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GENERAL

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Liaison Meetings with CWU Group MPs

The following meetings with CWU Group MPs have now been arranged and, for your information, listed below are the dates of the meetings and those nominated to attend:

17 July 2007

PFMC Members to be nominated following Annual Conference, and a representative from the South West Regional Political Committee.

Billy Hayes
General Secretary

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Play Your Part in Homecoming Scotland

Homecoming Scotland is a series of events and activities in 2009 that will create a year-long celebration of a past which changed the world, a vibrant present and an inspiring future.

Homecoming Scotland aims to boost Scotland's economy by encouraging 'AffinityScots' to visit Scotland during 2009 and influence them to keep coming back. The initiative offers businesses, organisations, community groups and educational institutions across Scotland new opportunities to stimulate a sense of belonging and civic pride amongst the people of Scotland and its visitors.

The programme will target 'AffinityScots' internationally across its key markets in the lead up and during 2009, concentrating predominantly on the wider UK, US, Canada, New Zealand, Australia and the rest of Europe. Alison McRae, Homecoming Scotland's Project Director, defines 'AffinityScots' as: "people who have been touched in some way by Scotland, for example, through family links, through having previously visited, lived, worked or studied here, or because they are members of societies or associations of some kind with a Scottish connection."

Aptly coinciding with the 250th anniversary of the birth of Robert Burns, 2009 is the year that AffinityScots the world over will be encouraged to visit Scotland to celebrate the country, its culture and its people. As well as marking Burns' anniversary, Homecoming Scotland is celebrating four other key pillars of

Scottish life: Enlightenment & Innovation, Golf, Whisky and Your Ancestors.

These areas have been selected to represent areas in which Scotland excels on an international level, and to help encourage visitors to recognise the rich contribution Scotland has made to society on a global scale.

McRae adds: "We're encouraging Scotland PLC to join in our promotions by linking their own events and activities in the run up to 2009, and during the year itself. The celebration provides considerable opportunities for businesses to play their part, raise their own profile and demonstrate their commitment to Scotland."

The Homecoming Scotland team is on hand to advise how 2009 can be used to your benefit including the use of the Homecoming Scotland marque on your own materials.

To find out how you can benefit or be a part of it, go to www.homecomingscotland.com.

An online forum is being developed to allow businesses the opportunity to exchange ideas and information. The site also provides a marketing toolkit and will feature an events and activities calendar. A monthly e-zine is also being developed.

So, log on, read all about it and join in the 2009 celebrations.

Communications Department

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Retired Members' Weekend – Reminder

The 3rd Annual Retired Members' Summer School will be held at Alvescot Lodge, starting with dinner on **Friday 31st August** and finishing on **Sunday 2nd September 2007**.

The school will include in its subjects IT, pensions and a session on researching family, social and trade union history.

The closing date for applications, which can be obtained from your Branch Office, is **Thursday 12th July 2007**.

Application forms need to be submitted by the closing date above and should be addressed to: **Trish Lavelle**, Head of Education & Training, CWU Education & Training Centre, Alvescot Lodge, Alvescot, Bampton, Oxon OX18 2PY. Telephone: **01993 843373**; Fax: **01993 840960**; email mtodd@cwu.org

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 reps 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 reps 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 reps 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 HQ.

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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 either 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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Second-Hand Smoke – US Research Report on Levels of Toxins in Workers' Bodies

The findings of a detailed study undertaken by US researchers was recently published in the "American Journal of Public Health", concluding that even brief exposure to second-hand smoke in bars and restaurants can result in measurable levels of a toxin in workers' bodies that is known to cause lung cancer.

They found non-smoking workers in Oregon who worked a single shift in a bar or restaurant that allowed smoking were more likely to have a detectable level of NNK – a carcinogen linked with lung cancer – in their bodies than those who worked in non-smoking establishments.

"NNK is only found in the body as a result of either smoking or breathing other people's smoke," said Michael Stark of the Multnomah County Health Department in Portland, Oregon, the study author and leader of the research team.

Stark and colleagues studied 52 non-smoking bar and restaurant workers who were exposed to smoke at work, and compared them to 32 similar non-smoking workers from communities in Oregon that prohibited smoking in such places.

For the study, participants, mainly young women, gave urine samples before and after working at least four hours. Four out of five of the non-smokers in the group who worked in a smoking environment had a detectable level of the deadly chemical in their body, and as a group, for every hour that they worked, that level increased by 6 percent, Stark's team discovered.

Other studies have shown that non-smokers exposed to second-hand smoke have between a 20% and 30% higher risk of lung cancer and heart disease. They are also at a higher risk of asthma and perinatal complications such as sudden infant death syndrome.

The researches stated that their findings add to the very strong and growing body of evidence that second-hand smoke exposure is dangerous and workers need to be protected from exposure to tobacco smoke.

Second-hand smoke causes about 3,400 lung cancer deaths and 46,000 heart disease deaths in adult non-smokers in the United States each year, according to the American Lung Association.

Imperial College London estimated that domestic exposure to second-hand smoke in

the UK causes around 2,700 deaths in people aged 20-64 and a further 8,000 deaths a year among people aged 65 years or older and exposure to second-hand smoke at work is estimated to cause the death of more than two employed persons per working day across the UK as a whole, around 600 deaths a year, including 54 deaths a year in the hospitality industry. This equates to about one-fifth of all deaths from second-hand smoke in the general population and up to half of such deaths among employees in the hospitality trades.

Levels of environmental smoke in restaurants and bars are two to five times higher than in homes with smokers.

Tobacco smoke contains a cocktail of over 4,000 different chemicals, many of which are toxic and damaging to health. Scientific research shows that second-hand smoke contains more than 50 known substances that cause cancer in humans, including benzo(a)pyrene, chromium, vinyl chloride and benzene.

The author of this recent US Study is Michael Stark, PhD, Director, Program Design and Evaluation Services at the Multnomah County Health Department, Oregon Department of Human Services, Health Services Office of Disease Prevention and Epidemiology.

Dave Joyce
National Health, Safety & Environment Officer

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New Road Safety Penalties in Northern Ireland

People using their mobile phones while driving or not wearing seat belts are among those being targeted by tougher penalties in Northern Ireland. A range of new road safety penalties came into effect on 27 June in Northern Ireland.

From **27 June 2007** car drivers who use a hand-held mobile phone will be liable to receive three penalty points and a maximum fine of £1000. For goods vehicle drivers the maximum fine is £2,500. Drivers who fail to wear a seat belt and drivers who fail to ensure that child passengers use seat belts or child restraints will also be liable to receive penalty points.

The new laws have been announced by Environment Minister Arlene Foster who in a public statement said "Almost all road deaths and injuries are preventable and most are caused by the behaviour of road users. These new penalties will send out a clear message to road users that I intend clamping down on irresponsible drivers who think they can ignore the law and put lives at risk".

Last year 19,074 people in Northern Ireland were caught by police for using mobile phones while driving, while 17,876 were detected not wearing their seatbelts.

Among the other measures to be brought in to force in June are:

- A fixed penalty of £60 plus three penalty

points for ignoring a temporary speed limit (e.g. at road works) – with 3-6 penalty points, a fine of up to £1,000 or disqualification if taken to court.

- The fine for careless and inconsiderate driving is to increase to a maximum £5,000.
- Using a vehicle in a dangerous condition becomes an obligatory disqualification of not less than six months if a similar offence has been committed within the previous three years.

A TV campaign on the dangers of driving while using a mobile and to alert drivers to the change in penalties is to be screened soon.

Other new road safety measures will be introduced later in the year.

Any enquiries should be addressed to **Dave Joyce**, National Health, Safety & Environment Officer, quoting **reference No. V4**.

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The UK National Work Stress Network Conference, Saturday 10 November 2007 – Hillscourt Conference Centre, Birmingham

The UK National Work Stress Network is part of the Hazards Campaign and was formed in 2001 with its fundamental aims or education and awareness raising, seeking to eliminate bullying, harassment and work-related stress, assisting groups tackling workplace stress, campaigning for the recognition of stress-related illness as an industrial injury, the stricter control and management of stress in the workplace, the recognition of bullying as a serious workplace hazard, which employers have a duty to prevent and dignity at work within a caring supportive culture.

On Saturday, 10 November 2007 from 10.00 am to 4.00 pm at the Hillscourt Conference Centre, Rednal, Birmingham the UK National Work Stress Network, are holding their 8th Annual Conference entitled "Enforcing the HSE Stress Management Standards". The HSE Stress Standards are a welcome tool but they lack power and there remains an unacceptable level of ignorance about them and reluctance to use them. Despite assurances from HSE that they will act against employers who do not utilise them, we continue to see little evidence of their implementation in the workplaces with which we have any dealings.

The standards can be related directly to research findings, and to risk assessment processes. They should therefore be actively pursued by caring supportive employment practices in all walks of life. The conference programme will focus on the background to the Management Standards, work done since their inception and the needs of the workforce in ensuring that their provisions are fully implemented and enforced.

Application forms are available at the following link: <http://www.workstress.net/downloads/stress%20conference2007.doc> or contact: **Les Roberts**, Stress Network Conference Secretary, 33 Old Street, Upton

Upon Severn, Worcs. WR8 0HN or email lesvroberts@hotmail.com or **Ian Draper**, UK National Work-Stress Network Convener on tel **07966 196033**.

Any enquiries should be addressed to **Dave Joyce**, National Health, Safety & Environment Officer, quoting **reference No. P1**.

TELECOMS

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BT Wholesale: Broadband Call Recording

Customer Service Broadband Management have shared with the union their plans to introduce call monitoring in the Customer Service Broadband teams. The following are the principles and detail, to which the union has been invited to respond. Attached is a copy of the union's response to this initiative.

In order to improve quality of service to the customer this capability will work across both Broadband Assurance and Fulfilment teams.

Recordings of calls between Assurance/Fulfilment members and customers 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 recorded 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; and the requirement to abort and delete any recording of personal calls.

Also attached for the information of branches is the Code of Practice principle that management intend to deploy

Brian Healy
Assistant Secretary

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BT Wholesale Customer Services: Scorecard Measures in Broadband Fulfilment

Management have given notice that following the successful launch and implementation of the assurance scorecard last year they are now trialling a similar scorecard in fulfilment based on the same principles and design of the existing assurance scorecard.

Management intend to develop the new fulfilment scorecard, through a trials process involving the existing workforce. The objective is to develop to a high level of confidence a new scorecard that is fit for purpose and makes transparent and visible many of the critical metrics that are of most importance to customers.

The new scorecard therefore forms an important part of Customer Service plans to improve customer services delivery.

Effectively management seek to deliver a view of performance, linked directly to what matters most to customers. A key aspect of this is to offer an appropriate level of granularity

and visibility to enable team members to better manage their own performance.

During the trial management will gauge how individuals perceive changes and seek to improve the format where practicable. Management are confident that the new metrics will provide better and more relevant data on performance, which will help improve the quality and depth of performance discussions and reviews both at a team and individual level.

The fulfilment scorecard will be based on existing assurance scorecard confidentiality principles previously agreed – e.g. team members will not be able to view other team member's performance.

This initiative does not change in anyway the underpinning framework of performance management.

Senior management expect line managers to use this measure set as part of the normal 1-1 line management process with their team. This scorecard measure will form part of the data in the performance management process, which it is expected that line managers will manage in the normal way. Customer Service is committed to ensuring that individuals receive the coaching and support from their manager to build on their strengths and work to improve any areas of development.

At the heart of any discussions will remain the importance of providing everyone with the tools, skills and support to work towards providing outstanding customer services that customers expect in any increasing competitive world.

The targets set for the trial period will use current available data gained from audits of existing queues. The methodology is data driven, logical and based on what is proven to be consistently deliverable.

Embedding this new functionality and measures incorporated into the scorecard will be an iterative process and management have committed to continue to work with the union to ensure a measure set that is robust and appropriate and moves customer service forward.

Enclosed is a draft copy of the briefing to be issued. Additional briefing material will be made available to managers, this material will re-enforce the requirement to adhere to best practice in using the new scorecard.

Individual team members will be free to raise questions via their line managers. Questions which cannot be answered locally will be directed to the project team for resolution. The new scorecard will be piloted from June 2007.

The process of developing the scorecard is iterative, further improvements will be delivered, for example to incorporate new queues as they are opened and all of which will be discussed in detail with the union shortly.

Brian Healy
Assistant Secretary

EVENTS BULLETIN

Saturday 7 July 2007: Justice for Colombia

Summer Solidarity Garden BBQ. Live music, DJs, children's area, cocktail bar and Latin BBQ. To be held at ASLEF HQ, 9 Arkwright Road, London NW3. £10/£7 conc. (incl.food). To reserve a ticket in advance call **020 7794 3644**.

Friday 13th – Sunday 15th July 2007:

Tolpuddle Martyrs' 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 visit www.tuc.org.uk/tolpuddle

Sunday 15 July 2007: Rise: London

United 2007. Clapham Common, London SW4 (subject to licence). 12pm – 8:30pm. Free event. The Mayor of London Ken Livingstone is backing Europe's largest anti-racist festival. The event is backed by the Trades Union Congress, National Assembly Against Racism and diverse community organisations. Rise: London United 2007 will feature a wide range of music, performance and other activities. Past performers include Graham Coxon, De La Soul, Common, Buzzcocks, Roy Ayers, Sway and the Wailers, with stages featuring African, Asian and Cuban music, Dub and hip hop DJs, comedy acts and the annual Poetry Slam organised in conjunction with the Poetry Society. There will also be a children's play area, food and drink, exhibitions and arts and crafts. The Mayor said the venue for this year's event had extra significance in 2007 – the bicentenary year of the abolition of the transatlantic slave trade: 'This year's Rise: London United is taking place in Clapham, which has strong historical links to the campaigners who helped bring in the legislation, which brought to an end the transatlantic slave trade in Britain.' More details will be announced shortly. Public information: www.risefestival.org or **020 7983 6554**.

Wednesday 18th July 2007: National Pensioners Convention – Eastern Region

Meeting. Will be held at Moreton Community Centre, Symonds Road, Bury St Edmunds Suffolk at 1pm. For more information contact **Nobby Clark** Eastern Region Retired Members Secretary on **07713 155575**.

**Monday 8th October 2007: Eastern
Regional Retired Members' Committee**

Meeting. To be held in Community, Swinton
House, 324 Gray's Inn Road, London WC1X
8D at 11am. For more information contact
Nobby Clark Eastern Region Retired Members
Secretary on **07713 155575**.

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

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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.*