

This is the second issue of the CWU National Newsletter which is specifically targeted at our O₂ members where we will be sharing with you on a regular basis what the union is doing about some of the major issues and concerns.

O₂ PAY REVIEW 2012 - TALKS OPEN

Talks with O₂ have commenced on the 2012 pay review where the CWU National Team have put forward a strong case for a pay increase over and above the rate of inflation.

The claim also seeks to reopen negotiations on pay progression for grades including Tech Specs, T&E and Retail in order to secure improvements to the current pay progression terms that O₂ implemented by executive action in October 2011.

Regular updates will be provided on how the pay talks progress. Please contact your local representative or the CWU website for further details at:

www.cwu.org/24120/o2.html

O₂ REQUESTS FURTHER PENSION REVIEW

During 2010 and the early part of 2011 long and difficult negotiations took place on a pension review in order to reduce the costs and risk to maintaining the final salary sections 2 & 3 of the O₂ Pension Plan.

O₂ have now come back to the CWU to open discussions on a further review which will include all populations including those employees currently not in any pension plan, as well as the money purchase and final salary schemes.

This is in readiness for when the company have to meet their commitments for auto-enrolment by 2013. The CWU will keep you updated on progress of these discussions.

A STRONG CWU

One of the priority areas for the CWU is a strong healthy membership and to keep membership levels high you need to encourage colleagues and friends who are not members to join, remember "any union is only as strong as the members it represents"

Over the next few months the CWU at national level will be concentrating on a recruitment programme and you can also play your part in the recruitment programme whether that be in the call centres, the NMC or the Retail outlets.

PLEASE REMEMBER: YOUR UNION NEEDS YOU!

YOUR CWU TOP TEAM INCLUDES:

Sally Bridge National Officer

Sandra Walmsley Telecoms Executive member and Chair of the O₂ National Team swalmsley@cwu.org

* **Frances Burke** Leeds Frances.Burke@o2.com

* **Mark Sowery** Preston Brook manchesterclerical@cwumc.org

* **Karen Graham** Bury manchesterclerical@cwumc.org

* **Piers Doughty-Brown** Glasgow Piers.Doughty-Brown@o2.com

* **Angie Prangell** Retail Angie.Prangell25@btopenworld.com

* **Gerry McArdle** Technology gerrymcardle@o2.co.uk

WHAT'S HAPPENING IN RETAIL

Fantex

Love it or hate it, It's not going to go away, the company have to measure what customers think about us, to ensure the customers keep getting excellent service, products, and are fans of O₂.

However as a union we do not accept that this has to be of a detriment to our members. We are aware that the pass mark changes have been increasing quarter on quarter, we have had many emails from members asking what "the union" are doing about it, let me assure you the National Team are doing our very best to engage with the company over this issue and we have even sent the company alternative questions, as yet we are still awaiting the company's response.

In the mean time, please keep your comments/concerns coming into us, the more feedback we can get the stronger our representation will be.

Performance Management

Following on from our last newsletter article on Performance Management I can confirm that SAP'S have now been removed, but the awarding of an informal warning at the same time as a PIP still remains, however we are meeting the company next month to discuss the CAP policy and this is very much on the agenda. Anyone that finds themselves on a PIP please let your local Rep know as soon as possible, Pip's are being issued for all sorts or reasons.

RESOURCING

Given the economic climate, continued job stagnation and increasing youth unemployment figures it is very important that we understand the current and future plans of Telefonica on resourcing. This is especially so given the amount of work already outsourced both in the UK and abroad and to ensure stability and reassurance for our members in terms of job longevity and also career progression.

We recently met the O₂ Resourcing team to understand what level of work is outsourced (currently 50% both in the UK/Abroad); what the ratio is of O₂ and agency workers and what future plans the Company has in terms of recruitment and career opportunities.

As the Company evolves and embarks on new business ventures many of the back office functions are completed by outsource companies, fundamentally driven by costs. The CWU has argued that some of this skilled work should be done in the UK by O₂ staff. Feilim Mackle, O₂ Sales and Service Director, also met us and gave a commitment to keeping voice work in the UK. It is clear that as O₂ diversifies its business, there will be a requirement to change and of course during difficult economic times, O₂ want this to be done cost effectively. O₂ however has a moral and social responsibility in keeping jobs in the UK and to reinvesting in staff in the UK where their profits are derived.

The union are waiting for further information from the Company on these points and we intend to have ongoing discussions with O₂ to further understand their future plans. It is a key priority for the CWU to protect jobs for O₂ people in the UK, with career opportunities and to ensure that where employment agencies are utilised the new Agency Regulations are applied.

PAY PROGRESSION

Pay progression remains an issue for all of those who have not yet attained the maximum pay point for their grade.

From January 2012 everyone working in roles covered by automatic pay progression will receive an annual, rather than 6-monthly, pay progression unless they are at the maximum level for their grade. The company has declared the date for payment to be April rather than February which we believe confuses any pay progression payment with the entirely separate cost of living increase that also occurs in April salary payments.

For those who have no right to automatic pay progression (Retail, Tech Spec, T&E), the company unilaterally gave a pay progression award of 0.5% in October 2011. Whilst any increase in members' pay is welcome, the CWU found this to be derisory as for many working in Retail this amounted to less than a litre of petrol per week. Also for some a 0.5% pay progression per year would result in them being in advanced old age, having joined as a school leaver, by the time they reached the maximum of their pay band. We believe this to run counter to the 2010 pay agreement, which states that individuals should progress to the maximum of their pay grade during their "career with" the company.

CONTACT YOUR CWU NATIONAL NEGOTIATING TEAM:



NATIONAL OFFICER

Sally Bridge

contact via PA:

kcorrigan@cwu.org



Sandra Walmsley (Bury)

Telecoms Executive Member

swalmsley@cwumc.org



SALES & SERVICE DIRECTIVE

Frances Burke (Leeds)

Chair of National Negotiating Team

frances.burke@O2.com



Mark Sowery (Preston Brook)

manchesterclerical@cwumc.org

Karen Graham (Bury)

manchesterclerical@cwumc.org



Piers Doughty-Brown (Glasgow)

Piers.Doughty-Brown@o2.com



RETAIL

Angie Prangell

angie.prangell25@btopenworld.com

TECHNOLOGY

Gerry McArdle

gerrymcardle@o2.co.uk



JOIN THE CWU

For more information contact:

0800 731 7434

joinunion@cwu.org