

What is the CWU O₂ Voice?

This is the first issue of a CWU national newsletter specifically targeted at our O₂ members where we will be sharing with you on a regular basis what the union is doing about some of the major issues and concerns that affect you.

Your national representatives, include **Sally Bridge** National Officer, and nationally elected officers that form the National Negotiating Team.

WHAT IS GOING ON IN RETAIL?

Retail – Bank Holiday Payments

We recently sent out a briefing about the changes to Bank Holiday pay arrangements in Retail. Representation and exchange of correspondence have taken place with the company, and although they have honoured payments for the Easter Bank Holidays period, the issue is still an on going subject of discussion. We will of course keep you updated with any further developments on this subject.

Retail – Performance Management

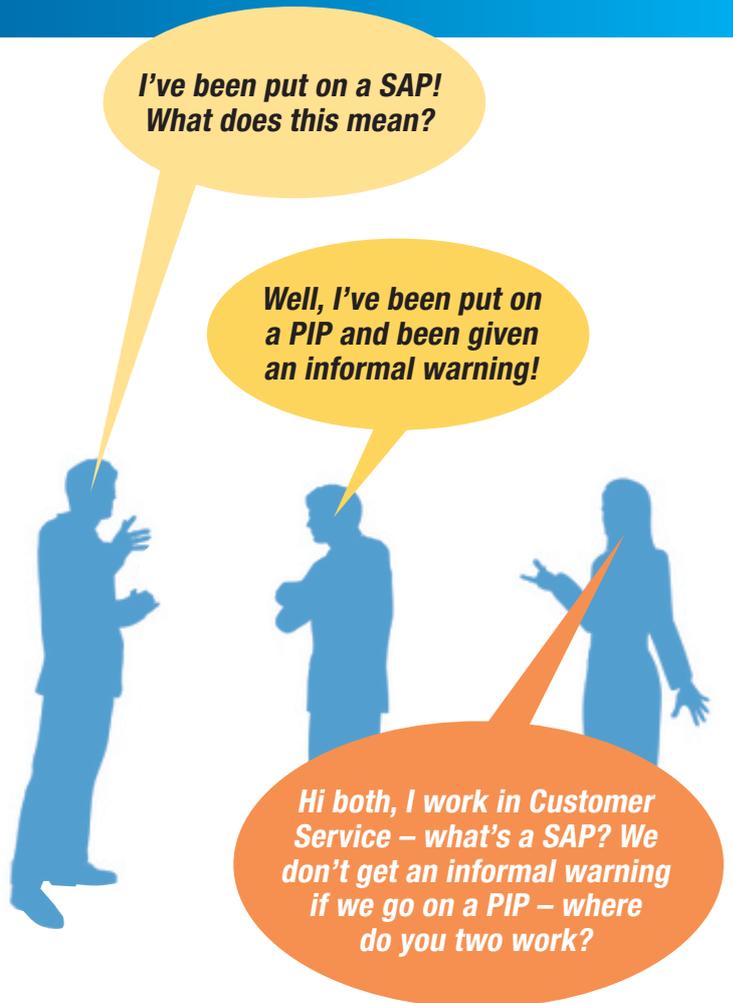
As you can see from the examples above, although we all work for the same company there are variations on performance Managed. In Retail there are SAP's, PIP's and PDP'S, and an informal warning is given at the same time as a PIP. This is different to other parts of the company and the CWU have challenged the company around this issue on several occasions as we don't believe it is fair or consistent.

If you find yourself on either a SAP or PIP and don't understand why or you don't think the process has been adhered too then please contact your local Rep.

1. Discussions on Conduct, Attendance and Performance Policy (CAP)

The last overhaul of the CAPs policy was in 2008, although we were consulted on it at the time, various areas have been subject to change since; requiring constant representation from the CWU. Changes in KPI's and core business activity such as SOV have required the CWU to act as the traditional check and balance in the workplace. We now have monthly meeting on KPI's and our representations have yielded results i.e. the target adjustments to CFT arising from the Line B issues.

We are in current consultations around the CAPs policy and remain determined to achieve a working environment that respects our member's abilities and provides real and achievable rewards for their labours. Our representations on the absence policy will be uncompromising, we will achieve a policy that respects the fact that our members are humans who will suffer illness from time to time, and such an event isn't a reason to punish members. Moreover we will ensure that our members suffering disabilities will be supported by the business, and put an end to any quibbling over whether a member should get such support.



2. Pay Progression

The Union has entered into discussions with O₂ on pay progression arrangements for those grades in Retail and Technical Services who do not currently have pay progression. This will be based on satisfactory performance in order that they can reach the maximum of their pay range as the Union believes that the rate for the job is the maximum and that all employees should be able to reach this point within reasonable timescale.

It is unlikely that O₂ will be prepared to accept the CS model for Retail and Technical Services people, but we are seeking an improvement in the current situation. The critical issue in achieving this will be establishing a minimum rate for satisfactory performers. This will ensure that, even if high-performers advance more quickly, all those demonstrating satisfactory performance will have the ability to reach the max within a reasonable time frame.

➤ A proposal has been received from O₂ which would allow IPR1 rated employees to receive an additional 2.0%, IPR2 rated employees to receive an additional 1.0% and IPR3 rated employees to receive an additional 0.5%. No payments will be made to employees who have an IPR4 rating.

However, if this criteria is applied to the appropriate grade it would result on individuals (based on the current situation) working in Retail having to take between 12 and 45 years to reach their maximum and it is just as lengthy for the TSPEC grades and BS3 grades.

Taking into consideration that the majority of employees are on an APR/IPR3 these examples clearly demonstrate that it is inconceivable that the vast majority of employees would ever be able to reach the maximum of their pay range over the course of their careers with O₂.

The CWU has therefore rejected these proposals and discussions are ongoing.

Performance – Sales and Service Directive

Your National Negotiating Team is in ongoing discussions with the company on the use of KPIs as the basis for performance management. To assist with this the company has in our most recent meeting provided a breakdown of KPI data across individual departmental areas rather than summarised at directorate level. This will assist greatly in identifying those areas that have the most serious issues with KPIs, be that with target and stretch levels set or the actual KPIs themselves.

Whilst it is in everyone's interest that the company remains profitable and competitive, the union's view is that KPIs should be achievable, fair, understandable and consistently applied. Our aim is to ensure that performance management is undertaken by the company in an encouraging, positive way such that individuals will feel they can buy into the concept and not be demeaned by it.

Transfer Principles

A number of announcements have recently been made by the company relating to potential TUPE's primarily in the IT and Technology area. The CWU realises that for those people affected this is a worrying and uncertain time and the union is seeking to establish with the company and agreement that will provide protection and job security, including protection relating to pension provision.

Those discussions are ongoing and we will keep you all updated on developments.

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