

GENERAL

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EQUAL OPPORTUNITIES

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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.

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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.

HEALTH AND SAFETY

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Workers Memorial Day – Hazards Campaign – Wales

On Workers Memorial Day, **28th April 2008** – Hazards Campaign Wales, based in Cardiff will launch a telephone support line for families who have been bereaved through a workplace fatality and co-workers, who have experienced a work-related death. The aim of the telephone support line is to:

1. Provide information on other organizations offering help in the UK
2. Where possible, offer emotional support in the UK.

From the **28th April 2008**, the support line can be contacted on **07921 213 096**.

Callers should leave a message giving name and a contact number or alternatively send a text message and the call will be returned within 48 hours.

Judith Thoburn-Price who is an Adult, Child and Group Crisis Bereavement Counsellor, Practitioner and researcher in the field of unnatural death and who also has a background in trade union and management health and safety will operate new telephone support line.

Hazards Campaign Wales is currently researching the experience of bereavement on the immediate family, with the assistance of families who have experienced a workplace death.

Full contact details are: **Judith Thoburn-Price**, Director Campaign & Crisis Support Team email: webmaster@hazardscampaignwales.org website: www.hazardscampaignwales.org mobile: **07921 213 096**.

All enquiries concerning the above should be addressed to **Dave Joyce**, National Health, Safety & Environment Officer.

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Workers Memorial Day – London Event 28.04.08 – Further Update

Further to LTB No 306/08 notifying branches that Jeremy Corbyn MP has been added to the list of Speakers at the London Workers Memorial Day event, the London Hazards Centre have notified us of further changes and additions to the speakers list for the London WMD event which we again urge London and surrounding branches, safety reps and Regional Health and Safety Forum delegates to support.

Families, friends, unions and safety

campaigners will gather to remember those killed, injured and made unwell by their work and call for action to stop the damage being done. Representatives from all groups will be available for interview, filming, photographs etc.

Workers Memorial Day is a global event held annually. The motto for the day is:

“Remember the dead and fight for the living.”

The Day's Events

Protest march from Tate Modern to City Hall via the headquarters of the UK's safety police, the Health and Safety Executive (HSE). Gather 10.30am, Holland St, SE1 beside Tate Modern. March to HSE for rally calling for more resources for HSE and stronger enforcement of the UK's safety laws. March on to the Scoop beside City Hall for a rally 12.30 - 2.00pm (approx).

Speakers at HSE HQ and City Hall will include: Jeremy Corbyn MP; Matt Wrack – Fire Brigades Union; Family of Michael Alexa from the Battersea Crane Disaster Action Group; Bob Crow – RMT (subject to availability on the day); Mike Hutin, father of Andrew Hutin, who died in the furnace explosion at the Corus Plant in Neath Port Talbot in 2001 and representing Families Against Corporate Killers (FACK); Ann Elvin on the twentieth anniversary of the death of her son Paul who was electrocuted whilst working for contractors at fitting windows at Euston station; Eileen Beadle – East London Mesothelioma Support; Susan Murray – TUC Gender and Occupational Safety and Health Working Party; Anne Jones on the tenth anniversary of the death of her son Simon, killed working as an agency worker at Southampton Docks; Tony O'Brien – Construction Safety Campaign; Speakers representing PCS and Prospect Union members at the HSE; Jim Boumelha – IFJ (subject to availability on the day); Jimmy Parish – GMB Heat and Frost Branch.

Speakers will talk about the devastating effect of losing a loved one at work; what is happening in their industry (e.g. deaths in fire fighting); the continuing problems of asbestos and compensating the sick; how work damages women and men in different ways and the need for those gender differences to be taken into account; government underestimation and inaction on the numbers of cancers caused by work; how journalists globally face death and the criminal safety record of the construction industry. But most importantly speakers will call for governments to act to stop this and for workers to be given rights to protect themselves against dangerous employers.

The Construction Safety Campaign and

construction union UCATT are holding an event at the statue to the unknown building worker at Tower Hill at 9.15am before joining these events. Other events are being organized around the UK and globally.

For more information contact: Mick Holder, London Hazards Centre **020 7794 5999**. Battersea Crane Disaster Action Group **07490 578 219**. Tony O'Brien, Construction Safety Campaign **07747 795 954**. Families Against Corporate Killers **0161 636 7557**.

Union speakers can also be contacted through their union offices.

For more information on Workers Memorial Day: www.hazards.org/wmd/index.htm

All enquiries concerning the above should be addressed to **Dave Joyce**, National Health, Safety & Environment Officer quoting **reference No. N4**.

TELECOMS

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Spring Bank Holiday Resourcing – Monday 26 May 2008

Attached for the information of branches is a copy of a Customer Service Broadband briefing which details the resourcing arrangements for the **Spring Bank Holiday** on **26 May 2008**.

Brian Healy
Assistant Secretary

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BT Wholesale Customer Broadband - Attendance Recording for Flexible Working Hours

The union has been advised of BT Wholesale Customer Broadband intention to move towards fully utilising Single Interface (SI) for all employees, as the single tool where their attendance will be recorded.

For the majority who work standard attendances, and for agency people, this is already in place. However for those who currently work to attendance patterns that include Flexible Working Hours (FWH) within their attendances, such as CEMC 1 and 1977 FWH arrangements, there is a reliance on a variety of methods across sites as to how hours are recorded.

Whilst some of this community do utilise SI, other Newgrid grades submit a paper record of their hours once a month for their manager to check and sign off. Given the capability and reliability of current systems, management state that this can now easily be done via SI, when the system is utilised for an individual's attendance, annual leave, other leave, and rota changes, for example. The benefits that management see are:

- Move away from paper records which individuals have to complete and managers have to look at each month to sign them off, saving time and effort for the manager and the individual
- Electronic recording is more accurate and

automatically works out a person's debits/credits in FWH that they can see

- Accrual of flexi-leave at present cannot be measured which does not give management maximum visibility of available resource
- BT Wholesale can now introduce across BTW a standardised process for FWH recording
- BT Wholesale have the opportunity to be able to measure FWH time
- Individuals will still have the ability to amend their times – and line managers will be able to have clear visibility of when this occurs.

Management have confirmed that recording on SI in no way changes the principles of either the attendance framework that an individual works to or the flexibility that they enjoy as part of that. It does though allow for more efficient monitoring both for the individual and for the business.

Initially BT Wholesale would wish to trial this in the Coventry site commencing in early April, where the workforce are on a variety of attendance arrangements, and working on different parts of the operation, such as 21CN, call handling, and support teams. Management intend to work with the local CWU branch to identify any issues or concerns that may occur during the four week trial, prior to review and national roll-out across the broadband operation.

Brian Healy
Assistant Secretary

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BT Wholesale: Delivering Improved Customer Experience (DICE)

As the revenues of BT Wholesale Customer Service become increasingly under attack, and in order to stem the recent downward trend, senior management have reviewed the business strategy and operational model of BT Wholesale.

In line with the Group driven initiative of "Getting it Right", BT Wholesale have looked at its operations from the customers' perspective. It is strongly believed that in order to retain and grow revenues, BT Wholesale has to move up its performance with regards to customer service and become number one in the field.

With regards to what currently is measured, management believe there is no correlation with team and individual performance to that of customer satisfaction.

As a result, all the current performance management tools, such as Mystery Shopper, KCI note checks and remote listening (where call recording is not available) will be aligned to customer satisfaction measurements. This is being delivered under the umbrella heading of DICE.

To support this programme, each site will have a designated DICE Quality Leader who will be responsible for coaching identified

individuals where quality improvement is identified, each individual will be offered the opportunity of additional support and access to a coach.

Management are looking to commence the pilot in April and to rollout if suitable from May onwards. To facilitate roll-out, two one-day workshops have been planned for managers to give an introduction of the new measures and behaviours.

This will be followed up with an information pack to be delivered to their team members, followed up with a DICE roadshow on each site.

Further meetings have been arranged with management and attached for the information of branches is a copy of slides used in a presentation to the Executive team. It has been agreed that there will be local presentations in line with the attached slides.

Brian Healy
Assistant Secretary

POSTAL

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Enquiry Offices – Royal Mail

For the past few months we have been in discussions with Royal Mail concerning a review of the facilities offered by the Enquiry Offices in Mail Centres and Delivery Offices. This review is aimed at standardising both the level and range of services offered but management have accepted that it could also consider suggestions for developing new services. One avenue for example is to tap into the developing industry around eBay.

We are aware that over recent months the facilities at Enquiry Offices and the jobs of our members that staff them have come under pressure at local level in a drive to reduce costs and we see this review as a possible vehicle to reverse this trend.

Any ideas from branches for new services that are both feasible and which our members would be prepared to perform would therefore be welcome and should be forwarded to headquarters as soon as possible.

All enquiries regarding the content of the above paragraph should be addressed to **Martin Collins**, Assistant Secretary quoting **reference number L11.46** or **Bob Gibson**, Assistant Secretary quoting **reference number 530**.

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**.

Friday 25th April 2008: World Malaria Day in the UK: Mobilising to Save Lives. Invision Suites 1 & 2, Trades Union Congress, Congress House, Great Russell St, London WC1B 3LS. A panel of four speakers from the organising stakeholders will discuss how they work, can mobilise and connect with others in the fight against malaria, both in the UK and internationally. Speakers: Martha Osamor, Chairperson, Nigerian Organisation of Women & African Women's Welfare Association; Edwin Nichols, Global Constituency Manager, World AIDS Campaign; Gail Cartmail, TUC General Council and Assistant General Secretary of Unite the Union (Amicus section) Speaker from IBLF to be confirmed Closing remarks by Sunil Mehra, CEO of Malaria Consortium.

Sunday 27 April 2008: Love Music Hate Racism Carnival – 30th Anniversary of Rock Against Racism. Victoria Park, London. LMHR will be marking the 30th Anniversary of the iconic 1978 Rock Against Racism/Anti Nazi League carnival and procession with a similar event. The 2008 Carnival's aim is to inspire thousands today to join a mass movement against racism. The Carnival will have three stages – two outdoor live music stages and a large DJ marquee. The line-up will be announced very soon, however, stars of the '78 event and the RAR era already confirmed to appear include Tom Robinson, The Specials, Jerry Dammers, and ace filmmaker and Clash collaborator Don Letts. For further information visit www.lmhrcarnival.com. There will be a carnival procession/march to show united opposition to racism immediately prior to the start of the main event in the park. Unite the union and the PCS have already committed as major sponsors of the event, which is also supported by the TUC, and many other trade unions have pledged support at a national level. Transport to LMHR Carnival 08 is being arranged from most areas of the country – contact us for details, or if you'd like to help organise transport from your area.

Monday 28th April 2008: Workers Memorial Day Evening Event. 6pm – 8pm. To be held at TUC Congress House, Great Russell Street, London WC1B 3LS. The South East Regional TUC and Thompson's Solicitors have organised the event featuring Paul Mason

speaking about his acclaimed new book 'Live Working or Die Fighting' and a short film: "Mesothelioma: the human face of an asbestos epidemic". Other speakers to be confirmed. Food and wine buffet. Free admission – those wishing to attend should notify: mdykes@tuc.org.uk

Tuesday 29 April 2008: Pay Bargaining 2008. 09:45 to 16:00. To be held at Congress House, Great Russell, Street, London. This is a conference for negotiating officers and researchers organised by the TUC and the IDS. The Chair will be Gail Cartmail (UNITE) and the speakers will include Sarah Veale (TUC), Heather Wakefield (UNISON) and Alastair Hatchett (IDS). The topics will include the pay and bargaining agenda for 2008, public sector pay, total reward and equal pay: where now? IDS pay conferences are highly regarded and this is an opportunity for unions to attend an event that would normally cost £200 per person at a specially reduced rate for TUC affiliates of just £75. To book a place at the conference visit the link <http://guest.event.com/i.aspx?5S,M3,2ef14ad2-94fa-4ff5-ae2-0b42005f3955>

Thursday 8th, Friday 9th and Saturday 10th May 2008: Ila Haifa – A Special Performance of Palestinian Art and Culture in London. To be held at the Greenwood Theatre, Weston Street, London SE1 3RA, at 7.30 pm. This May, al Zaytouna, Britain's leading dabke dance troupe, will be performing the first adaptation of Ghassan Kanafani's "Ila Haifa" (Returning to Haifa) fusing music, theatre, contemporary and traditional Palestinian dance. Tickets cost £15 full, £12 concession in advance, and £17 full and £15 on the door. To purchase tickets by card, call **020 7700 6192**, or send a cheque payable to PSC to PSC Box BM PSA London WC1N 3XX. The performance coincides with the Nakba rally in London on 10 May, so participation in the rally can be combined with a trip to the theatre. Funds raised through the performance will be used to develop the work of al Zaytouna and PSC. Email: info@palestinecampaign.org Web: www.palestinecampaign.org

Saturday 17 May 2008 – Friday 23 May inclusive: Adult Learners' Week 2008. Adult Learners' Week encourages thousands of adults, whatever their age and background, to give learning a go: whether it's learning for pleasure, catching up on skills missed out on at school or getting that new job or promotion. It also celebrates the learning achievements of those adults already learning and brings

their inspirational stories to a wider audience. Thursday 22nd May, celebrates Learning in the Workplace. Contact for more information www.niace.org.uk/ALW/2008/workplace/contact.htm

Sunday 8th June – Friday 13th June 2008: CWU Annual Conference. Liverpool.

Monday 16 June 2008: TUC Climate Change Conference: A Just Transition – Trade Unions & Climate Change. 09:30 to 16:30 to be held at Congress House, Great Russell Street, London, WC1B 3LS. The TUC has played a leading role to date in working with affiliates globally, through the ITUC, to support a new treaty. This event will provide a timely opportunity for the TUC to engage in public debate with key affiliates in the trade union movement, and other key stakeholders in Government and business and NGOs, to develop and promote TUC policy, reputation and support for an effective climate change strategy. Keynote speakers amongst others will include Rt Hon Hilary Benn, Secretary of State for the Environment and Frances O'Grady, TUC General Secretary. To register for this free event, please complete the flyer www.tuc.org.uk/extras/climatechange08.pdf and return to **Emma Richards**, TUC, Congress House, Great Russell Street, London WC1B 3LS or email erichards@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:

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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.