

CWU London & South East News

Coaching Passport & Job Allocation

Recent reports from members highlight growing concerns about the way some managers and patch leads are using coaching passport entries. Several engineers have told us that managers are now warning staff that every conversation will generate a passport entry which, could later be used in disciplinary action.

Members are also reporting that these entries often don't reflect the actual discussion, instead reading more like a wish list, with additions that weren't mentioned during the conversation. This has left many feeling exposed and unfairly targeted. Protect yourself by keeping a record of these conversations yourself and push back if you receive a passport entry which is not a true reflection of the conversation you've had.



We are also hearing that some managers are once again assigning multiple jobs to team members who have formally requested single-task allocation. This behaviour is not only unreasonable, it may constitute bullying and is a breach of BT's own Standards of Behaviour. If your manager wants to pin you a task, they should call you to make sure you're able to pick this up, not just send it down and hope you'll manage.

You should never feel isolated, these issues rarely affect just one person. Managers may attempt to pressure individuals on CDR, travel time, success rates, or testing performance. If you are experiencing any of the behaviours described above, reach out to your union rep. Talk to your colleagues. Share information. Standing together is the most effective way to challenge unfair treatment.

Gas Detectors

How often do you experience false alarms using your GDU? Did you know that your GDU keeps a record of every use and every time it alarms? Make sure you follow the process any-time your GDU raises the alarm. Don't get complacent, ring the gas board, it may save your life.

If you find your GDU is giving false alarms, it needs to go back to your mobile tester for calibration. If it goes off every time it's raining, then it's not a reliable safety device and needs to be looked at. Resetting your device can clear its logs, if you do this make sure to keep a record and inform your manager, as a lack of logs may be considered evidence of non-usage.

Don't take chances, be safe. If you are not happy your GDU is working properly, do not carry out any UG tasks until you are certain you can test for gas safely.



Pay us more!

BT and Openreach are entering pay talks, and they'll close the door fast if they think employees aren't engaged. Tell your manager what you're worth, silence will be treated as agreement.

The company has saved money by cutting staff, yet none of those savings have reached the workforce now carrying out those extra duties. Roles and responsibilities have grown, but pay hasn't.

This is the time to speak up. Make your expectations clear and ensure your voice is heard. If we don't show interest, the company will close the pay conversation for another year.

