

12th April 2018

**COMMUNICATIONS WORKERS UNION
T&FS CONFERENCE 2018**

**T&FS Conference SOC Report
Supplementary No.2**

1. NOTICE OF WITHDRAWAL FROM COMPOSITE MOTION

South Wales Branch have registered withdrawal from Composite Motion 75. Their motion will now stand independently as follows:

- 106** Conference recognises that there is considerable churn of managers in BT Consumer and BT Flex Call Centres and this means that many have minimal training in the role and no management training. This is particularly disturbing in their lack of mental health awareness and understanding of this disability. Therefore members who have disability passports that have PTSD, suffer from stress and anxiety and panic attacks or have underlying mental health issues do not receive reasonable adjustments from their managers.

Therefore the TFSE is instructed to negotiate with BT Consumer and BT Flex that all managers receive mandatory mental health awareness training within 3 months of their appointment.

South Wales

To follow motion 80, Section 12, Page 46

The Telecoms and Financial Services Executive have registered withdrawal from Composite Motion 75. Their motion will now stand independently as follows:

- 107** Conference notes with concern the high level of mental ill health reported in BT Consumer. In addition it is clear that concerns continue to be highlighted around a lack of understanding of mental health issues and how to support members who experience mental ill health.

The TFSE Executive is therefore instructed to enter talks with BT Consumer to ensure they educate all employees on mental ill health and ensure managers fully understand how they should support members experiencing mental ill health.

TFS Executive

To follow motion 106, Section 12, Page 46

2. NOTICE OF CONSEQUENTIALS

Motion 75. If carried, motion 106 and 107 will FALL

Should you wish to contact the Telecoms & Financial Services Standing Orders Committee they are contactable as follows:

Email: conferences@cwu.org

Phone: 0208 971 7256 then from Saturday 21st April 07966 463125

Post: The Norfolk Royale Hotel, Richmond Hill, Bournemouth, BH2 6EN
For the attention of Angela Niven, Communication Workers Union