

April 2025

CWU London & South East News

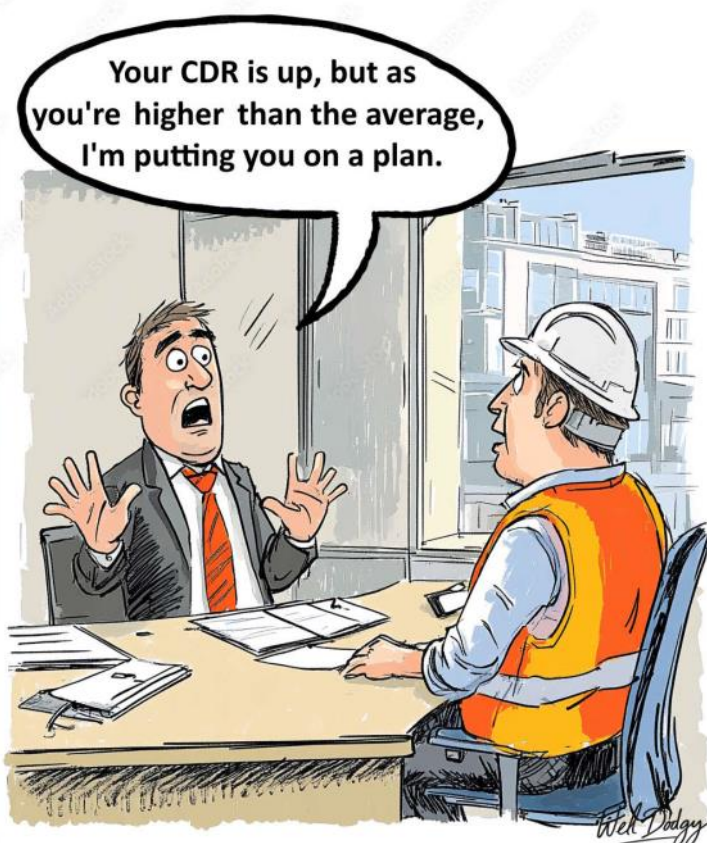


Performance Pressure & Unfair Practices

Performance is back in the spotlight, but once again it's the same old message: do more with less. We've highlighted that planning is poor and metrics are misleading, when a few are pushed to exceed the average, the bar just keeps rising. It's a system that sets people up to fail.

Here's a quick puzzle for you: if 40 people submit results for a metric, the average is the total divided by 40. If some people work harder to reach the average, they raise the total. This, in turn, raises the average itself, making it increasingly difficult for others who are below average to meet or exceed it.

On top of this, work is being filtered to favour contractors, leaving Direct Labour with the harder tasks. This makes fair performance comparisons impossible. How many jobs have been not completed by contractors, because it was too difficult? This branch is calling for more Direct Labour jobs and a level playing field, a campaign we can all get behind.



Safety First – No Exceptions

Several members are currently suspended for not following safety procedures.

Regardless of what any manager says, cutting corners is not worth your job or your safety. Always use TETRA, the GDU, and all issued safety equipment. Report any broken tools or faults in writing, as too many managers "conveniently forget" conversations, when issues arise.

We're also seeing reports of contractors secretly filming Openreach engineers, who are not complying with safety standards. Stick to the rules. Do things by the book. Your safety and job, depend on it.



CWU Support – We're Here for You

BT and Openreach are trialling new monitoring tools, from the Lone Worker App to GPS enabled dash cams and mobile phone tracking. We need your feedback whether it is good or bad and we need to challenge how this tech is being used.

The CWU continues to press for real safeguards and a clear, accessible Code of Practice. If you feel bullied, tracked unfairly or under pressure, contact your Branch Rep immediately. We are here to support you — but we need your voice to speak up and make change happen.