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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.

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BT Operate: 21CN Proof of Concept Trials

Branches may be aware that towards the end of 2007 issues were raised around the delivery of core and metro infrastructures from Huawei. As a consequence, management gave consideration to the potential of involving BT Operations Field as it was seen as potentially value-add work for field engineers which the union supports.

As a concept it was proposed that Huawei would deliver and install but the normal testing and commissioning prior to BT acceptance testing would be completely undertaken by field engineers. Agreement had been reached with Huawei to undertake high level training which only Huawei agents have access to.

Successful training was completed for a few individuals in the home counties, with further training planned for members in the west and Scotland. Those trained were to work with Huawei for a further period of one to two weeks. The plan, after demonstrating the competence and capability to undertake the work, was to then agree the licences and other financial related matters.

However, during the process to demonstrate capabilities within BT Operate, Huawei started to deliver the agreed service levels and at the point a decision was made not to pursue the proof of concept discussion beyond the point reached. This is a much regrettable turn of events as access to this level of work would be of high value to members in BT Operate and will be taken into further consideration by the executive in its discussions on resourcing.

Brian Healy
Assistant Secretary

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BT Wholesale: Aligning Around Our Customers

During the last couple of quarters, BT Wholesale has seen revenue decline, and although management have plans in place to turn this around, it is anticipated that there will be further decline before that changes.

The key strand to the BT Wholesale strategy is to become 'number one' for customer experience. To that end they have been working to review all aspects of its operating model under a programme of work known as 'Aligning Around Our Customers' which is designed to be customer centric.

The work that management has undertaken has involved engagement with customers, suppliers, employees and stakeholders and sought to benchmark best practice.

The organisation model that BT Wholesale will move to is underpinned by the following aims:

- Simplicity and speed of the way it works
- Removal of duplication and clearly define roles and responsibilities

- Having the customer at the centre of its business
- A drive towards value and profitability
- Accountability and empowerment for its people, with the levers and authority to deliver for the customer
- A reduction in the cost to serve by providing richer propositions through more cost effective channels to market.

At the forefront of these changes is the new role of the client director, a senior business executive who will be accountable for every aspect of their nominated account relationships including profit and loss, account development, customer satisfaction and service delivery.

The specific changes being made in sales & marketing is designed to ensure that BTW is streamlined and that there is one clear place of ownership and accountability for every activity performed. The result of this is that many activities previously carried out within the sales & marketing organisation are being re-pointed to a different area of the BTW business.

In some areas management are looking at bringing together existing capability and roles in the creation of new teams, for example the end-to-end Managed Network Services and white label Managed Solutions capabilities. The vision for these new areas will be developed into clear organisational structures and ways of working over the next few weeks.

Underpinning these structural changes is the intent to review and improve existing processes, relationships and ways of working to support the more streamlined, customer focused business model that BT Wholesale is moving towards.

As BT Wholesale move to this model it is anticipated that in some areas there will be a reduced resource requirement driven by the synergy created by the model and the removal of duplication and overlap. The overlaps are expected to be much greater in the management population than for CWU represented grades.

For the vast majority of team members they will align to this new structure with their existing role. For a few though, it is anticipated that role may change and BTW expect to see the number or type of roles reduce. The business unit senior manager, HR business partner and design authority representative will develop the new business unit organisation design in accordance with the organisation model above.

The new organisation structure and changes to any role profiles will be clearly documented. Where there are changes to existing roles and where new roles are created, job descriptions will be developed and managed with existing grading principles. Each unit will develop the communication plan for the impacted population. These will include:

- Business rationale for the change

- New organisation design and key interface, process, capabilities and behaviours
- Details of implementation and communications plan
- Selection process.

Where there are no changes to the role profiles and the number of roles have also not changed then all the individuals who were carrying out the role in the old organisation will transfer to the new organisation on a 'lift and shift' basis.

Where there is no change to the role profiles but the number of roles are fewer than the number of people who previously carried out the role, a positive selection will be required from the existing candidate pool only. The positive selection method and process will be discussed and agreed with the union. All appointments will be made from this pool. All individuals from the existing candidate pool will be considered for the roles.

Positive selection will look at the following areas:

- Skills
- Experience
- Qualifications
- Key capabilities for the role
- Overall performance.

Management envisage that positive selection will be norm in this scenario, however they would reserve the possibility that, exceptionally, units may choose to run selection interviews. If this were the case management will share the rationale with the union.

Where there is up to a 30% change to the role, a positive selection will also be required from the existing candidate pool only who will be considered for the roles. Again management envisage that positive selection will be norm in this scenario (and in line with the above criteria) however, as before, management would reserve the possibility that, exceptionally, units may chose to run selection interviews. If this were the case management will be happy to share the rationale with the union.

Where a new role is created which is defined as being greater than a 30% change in the role, an open selection will be required. The existing candidate pool and any BT Wholesale redeployees will be considered for the opportunities in the first instance. The post will be advertised across BT Wholesale for five days and all eligible candidates will be considered. Selection will be by interview only. One of the assessors at interview will be an accredited BT interviewer. Management will pay particular attention to periods of leave, maternity and absence; this will also embrace any individual serving with UK military forces abroad.

A BTW Skills Transition Centre will be created with any existing redeployees transferring into it. Redeployees who enter the STC will receive

an induction programme which includes skills assessment, training needs analysis, JD, objectives, STC standards and code of conduct.

Line managers of redeployees will be provided with support and guidance on managing them and their induction into the STC.

Brian Healy
Assistant Secretary

EVENTS BULLETIN

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

We are looking for the brightest, boldest and best minds in Europe. Have you got what it takes?

Climate change is real. Something needs to be done to make a difference and accelerate change to a low carbon future. The time to stop talking and start acting is now. The British Council and its local partners are looking for bright young people from the island of Ireland who can make this happen.

Are you aged between 18 and 35? Can you commit approximately 12 hours of your time each month over the next year?

If selected, you will be offered the chance to explore solutions to climate challenges with other bold and bright people across the island of Ireland and Europe.

You will participate in local and international visits and study tours, develop long-lasting networks, interact with leaders, public figures and specialists from different sectors of society, share best practice across Europe and promote unique ideas that will accelerate change to a low carbon society.

Although participation is voluntary, we will provide you with opportunities to learn from the best and to develop your knowledge, expertise and influence.

You can find more information and an application form at www.britishcouncil.org/ireland or www.britishcouncil.org/nireland Send your completed application to ChallengeEurope@britishcouncil.org by **Monday 26 May 2008**.

For more details, please contact **Liz McBain**, British Council tel: **00 44 (0) 28 9024 8220** email: liz.mcbain@britishcouncil.org

Tuesday 3rd June 2008: Glasgow & District Amalgamated Branch Retired Members

Section. Meeting will be held at 11am at CWURooms, 2B Craigpark, Glasgow G31 2NA. For more information contact **Jimmy Stewart** on **0141 5560097**.

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

Wednesday 16 July 2008 – Friday 18 July inclusive: Tolpuddle Green Camp 2008.

10:00 to 18:00 daily. To be held at Tolpuddle, Dorset, DT2 7EH. There will be a charge for food, from a subsidised organic cafe on site. Participants will bring their own tents to camp on site. For people interested in taking a wider view of their role as environmental champions, and taking forward the idea of Green Reps in the workplace. Based at the site of the Tolpuddle Festival, with the 2008 festival beginning as the Green Camp ends on Friday 18th July. Course participants will camp on site for a programme of presentations, discussion and activity and local visits. Successful completers will receive a Level 2 Award from the Open College Network. For more information contact **South West TUC**, tel: **0117 947 0521** email: southwest@tuc.org.uk or visit www.unionlearn.org.uk/extras/greencamp08.pdf to download information leaflet.

Friday 18 July 2008 – Sunday 20 July

inclusive: Tolpuddle Festival. On February 24th, 1834, six farm labourers from the Dorset village of Tolpuddle were arrested on a charge of taking part in an 'illegal oath' ceremony. In the eyes of their masters, however, the real offence was that they had dared to form a trade union to defend their livelihood. For this they were sentenced to seven years' transportation to the penal colonies of Australia. The sentences provoked an immense outcry, leading to the first great mass trade union protest. The campaign won free pardons and the martyrs' return to England. A historic episode in the struggle for trade unionists' rights in Great Britain. For more information contact **South West TUC: 0117 947 0521, southwest@tuc.org.uk**



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

Marcia Murray

CWU Communication Department
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.

BRANCH MAGAZINE COMPETITION

The annual awards rewarding the very best CWU branch magazines are up for grabs once again – and the competition will reach its climax at Annual Conference in Liverpool next month.

To enter, all you have to do is decide which edition of the magazine was your best of the last twelve months and send three copies to: Marcia Murray, CWU Communications Department, 150 The Broadway, Wimbledon, London, SW19 1RX.

Deadline for entries is Tuesday May 27th, so don't delay – not least because, as in previous years, substantial prizes are at stake!