

April 2026

CWU London & South East News

Reclaim Your Time

We are seeing a growing trend of engineers being expected to complete route to learn and other tasks in their own time. This must stop. Your lunch break is unpaid and once you have completed your end of day tasks such as van checks, timesheets and emails, any additional work should have an associated absence. If the business requires it, it must be done in work time and booked correctly. This includes van charging. Openreach and BT have made the decision to move to an all electric fleet, so charging time is a business responsibility and must be recorded within your working day. Do not give your time away, book it properly.

Any meeting with a manager or patch lead lasting more than five minutes must be booked as an absence. The same applies to route to learn activities and all van related absences. Failure to record this time correctly may impact performance data, so ensure all work activity is properly recorded and challenge anything that is not.



Performance Pressure

Performance management must not be used as a threat. Reports of managers relying on vague instructions such as “do more” or “go faster,” or making comments about “your position in the team,” are unacceptable. There are no individual league tables. If performance is challenged, managers must clearly demonstrate what is wrong and provide practical guidance on how to improve. If a manager questions your risk assessment without attending the site, this raises serious health and safety concerns—challenge it in writing. Where you experience unreasonable pressure or unclear instruction, respond by email and inform the union. We need members to speak up—evidence is key to holding the business to account.

Safety First

Your safety is non-negotiable. Be aware that some managers may carry out unannounced visits—these are not supportive and are often used to find fault. Always follow correct procedures and ensure your risk assessments are completed properly. No one remote from site can assess risk on your behalf. While there is no individual CDR target, managers are measured on team performance, and this is driving unacceptable pressure on individuals. Do not cut corners to meet figures. Stand firm, work safely, and follow process. If something is wrong, report it. You are the union’s voice—stay in touch and raise concerns in confidence.

As CDR is not a metric in which you are measured, does your manager talking about CDR mean they are “Constantly Demanding Results”?

