

June 2026

CWU London & South East News

Safety



We have been made aware of instances where engineers may feel discouraged from requesting Safety Assists. Safety must always remain the top priority. Your On-Site Personal Risk Assessment (OSPRA) is a key part of your role. If you believe a task or situation is unsafe, you must not proceed. A remote manager or supervisor cannot override your judgement where this would result in unsafe working.

Safety concerns can arise in situations including end-user sites, vehicle defects such as expired MOTs or mechanical faults, equipment problems such as a GDU issue, or any other safety-critical matter that could place you or others at risk. We have been advised of an instance where an engineer was instructed to drive a vehicle without a valid MOT. Responsibility rests with you, the driver, and if stopped by police it is your licence that may be at risk.

Engineers should be cautious of instructions to “just get the job done” where this may compromise safety. Shortcuts can have serious consequences, and responsibility should never be assumed to lie elsewhere. Do it right. Do it safely.

If you are contact-logged or challenged after requesting a Safety Assist, please inform your Branch Representative. These situations may be a “Near Miss” and may need recording on the CARM system.

Fact-Finding Interviews

If you are invited to a fact-finding interview, you may request to be accompanied by a CWU representative. While a manager may refuse in some circumstances, any refusal must be supported by reasonable justification; a simple “no” is not sufficient. It has also been confirmed that meetings of this nature should normally be documented or recorded, with the employee’s consent.

As these meetings aim to establish facts, they may sometimes be arranged at short notice, meaning there will not always be advance notice or an automatic right to accompaniment. However, where a request to be accompanied is made, it should be properly considered and not unreasonably refused. When deciding whether to allow accompaniment, managers are expected to take into account factors that may affect the individual’s ability to participate fully, including language barriers or mental health considerations.

Where more than one manager is present in a fact-finding meeting, it must be clear that any additional manager is there solely to take notes and not to participate in questioning. If multiple managers engage in questioning, this would not be considered appropriate practice and could be viewed as creating an intimidating environment, which may be raised as a concern.



*Does **CDR** stand for **Constantly Demanding Results**? It would seem so, given how frequently some managers refer to it. However, CDR is a management metric used to measure managerial performance and has no place in the performance assessment of engineers.*