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To All CWU Members in EE Frontline Grades

Dear Colleagues

CWU Opposes New Terms & Conditions for Lowest Paid New Hires

In the middle of the Covid crisis EE/BT has decided to introduce new terms and conditions for new hires into the lowest paid grades. The changes have not been agreed by the CWU despite some improvements.

EE has briefed the decision to change terms and conditions for our lowest paid members from 1st May. The changes apply to all new hires into Campaigns and Customer Care. The changes do not apply in EE Enterprise.

BT has justified the changes as a step towards harmonisation with EE. However, the changes are also being imposed in BT in breach of existing agreements with the effect that terms and conditions for future BT staff will be getting worse.

We want to see a harmonisation of terms and conditions in EE and BT but we have always argued for improving EE terms where possible, not cutting BT terms. We also want changes to take place by agreement.

So in BT pay rates for new hires will now be lower, the Sunday allowance abolished and Bank Holiday payments scaled back. In EE the recruitment rate for H2 Campaigns pay is being cut from £18,800 to £18,500 which is lower than the rate agreed in our February 2020 Pay Agreement. While commission may be higher, this is never guaranteed.

	EE Current	Imposed in EE and BT	BT Current
H1	£18,500 - reviewed 2021	£18,500 – reviewed 2021	£18,948 – subject to 2020 pay review
H2	£18,800 - reviewed 2021	£18,500 – reviewed 2021	£18,690 subject to 2020 pay review
Commission Campaigns	25% of budget	30% commission	30% of salary on target bonus
Bonus Customer Care	6% of budget	5% bonus	5% of salary on target bonus
Sunday Premium Paid	No	No	Yes
Bank Holiday Payments	Christmas Day, Boxing Day and New Year’s Day only.	Christmas Day, Boxing Day and New Year’s Day only.	Yes for all Bank and Public Holidays
Hours of work per week	40 hours including paid	37.5 hours: no paid breaks	37.5 hours: no paid breaks

– full time	breaks.		
Annual Leave	25 to 30 days	25 to 30 days	22 to 30 days

Change in Commission for New Hires Means Pay Rise for 700

In EE Campaigns colleagues who are currently paid under £19,395 may be worse off than new hires due to the improved commission rate. So (for a full-time equivalent employee) from 1st July anyone paid less than £19,395 will get a pay rise to this level to ensure no one is disadvantaged. While this is the right thing to do for about 700 members, it does not detract from the fact that EE/BT is pushing terms and conditions down for new hires.

Formal Disagreement

As a result of the cuts in terms and conditions for new hires in BT, 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 EE/BT is unprecedented and a highly provocative. 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 then you can contact the CWU as follows.

Your location	Contact telephone number	Contact email address
Darlington	07903 131 197	darlingtoncwu@gmail.com
Doxford	07903 131 172	cwu.doxford@outlook.com
North Tyneside	07903 130 164	northtynesidecwu@gmail.com
Greenock	0131 300 1993	info@cwuscot1.org
Merthyr Tydfil	0800 0235859	office@cwusouthwales.com
Plymouth	Paul Elsmore (National Team) 07837 709991 Phil Hanson (Lead Site Rep) 07818 093298	paulelsmorecwu@gmail.com philip.hanson3@btopenworld.com

Join the CWU

The CWU is the independent trade union recognised to negotiate with EE for all Frontline Staff – H1, H2, H3 and Team Leaders. The more members we have the more influence and success we will have.

If any of your friends or colleagues are not members of the CWU, please encourage them to join us by contacting your local CWU rep or CWU Branch or can also join us on line at: www.cwu.org/join-us/join-online

We are here to help. Keep Safe

Andy Kerr

Deputy General Secretary – Telecoms and Financial Services