cornwall**

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**42 CATEGORY A:** Conference instructs the T&FSE to negotiate a Domestic Violence Policy within BT Group.

**Tyne and Wear Clerical**

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**43 CATEGORY A:** Conference is concerned that adequate reasonable adjustments are not being made by managers in EE for employees with disabilities. This is causing needless sickness hearings leading to stress and anxiety for our members.

Conference instructs the T&FSE to consult with EE to provide training on disability processes and guidelines in order to provide a fair and equal workplace for all.

**Somerset, Devon and Cornwall**

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**44 CATEGORY A:** Conference notes the increasing instances of where appeal managers are of the same level of authority as the original hearing manager, rather than being of a higher level.

Conference instructs the T&FSE to negotiate with BT to ensure that any appeal has to be heard by a manager of a more senior level.

**Portsmouth, West Sussex & Isle of Wight**

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**45 CATEGORY A:** As part of the SDT agreement, introduced in 2009, the P & D process was put in place to help members who have difficulty in fulfilling the normal business attendance requirements, this process has been clearly documented.

It has become apparent that Openreach have been diverging from this commitment and indeed the documented process. The review period has been used, in an increasing number of cases, as a method of subsequently refusing a P & D which was previously agreed and where the original circumstances have not changed.

Of even more concern, it has been noted in some areas that doctored versions of the agreement have been used by management. Thus giving a false impression of the obligations and commitment between the company and our members. This is completely unacceptable.

Both the above issues have caused considerable distress to some of our members and should not be tolerated.

The T&FSE are instructed to enter into dialog with the company, ensuring that the original agreement is still intact and that the rationale behind its intention to support members who have genuine difficulties with normal attendance patterns is a continuing commitment and make it clear to Openreach that the CWU will not tolerate the doctoring of documentation by management.

**South London, Surrey and Hampshire**

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**46** **CATEGORY A:** Conference notes the continued frustration shared by activists and members alike, whilst trying to navigate through the labyrinth that is 'the HR Home pages', searching in vain for policies and procedures. Although recognition can be made of BT's attempt to make the system easier to use, the T&FSE are instructed to seek the introduction of an A-Z index of all policies & procedures, including embedded links to make it as simple to use as possible for everyone.

**Portsmouth, West Sussex and Isle of Wight**

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**47** **CATEGORY A:** Conference instructs the T&FSE to work with BT to produce clearer guidance around the application of the Special Leave process, to give clarity on where it would be expected that paid special leave would be granted and to ensure that this guidance is cascaded properly to both HR and all people managers.

**Mersey**

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**48** **CATEGORY A:** Conference is concerned that BT Consumer are ignoring jointly agreed processes and policies in many of our Contact Centres up and down the country. We are equally concerned that in many instances this may be due to advice given by HR.

With the assimilation of many management positions from EE into the BT HR structure we believe this may be part of the cause of the problem and we have evidence of an unagreed shift of position on Special Leave which we have passed up to CWU HQ.

Some of the other processes and policies which have started to be ignored again are things like:

Log On, Log Off  
Visualisation (League Tables)  
Tier Two Reviews (Timescales)  
New Joiner Process (FFW's)

This list is not exhaustive.

We fear a move away from BT agreements and a silent shift towards unagreed processes.

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## **SECTION 8**

### **Wednesday (10.00 – 11.50)**

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We therefore instruct the T&FSE to remind BT Consumer of the agreements in place and that these should be adhered to.

**Meridian**

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**49 CATEGORY A:** Conference instructs the incoming TFSE to agree an addition addendum or renewed section to the BT Facilities Agreement which underpins the necessity for all existing CWU branch officials recognised as Senior Branch Officers under the BT Facilities Agreement to have access to the BT Intranet and any future Openreach Intranet document source.

The access shall be via a LAN or IP based access portal in the recorded branch office address location and not at the place of work for the elected Senior Branch Officer. This can include the provision of a company fixed base PC, laptop or PDA equivalent if needed.

**Manchester Combined**

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**50 CATEGORY A:** This conference instructs the T&FS Executive to meet with BT to seek an agreement that all BT Managers, Acting Managers, HR Case Handlers and Advisors are trained to a higher standard than at present and are fully accredited to undertake the full range of issues associated with all Discipline processes. Additionally, as part of the agreement, all BT Managers, Acting Managers, HR Case Handlers and Advisors will be trained and accredited to undertake the complex issues surrounding Mental Health within the work place.

The T&FS Executive will also pursue in any agreement that any failure to adhere to the processes will automatically make any fact-find, discipline or grievance 'null and void'.

**Great Western**

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**51 CATEGORY A:** Following the agreement reached with the CWU in 2017 regarding closure of the BT Pension Scheme, BT agreed to increase its maximum contributions to the BT Retirement Savings Scheme from 9% to 10%, as well as lowering the qualifying employee contribution to 5%. Notwithstanding these improvements, in comparison with the **BTPS, the BTRSS** remains wholly inadequate as a means of providing financial security after retirement to BT employees.

Similar changes to the pension arrangements offered by numerous other major employers indicate that the change from a defined benefit to a defined contribution scheme is unlikely to be reversed. However, it must be accepted that the BTRSS as it stands leaves thousands of employees in serious danger of financial insecurity on reaching retirement. **This conference therefore instructs the T&FS Executive to negotiate vigorously for additional improvements to the BT Retirement Savings Scheme in the next round of pay negotiations.**

**Northern Ireland Telecom**

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**52 CATEGORY A:** Conference instructs the T&FSE to, upon recognition, negotiate to remove the Quintile/Performance Related element of EE member's cost of living pay negotiations.

**Tyne and Wear Clerical**

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**53 CATEGORY A:** Conference is aware of BT's view that all pay deals should be based around CPI, undermining the true value of our members' worth.

Conference therefore instructs TFSE not recommend any future pay deal that is less than ONS (Office for National Statistics) published RPI figures for January of that year.

**South London, Surrey and Hampshire**

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**54 CATEGORY A:** This Conference instructs the TFSE to convene a BT/Openreach Pay forum to include all affected Branches in relation to the 2020 pay deal, prior to any Ballot on pay, to clarify and debate the final Pay deal that has been submitted to the CWU.

The CWU recommendation on any ballot paper to be debated at the forum.

**South East Central**

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**55** CATEGORY A:

ALLOWANCE FOR POWER ENGINEERS (High Voltage WORKING)

Power Engineers working on High Voltage circuits should attract an allowance for carrying out the duty in alignment with higher risk and responsibility.

Conference instructs the executive to investigate the salary in the marketplace and then start a campaign to get extra remuneration for the higher level of skills required managing the estate.

**Coventry**

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**56 CATEGORY A:** This Conference instructs the T&FS Executive to negotiate with BT Group to reinstate BTFS Ltd as a BT Group company. The claim from BT that BTFS have failed to acquire external customers and is not a part of One BT will inevitably lead to more of our people being put under the spotlight and then their jobs outsourced to various external companies.

**Northern Ireland Telecom**

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**57 CATEGORY A:** Conference understands that employee recognition is vital to the growth and development of a world class company. That employee engagement is crucial in any large organisation wanting to create a dynamic diverse and diligent workforce.

**Conference therefore instructs the T&FS to start talks with Openreach to have a CWU representative as a non-executive board member on the Openreach board.** The aim should be to have a national election to select the best individual for the position. The campaign should use all the means at our disposal, including industrial action if required and start immediately after conference 2019.

Non-Executive board members do not have voting rights and therefore cannot be held responsible for decisions made by the Board. In many mature industrial democracies this is already the case.

Many Boards have non-executive posts so as to inform decision making and give specialist knowledge for at the highest corporate level. Labour and the Conservatives parties have stated that this is a way to develop industrial relations. **The New deal for workers that the CWU advocates requires that workers have influence at all levels of decision making.**

**Coventry**

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## SECTION 11

Wednesday (14.00 – 16.00)

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**58** **CATEGORY A:** CONFERENCE, BT Fleet supply Openreach with a range of vehicles to meet the varying needs of the business. An issue has been raised regarding the large commercial vans with a yellow painted metal rear step. When it is wet, it is very slippery. There have been near miss incident reports, which have not resulted in any remedial action from the BT Fleet Safety Team. Since that initial report we have received further reports of slipping on that type of rear step. On investigating the near miss reports, it appears to be the edge of the step that is the main cause of the slip. Even though slits and holes are drilled to try to create grip in the wet they are ineffective due to the smooth surface of the paint, particularly on the edge.

**Conference therefore instructs the T&FS to work with BT Fleet to find a solution to stop the slipping hazard from these types of steps. We suggest a change to the design, possibly with a grip type material as part of a recall to the current fleet. This could be done when the affected vehicles are serviced to make the appropriate alterations to make the step safer to use for our field engineers.**

**Midland No.1**

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**59** **CATEGORY A:** This Conference has concerns on the Health & Safety consultation process within EE call centres. This is leading to failures for EE in fulfilling their legal obligations for EE workers under health and safety regulation. This is creating a tick box mentality resulting in a breakdown of best practice within the centres and putting our members health and wellbeing at risk. Conference therefore instructs the T&FSE to consult with EE to seek improvements on health and safety consultation within all EE call centres.

**Somerset, Devon and Cornwall**

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**60** **CATEGORY A:** Conference is extremely concerned with the potential impact the outsourcing of BT Property & Facilities Services will have upon the maintenance and investment on the BT Estate.

Apart from prime locations we have seen very little investment from BT to create better working environments. Many exchanges and building are in states of disrepair, with many environmental and safety issues resulting. Fault reporting often sees a slow and inadequate response to building faults and general maintenance.

Conference therefore instructs the TFSE to ensure that with the move to outsourced facilities providers BT does not allow our workplaces to fall into further states of disrepair or allow poor environmental conditions which our members have to work in.

**Lincolnshire and South Yorks**

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**61 CATEGORY A:** This Conference notes the great work done within the #ENDGAME campaign designed to give the best protection possible to those BTFS members being TUPE'd to ISS and CBRE.

Conference is concerned about the deterioration in the standards of cleanliness of rooms, windows, furniture and outdoor spaces within the BT estate especially in those buildings containing technical equipment rather than desk-based workers.

Many Area Telephone Exchanges (ATEs) and Telephone Engineering Centres (TECs) have seen a serious reduction in the amount of time and frequency of visits allowed for each site resulting in only the 'basics' being cleaned during a visit such as welfare and toilet areas. After many years of this prioritising, windows, windowsills, shelves and hard surfaces such as tables and desks located in the buildings but outside the welfare areas have built up layers of dirt and dust and have fallen into neglect.

Therefore Conference instructs the T & FSE to enter into discussion with BT to agree a programme to thoroughly clean up the BT estate and then maintain standards of cleanliness afterwards in all areas where employees of BT, Openreach and other companies may work or visit.

**Manchester Combined**

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**62 CATEGORY A:** Conference is aware of the increased pressure put on USR's when having to justify their time to the company and its employee relations department. Conference believes that is because the company only allocate time for building inspections. USR's complete a range of safety work which includes many factors outside of just buildings, e.g. accident investigations, street furniture inspections, engineer visits and educating members on safety etc.

Branch USR's have faced scrutiny and it would appear have been targeted by the company in an effort to reduce allocated safety time.

The TFSE is instructed to enter into negotiations with BT to ensure that safety time is not just based on allocated buildingtime, but takes into consideration the various duties carried out by USR's.

**South London, Surrey and Hampshire**

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**63 CATEGORY A:** This Conference instructs the T&FS to negotiate with BT, to categorise all lighting faults on Openreach Main Distribution Frames (MDF) to an enhance Safety Status Level and to be rectified accordingly as a safety priority on the TSO Networks Lighting and Heating reporting portal site.

**Midland No.1**

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## **64** CATEGORY A:

### WORKING AT HEIGHT WITH A MOBILE OPERATING PLATFORM

Conference is aware there have been many discussions on working at height. Conference understands the working at height regulations set out a simple hierarchy for managing and safe work at height.

- 1) *Avoid work at height where they can. (Hoist)*
- 2) *Use work equipment or other measures to prevent falls where they cannot avoid working at height. (Tetra System)*
- 3) *Where they cannot eliminate the risk of a fall, use work equipment or other measure to minimise the distance and consequences of a fall should one occur.*

Therefore, Conference instructs the T&FSE should negotiate with BT to develop an app to show, if an engineer has worked at height and what method they have used.

This data should be recorded and presented to the health and safety officers for discussion. Accurate information will be informative to analyse hoist requirement and reduce the risk of climbing.

**Coventry**

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**65** CATEGORY A: Conference, following the introduction and training of over 3000 plus new Openreach field singleton team members, many of whom are now working and being released into the vast Openreach network without the knowledge or experience of what the Enhanced Duty of Care process is used for. Many work locations include rural and remote, high risk areas with poor or no mobile phone signal. Experience as a field engineer, may take many years. There is a lack of understanding of personal health and safety risks by some team members, including long-serving, of working alone in uncontactable or high risk areas, not aware that they should be using the Enhanced duty of care process.

**Conference instructs the T&FS to work with Openreach to undertake a full review of the Enhanced Duty of Care process, highlighting team member awareness. The review, with the support of the CWU H&S department, and its Safety Representatives, needs to instigate a joint working campaign to promote the Enhanced Duty of Care process, highlighting when and where it is essential to be used by field team members incorporating the support of the Control. In addition, to seek hazard warning notes being placed on issued tasks, identifying addresses with poor mobile signal locations and hazardous areas. The provision of posters promoting the Enhanced Duty of Care process is required at all BT sites and main BT engineering centre notice boards. Also a link on the title page of infome used by field engineers, which links directly to the enhanced duty of care process for ease of access, with an addition of an App on the iPhone.**

Furthermore, Conference instructs the T&FS to negotiate with Openreach to ensure the provision of emergency call fixed wall type telephones with a list of emergency contact numbers in the main entrances of BT's estates (especially, where no mobile signal exists). Access is required for 999 Emergency Services, BT Security helpdesk, BT Facilities helpdesk and any other building related essential numbers.

Midland No.1

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**66 CATEGORY A:** Conference, following a recent pole top emergency which failed at the initial call process, it was discovered in the outcome of the investigation, that there are currently two variations of the Pole Top emergency response, when calling the Pole Top Rescue telephone number. The information can be obtained quicker for the work manager controlled team members than for the non-work manager controlled team members.

When work manager team members call the Pole Top Rescue control, they provide their UIN to the control operator, who in turn, locates their geographical position immediately through work manager information. The emergency Pole Top Rescue process is then immediately instigated.

Non-work manager team members rescue location cannot be found immediately by their UIN due to not being on work manager, which holds the task information. Time-consuming geographical information is then required from the calling person to find the exact node and address information of where the Pole Top emergency rescue is required.

**Conference instructs the T&FS to work with Openreach to find an urgent solution to provide an equivalent and efficient emergency control Pole Top rescue service to locate the node and the address location for non-work manager team members as afforded to work manager controlled team members.**

Midland No.1

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**67 CATEGORY A:** Conference, with the potential dangers of working near water for thousands of Openreach field team members, it is essential that the current CBT "Working on or near Water" be made mandatory, to ensure awareness prior to carrying out their pre work Risk Assessment.

**Conference therefore instructs the T&FS to enter into negotiations with Openreach and conclude an urgent agreement that the current Working on or near Water CBT for all field team members is made mandatory".**

Midland No.1

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**68 CATEGORY A:** Conference, with more and more team members having to gain access to Openreach Fibre and Copper Primary Connection Points (PCPs) and Secondary connection Points (SCPs) it is important that a safe access and egress be made for them – This following a recent accident where BT denied liability due to a poor risk assessment.

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## **SECTION 11**

**Wednesday (14.00 – 16.00)**

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**Conference instructs the T&FS to urgently work with Openreach to provide a process to report and have prompt remedial work for new and existing PCPs and SCPs to provide concrete or slabbed work frontages**

**and where required, stepped access and concrete and slabbed work frontages to gradient raised PCPs and SCPs.**

**Midland No.1**

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**69 CATEGORY A:** Conference accepts that any day to day risk of asbestos exposure to workers should be avoided. It is stated in the Company ISIS practice : PRD/MDF/A003 document that some pre 1990 Yellow Soldering Iron Holders can contain asbestos, but that they should only be removed if found to be broken. Conference believes this ISIS practice/document is now out of date. There is usually no indication on the soldering iron holders of their date of manufacture therefore, Yellow holders are still being used on a daily basis in our telephone exchanges.

Conference instructs the T&FS Executive to approach BT and implore them to re-write this ISIS practice/document immediately in order to reflect what is already advised for the older style Grey holders, in that they must be removed from service. This action is required in order to protect our members from possible asbestos exposure if they become damaged, they can easily be replaced with the new "orange types" that are readily available from Magna Park and which don't contain asbestos.

**Great Western**

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**70 CATEGORY A:** Conference instructs T&FS to negotiate with BT to ensure that the approved Health and Safety Law posters are displayed in all BT exchanges, workplaces, occupied or not, in accordance with the Health and Safety Information for Employees Regulations 1989.

**Midland No.1**

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**71 CATEGORY A:** Conference believes that we must continue to ensure that the wellbeing assurances contained in BT policies are always followed. This is especially important when supporting and managing our members who experience mental health problems.

Building on Motions 75/18 and 76/18 the T&FSE is instructed to ensure that Mental Health remains high on the agenda with BT.

Conference agrees that BT must train all their managers in how to prevent, identify and support members within their teams. Furthermore it is vital that Branch activists are kept updated with the latest training initiatives.

The T&FSE should therefore continue to arrange 'mental health forums' with BT as they provide opportunity for branch activists to meet with and influence key BT managers on BT's approach in supporting our members with mental health problems.

**TFS Executive**

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**72 CATEGORY A:** This conference instructs the T&FSE to enter into discussions with BT to establish the ability for their female workers to access free sanitary products whilst attending work.

**Scotland No.1**

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**73 CATEGORY A:** Conference will be aware of the recent initiative agreed by our Postal Comrades with both Post Office Ltd and Royal Mail Group, which established Free Flu Jabs for all staff that were not already eligible to receive free from the NHS.

For both the employer and the employee we feel this would be a beneficial principle to adopt. We feel this would help to improve the attendance and welfare of all staff.

Our engineers are out in all weather conditions and interacting daily with customers whilst those in an office environment are susceptible to germs being passed around in that enclosed atmosphere.

The scheme would be entirely voluntary and any agreement should mirror the principles already established by our Postal Comrades.

We instruct the T&FSE to enter into discussions with BT Group with a view to setting up such a scheme.

**Meridian**

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**74 CATEGORY A:** We have noticed a significant increase in the number of Noise Interference Incidents within the Contact Centre environment over the last year or so.

Many of these we believe have caused severe damage to the members hearing e.g. hearing loss and tinnitus.

We feel that it would be beneficial to our members to evaluate their hearing at the earliest possible opportunity and a record kept should they suffer such an incident whilst working or indeed after prolonged wearing of headsets.

We would like to propose that all staff required to wear headsets for prolonged periods are given a comprehensive hearing test so that their individual hearing can be benched marked. Currently there is no way of telling if hearing has changed in any way after time on line or after an acoustic incident. We would ask that current staff be tested as soon as possible and new staff to be tested whilst in training.

We instruct the T&FSE to enter into discussions with BT Group to establish this principle and for the Company to arrange such tests.

**Meridian**

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**75 CATEGORY A:** Conference notes that studies have demonstrated an association between different levels of air pollution and various health outcomes including mortality, exacerbation of asthma, chronic bronchitis, respiratory tract infections, ischaemic heart disease and stroke. Diesel exhaust particles are one of the most significant air pollutants putting our members at risk on a daily basis, whether, driving or working on the telecoms network at the roadside. Currently there is very limited protection or guidance for CWU members regarding this issue.

Conference therefore instructs the T&FSE to negotiate with BT to develop air pollution policies and guidance in order to get our members better protection from diesel exhaust particles.

**Somerset, Devon and Cornwall**

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**76 CATEGORY A:** Conference is concerned that BT is still failing in taking the welfare of its disabled employees seriously.

Whilst the company declares itself 'proud to be a Disability Confident Employer' and the outgoing Chief Executive stated his passion 'that BT continues to improve the experience of inclusion for disabled employees' the experience of such publically declared commitment is very different for many of our members.

We continually experience managers failing to understand the impact of disability or apply appropriate support and adjustments. Worryingly many of our members experiencing mental ill health still face the challenge of their health condition not being understood, acknowledged and appropriately responded to by their managers.

In respect to the attendance procedure the company often issue a warning when an absence is disability related. This does nothing to remove the fear and stigma associated with disability.

Conference therefore instructs the TFSE to continue to pursue the matter with renewed vigour and urgency, seeking to ensure BT do more to improve the wellbeing and support of its disabled employees.

**Lincolnshire and South Yorks**

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**77 CATEGORY A:** The current workforce 2020 contracts only give 3 months full paid sick leave and 3 months half paid sick leave over a 5 year period; this is half of what older new grid legacy grades are entitled to and represents one of the many ways the BT workforce has been divided by sub-par contracts.

The T&FSE are instructed to open negotiations with BT regarding paid sick leave periods for its workforce 2020 employees, with the aim to bring sick leave entitlements for workforce 2020 employees to the same standard as the legacy new grid contacts; which are, 6 months full paid sick leave followed by 6 months half pay sick leave over a 5 year period. This should also include an additional 6 months full paid sick leave if due to a non-fault industrial accident. All BT employees deserve the same high standard contracts, its time to make workforce 2020 history.

**Greater London Combined**

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**78 CATEGORY A:** Conference notes the remission of Propositions 65 in 2017 and 62 in 2018 at TFS Conferences, it also notes with disappointment the seeming lack of positive action on the principles of those remitted motions to date.

Conference continues to assert the view that the 'on target bonus' element is not appropriate remuneration to many roles in BT and its subsidiaries, not least of which those categorised as Network Engineering, and should be removed and replaced.

The TFSE is instructed to negotiate to bring about an end to the bonus element associated with those roles and get the bonus removed equivalent amount added to their basic pay.

**Mid Wales the Marches and North Staffs**

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**79 CATEGORY A:** Conference instructs the T&FSE to negotiate with BT to introduce enhanced shared parental leave and pay.

**Tyne and Wear Clerical**

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**80 CATEGORY A:** Conference applauds the efforts of the executive campaign to highlight the injustice of the contractual parking at home imposition by BT & Openreach.

The European working time directive gives credence that all travel time is to be counted as work time. We understand the Tyco case 2015 is directly relatable to the newer contracts in BT & Openreach and therefore will be seen as worktime. Contracts since 2012 have the travel and commitment clause. This amounts to 2.5 hours per day. When this is added to a 37.5 hour working week this equates to a 50 hour per week commitment. This exceeds the 48 hour working week.

New recruits are also subject to one hour per day flex that is “expected” to complete work issued. Engineers at present do not have access to this work time information which is a breach of the work time directive

**Conference instructs the T&FSE to acquire and publish legal advice henceforth on the following issues;**

1. Is the Travel time commitment (50 hours) a breach of Contract or EU LAW?
2. Is the non-recording and removal of travel time a breach of EU or British law?
3. Is the contractual travel and commitment time subject to the national minimum wage?
4. Are the peripatetic workers in BT & Openreach who are subject to travel time, owed back pay for missed travel and commitment time worked?

**Coventry**

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**81 CATEGORY A:** Conference is dismayed by the difficulties that disabled members in BT Consumer experience in trying to secure reasonable adjustments to enable them to earn their sales bonus payments on a level playing field with other workers.

Members with disabilities that affect their ability to earn target-based bonus are disadvantaged by the lack of a formal process to identify and deal with the issue. At present our members who may need an adjustment, rely solely on the discretion of managers who may be inexperienced and unsupported to deliver this.

Conference agrees that a more robust and formal process is required to ensure that our members with disabilities are not disadvantaged when it comes to earning their sales bonus. Conference instructs the T&FSE to negotiate with BT to develop an improved process for implementing reasonable adjustments for members whose bonus earning potential is being adversely affected by their disability.

**Mersey**

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**82 CATEGORY A:** Conference instructs the T&FSE to negotiate a harmonisation of the benefits and rewards offered to all employees across the BT Group.

**Tyne and Wear Clerical**

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**83 CATEGORY A:** **Conference instructs the T&FS Executive**, to help secure private medical healthcare for transgender and non-binary employees through existing private healthcare packages within BT and Openreach, a pioneering approach adopted by Lloyd's Banking Group and Citibank in 2016 and 2018 respectively. This radical healthcare initiative resulted in Lloyd's being placed first in Stonewall's *Top 100 Inclusive Employers* 2017, a list

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## SECTION 13

### Thursday (09.00 – 10.15)

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recognising organisation at the forefront of driving LGBT+ inclusion in the workplace. For the past decade, despite supposedly striving to do so, **BT and Openreach** have failed to make this list. I put it to you that these organisations must cement their support of trans\* individuals by extending the same level of commitment and care shown by Lloyd's and Citibank, in recognising and supporting the necessary, lifechanging treatment for gender dysphoria.

**Northern Ireland Telecom**

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**84** **CATEGORY C:** That this conference instructs the TFSE to negotiate with BT, including Openreach, to reduce the hours worked per week for those on 2020 contracts, to equal those on NEWGRID grades.

**South East Central**

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**85 CATEGORY A:** This Conference instructs the T&FSE to open discussions with BT on the 2020 agreement to re-negotiate the aspect of job evaluation and the comparator with the market.

We believe that this has been abused by BT management in a ruthless drive to lower wages. During the presentation of the 2020 documentation it strongly appeared that job evaluation was designed to bring any future BT grades into a more realistic pay scale, be it up or down. In reality it has been driven down because of fundamental and unfair flaws in the comparison process.

We therefore instruct the T&FSE to address the unfair evaluation process aspect of the 2020 agreement with a view to bringing the agreement into a document we can trust and support. If the T&FSE are unable achieve definable improvements to the way 2020 jobs are being evaluated then all member who could be affected by the agreement should be balloted for industrial action.

**Scotland No.1**

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**86 CATEGORY A:** Conference is seriously concerned and frustrated in regards to BT's constant "chipping away" at the NewGrid grading structure and are appalled that the Company is blatantly ignoring policies and procedures without agreement or acknowledgement of the T&FS Executive.

This type of disreputable and unsavoury action is deliberately being done on a piece meal basis to create lower terms and conditions and undermine the influence that the CWU has with its membership.

The CWU/BT Partnership arrangement has served both parties well for many years, however, that approach is now being eroded by the Company on a daily basis. Conference now instructs the T&FS Executive to reinforce with the company the principles of the partnership arrangement and insist that they start acting within the spirit of the partnership straight away.

**Great Western**

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**87 CATEGORY A:** In any grading review the CWU insists that objectivity and adherence to the Newgrid descriptors and dimensions is paramount. There is growing evidence across the BT Group that the approach of management to grading lacks such objectivity or is guided by different principles. There is one set of Newgrid grade descriptors and one set of job dimensions. It therefore follows that if objectivity is used, agreed grading should always result.

While the CWU has sought to discuss differences in approach and in some instances has offered potential solutions to resolve those differences, management appears to be reluctant to change from its course. This has led to wrong Newgrid grades being applied and an increasing trend of Newgrid team members being approached to change their grade to one covered by the People Framework. This, despite the clear commitment from BT that CWU represented grades would not be impacted by the People Framework. All of these things have resulted in some people not receiving the appropriate pay for the work they do and others having the People Framework terms and conditions inappropriately applied. Additionally, the career progression of team members

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## SECTION 14

### Thursday (10.15 – 11.15)

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will be damaged, the integrity of the grading structure is being undermined and the numbers of people on Pay and Pension Protection will increase.

The T&FSE is instructed to seek an appropriate channel to have a full and frank discussion with management in an attempt to get grading discussions back on track. The guiding principles will be to achieve objectivity and adherence to the Newgrid descriptors and dimensions in all grading discussions and evaluations. Failure to reach an agreed approach will result in:-

- The issuing of briefings to members explaining management's current approach to grading
- Advising members of the dangers of inappropriate re-grading of Newgrid roles to People Framework grades
- Implementation of a campaign of resistance to the regrading of team members work to People Framework grades without the explicit agreement of the CWU
- Resistance to the implementation of unagreed Newgrid grading using all means necessary

**TFS Executive**

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**88** **CATEGORY A:** Conference instructs the T&FSE to enter in to negotiations with BT VVS regarding, the pay scales of those operators, employed in the Voice Venture Service LoB.

Our members in VVS, have to endure, constant, stressful and traumatising inbound calls, second by second on a daily basis, such as Manchester Arena Bombing and the Grenfell Tower Disaster. The target for these calls are set a 100% with no exception, this adds a very high stress factor, to all the operators, who constantly jump from call stream to call stream. Operators, will get a 999-emergency call, then is a split-second jump to a directory enquiry call, (these can come from one, of over 70 different other licenced operators, each of these has a different, target and mandatory procedure/policy and pricing) We are a 24-hour centre, who are required to cover, all bank and public holidays, if cover is not covered through "volunteering" we are then subject to compulsory lifting. Compared to our colleagues in consumer, billing, networks and sales we are the lowest paid workers in BT and it is a race to the bottom as far as our salaries are concerned. We feel our skill set and targets, have increased significantly over the years, especially with the introduction of the 999 emergency call processes. We strongly feel that unfortunately our pay does not reflect the importance of our work load and skills required, to cover the multiple variety of calls and responsibilities within the VVS operator role.

**Northern Ireland Telecom**

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**89** **CATEGORY A** Conference notes that BT Consumer has breached Agreements with the CWU by its failure to carry out the specific grading assessments by October 2018 contained in the Agreement on BT Contact Centre Transformation.

Conference instructs the TFSE to ensure BT Consumer completes this process by 1st June 2019 and that any pay increases are backdated to 1<sup>st</sup> October 2018.

**TFS Executive**

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**90 CATEGORY A:** The CWU has made fantastic advances in getting increased pay for new engineering recruits. Pay points for extra skilling by gaining underground skills is now the norm.

Difficulties arise as engineers are unsure of how to achieve the increase in money as there is a myriad of new classifications of engineers. The time scales of training may also change due to lack of resource or work demand. The executive have had many requests in the clarification of cases from branches regarding getting to the new level. This we believe should and can be done by management in the first instance.

Conference instructs the T&FSE to have added to engineering appraisals, which are affected by this progressive pay a training matrix that can be transparently show what is required to get to the higher pay point. The time periods and expectations of when the higher pay point is being achieved should also be included in the matrix.

**Coventry**

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## SECTION 15

Thursday (11.15 – 11.50)

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**91 CATEGORY A:** This conference is shocked by BT's clear abuses of their own Grievance Process. There are instances of ER/HR closing down Grievances and not allowing them to run through due process. Even more worryingly ER/HR managers are using pretexts which are at best weak. We therefore instruct the T&FSE to open discussions with BT with a view to insisting the integrity of BT's Grievance process is restored and members can trust that proper grievances can run through due process in a fair and equitable way.

**Scotland No.1**

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**92 CATEGORY A:** This conference believes that the grievance process in the BT Group is no longer fit for purpose, particularly where the grievance is against lines of management. Many of our members submit grievances in the hope that their complaints will be treated in a fair and just manner. Often instead of the aggrieved issues being resolved, members are regularly told that insufficient evidence is available for the investigating manager to come to a satisfactory conclusion, which is a far cry from the sort of conclusions regularly reached by investigating managers in matters of a disciplinary nature.

This conference instructs the T&FSE to enter into discussions with the BT Group to ensure that faith in the grievance process is restored in the eyes of our members.

To this end, as a minimum, the following should be achieved: -

- a) Where the grievance is against an individual's line of management, it should be carried out by a totally independent line of business, ensuring that no conflict of interest exists between the aggrieved and the alleged perpetrator.
- b) In cases where the member requests it, and supported by the branch, provision should be made for the grievance to be reviewed by an experienced panel, consisting of appointed adjudicators from the company and the CWU. When reviewing its decision, the panel should take cognisance of "**balance of probability**" in the issues being complained of.

If after 3 months sufficient guarantees have not been achieved an update in the form of a LTB should be circulated and a campaign should be started to highlight how little respect BT has for their employees, this campaign should use all appropriate media to ensure maximum coverage and be both internal and external if appropriate.

**South London, Surrey and Hampshire**

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**93 CATEGORY A:** That this Conference instructs the T&FS Executive to negotiate with BT, including Openreach, to set up a "High Level Resolution Committee" whereby discipline/grievance cases that have already had National team support, would be heard by independent representatives within the company, but not the line of business the member comes from, to try and resolve the case internally.

All cases that are to be heard by the independent representatives would have had to have been agreed by the Line of Business National Team officer. The branch asking for this representation would not have the final say in the case but the national officer would need to agree the case in question was in need of further representation at the highest level possible.

This would at least give legitimate unfair decisions a chance of an independent review.

**South East Central**

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**94 CATEGORY A:** This Conference is appalled at the length of time some Openreach Managers are taking to provide outcomes of Disciplinarys and Grievances.

The ACAS Code of Practice on Discipline states that employers should “.....deal with issues promptly and should not unreasonably delay meetings, decisions or confirmation of those decisions.”

The ACAS Code of Practice on Grievance states that “Decisions should be communicated to the employee, in writing, without unreasonable delay.....”

Openreach’s latest reorganisation of Managers and patches has resulted in some Second Line Leaders (SLLs) now covering the same geography and double the number of Team Members that SLLs previously covered which is obviously increasing their potential workload of formal cases.

The T & FSE are instructed to negotiate with Openreach to reach agreement on the maximum number of days that Managers can take (e.g. 21) to provide an outcome to disciplinarys and grievance. The only exception being where both parties have agreed to a date beyond that number of days.

**Manchester Combined**

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**95 CATEGORY X:** That this conference agrees, whilst the way BTFS employees were treated was unacceptable, the Executive dealt with the recent TUPE situation in the best way possible.

However, both CBRE (Maintenance) and ISS (Housekeeping and security) whom have taken over BTFS obligations, should be liaised and consulted with as fully as possible by the CWU in the coming months, in relation to members issues.

**South East Central**

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**96 CATEGORY X:** "In a recent Challenge cup, the team noticed that 63% of new joiners in consumer call centres left within three months"

This is a shocking statistic for any company to admit, how must these employees have felt at their place of work, what did they have to endure that was so awful that they could no longer continue and were forced to leave and go somewhere else, this is not something that happens in other lines of business within BT so why does it happen in consumer.

There is another question to be asked, why does consumer generate the most grievance and discipline cases, why is the level of sick higher in consumer than other LoB's in BT.

Why is it specifically consumer call centres, we as CWU reps have been asking that very question for years, the answer lies within BT. For years consumer got the wooden spoon because they refused to deal with the issues in management, stats produced to confuse and frighten members, calls listened to and picked apart for any minor infringement, IFW's on a daily basis.

Management make broad statements but are reluctant to accept any insight from us, this constant pressure on members in call centres has to stop.

This conference instructs the NEC to engage with BT management and participate positively in making the BT call centres a place where members want to come to work.

**Northern Ireland Telecom**

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**97 CATEGORY X** BT has strong policies around support that is given to our members with mental health issues. The theory is better than the practice and we instruct the NEC to work closer with BT to ensure that practice meets policy

**Northern Ireland Telecom**

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**98 CATEGORY X:** This branch welcomes the many medical advances which have been made over recent years particularly in the treatment of heart conditions.

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## MOTIONS NOT ADMITTED TO THE AGENDA

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It has been proven that early treatment of people who have suffered a Cardiac Arrest, stand a significantly higher chance of making a full recovery than those who do not receive that early first aid treatment.

There have been in recent years a number of site within the UK which have been equipped with defibrillators, McDonald's restaurants and Spa Supermarkets are only 2, indeed a number of small communities have bought their own and have them stored in redundant BT phone boxes.

The branch therefore instructs the health and safety department, to enter in talks with BT of establishing commitment from the company that they will set up a program to provide a defibrillator at any site which has a significant footfall throughout the day. The local CWU Branch could be useful in helping identifying potential sites to the company TEC,s, Training centres Call centres could all be potential sites.

This program to be completed over 2 years from the date of the commitment from the company.

The cost of each defibrillator is at this time in the region of £1,000, this cost could potentially go down with the increase of numbers ordered and the branch believes it is a small price to pay to save a life.

**South East Anglia**

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