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**To All CWU Members in BT**

Dear Colleague

## CWU Opposes Cuts in Terms & Conditions for Lowest Paid New Hires in Consumer

**In the middle of the Covid crisis BT Consumer has decided to cut the terms and conditions for new hires into the lowest paid grades. The changes have not been agreed and are totally opposed by the CWU.**

Consumer has briefed the decision to cut terms and conditions for our lowest paid TM1 members from 1<sup>st</sup> May in breach of all existing grading agreements with the Union. This undermines all our Agreements in all lines of business. It doesn't matter what part of BT you work in. This has implications for us all.

The changes for new hires imposed without agreement cuts pay rates, removes Sunday payments and reduces the number of Bank Holidays which get paid. The new pay rates will also not be reviewed until 2021. There is an increase in annual leave, but this is not an acceptable justification for other changes.

For the first time this century BT workers in different parts of the company will be paid differently for Sunday, Bank Holiday attendances and also have different amounts of leave. The new pay rates will also mean that there are 3 or 4 tiers of workers in Consumer contact centres doing the same work.

|                        | <b>Existing TM1</b>                  | <b>Imposed TM1</b>                                   |
|------------------------|--------------------------------------|--|
| Annual Pay TM1 Sales   | £18,690 – subject to 2020 pay review | £18,500 – not reviewed until 2021                    |
| Annual Pay TM1 Service | £18,948 - subject to 2020 pay review | £18,500 – not reviewed until 2021                    |
| Sunday Premium Paid    | Yes                                  | No   |
| Bank Holiday Payments  | Yes for all Bank and Public Holidays | Only on Christmas Day, Boxing Day and New Year's Day |
| Annual Leave           | 22 to 30 days                        | 25 to 30 days  |

BT has justified the changes as a step towards harmonisation with EE. However, our aim has always been to push up the EE arrangements, not use EE as an excuse to cut agreed BT terms and conditions.

The Union's Executive has registered a formal disagreement with BT. This is an established part of industrial relations and normally results in a pause to allow both sides to resolve our differences. It is only invoked in the most serious situations. However, BT has refused to abide by this process and gone ahead with the announcements.

**This move by BT is unprecedented and a highly provocative attack on the lowest paid. Despite the problems caused by Covid the CWU will continue to oppose these changes and work to secure a fair deal for all our members.**

## Contact the CWU

The Union remains here to keep you safe and assist you through this difficult time. If you have concerns or need assistance if at all possible, please contact your local rep or Branch. If you don't know which Branch you are in you can find out via [www.cwu.org/contact-us](http://www.cwu.org/contact-us).

Alternately you can email [covid19-tfs@cwu.org](mailto:covid19-tfs@cwu.org) - however, please be aware that that there will probably be a delay in responding as our resources are also depleted.

We are here to help. Keep Safe

**Andy Kerr**

**Deputy General Secretary – Telecoms and Financial Services**