



Communication Workers Union (UK)
Northern Ireland Clerical Branch

Unit 2
1st floor
7 North Street
Belfast
BT1 1NA
Tel/fax 028 90247444
E-mail branch@cwuni.org
Web www.cwuni.org

10.10.07

TO ALL MEMBERS

(A) CLOSURE OF BT UK BILLING

(B) FWH CONTRACTS 150/151 & CONSUMER SALES

(A) CLOSURE OF BTUK BILLING

The issues raised at the meetings held on the 18th September 2007 have been raised at National Level with the National Officer, Dave Johnson and the responses received are detailed below:-

Q1. The refusal of Management to categorise our members as re-deployees.

Answer. "Our general view as a team is that it is inappropriate to suggest individuals are declared surplus at this stage as we are still in dialogue about the original decision to close the Billing Unit".

Comment. We are seeking further clarification on this point as it seems it has escaped the "Teams" notice that individuals are currently being relocated/re-deployed.

Q2. Threat to FWH Contracts on relocation/re-deployment to 150/151.

Answer. "I understand that Keith Griffiths is in dialogue with BTI with regard to attendance patterns in 150/151."

Q3. The retention of Trade Sales work in Belfast.

Answer. “We raised the questions of Trade Sales and were assured the work will not be carried out by Agency Staff in L’Derry.”

Comment. This response seems to be at variance with the notion that “we are still in dialogue about the original decision to close the Billing Unit.”

Q4. Delivering training on Geneva function to Off-shore Provider.

Answer. “The issue relating to the off-shoring is one which we have still not agreed. Myself and Jeannie Drake are meeting Charlie McKay on the 16th October when this is to be discussed.”

Q5. Allegation of alternative work not being transferred in on the grounds that opening hours for new work are Monday-Sunday 7am-11pm.

Answer. “The issue was raised at the meeting on the 3rd October and Management have agreed to look into this matter and come back to us.”

Q6. The closure of the site effectively means the removal of off-line work for people with underlying health issues who cannot go on-line!

Answer. “Martyn Rideout has agreed to investigate and respond. This of course is notwithstanding our request to them to reconsider the original Strategy decision.”

Q7. The Off-shoring of HVA work from L’Derry to Manilla.

Answer. “Myself and Jeannie Drake are to discuss this at our meeting with Charlie McKay on 16th October.”

A further meeting(s) of members will take place when we have received a response back from the National Officers following their meeting with National Management on 16th October.

Conference Policy is to resist the off-shoring of High Value work by all means necessary including industrial action. At that meeting we will have to address the question of Industrial Action to prevent the closure and off-shoring.

(B) FWH Contracts in 150/151 & Consumer Sales

A meeting had been arranged with Management in Belfast on 12th October 2007, that time and venue has now changed to 3pm-5pm in Dublin.

In the meantime members should be aware that attendance patterns, pay, terms and conditions are under attack in the global economy generally and locally it is manifest in our Postal Colleagues Strike to protect their jobs, pay, pension, Terms & Conditions including existing attendance patterns.

It is the case in BT Retail that we have lost final salary Pension terms for new entrants, we have agreed a new pay structure & Terms and Conditions for new entrants, we have agreed new hours of attendance ranging from 7am to 11pm Monday to Sunday for new entrants, with BT committing to a 95% BT contract type to a 5% Agency Contract type in BTI, to cover the Business needs of the Company.

But it is never enough the Company wants even more for less. They want to destroy all existing contracts in the race to the bottom. That means removing all flexibility in the Flexible Working Hours (FWH) Contract by imposing a rigid roster and denying those on an 8-6 Mon/Sat and 8-8 Mon/Sat contract the ability to accrue hours to enable the opportunity to take an accrued day's leave on a monthly basis. The stated intention is to move to a 24/7 operation and for you to match that requirement as and when. This can be enforced by rotating work through off-shore and near shore centres and "hey presto" bringing it back on a 24/7 basis with reduced pay and T's & C's.

In addition the Sourcing Strategy Agreement to have 95% BT Contract to 5% Agency Contract by 31st December 2007 looks very unlikely to be met despite the implementation of the concessions made by the Union to achieve that stated aim.

It seems that the Company had been disingenuous in its dealings with the Union and is introducing change on its terms by simply being dishonest and outsourcing YOUR jobs.

It is becoming increasingly apparent, therefore, that we can no longer trust the Company to adhere to negotiated settlements and to honour existing contracts, consequently we may have no alternative but to embark on Industrial Action to defend existing Terms and Conditions.

Your views on the question of Industrial Action are invited through the "**Members Comments**" page on our website WWW.CWUNI.ORG. In addition we will be notifying you of Members Meeting(s) following a report back from the National Officers from their meeting on 16th October 2007 and from the meeting on FWH rescheduled for 12.10.07.

**STOP THE RACE TO THE BOTTOM,
DEFEND HARD WON TERMS & CONDITIONS
INSIST ON INTEGRITY IN NEGOTIATION and
SUPPORT YOUR UNION.**

Yours sincerely

David Bell
Branch Secretary