

Branch Motions

Motion 1

This Branch is alarmed at the number of our members being marked 'development needed' or put on performance improvement plans despite reaching required targets for the job. The actions of management in these cases are de-motivating and the cause of considerable anxiety and distress. The Branch is therefore instructed to ensure that our members are not marked as 'development needed' or placed on a PIP in the absence of absolute evidence or where the matters in question have not first been specifically raised in 1-to-1's etc, with the individual concerned.

Motion 2

The last several years has seen the exodus of higher graded work from O2 Bury, making it a predominantly B1/CSA1 frontline call taking site. The lack of higher graded and back office roles has had a hugely negative impact on career progression, rendering it practically nonexistent.

All other O2 sites have a healthy variety of work and grades, suggesting that Bury has been specifically targeted in this reduction, and, when considering O2's high priority plan to drastically reduce incoming talk contact from customers, indicates an uncertain future for the call centre.

As a matter of urgency, we call on the national officer and national negotiating team to enter into talks with O2 with the aim of bringing higher graded roles back to Bury."

Motion 3

This Branch believes that employers have no right to dictate the private tastes and habits of our members, but it does have a responsibility to ensure that their welfare is looked after whilst on company premises. Accordingly, the employer should ensure that smoking areas are properly catered for and made as comfortable as circumstances allow. The Branch is therefore instructed to seek proper shelters at all sites inclusive of heaters and lighting similar to those provided in public houses.

Motion 4

This AGM instructs the Branch to affiliate and make donations to Hossacks Solicitors. This is an ethical company, run mainly by volunteers who last year did over £600,000 worth of free work for people who can't afford to take on the government and employers on challenges to cuts in care or closure of facilities. They also take on free work for people who are disadvantaged, disabled, unattractive, aged and/or at the extremes of life. Affiliation and financial support is important because unfortunately, they have recently suffered a loss of a legal aid contract which means the firm may go under and with it the hopes for around 4,000 cases.

Motion 5

In line with many branch's and national elections the Branch is instructed to instigate from next year forward to hold Elections for Officers on a bi-annual basis.

Motion 6

This AGM in noting the many changes to technology and the ever increasing costs the Branch is instructed henceforth to send all notifications of Branch Elections/ meetings etc via electronic means rather than the traditional postal method: actual elections of officers and ballots to remain on a postal basis.

Clerical Motions

Motion 1

This Branch is increasingly concerned at the loss of back office and quality skilled work from O2 call centres. This has resulted in an increasing lack of opportunity for our members and an inability to switch to non-call taking work where this is required due to health issues. Conference is particularly mindful that growing email and webchat work, which our members could do is being sent to India. The Executive is therefore instructed to mount a major campaign to significantly increase the amount and variety of off-line work in O2 call centres and to insist that this includes elements of email and expanding web-chat work.

Motion 2

This AGM notes that BT Billing is the only division of BT where all 1-to-1's have to be written up by the workers and not the Managers. There is no reason why people in BT Billing should be treated differently to others and have to write their own 1-to-1's which is time consuming and doing the Managers work for them. The Executive is therefore instructed to take this matter up and ensure that 1-to-1's are done by managers and not our members.

Motion 3

This AGM notes that O2 is increasingly demanding that our Customer Services members in O2 are cross-skilled in a whole variety of functions. This is placing enormous pressure on people who are finding it increasingly difficult to keep up with an ever-expanding knowledge base. The Executive is instructed to conduct a thorough review of current and future skill-base requirements and to ensure that these are properly matched to individuals and across departments and sites.

Motion 4

This AGM will not tolerate racist, sexual or homophobic abuse by customers of our members. We believe that O2 does not protect our members from such abuse. Accordingly, the Branch is instructed to lobby for the immediate implementation of a zero tolerance policy and to insist that the company actively pursue third parties for harassment of our members under the Equality Act provisions.

Motion 5

The Branch has been made aware of the increasing ability for BT Retail Billing Managers to work from Home when required – should they not feel too well, have Child Care issues etc. However this is not an option afforded to our members. Yet In some BT Wholesale Teams Members have been presented with Laptops to allow access to work from home for these type of emergencies.

We are not asking for Laptops for our BT Billing Members but the ability to be able to work from home in these situations via their own web access and a Secure ID/Actividentity fob allowing them access to 'Webtop' and browser based systems .

Telecoms Motions

Motion 1

This Branch notes that the two year O2 pay deal in 2010 failed to keep pace with inflation and that consequently the earning power of our members has fallen. In the meantime it also notes the massive profits being accrued by the Telefonica Group. The executive is instructed to ensure that the pay settlement for 2012 in O2 is well above the rate of inflation.

Motion 2

This directs the Executive to ensure that securing pay progression rights for all O2 employees must now be regarded as an absolute priority. In securing these rights the Executive should not reach any agreement that does not allow for an automatic annual 5% step increase for all those whose annual performance is marked satisfactory or above.

Motion 3

This Branch is alarmed at the lack of training for managers who adjudicate at disciplinary hearings and the propensity for hiding behind HR diktats. The Executive must insist that all managers who adjudicate on disciplinary hearings have been through a proper qualified training programme on how to deal with disciplinary and performance hearings and that they are able to reach independent, rational and fair decisions.

Motion 4

This AGM instructs the Branch to lobby nationally to ensure the use of audio recording in grievance and discipline hearings.

There have been many instances where the notes taken are illegible and do not accurately reflect the issues raised, are one sided and severely disadvantage our members' position. The option of audio recording should be made available, should our members feel it's warranted to ensure a verbatim record is made.