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018

General Conference 2008 – Obituary List

It is the practice to include in the Annual Conference Agenda a reference to those members who have served the union in many different capacities and who have sadly died since the previous Annual Conference.

Please let us know the names of those members of your branch whom you wish to have included in the obituary list.

Following the decision of the National Executive Council, the obituary list to be published in the General Conference Agenda shall include the names of all members who have died in the previous twelve months, as notified by branches.

To enable the list to be prepared for inclusion in the agenda all names must be received no later than **14 March 2008**. Unfortunately, any names received after this date will not be able to be included. Notification should be either by letter addressed to **Carmel McCudden** at headquarters or by email to **cmccudden@cwu.org**

Information supplied should include initials, surname and branch.

Any queries on this paragraph should be addressed to Carmel McCudden, CWU Headquarters.

Tony Kearns

Senior Deputy General Secretary

019

Procedures for Considering Requests for Bucket Collections and Document Distribution at Annual Conference 2008

Bucket Collections

1. All requests for bucket collections to be taken during Annual Conference shall normally be submitted in writing to the General Secretary. Such written requests should include background material/ information/full details on the organisation for which the collection is to be made. The officer to the General Conference SOC will be advised accordingly and will then make arrangements for the union's stewards to take such collections. The monies so collected will be counted by the Senior Deputy General Secretary's Department and a cheque made out to the appropriate body.
2. The number of bucket collections to be taken during Annual Conference will only exceptionally exceed two.

Distribution of Documents at General Conference

1. All requests for the distribution of documents on delegates' seats shall, in the first instance, be referred in writing to the General Conference SOC, together with a

copy of the document(s) concerned, for consideration.

2. Any documents that have been agreed for distribution on delegates' seats at General Conference shall be delivered to the General Conference administration office by no later than 5pm on the day prior to distribution.
3. Branches are reminded of the facility of the Conference Guide to publicise meetings and other events.

Any queries on this paragraph should be referred to Carmel McCudden, **cmccudden@cwu.org** at CWU Headquarters.

EQUAL OPPORTUNITIES

020

Harassment Complaints Database: Union Policy

Branches are again reminded of the need to fill in the Harassment Complaints Database (HCD) Forms, as illustrated in LTB 450/04.

Please ensure that all representatives have a copy of LTB 450/04 as it contains useful guidance as well as the form itself.

Branches may also find LTB 289/04 useful which contains information on the Harassment Helpline and the Harassment Advice Network as well as the HCD. The completion of the HCD forms is part of our agreement with the Equal Opportunities Commission and is, therefore, CWU policy (the full agreement can be found in LTB 292/04).

The Equal Opportunities Commission has raised concerns with us regarding the completion rate, which we need to address, otherwise we will fall foul of the agreement. Therefore, please ensure that any complaint raised with branch representatives by members that involves possible harassment should be notified to HQ via these forms.

We appreciate that this will add to an already busy work schedule for those representatives that have the responsibility for completing them, but there is no scope for non-compliance.

We must accept that this will become an accepted culture in terms of harassment reporting. The data that will come through to HQ will be vital in enabling us to analyse and identify any obvious patterns where problems exist.

We extend our appreciation to all those branches already complying with the policy and look forward to the co-operation of all branches in this matter.

Any enquiries regarding this paragraph please contact **Michèle Emerson** at CWU Head Office, 150 The Broadway, Wimbledon, London SW19 1RX.

021

Mandatory Equality & Diversity Training

Branch secretaries are requested to ensure that any person in their branch who has CWU

rep responsibilities and has not yet completed their mandatory Equality & Diversity training are enrolled in the courses that are planned throughout the regions in the forthcoming months.

All reps must do the training – this includes divisional reps, area reps, unit reps and branch officers.

For clarification on dates please contact your regional secretary. The training has been running now for over three years and there are still a substantial number of reps who have not completed the training.

Your co-operation in this matter is greatly appreciated.
Equal Opportunities Department.

TELECOMS

022

BT Operate: Voluntary Paid Leaver Schemes Quarter 4 – 2007/08

I am now able to confirm and follow up on which units will be running team member paid leaver schemes as reported in Branch Officials Bulletin No1/2008, paragraph 007; also the overall number of paid leavers BT Operate are looking for this quarter.

The UK-based units, functions/OUCs that are currently in-scope in terms of running team member schemes with enhanced early leaver payments are shown in **Table 1**, page 3.

In terms of numbers, the current BT Operate TLR plan indicates that management are looking for around 200 team member paid leavers in Q4.

Brian Healy
Assistant Secretary

023

BT Wholesale Customer Service Broadband Call Monitoring – 'Mystery Shopping'

The union has been advised of BT Wholesale Customer Service Broadband plans to introduce an additional form of call monitoring in the unit.

BT Wholesale are looking to expand on call recording with the use of test calls to Broadband teams to look at the end to end customer experience, referred to as 'mystery shopping'. It has been stated that the purpose is to improve the quality of service to the customer and better equip team members with the capability to work across Broadband Customer Service work volumes.

As BT Customer Service work on their implementation plans, management have proposed the following principles that will underpin the mystery shopping calls. The principles are not dissimilar to the overall call recording principles.

Customer Service team and site managers will make approximately three random calls per person per week to teams. They will call in as customers would normally do and seek to gain information about a current order or fault. Before the conclusion of the call, team

Table 1

Business Unit

Finance
Human Resources
Service Operations (Retail, Wholesale, GS and BT Group)
Large Deal Shared Services Operations

Field Engineering
Lead to Cash

Trouble to Resolve
Operational Integrity
End to End Testing
Business Operations & Transformation
BTO Career Transition Centre (CTC)

Team Member Scheme

No team member scheme currently in operation
No team member scheme currently in operation
No team member scheme currently in operation
All team members with the exception of those in AXSS, ASAR and those working on the Reuters and Credit Suisse contracts
All team members with the exception of ALA1 and the power communities
May be available to a small population within Enablement, the exact scope is currently being defined – To be confirmed
All team members
All team members
All team members
All team members in ADA, ADB, ADC and ADF
All team members registered with the CTC

members will be given feedback on the quality of the call, this will take the form of:

- A good customer experience and why
- An acceptable experience and why it could have been better
- Unacceptable and why.

The output of this will be used to coach team members in areas of customer care, compliance, and process.

There will be a strict protocol which managers will adhere to. This will involve prior notification to team members that their calls may be internally generated on behalf of customers for coaching purposes; the restriction on using the output in any other arena besides a coaching session between the team member and manager without the team member's express permission.

Coaching is already an established tool within BT Wholesale and intended to promote a positive coaching and development opportunity to maintain and improve standards. The use of mystery shopping calls will be one of many tools used for coaching purposes, and management suggest that it provides the coach with a true reflection of an individual's capability and allows them to align their support to help the individual reach their optimum performance.

- All coaching feedback will be on a one to one basis and be completed by a team manager or recognised substitute
- All calls will be treated in a confidential manner, there will be no sharing of details unless the information is for the purposes of a discipline case or the individual agrees prior to sharing
- Coaching and feedback will be completed in an appropriate, private location, away from the workstation and which is mutually agreed by both parties
- Feedback should be completed in a timely manner, therefore following a mystery shopping call, coaching/feedback will be completed within one week of the initial call

- Should an individual be recorded using unacceptable behaviour or language then normal discipline procedures would apply
- In line with standard performance improvement procedures, once a coaching issue is identified, an improvement plan will be agreed with the individual and logged in a coaching tracker. Failure to improve may then lead to the poor performance procedure being instigated, dependent on the nature of the issue and its impact on performance.
- Call recording and these calls will not be used as the only option for coaching; it should be used as a tool to complement other coaching activities.

The executive team whilst not opposed to such concepts has raised the following as issues to be addressed:

- The dangers of the site manager or other unit members doing these calls are the following;
 1. The requirement for a mystery shopper known to the individual being mystery shopped disguising their voice, putting on strange accents etc.
 2. The possibility of the individual being mystery shopped being known to the mystery shopper and placing a subjective or pre-conceived notion as to their performance
 3. Pre-knowledge of performance or personality leading to corrupted or loaded results
 4. Misuse for other agendas in relation to PPA or discipline
 5. Over reliance on one mystery shop as an overall guide to performance
 6. Role playing leading to discipline situations which are unsustainable due to the allegation of entrapment
 7. The feeling that a manager or other is trying to catch them out with tricky questions etc.

Branches will be advised of management's

response in due course.

Brian Healy
Assistant Secretary

EVENTS BULLETIN

October 2007 – June 2008: The London Socialist Film Co-op. There will be a number of films showing the second Sunday of every month. Film(s) includes La Última Cena/The Last Supper all showing Sunday 14 October 2007. Tomás Gutiérrez Alea is best known for his Memories of Underdevelopment. The Last Supper is unfairly neglected, made during the height of 'the cold war', showing a Cuba that was unknown and a history that was of little interest to audiences of that time. Discussion led by Michael Chanan, Professor of Film and Video at Roehampton University, London, Jacqui McKenzie, Caribbean Labour Solidarity, Dionne Walker and many more. For all enquiries and the full programme contact **020 7278 5764**.

Saturday 3rd February 2008: CWU Black Worker's Conference. To be held at CWU Headquarters from 10.30 am – 16.30 pm. Speakers for the event will be Trevor Phillips, Chair of the CEHR and Dr Muhammed Abdul Bari, Secretary General of the MCB. For more information and details on registration contact **Dionne** on **020 8971 7356**; email **dgittens@cwu.org**

Saturday 23rd February 2008: CWU Women's Conference. To be held at the Holiday Inn Hotel in Belfast from 10.30 am – 16.30 pm. Speakers for the event include Gloria Mills, National Organiser Equalities, Unison and Evelyn Collins, Chief Executive of the Equality Commission. For more information and details on registration contact **Dionne** on **020 8971 7356**; email **dgittens@cwu.org**

Monday 10 March 2008: International Women's Day, Evening Reception. 18:00 to 20:30. To be held at Congress House, London. The trade union movement celebrates 100 years of International Women's Day and

reflects on the challenges of globalisation for women. Guest speakers include Women's Minister Harriet Harman MP, with Latin grooves provided by Manteca. For more information contact **Aisha Latif**, SFPA Project Assistant, on **020 7467 1239** or by email: alatif@tuc.org.uk

Wednesday 12 March 2008: International Women's Day Rally. 17:30 to be held at the Winter Garden in Eastbourne. The TUC Women's Committee are hosting a rally to celebrate International Women's Day. All are welcome to attend – delegates and non-delegates and unions are invited to organise groups of workers to attend the event. National and international speakers from across the trade union movement and beyond will address the rally. For more information contact TUC Equality & Employment Rights Department: **020 7636 4030** or visit www.tuc.org.uk/equality/index.cfm?mins=389&minors=383

Wednesday 12 March 2008 – Friday 14 March inclusive: TUC Women's Conference. To be held at the Floral Hall, Winter Garden, Eastbourne. Delegates will debate motions on a range of issues of importance to women in the UK and across the world. For

more information contact TUC Equality & Employment Rights Department: 020 7636 4030 or visit www.tuc.org.uk/equality/index.cfm?mins=389&minors=383

Monday 7th April 2008: Retired Members' Eastern Region Meeting. To be held at Swinton House, 324 Grays Inn Road London at 11am. For further information contact **Nobby Clark** on **07713 155575**.

Thursday 17 April 2008 – Friday 18 April inclusive: Introduction to International Development. 10:00 to 17:00 daily. To be held at Congress Centre, London. A broad introduction to international development from a trade union perspective, this two-day course gives tutors and officers the skills, knowledge and confidence to train others. Covering issues of poverty, globalisation and the trade union role, North/South perspectives, race and migration will be tackled, as will techniques and methods to organise and train in this area. For more information contact **Aisha Latif**, SFPA Project Assistant, on **020 7467 1239** or by email: alatif@tuc.org.uk

Thursday 3 July 2008 – Friday 4 July

inclusive: TUC LGBT Conference. Will be held at Congress House, Great Russell Street, London WC1B 3LS. The TUC LGBT Conference 2008 takes place at Congress House. It is one of the largest annual gatherings of LGBT activists and workers. Unions will be invited to submit motions for debate, and send delegations, early in 2008. The TUC welcomes visitors from relevant organisations to the event. For more information contact **Peter Purton**, **020 7467 1271**, ppurton@tuc.org.uk

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If you have anything for the events bulletin page please send your contribution to:

Marcia Murray
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150 The Broadway
Wimbledon SW19 1RX
Tel: **020 8971 7497**
Email: mmurray@cwu.org

Details must arrive nine days before publication and must include a contact phone number, brief summary of the event, email and website address. Listings are free, but inclusion is not guaranteed.