

23rd – 25th April 2024
Bournemouth International Centre

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 Wednesday 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 2024 Telecoms and Financial Services 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, since BT Fleet no longer exists there is no need for a further entitlement". This information was included in the Guidance Notes attached to LTB 049/24 issued on 2nd February 2024.

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 049/24. 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 have been motions not reached in previous years, 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 an update on the T&FS strategic objectives which will be an "In Camera" session.

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

TABLE OF CONTENTS

	Page
Statement by Joyce Stevenson	2
Timetable/Programme of Business	4
Branch Voting Strengths	5
Members of Telecom and Financial Services Executive and Officers	6
Standing Orders Committee Report	6
Standing Orders	7
Members of Standing Orders Committee	12

AGENDA

MOTIONS

TELECOMS AND FINANCIAL SERVICES CONFERENCE	1-59
Motions not admitted to the agenda	60-67

TIMETABLE/PROGRAMME OF BUSINESS

TIMETABLE/PROGRAMME OF BUSINESS

Tuesday 23rd April 2024

TELECOMS AND FINANCIAL SERVICES CONFERENCE

09.00	Chair's opening remarks				
09.10	Adoption of Standing Orders Report (inc. Reference Backs)				
09.20	Andy Kerr, Deputy General Secretary T&FS				
09.40	Section 1	Motions	1 - 6	Page	13-14
11.05	Section 2	Motions	7	Page	15
11.20	Section 3	Motions	8 - 13	Page	16-18
12.45	Lunch				
14.00	Section 4	Motions	14 - 16	Page	19-20
14.45	Presentation Strategic Objectives (In Camera)				
16.45	Section 5	Motions	17 - 19	Page	21
17.30	Conference Adjourns				

Wednesday 24th April 2024

TELECOMS AND FINANCIAL SERVICES CONFERENCE

09.00	Section 6	Motions	20 - 27	Page	22-24
11.00	Section 7	Motions	28 - 34	Page	25-27
12.45	Lunch				
14.00	Section 8	Motions	35 - 44	Page	28-31
16.30	Section 9	Motions	45 - 48	Page	32-33
17.30	Conference Adjourns				

Thursday 25th April 2024

TELECOMS AND FINANCIAL SERVICES CONFERENCE

09.00	Section 10	Motions	49 - 53	Page	34-35
10.15	Section 11	Motions	54 - 57	Page	36-38
11.15	Section 12	Motions	58 - 59	Page	39-40
11.45	Chair's Closing Remarks				
12.00	Conference Closes				

BRANCHES WITH MEMBERS IN THE TELECOMS AND FINANCIAL SERVICES CONSTITUENCY

REF	BRANCH	MEMBERS
21819	Central Counties and Thames Valley	1779
21827	South East Anglia	836
21831	North Anglia	1561
22032	Midland No.1	3064
22601	Algas National	1243
22803	Midland Counties	2509
23404	South Yorkshire	919
23669	Tyne and Wear Clerical	2330
23808	North East	1484
23817	Lincolnshire and South Yorkshire	1263
23830	West Yorkshire	2103
24024	Northern Ireland Telecoms	1891
25274	Manchester Combined	1845
25646	Mersey	1192
25730	Bootle Financial Services	969
25801	Isle of Man	168
25821	Lancs and Cumbria	1898
25803	Preston brook and Bury	602
26156	Glasgow and Motherwell	943
26825	Edinburgh, Dundee and Borders	1573
26829	Scotland No.1	2489
27049	South East Central	846
27353	Portsmouth, West and Isle of Wight	566
27805	Meridian	632
28459	Somerset, Devon and Cornwall	1947
28828	Great Western	2251
29807	Mid Wales, the Marches and North Staffs	899
29816	North Wales and Chester Combined	692
29823	South Wales	2606
30250	AIM Branch	26
30252	Greater London Combined	2981
30810	Capital	2109
30834	South London, Surrey and N.Hampshire	1782
45001	Greater Mersey Amal	1006
99002	UTAW National	3080
	TOTAL	54,084

TFS EXECUTIVE AND OFFICERS

TELECOMS AND FINANCIAL SERVICES EXECUTIVE AND OFFICERS

M Bailey	T Buckley	F Curtis	N Darbyshire
P Francis	G Johnson	C Lindsay	A Mercer
C Rhodes	K Rose	J Samuels	D Stuart
D Tee	Z Walmsley	K Walsh	K Woolley

Officers

Deputy General Secretary A Kerr

S Albon	D Bowman***	S Bridge**	T Buckley##
F Curtis#	A Eldred	T Fussey	D Jukes**
K Woolley##			

- * **Until July 2022**
- ** **Until December 2022**
- *** **Until March 2023**
- # **Substituting from April 2022**
- ## **Substituting from February 2023**

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.**

ANNUAL CONFERENCE 2024 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 the Young Workers Conference must be moved by a delegate nominated by that 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, 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

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 or Young Workers Conference.
- (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 Telecoms and Financial Services Executive 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.

- VOTING PROCEDURES**
- 5. VOTING PROCEDURE**
- (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 fourteen (14) 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.
- CARD VOTE**
- (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.
- EMERGENCY MOTIONS**
- 6. ADMISSION OF MOTIONS TO THE AGENDA ON GROUNDS OF URGENCY AND WHICH REQUIRE A DECISION OF CONFERENCE**
- (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 tfsmotions@cwu.org by noon, **Tuesday 9th April 2024**. Motions submitted on the grounds of urgency which, because of the circumstances giving rise to them could not possibly have been submitted by **Tuesday 9th April 2024** 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.
- 7. REFERENCE BACK PROCEDURE**
- (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 tfsmotions@cwu.org by noon, **Tuesday 9th April 2024**.
- 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 **3:00 p.m.** on **Saturday 20th April 2024** 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

STANDING ORDERS

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.

11. 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.

All recording and/or reporting of "In Camera" debates is 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.

TELECOMS AND FINANCIAL SERVICES CONFERENCE

TREGONWELL HALL

**BOURNEMOUTH
INTERNATIONAL CENTRE**

CHAIR: KAREN ROSE

STANDING ORDERS COMMITTEE:

**JOYCE STEVENSON (CHAIR)
SHABS ADAM
ROB ALLDRITT
CRAIG ANDERSON
JOANNE SHAFTOE
PHIL THOMAS
TRISH VOLLANS**

1 CATEGORY A: Conference understands that BT need to modernise and whilst we may not agree with how they are doing it under the Better Workplace Programme we believe that can and should look for opportunities to improve work life balance for staff. Many staff now face longer commutes to the office for example. Alongside this there is an increase in carbon footprint.

We believe that the time to reset and get a better work life balance is now. Therefore, conference instructs the TFSE to

1. Agree a reduction in the number of working hours with zero loss of pay
2. More home working
3. Pay above market rates
4. Better benefits to staff than currently available
5. Increase in number of days annual leave.

This list is by no means exhaustive

Lincolnshire and South Yorks

2 CATEGORY A: Conference, Its 10 years since the introduction of Workforce 2020 contracts for new team member grades within BT group. The agreement was well debated with branches prior to the final agreement being reached and branches will be aware of the reasons the decision was taken.

However, 10 years on we need to start making improvements on the T&Cs of our WF2020 members and in particular the 37.5 hours worked for full time employees. Further we now have members on EE contracts who are also working 37.5 hours per week.

The new attendance portfolio in Voice Services brought home the reality of the increased hours our WF2020 members must work.

Conference at a time where there are campaigns for employees to work a 4-day week with no loss of pay we need to start fighting for the reduction in the working week for our WF2020 contract members and EE contract members.

Conference instructs the T&FSE to negotiate a reduction in the working week for all full-time workforce 2020 contracts and full-time EE contract members within BT Group, with the aim to see full time WF2020 and EE contracts eventually reduced to the same as Newgrid full time 36-hour contracts.

Scotland No.1

3 CATEGORY A: Too many BT members are facing financial issues on post 2014 contracts when undergoing surgery. Whilst the option to extend full sick pay exists, this is often enacted only for only the most serious cases when the member was aware they could request it. Often these absences are also included in absence hearings.

Conference instructs the TFSE to seek improvement in the process / policy with the aim to ensure that surgery is presumed to be fully paid and ringfenced from inclusion in absence hearings.

South Wales

SECTION 1

Tuesday (09.40 – 11.05)

4 CATEGORY A: This conference expresses concern that the expanding work areas are leading to a continuous increase in Personal Travel Time, which adversely affects our members. We advocate for negotiations with Openreach to establish a maximum Personal Travel Time of up to 45 minutes. However, this does not imply that 45 minutes automatically becomes the standard PTT.

The TFSE is instructed to promptly engage in discussions with BT/ Openreach to reach an agreement on a maximum Personal Travel Time which can be no more than 45 minutes. Failure to reach an agreement on this matter by September 2024 will prompt a vigorous campaign to attain this objective.

South London, Surrey and North Hampshire

5 CATEGORY A: This conference instructs the T&FS Executive to work with BT Group to produce a contract that clearly states the responsibilities and liabilities for both the employee and the employer when parking a company vehicle at home either on an employee's property or adjacent to it.

The contract should state clearly the responsibilities and liabilities concerning Electric Charging Points installed on an employee's property and who is responsible for third party damage or loss resulting from a malfunction of the equipment or vehicle.

Additionally, the T&FS Executive will engage with BT Group to define who is responsible for an increase in Buildings and or Contents insurance when an EV point is installed.

Great Western

6 CATEGORY A: Conference notes that the requirement to have a Full Driving Licence in order to be employed in most Field Engineering roles by BT Group, has an unintentionally discriminatory effect on the application process. Any potential recruits from a disadvantaged background are at an increased chance of not having a Full Driving Licence and thus disqualifying them from employment with the company and the opportunities that entails.

The T&FSE is instructed to negotiate with BT Group to develop an application process that would enable otherwise perfectly suitable & employable recruits, without a Full Driving Licence, to gain employment with the company whilst learning how to drive as part of their training/apprenticeship.

Greater Mersey Amal

7 **CATEGORY A:** Conference will be aware of the successful recruitment campaign we have had with the getting the recognition with the supply chain and logistics company Wincanton Plc.

Conference instructs the T&FS Executive to identify by whatever means they see fit which could include using organisers where future campaigns could take place. They should try to identify more Wincanton sites in the UK where our Branches can be supported to start further recruitment campaigns and identify other supply chain and logistics companies where new recruitment campaigns and opportunities can be explored.

Midland No.1

SECTION 3

Tuesday (11.20 – 12.45)

8 CATEGORY A: Conference notes a key part of the CMI Campaign evolved into the Future of Work agreement which remains in negotiations. Conference is alarmed at the protracted timeline with no definitive outcome for members, many who currently work with inferior terms and conditions which remain unagreed.

Conference is deeply frustrated with the continued delays on this item and believes this item must be given the priority it deserves to restore members confidence in the CWU.

Conference instructs the TFSE to provide within 2 months of the close of the conference, a comprehensive overview of the Framework along with defined proposals and timeline to enable branches to engage with members to deliver a fairer future for all.

Edinburgh, Dundee and Borders

9 CATEGORY A: Conference instructs the T&FS Executive to negotiate with BT Group about the possibility to recognise and reward financially Openreach Civils Engineers who have taken on the extra skill to become Digger Drivers, which is used to dig tracks for laying ducts. Not all Civils Engineers have these skills, but this work is vital to the Civils role, and it involves taking on extra responsibilities.

Midland No.1

10 CATEGORY A: "IN CAMERA"

Currently we have a BT Facilities Agreement covering our Openreach members and members who were BT prior to November 2022.

In November 2022 Business employees became BT and Consumer employees became EE.

Conference instructs the T&FSE to negotiate a combined BT Group Facilities agreement including EE Consumer members who commenced employment since November 2022 and EE members prior to this date.

Tyne and Wear Clerical

11 CATEGORY A: Conference understands that BT are transforming for the future and are undertaking a site rationalisation review under the BWP (Better Workplace Project) which ensures the estate is fit for purpose.

Conference is alarmed that 2024 started with several announcements of building closures in Greenock, Nottingham and Liverpool alongside uncertainty placed on sites such as Enniskillen. These changes follow hot on the heels of other major announcements such as closing the Alness site despite fierce political and CWU campaigning.

Conference instructs the TF&E, as matter of urgency, to produce a brief for Branches as a comprehensive BWP update. This should include a detailed overview of the BT Estate that defines terminology used for site classifications as key locations, hubs, or badged to particular BT Group business unit. This will enable Branches to review at future Branch and Regional meetings to collaborate and feedback member concerns and organize against the detrimental impact on job security. campaigns / member updated.

Conference further instructs the TFSE to include a review of the existing fragmented communications utilised to date for BWP announcements to equip Branches for providing essential support and guidance at such a challenging time.

Edinburgh, Dundee and Borders

12 CATEGORY A: In light of the recent dramatization of the plight of sub post masters (Mr Bates vs The Post Office), who were wrongfully accused, dismissed and, in many cases, wrongfully convicted and imprisoned, based on data provided by faulty computer software and systems, installed and adopted by the post office, and who were subsequently found to have participated in a cover up even once the truth was discovered by the senior management.

A lack of preparedness to tackle the systems of data collection and subsequent collation appears to have led to a breakdown in another unions ability to support and defend its members, who demonstrably offered little or no support either by choice or inability. We simply cannot make the same mistakes as this technology is being introduced whether we like it or not

Therefore we note that, with the inevitable and proposed introduction and acceleration in the use of many types of Smart Software Systems and the introduction of AI in the majority of Businesses In BT group it's time to investigate and Establish a specialist point of contact within the T&FS in order to give our members access to specialists in Telecoms and systems AI thus giving us the ability to challenge any company software derived data used against members should a branch or member require this type of specialist knowledge and assistance.

Therefore we instruct the T&FS to move forward in developing this structure of support for Members and Branchs with Specialists in the field of AI and smart technology in all lines of Telecoms Business with a report back to Branchs ASAP on where help and support can be attained.

South East Central

13 CATEGORY A: Conference acknowledges the prevalent underrepresentation of women in the broadband engineering sector and recognises the distinct and unique challenges they confront.

In alignment with our trade union movement, steadfast in our battle against sexism, we affirm our unwavering commitment in supporting female engineers.

This motion urges advocacy in recruitment, collaborative engagement with employers to establish inclusive environments/ the initiation of mentorship programs/provision of resources for combating biases and sexism/routine

SECTION 3
Tuesday (11.20 – 12.45)

policy reviews to ensure employers establish and promote family-friendly policies that enable a better work-life balance and eliminate barriers that disproportionately affect women.

Through this motion, we pledge to empower and champion the success of female engineers in the broadband industry, therefore Conference instructs the T&FS Executive to proactively address this motion.

Great Western

14 CATEGORY A: COMPOSITE MOTION

If Carried 15 Falls

Conference notes recent comments by senior Openreach management that inward facing cameras could be fitted to Openreach vehicles. Members are rightly concerned about the potential invasion of privacy with the over use of workplace surveillance given managements previous misuse of technology in the past.

Conference instructs the T&FSE to oppose any introduction of inward facing visual and audio devices in vehicle cabs, including fighting any attempt to introduce these devices up to and including balloting relevant members for industrial action.

Northern Ireland Telecom
South Wales

15 CATEGORY A: Conference vehemently rejects the potential utilisation of inward-facing dashcams in Openreach vehicles. Trade Unions are the pioneers of Health & Safety and the unwarranted use of inward-facing dashcams signals a departure from Openreach's supportive and coaching culture to one characterised by excessive and intrusive surveillance, rather than prioritising the safety and well-being of our members.

In January, 2024, via Openreach's "Workplace" system, Openreach's HR director discussed the safety aspects of dashcams in vehicles, emphasising that no decisions were made. However, when asked the question "are we talking dashcams or 'driver cab cams'?" Openreach's response was clear; "The team are looking at what tech is available". It later became evident in the interaction that other reasons for it's possible use is to also follow suit of other large UK based fleet organisations who use this technology.

We assert that such intrusive surveillance technologies will not improve Health & Safety for our members; on the contrary, they will contribute to a lack of privacy, could lead to unfair treatment and be detrimental to the mental wellbeing of our members. In addition, the lack of transparency over what the data could be used for to make decisions that directly affect them in the future is worrying. We urge Openreach to not only consider, but to prioritise the mental health of our members.

This motion concludes with a resolute opposition to the introduction and use of inward-facing dashcams. We contend that it fundamentally does not promote the enhancement of health & safety for our members. This motion commits to supporting members and strongly advocates to protect the rights of our members in the face of intrusive surveillance technologies.

Conference therefore instructs the T&FSE to:

- engage in open dialogue with Openreach, clearly articulating our unequivocal opposition to the implementation of inward-facing dashcams.
- actively campaign against the implementation of inward-facing dashcams on behalf of our members.

Young Workers Conference

16 CATEGORY A: COMPOSITE MOTION

Conference notes the success of the Gatekeeping process utilised in Openreach SD (Service Delivery) Scotland, for GPS data gathering when dealing with Discipline cases. The Gatekeeping process for gathering ILM GPS Location data in SD on engineers is as follows:

- Manager has reason to believe that an engineer has been away from his correct location, through a site visit, fact-finding, conversation, Duty of Care, EOD COM/SOD sign on process etc.
- Manager speaks to SEOM who does have access to ILM data as the "holder" to request data based on 'X' number of days/hours/dates needed to check location data.
- SEOM then decides if there is a case to be made and contacts CWU Openreach RC (Regional Coordinator) for that region to discuss.
- CWU Openreach RC will need to understand if there is rationale for the data to be provided
- Provision of the data is either agreed or not between the CWU RC and SEOM and it is then provided to the Patch Manager to investigate using the AGREED dates/times/days only.

It is evident that ambiguity and uncertainty shroud the methods employed for GPS data collection. Furthermore, it is imperative to bolster safeguards for our members regarding GPS data collection in potential discipline cases. This encompasses all scenarios where individual managers can selectively amass sufficient data to facilitate disciplinary measures against an employee, whether relating to for example, GPS location data or vehicle data.

We instruct the T&FSE to work with Openreach which includes Openreach Northern Ireland to create a standardised framework for accessing this type of data, following the blueprint of the Gatekeeping process (for ILM data usage) implemented in Openreach SD Scotland (above) nationally across all LOBs and work streams within Openreach. We propose to extending and creating a structured approach wherein managers, Senior management, and CWU Openreach Regional Coordinators collaborate to request and access GPS and all location data, as well as determine its necessity in potential discipline cases, based on specific criteria.

This proactive approach in Scotland has been effective in addressing issues related to engineer location discrepancies and ensures transparency and consistency, safeguarding against abuses and promoting trust and accountability in the handling of location data for investigative, disciplinary and performance purposes.

TFS Executive
South London, Surrey and North Hampshire

17 CATEGORY A:

If Carried 18 Falls

Conference agrees that the poor state of BT buildings is a serious issue and unacceptable. Whilst 'flag ship' buildings are maintained and cleaned to an acceptable standard the same cannot be said for most other buildings. Welfare rooms and toilets are not cleaned on a regular enough basis. Furniture is not repaired nor replaced, requiring our members, working in the field, to use dirty, unpleasant and sometimes unhealthy and unsafe facilities or find alternatives, to eat, use the toilet and wash.

The T&FSE is instructed to raise this as a matter of urgency with the appropriate lines of business in BT Group to secure improvements.

West Yorkshire

18 CATEGORY A: Conference instructs the T&FS to enter negotiations with BT to provide ,clean, safe and effective welfare areas that field staff can use as and when they need to .

It is noted by conference that under the Better Work Place Programme Field or external engineers have had facilities withdrawn , microwaves removed , hot water turned off ,tables and chairs removed and heaters disconnected , with more and more Geographical areas around the country introducing a clean air act, that issues fines for sitting in a vehicle with the engine running and with more and more Electric Vehicles in the fleet then external engineers need a place they can retire to and get warm , wash up , dry out and have their lunch in a safe secure place

It is understood that the employer is looking to sell off chunks of their estate but until they do the buildings should be used to benefit the workforce in a positive way and be fit for purpose.

South East Central

19 CATEGORY A: Conference supports the aim of BT Group and Openreach to create a more diverse workforce but agrees that female field engineers have to endure sub standard conditions and very poor facilities in the workplace. From poor fitting corporate clothing and safety equipment to a lack of adequate toilet facilities in BT / Openreach buildings these factors create an environment that effectively deters women from applying to become engineers.

Conference therefore instructs the T&FS Executive to urgently conduct a survey of female engineer CWU members to canvas their views and use the results of the survey to engage with BT Group to improve conditions for female engineers.

Edinburgh, Dundee and Borders

SECTION 6

Wednesday (09.00 – 11.00)

20 **CATEGORY A:** This conference is concerned by the use of EmPower HR by BT Group and its involvement in the processes of Attendance and Disciplinary hearings. Therefore, the Conference instructs the T&FS Executive to undertake the following actions:

- 1/Investigate and challenge the use of Decision Trees by BT Management and EmPower HR to give outcomes.
- 2/Investigate and challenge the practice by EmPower HR to provide triggers for Attendance meetings.
- 3/Investigate and challenge the use by managers of EmPower HR letter templates.
- 4/Investigate and challenge what personal information is being shared by BT Group with EmPower HR.
- 5/Negotiate to change the process documentation so that it reflects the outcomes of the instructions 1-4, to show EmPower HR's involvement in the Discipline and Attendance process and ensure that the process includes the statement 'all outcomes are at the discretion of the hearing manager'.

Great Western

21 **CATEGORY A: COMPOSITE MOTION**

Conference notes that the necessary adoption of online meeting platforms during the Covid pandemic allowed the continuation of business across all sectors and supported the UK economy during an unprecedented period.

The CWU and BT Group companies continue to use this technology for business purposes and conference agrees that an appropriate mix of online and face to face meetings will probably become the norm for us all.

However, there have been numerous instances of managers conducting formal procedure meetings (Attendance, Discipline, IC meetings etc) including appeals, via Teams, for their own convenience. Conference agrees that the decision on whether a formal meeting should be held virtually or in person should rest with the individual member, especially where this could result in dismissal. The meeting should also be held in a suitable venue close to where the member lives or works.

The T&FSE is instructed accordingly.

Edinburgh, Dundee and Borders
Greater London Combined

22 CATEGORY A: This conference instructs the T&TFS Executive to persuade BT Group to give at least 24 hours notice of a fact-find interview and at the same time disclose the subject matter of the meeting and advise that a union representative will be able to accompany the interviewee.

Great Western

23 CATEGORY A: Conference is concerned that there is a wide variance in the quality and standard of paperwork provided to our members working within BT Consumer when it comes to disciplinary hearings. Often managers say that they gave a document to a member 12 months ago and should still have it. Ignoring the fact that the company policy states that all paperwork should be provided. This often leads to meetings being delayed or rescheduled often causing further stress and anxiety for our members.

Conference instructs the TFSE to ensure that standards are adhered to by BT management and all paperwork provided to the individual including the option for digital provision of paperwork.

Lincolnshire and South Yorks

24 CATEGORY A: Conference notes the continued issue in BT Group of managers not including the full pack of evidence in sick cases and recent issues of packs being rights protected preventing union reps or dismissed employees from accessing the case papers / evidence.

The TFSE is instructed to reach agreement with BT Group to ensure all paperwork / evidence is provided in a format easily accessible (without the need for prior authorisation from a BT manager or holding a BT run Microsoft account) as standard in all hearings / cases where a warning / dismissal / sanction is a possible outcome.

South Wales

25 CATEGORY A: Conference agrees that the BT Sick Absence procedure could be improved.

At the opening of the meeting the manager/team leader reads this statement "My decision will be based on the impact absence levels are having on the business rather than your inability to attend work due to ill health." Which then completely negates the whole purpose of the meeting and discussing the barrier to attending work therefore Conference believes it should be removed.

Additionally, currently, when a warning is implemented for sick absence the outcome letter confirms the right to appeal as follows:

"You do have the right to appeal against any part of this outcome. If you decide to do that, you need to put your grounds of appeal in writing to me within seven calendar days. Your appeal should say what it is about the outcome that you disagree with and why. An appeal manager will then be appointed and you'll have the opportunity to meet with them."

SECTION 6

Wednesday (09.00 – 11.00)

The Attendance Procedure confirms that the outcome letter “must also include details of who they should address the appeal to” but does not include a suggestion that the appeal should be returned to the decision maker.

Conference believes that having to confirm the intention to appeal and the reasons for the appeal to the decision manager, rather than the next level of manager, discourages employees from going ahead with an appeal even when they believe it should be pursued.

The T&FSE is instructed to seek the improvements detailed within this motion.

Tyne and Wear Clerical

26 CATEGORY A:

If carried 27 Falls

The BT Speak Up process can be abused by employees trying to get their work colleagues into trouble with the company, this malicious behavior goes unchecked and without any retribution because it is an anonymous process. However this process can lead to innocent team members being subject to unnecessary stress and time off work, which ultimately is a cost to the company.

Conference instructs the T&FS Executive to negotiate with BT Group, a review of the speak up process, and to deem if it is necessary for the speak-up process to be used when it comes to reporting team members, because team members should be able to raise any issues or complaints with their line managers, this is a tried and tested process which does not allow any complaints brought in bad faith.

Midland No.1

27 CATEGORY A: Conference is concerned by the increasing numbers of members facing investigations as a result of BT Speak Up.

Whilst we understand and agree that there needs to be this service we are increasingly concerned that it is easy for vexatious complaints to be made this way resulting in members facing disciplines without knowing who the complaint is from, no way to ask counter questions or for further questions to be asked as there would be in a normal grievance process.

In some cases, members have found themselves in a fact finding meeting where the complaint fails to provide any supporting evidence such as a time or date of an alleged incident. Members often find themselves thrust into a very difficult situation where they can not defend themselves without specifics of who the allegation is from and what exactly has been said/done and leading to disciplinary cases causing undue distress to the member.

Conference instructs the TFSE to

Ensure a minimum standard of information before a fact finding can take place

Lincolnshire and South Yorks

28 CATEGORY A: It had been reported by branches that members have been left without part of their wages due to managers not marking members back from sick who were on zero sick pay. This has had a significant impact in EE sites but also impacted Ex BT sites.

In February, the National Officer confirmed that the company had drafted a new process and it has been included in the Manager Guide.

Conference recognises the work the CWU has done to challenge the issue but this new process is simply a workaround and it does nothing to address the underlying problem.

Conference instructs the T&FSE to ensure that the issue is resolved.

Tyne and Wear Clerical

29 CATEGORY A: Conference is concerned with the differences between EE/former BT contracts, specifically the phased return to work pay. The current policy states:-

If you're still in receipt of CSP at the end of your absence period, you'll be paid your normal basic pay plus any bonus or commission you may earn that's associated with your role, until your CSP runs out. Any such pay in relation to unworked hours during a phased return to work is discretionary and will be deducted from your CSP entitlement.

If you're no longer in receipt of CSP before your return you'll be paid a pro rated salary in line with the hours you're working. This will include any bonus or commission you may earn during the hours you work.

Currently, this fails to offer support to members that need time to readjust after long term sick and allow them to stay back in work.

Conference instructs the T&FSE to negotiate with EE to align their phased RTW with the BT Group policy and eradicate reduced pay during this time.

Scotland No.1

30 CATEGORY A: Conference is concerned with the business approach being applied towards our EE contracted members wishing to pursue career development which is less favourable in comparison to BT or Ex-BT contract staff.

BT or ex-BT contract staff can attract cover payments in recognition of additional responsibility and workload, including a daily rate for periods of a week or more. EE contract members are treated completely different, restricted to only being able to claim cover payments if their period of cover lasts longer than 3 months, when they can then claim up to 10% of their annual salary.

When questioning this, they are often greeted with Dickensian responses from management such as, 'this is a development opportunity which you should be grateful for'!

SECTION 7

Wednesday (11.00 – 12.45)

This refusal to fairly recognise, reward and incentivise staff for their efforts also has the potential to disadvantage BT or Ex-BT contracted staff as the business opts to deny them career progression opportunities in favour of EE contract staff on a cost basis.

Conference instructs the T&FSE to enter into negotiations with BT Group to harmonise reward and recognition for development and career progression activities. This must be achieved without any detriment to existing BT or Ex-BT contract opportunity or reward.

Mersey

31 CATEGORY A: Conference recognises that when an employee is incorrectly overpaid, for whatever reason, that the employer has the right to recover that money from the employee.

However, there has been numerous cases where the suggested repayments are enforced and leave the individual in financial hardship. ACAS suggests that the employer should talk to the employee first and agree how the money will be paid back and if the overpayment was a large amount or over a long period of time, an employer should:

- be flexible and fair claiming the money back
- agree a repayment plan – this can help the employee manage their finances

Conference instructs the T&FSE to negotiate a comprehensive Policy and Procedure for Overpayment Repayment Plans.

Tyne and Wear Clerical

32 CATEGORY A: This conference instructs the T&TFS Executive to negotiate with BT Group so that the 10% Bonus element of pay, which is included in the 20/20 contracts of employment is consolidated and is pensionable so that the opportunity to link the bonus payment to performance indicators, attendance records or other measures is removed.

Great Western

33 CATEGORY A: The TFSE is instructed to negotiate with BT Group, an increase to the London weighting allowance.

The increase being the essential part of this motion, we would ask that, as part of the negotiations the TFSE should take into account the two following points

- a) it would be preferable to have a formula, so that the allowance increases in line with all other allowances.
- b) any members that volunteer to take an alternative role, due to their work area being part of a voluntary release exercise or better workplace program, should receive the two-year payment should they move to a role outside of their current London weighting area.

Greater London Combined

34 CATEGORY A: This conference instructs the T&FS Executive to work with BT Group to provide a Share Save scheme for employees. A Share Save scheme was removed by Philip Jansen during his tenure and although £500 of shares were allocated to each employee as compensation it did not represent the value of the loss of benefit to the employee.

Share Save schemes are highly motivational, help to retain talent and contribute to a collective involvement in wealth creation and therefore should be re-introduced as part of the benefit package offered to employees.

Great Western

SECTION 8

Wednesday (14.00 – 16.30)

35 CATEGORY A:

If Carried 36, 37, 40, 41 and 43 Fall

This conference agrees there is a clear need to demonstrate CWU total opposition to compulsory redundancies within BT group companies to our members and BT group senior management and instructs the T&FS Executive to communicate this message as soon as possible.

Conference also notes Openreach's intention to commence redundancy consultation reported in T&FS Openreach Members' bulletin Issue 15/2024 dated 15 February 2024. In the bulletin the CWU Openreach National Team express disappointment at Openreach's decision, and believe that Openreach did not have to commence redundancy consultation, but do not explicitly and clearly communicate to our members CWU opposition to compulsory redundancies.

This conference instructs the TFSE to:

- Work with the management of all BT Group companies' in identifying work for those at threat of redundancy, within and throughout the BT Group.
- Work with BT Group companies' management to identify and jointly assess all work that is currently outsourced, with a view to bring it back "in-house".
- Investigate whether the work can be made available as redeployment opportunities, and reliance on third party contractors is reduced wherever possible to maximise redeployment opportunities now, and in the future for all BT group employees.
- Regular reports on the progress of identifying work in BT group companies, outsourced work, and third party contractor work in BT will be provided to CWU Branches with members employed by BT group companies.

Should BT Group not cooperate with the CWU on the actions listed or if the actions, when completed still result in any CWU member employed by a BT group company being served with notice of compulsory redundancy. The TFSE will immediately begin a campaign to oppose by all means up to and including industrial action.

South London, Surrey and North Hampshire

36 CATEGORY A:

If Carried 43 Falls

Conference condemns the recent use of compulsory redundancies in Openreach in dealing with the cessation of the frames role. Conference instructs the TFSE to make preparations to oppose future compulsory redundancies in Openreach using all means possible up to and including industrial action.

South Wales

37 CATEGORY A:

If Carried 39, 40 and 41 Falls

Conference understands that BT operates in a challenging market and the business case to transform for a sustainable future. While Conference encourages the continuation of positive engagement to enable an effective voice for our members that maintain the BT Group brands as market leading, there are serious concerns on the approach for delivering a “leaner” company. Notably, BT announced long term plans to cut 55,000 jobs by 2030 which are expected to flow from the completion of the Fibre network build, the introduction of AI, a lower resource to maintain the “new” network and restructuring. The impact on the human element is clear as the drive for cost efficiencies overshadows the value placed on those who provide the strength that underpins the company’s success.

Conferences reminds the TFSE of the objectives within the Count Me In campaign:

- 1) Redundancy Policies and Processes
- 2) Strategic Resourcing / Re-Skilling & Redeployment
- 3) Job Evaluations
- 4) Better Workplace Programme
- 5) Terms & Conditions
- 6) Structure

Conference applauds the hard work moving these complex issues forward. However, concerns are building over the speed and visibility as members currently face difficult choices under the Re-Organisation policies which are ceasing or moving their roles across, and out of, the UK today.

Therefore, the TSFE is instructed to focus on reinvigorating “Strategic Resourcing / Re-Skilling & Redeployment” by engaging with BT to challenge the use of offshoring and educate members on areas of growth within the business, along with available resources, to aid long-term employment. Engagement with Branches is encouraged to facilitate an understanding of the different approaches across BT Group and generating alternative options for managing surplus resource with longer term plans as opposed to placing members “at risk” with minimum notice periods.

Edinburgh, Dundee and Borders

38 CATEGORY A: Conference notes the recent announcement by EE ‘Operation Blue Fin’ concerning the EE (former BT) Enniskillen site in which workers were offered a voluntary paid leavers scheme as well as confirming they no longer consider this a strategic site.

This in effect puts pressure on workers to sign up to, in effect, their own site closure with only a few weeks’ notice. Conference, this an absolute disgrace and the time frame could not be considered anyway reasonable in the circumstances and will prohibit the union from meaningfully consulting and advising our members.

Conference is aware that the loss of over 300 jobs in an area of Northern Ireland starved of similar employment opportunities will have a devastating impact on the local economy, the greater Fermanagh community and hundreds of our members & their families.

SECTION 8

Wednesday (14.00 – 16.30)

Conference instructs the T&FSE to:

- continue the Save our Site campaign to lobby local politicians (councillors, MLA's and MP's from all parties representatives) to oppose the closure of the site, and continue to meet with BT Group representatives at all levels to fight the closure of the site, and brief the local branch and members with regular updates

Northern Ireland Telecom

39 CATEGORY A:

If Carried 41 Falls

Conference is concerned at BT's increased utilisation of resource offshore for previously UK desk-based work. CFUs appear to be moving work offshore to meet cost saving objectives, leading to redundancies for our members. Rationale for these moves is frequently missing from discussions, and no evidence on real cost savings or benefit to the customer is forthcoming.

The loss of loyal employees, higher skilled roles and the resultant lack of promotion opportunities is a travesty. We must make it clear to BT that long serving employees are one of their greatest assets and should be valued as such.

Our members need opportunities for retraining, reskilling, career progression and long -term employment. Conference therefore instructs the TFSE to enter into talks with BT Group with the aim of achieving this objective.

Capital

40 CATEGORY A: Conference is aghast at the lack of prior notice given to staff by BT Groups (New EE) when announcing recent site closures throughout the UK. This is causing distress to those affected and severely harms moral of other sites yet to be declared safe. Conference instructs the TFSE to consult with New EE a clear and transparent joint plan to help and assist those members adversely affected by site closures, whilst at the same time asking New EE for commitment to reassurance to staff over job security across the remaining sites.

South Wales

41 CATEGORY A:

If Carried 43 Falls

Conference notes the May 2023 announcement by the BT Group of their intention to cut their workforce by 55,000 jobs by 2030, 10,000 of which would come due to the introduction of Artificial Intelligence.

Conference will remember that in the past the company had a policy of not throwing their workforce on the scrapheap but attempting to find them relevant roles and training within the company should their job role no longer be necessary. This ensured expertise and experience was kept and utilised during other significant transitions the company faced over the years.

The T&FSE is instructed to oppose any job losses with a strategy to approach BT Group to negotiate an alternative strategy to job losses and a fair transition for workers in job roles that may be phased out.

Northern Ireland Telecom

42 CATEGORY A: Conference, the recent sudden announcements to members of Job losses within several lines of business in the BT Group has in our opinion not been carried out within the manner expected of an employer who has Trade Union recognition.

Therefore conference instructs the TFSE to enter negotiations with the CEO and Head of ER to establish clear and consistent timelines for the notification, consultation and negotiation through our National Teams of anything that would impact CWU members employment.

Conference further instructs the T&FSE to notify our members the CWU position and further relevant information as soon as any embargo is lifted. This must highlight concerns and issues from the CWU when the employer has not acted in a correct, professional and suitable manor in terms of the expectations in industrial relations between the CWU and BT.

Scotland No.1

43 CATEGORY A: Many of our members in BT have been subjected to compulsory redundancies, they have been put in an unreasonable position, if they don't take the volunteer leavers package and fail to find another role then they are left with no option but to take the government minimum redundancy pay. This process is not only unfair but amounts to black mail, therefore,

Conference instructs the T&FS Executive to negotiate with BT Group, an improved compulsory redundancy terms, this should include more flexibility with cut off dates, more support with alternative roles during the redundancy process and the compulsory redundancy terms, should take, into account employees with long service and a more generous offer should be made to them recognising their service to the company.

Midland No.1

44 CATEGORY A: Conference with more Voluntary Paid Leaver packages being offered on what seems like a weekly basis by BT/Openreach it is concerning that our members have to make a life changing decision with no cooling off period.

After pressing that button to accept the leavers package it can be a couple of days before reality of that decision hits home and that member really doesn't want to leave.

Conference therefore instructs the T&FSE to negotiate a 14-day cooling off period. This is to be negotiated as soon as possible due to the increase in the amount of Voluntary Paid Leaver packages we are seeing being offered.

North East

SECTION 9

Wednesday (16.30 – 17.30)

45 CATEGORY A: Mental health affects everybody, every single day. However, very few companies actually have a mental health policy.

We want to raise mental health awareness and combat the stigmas associated with these conditions and when partnered to existing legislation.

T&FSE are instructed to negotiate with BT Group a mental health policy which will benefit all members. As part of the policy there will be a joint annual awareness event.

Scotland No.1

46 CATEGORY A: This conference is alarmed by the apparent lack of appropriate adjustments by BT Group management for employees dealing with various mental health and neuro-diverse conditions. Many Openreach managers seem to equate stress and anxiety & neurodiversity in the same way as physical injuries, failing to understand the various conditions & provide adequate support. The standard procedure for employees returning to work or undergoing second-line reviews mainly involves referring them to the Employee Assistance Program (EAP), with little consideration given to implementing additional mechanisms or support. Consequently employees often face recurring stress, anxiety, and subsequent time off due to the same management style being perpetuated by the same managers.

The TFSE is instructed to urgently meet with BT to ensure that the company policies regarding Mental Health & Neurodiversity are both effective and responsive.

South London, Surrey and North Hampshire

47 CATEGORY A: Conference notes that Mental Health and wellbeing in our country is at an all-time low at this moment in time, and this is clearly evident amongst our members, and when our members seek support what they get is limited and inadequate from the partners that BT group use.

There are a wide range of treatments counsellors and therapists can use, however the treatments that are available to our members are limited not just in terms of approach but in terms of length/number of sessions.

Conference instructs the TFSE to work directly with the company to increase the level of support they offer through both EAP and Vita Health Group, as the current level is failing in supporting our members to full capacity.

Lincolnshire and South Yorks

48 CATEGORY A: Many members with caring responsibilities be that elderly parents, a partner with caring need or children that are neurodiverse.

A Carer's Passport is a record that ensures a carer is recognised and supported as part of the day-to-day life of an organisation.

SECTION 9
Wednesday (16.30 – 17.30)

The TFSE is instructed to launch an awareness guide for members of BT Group so that more people are aware of how to request a passport and receive the support they need.

South Wales

SECTION 10

Thursday (09.00 – 10.15)

49 CATEGORY A:

If Carried 50 and 51 Falls

Conference recognises the value members place on being able to work from home under the BT Group, '3 Together, 2 Wherever' approach to smart working.

Members appreciate the opportunity (where it exists), especially in a contact centre environment, to work in the comfort of their own homes, avoiding the usual daily rush hour challenge (including parking and travel costs) and without feeling they are being constantly 'watched'.

Members are frustrated however by the interpretation of the '3 together, 2 wherever' principles by their local managers as an inflexible instruction rather than a guideline to balance the benefits of working from home against the positive impact of co-operative team working in the office.

When members look to exploit the opportunity to work from home in order to manage short-term issues like minor illness, for themselves or close family (especially children), short notice school closures, travel disruption through adverse weather or strike action, it is not unusual for managers to refuse any flexibility even if that results in sick absence (often as a result of the stresses of having to manage difficult temporary situations at home whilst having to travel into work). This sometimes includes threats of disciplinary action should members not come into the office, irrespective of the reason behind the request.

The apparent inability to apply a common-sense approach to home and office working is counter-productive, damaging loyalty and the perception of the business as a supportive employer as well as creating unnecessary sick absence.

The T&FSE are therefore instructed to enter into negotiations with BT Group to amend their smart working statement and any associated management guidance, to enable a flexible approach to managing requests for additional temporary flexibility in smart working to support members as required.

This should extend to include the right to submit a formal application for temporary adjustments to home/office working (when an initial application is declined) in order to secure a written response citing reason for the rejecting the application.

Mersey

50 CATEGORY A: COMPOSITE MOTION

If Carried 51 Falls

Members are angry at the restrictions that have been placed on their ability to have a mix of home and office working currently called smart working. This includes a lack of flexibility and restrictions being unnecessarily imposed. Many members have demonstrated their ability to work from home without any detriment to the company whatsoever and have benefited from an improved work life balance.

The T&FSE is therefore instructed to campaign and secure an agreement with EE on smart working.

TFS Executive
Tyne and Wear Clerical

51 CATEGORY A: Conference notes that BT via its EE brand continue to advertise its broadband services for people to work from home. The irony is that BT's consumer division is reluctant to allow its own staff to work from home. Members regularly tell us how beneficial working from home is for their work life balance, mental wellbeing and performance. Conference is concerned that Consumer takes a different approach from BT Group on this issue.

Conference instructs the TFSE to get an agreed homeworking policy across Group which increases the number of days' members in the consumer division can work from home.

Lincolnshire and South Yorks

52 CATEGORY A: Conference agrees that the use of Flex in Openreach under the auspices of the Service Delivery Transformation agreement delivers very few benefits for our members and is really a tool for management to force engineers to flex the end of the working day in line with business needs.

Conference therefore instructs the T&FS Executive to enter into negotiations with Openreach with a view to a new Flex agreement that gives more control to engineers and delivers the ability for our members to take meaningful time off according to their own needs and in the interests of a proper work / life balance.

Edinburgh, Dundee and Borders

53 CATEGORY A: This conference expresses grave concern regarding the inadequate implementation of the Personal and Domestic (P&D) process, particularly within Openreach. Openreach Management's failure to utilise reasonable adjustments and the inappropriate utilisation of the P&D forum has resulted in frequent instances where minor requests are met with unreasonable demands. For example additional Saturday attendances or transitioning from shorter working week patterns to a 5-day attendance week. Furthermore, the failure of local management to process existing P&D attendance patterns promptly necessitates restarting the entire process, causing undue stress to the individuals involved.

The TFSE is hereby instructed to convene with Openreach to secure firm commitments that the P&D policy will be fully adhered to and seek assurance that in cases of managerial negligence members are not compelled to initiate the process anew.

South London, Surry and North Hampshire

SECTION 11

Thursday (10.15 – 11.15)

54 CATEGORY A: Conference notes that since the introduction of the Customer Delivery Rate (CDR) metric by Openreach on the Service Delivery (SD) side of the business, in agreement with the Openreach National Team, the use of this metric has been corrupted by rogue managers from its initially stated purpose of being a useful measure to ascertain where training and support was needed within the workforce to instead being used as a measure by which engineers find themselves targeted with bullying and harassment.

Conference further notes that this behaviour has led to the creation of a hostile and paranoid work environment not seen since the days when Performance Management was in place. To contrast this with other parts of the business, Fibre Network Delivery (FND) introduced a similar metric for use by their management team called My Potential. This was trialled with both an individual score, similar to CDR, and with a team-based score. The teams that used a team-based score have had far less issues than the teams using an individual score for each engineer.

With this in mind Conference instructs the T&FSE in conjunction with the Openreach National Team to negotiate with BT Group, specifically Openreach, with the view of changing CDR to be a team-based metric, removing the ability of managers to be able to view the individual scores of engineers and thus remove their ability to target and harass them as is currently the case.

Greater Mersey Amal

55 CATEGORY A: Conference is concerned that not enough has been done to limit the way That Managers in BT group want to Micro manage some individuals on their teams

It is noted that many managers are not able to coach there team members as they do not have the skills or competencies to do so fully understand what that team member does.

so the managers revert to type and that is to BULLY people

This is why we see only a few performance discipline cases but many many more coaching plans and bullying tactics

*The health and safety at work act 1974 states
'It shall be the duty of every employer to ensure, so far as is reasonably practicable, the health, safety and welfare at work of all his employees.'*

I put it to you conference that any process that leads to mental distress or breakdown among its employees falls short of this basic right to be safe at work.

We therefore instruct the T&FSE to push for a revision of the performance process so it is not used as a punitive tool by BT in managing its Employees but as a supportive tool taking away the IFW and FFW for performance .Instead we would want to see 2 things

- 1/ a supportive coaching environment for managing performance .
- 2/ Work related stress counted as **an incident, accident at work** and reported to the HSE if it falls foul of the regulations on Riddor

"Over-seven-day incapacitation of a worker"

"Accidents must be reported where they result in an employee or self-employed person being away from work, or unable to perform their normal work duties, for more than seven consecutive days as the result of their injury. This seven day period does not include the day of the accident, but does include weekends and rest days. The report must be made within 15 days of the accident."

South East Central

56 CATEGORY A: Conference notes with a deep and growing concern the transformation of Genesys into a performance and behavioural management tool within Openreach desk.

Genesys originally designed as a system platform to replace Harrier, on the basis:

- New, improved technology which will be quicker, and easier for users to navigate, with great feedback from early testers
- Fully-supported system wrap, to ensure we can always be contactable
- User-driven change model owned by Openreach, to improve how the system operates
- Simple to on-board people to the platform and move users between queues
- Full demand visibility to make it easier to resource call queues effectively
- Single interface to manage voice, email, eChat, and text message contact

This system has now morphed into an Orwellian mechanism, closely monitoring every aspect of our members' work, including call metrics, comfort breaks, and after-call work time. This transformation raises serious issues that undermine the dignity, privacy, and treatment of our members.

Genesys, in its current form, perpetuates a surveillance culture. Constant monitoring of call metrics, including breaks and after-call work, creates an environment of distrust and anxiety among our members, who feel constantly watched and evaluated.

Members should not be subjected to such invasive scrutiny in their daily work routines, to also weaponise it to evaluate members based upon these metrics alone is inherently unfair. Members may be penalised for factors beyond their control, such as call volume fluctuations or technical issues, leading to unjust performance assessments.

We instruct the T&FSE to work with Openreach to establish clear guidelines and policies regarding monitoring and privacy on the Genesys system, ensuring that members' rights are respected and protected. To support initiatives aimed at promoting a culture of trust, respect, and collaboration within our workplace, recognising the value of members as individuals and contributors to our collective success.

TFS Executive

SECTION 11
Thursday (10.15 – 11.15)

57 **CATEGORY A:** This conference expresses concern over Openreach's disregard for agreements, demonstrating disrespect towards the union and its members. This disregard is especially evident in their handling of changes to members' attendance patterns, which should adhere to the clear guidelines outlined in the SDT agreement of 2010. However, senior managers are flouting these guidelines by imposing unagreed attendance patterns that deviate from the SDT agreement, including attempts to introduce seasonal working patterns (winter working) through unauthorised means.

The TFSE is directed to engage with Openreach to ensure acknowledgment of the proper process. Once this acknowledgment is secured, the documented correspondence should be shared with telecom branches to support the enforcement of the terms outlined in the SDT agreement.

South London, Surrey and North Hampshire

58 CATEGORY A: Following the changes to the provider of fleet services across BT Group, our members who drive company vehicles as part of their job role, have noticed a marked decline in service and response times for breakdowns, and other vehicle maintenance issues.

Some of our members have been left stranded for hours awaiting a breakdown response, causing unacceptable risk to their health, safety, and wellbeing. In addition, the lack of availability for general maintenance of vehicles necessitates them being driven with faults which may increase the breakdown risk.

Conference instructs the TFSE to enter into immediate discussions with BT Group to urge them to establish a vehicle maintenance service which ensures speedy breakdown response times and a significantly more robust minimum standard for the regular maintenance of vehicles.

Capital

59 CATEGORY A: Conference notes that since the introduction of Electric Vehicles (EVs) as part of BT Group's fleet, there has been a noted lack of training or comprehensive handover process for drivers allocated EVs. Most individuals given an EV have reported they were unceremoniously handed over their keys and told to be on their way, with little to no explanation of any differences between their old vehicle and new one.

There are multiple issues that arise from this as EVs are vastly different from Diesel & Petrol vehicles in several important ways.

These include but, are not limited to:

- Vehicle checks – The standard vehicle check requires drivers to check their oil and other fluid levels before starting their day, this is reflected in the Pre-Use Inspection form that is required to be filled out on the Holman's app. Due to the lack of options for EVs, drivers with vans are required to fill out a form for a Diesel/Petrol vehicle that results in them technically failing their Pre-Use Inspection due to the lack of oil and other engine related fluids in the EV.
- How the vehicle is operated – EVs have a much quicker acceleration rate, even though they are generally much heavier than their Diesel/Petrol counterparts. This presents a danger to drivers unused to an EV as the chances of an accident or the seriousness of one is greatly increased. EVs are also all automatics, which can be an awkward transitional period for someone only used to driving a manual vehicle.
- Safety knowledge & procedures – EVs have a very different set of safety knowledge that is needed in order to safely operate & care for one. EVs are well known for their uncontrollable nature in the event of a fire, leading to concerns for what drivers should do if their vehicle sets alight. In the event of a Road Traffic Collision (RTC) there is the possibility of the vehicle frame becoming "Live" with current due to battery contact, this creates the risk of "Earthing" through someone if they were to attempt to exit the vehicle themselves or recover someone else. There is also only a limited lifespan of the batteries used in EVs, generally 5 years, which presents the risk of acid leaks & other failures towards the end of this lifespan, drivers are given no instruction on how they should deal with this and who to contact to in that

SECTION 12

Thursday (11.15 – 11.45)

- scenario.
- Infrastructure availability – The lack of charging points in large portions of the country make EV drivers much more limited in their scope of travel, which can often impact on their work. Many EV drivers are reliant on charging points in supermarket, fast food restaurant & service station car parks due to a lack of readily available charging infrastructure in the BT Group estate. Many EV drivers were given no warning of this other than word of mouth rumours from other colleagues, leading to frequent issues of breaking down out of range of a charging point while they still adjusted to the new vehicle.

Conference instructs the T&FSE to talk with BT Group with the aim of establishing a comprehensive information pack to be given to drivers of Electric Vehicles before their hand over & to be readily available for drivers that have already switched over to an EV and updating their administrative processes to cover EVs i.e. the Holman's app. The pack should include information on how to safely conduct a proper pre-use check; give drivers knowledge of how the vehicle handles differently to a Diesel/Petrol one; what they should do in the event of an RTC or other emergency situation (such as a Personal Escape Plan) and give drivers information on available charging infrastructure & how to avoid a breakdown due to a low battery.

This list is not exhaustive.

Greater Mersey Amal

60 CATEGORY X: Conference it is noted that Openreach Service Delivery and FTTP have gone down the rabbit hole of performance management yet again in the guise of "Customer Delivery Rate" we are told if we show examples of abuse then HR will deal with those managers, it is noted that it is only ever a clerical error by managers when caught out Never a deliberate action.

We instruct the Openreach team to withdraw support for CDR and inform the employer we feel they have lied to the CWU over performance, as at Patch manager level, Targets or implied Targets are still being given to engineers to achieve a better score on their CDR or face an IFW or FFW on performance

Team members face targets on, success rate, furthers, customers handled, PQT, to name but a few and yet at the same time being told or instructed to flex on, don't further and we are monitoring how many assists you have

Performance is meant to be a coaching and supportive action, not a run faster do more action that we are seeing. Some Patch managers are reverting to type and using Bullying tactics to drive performance, since the introduction of CDR we have seen league tables, targets without actions, comments about not being good enough, all the actions used previously in other performance programmes run by Openreach over the years. what was sold as one thing is being delivered as something else. we believe this will have a detrimental effect on team members mental health and this is why we need to withdraw support from CDR and have an active campaign against bullying of team members on performance issues

South East Central

61 CATEGORY X: Conference is aware that parents & adoptive parents are entitled to 18 weeks paid leave over the first 18 years of a child life.

This is not the case for foster carers, they have no such entitlement. However foster carers are corporative parents and as such should be afforded the same benefits.

Therefore, conference instructs the T&FSE to enter into negotiations in companies where we have recognition to even this inequality and allow foster carers the ability to take this time off to look after their foster children when needed.

A report back on progress to be given to branches before next conference

North East

62 CATEGORY X: Conference recognises the need for a thorough review of BT Group's current Paternity Leave policy.

The existing policy fails to adequately address situations involving complications during childbirth, adoption etc where the partner's extended presence and support become essential.

Limiting paternity leave to a mere two weeks of paid time off can create undue stress for families precisely when the partner's support is most needed.

MOTIONS NOT ADMITTED TO THE AGENDA

BT Group's current policy appears insufficient and outdated.

Conference instructs the National Young Workers Committee to collaborate with the T&FS Executive to explore and propose an extension of the paid paternity leave entitlement for our members. With a report on progress back to the National Young Workers Committee no later than September 2024

This extension should not only align with industry standards but also consider the diverse family structures and needs of our workforce, including same-sex couples, adoptive parents, and other non-traditional family setups this list is not exhaustive.

North East

63 **CATEGORY X:** Conference, Health & Safety is a major part of our members working lives, that we deal with on a daily basis as CWU representatives. Our Union Branch's and Regions organise themselves and meet with senior leads from all BT Lines of Business, to discuss our incidents, near miss trends and Health & Safety related issues. Our Regional Health & Safety Representatives also attend National Meetings to discuss and comment on new equipment and working practices, prior to implementation for team members. This is supported by our National Health & Safety Leads when their diaries allow. However, since "Redesign" we have had very few updates from the Health & Safety Conference Motions that were accepted, due to the continual change of the National Health & Safety leads. Over the past few years we have seen the National Health & Safety department transform into an add-on additional role for our National Officers, rather than a stand-alone position. This has impacted on the focus of Health & Safety in the T&FS due to the additional workload commitments of the National Health & Safety Leads.

Conference therefore instructs the T&FS Executive to restructure the current Health & Safety department to enable the CWU to be more effective, communicative and committed to Health & Safety. This restructure will require dedicated, committed time for a National T&FS Health & Safety Lead to fully support the Regional T&FS Health & Safety Chairs, who represent our branch's and their members, with escalations and to provide timely updates on accepted conference motions. As a union we also need a National T&FS Committee formed by our experienced senior Health & Safety representatives to enable our Regional T&FS Committees to contribute on decisions made by the CWU Health & Safety Department, this needs to include consultation on the framework of the future restructure of the CWU.

Midland No.1

64 **CATEGORY X:** Conference instructs T&FS Executive to negotiate with BT Group to make sure our members who work for Tech Mahindra when working on BT contract work, are treated with fairness and dignity, in line with how their BT colleagues are treated. They should not be targeted or victimised for being Union members. Tech Mahindra should also give Union Reps access to their employees who are working on BT contracts in BT Buildings, so they can have an opportunity to join the Union.

Midland No.1

MOTIONS NOT ADMITTED TO THE AGENDA

65 CATEGORY X: T&FSE is instructed as a matter of urgency to seek an agreed grade that acknowledges the highly skilled and level of responsibility in the role of the Chairmans Complaints advisors. The current grade is not only affecting the calibre of applicants for this role, but also the high attrition level within this department.

Scotland No.1

66 CATEGORY X: The TFSE is instructed to oppose by whatever means, inward facing dash cams and Telematic type surveillance devices in engineering vehicle cabs.

Greater London Combined

67 CATEGORY X: In certain lines of business within Capita, workers pay increases are being determined by individual appraisal. Conference will note that individual rather than collective pay agreements can pit worker against worker and lead to poor pay increase opportunities across the board.

The T&FSE is instructed to enter into negotiations with Capita to end this practice throughout the company.

Northern Ireland Telecom
