

# COMMUNICATION WORKERS UNION

## ANNUAL CONFERENCE 2026

### BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT

#### Conference - TELECOMS & FINANCIAL SERVICES

#### Motion 1 - Mover - SCOTLAND NO.1

#### Secunder -

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Conference notes that disabled colleagues across BT Group continue to be disadvantaged by bonus schemes that fail to take proper account of the impact of disability, workplace adjustments, or BT Passports. Section 20 of the Equality Act 2010 places a clear and unambiguous legal duty on employers to make reasonable adjustments where a provision, criterion or practice places a disabled person at a substantial disadvantage. The Act states: "An employer is required to take such steps as it is reasonable to have to take to avoid the disadvantage." (Equality Act 2010, Section 20 - Duty to Make Reasonable Adjustments) Conference believes that any bonus system that does not factor in disability-related barriers, fluctuating conditions, or the impact of agreed adjustments risks breaching this statutory duty and perpetuating inequality. Conference instructs the T&FSE to negotiate within BT Group LOBs to ensure that: All bonus structure criteria explicitly incorporates disability-related adjustments, in line with the Equality Act 2010. • No disabled employee is placed at a disadvantage due to absence, productivity measures, or performance indicators that are directly linked to their disability. • BT Passports and reasonable adjustments are fully considered when assessing bonus outcomes. • Transparent guidance and training are issued to all managers to ensure consistent, lawful, and fair application of bonus schemes. Conference further instructs the NEC to report back on progress and to support branches in challenging any discriminatory application of bonus.

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#### BRANCH VOTING:

#### CONFERENCE VOTING

	FOR	
	AGAINST	
	NOT VOTING	

THE MOTION WAS

**WITHDRAWN**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 2 - Mover - South London, Surrey and North Hampshire**

**Seconder - Formally**

**Consequential -If Carried 8 Falls.**

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This Conference notes the significant increase in contribution times placed upon members, resulting in excessive additional unpaid working time. Conference further notes that Openreach continues to expect this contribution time during periods of Contractual Over Time (COT). Conference believes that the continued expectation of unpaid contribution during COT amounts to members being required to provide labour beyond agreed contractual arrangements and falls outside the contractual obligations associated with COT. The TFSE is instructed to urgently seek legal opinion on the use of unpaid contribution time, during COT including whether such practices are compatible with contractual and employment law obligations, and to publish that legal advice no later than 30 September 2026.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

X	FOR	X
	AGAINST	
	NOT VOTING	

**THE MOTION WAS**

**CARRIED  
UNANIMOUSLY**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 3 - Mover - South London, Surrey and North Hampshire**

**Seconder - Greater Mersey Amal**

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This Conference notes with concern the continual increase in unpaid commuting time, which is having a detrimental effect on members' work-life balance. Conference further notes that Openreach has failed to set any reasonable limit on contribution time and that there is now no benefit in kind for members. Conference therefore instructs the TFSE to commence an immediate campaign to end the use of unpaid working time.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

X	FOR	X
	AGAINST	
	NOT VOTING	

**THE MOTION WAS**

**CARRIED  
UNANIMOUSLY**

# COMMUNICATION WORKERS UNION

## ANNUAL CONFERENCE 2026

### BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT

#### Conference - TELECOMS & FINANCIAL SERVICES

#### Composite - Motion 4 - Mover - TFS Executive

#### Secunder - Essex and Central Counties

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Conference recognises that for Openreach engineers on Workforce 20/20 contracts to gain employment with Openreach they have to accept a requirement to park their works vehicle at home if required to do so by Openreach. Where it is not possible for an engineer to park at home the engineer is requested to park in an exchange yard location and this is known as Convenience Parking. Engineers who have NewGrid contracts, (prior to the implementation of Workforce 20/20 within Openreach), have not got this requirement, and it is voluntary to agree to parking their work vehicle at home. Conference recognises that the terms of the Parking at Home Policy requires engineers on NewGrid contracts who have volunteered to park their works vehicle at home and engineers who have Workforce 20/20 contracts to give 15 minutes unpaid Contribution Time at each end of the workday.

Conference recognises that the terms of the Parking at Home Policy requires engineers on NewGrid contracts who have volunteered to park their works vehicle at home and engineers who have Workforce 20/20 contracts to give 15 minutes unpaid Contribution Time at each end of the workday. Conference recognises engineers classed as Convenience Parkers still have to give contribution and commitment time, unpaid, whereas yard parkers on NewGrid contracts do not. The Parking at Home Policy is not an agreement between Openreach and the CWU.

Conference recognises that following conversion from diesel to electric vehicles some engineers cannot charge their vehicles from their home location and some have been forced to park in a yard as Convenience Parkers. Conference recognises that the Contribution Time is unpaid and is required for essential safety Pre Use Inspection checks at the beginning of the day and completing housekeeping of the vehicle at the end day. These are vital for the safety of individuals and the public and conference believes this should be done in paid work time. Yard Parkers, (who are not classed as Convenience Parkers), do these checks in paid work time.

Conference recognises that the Parking at Home Policy was implemented when it was voluntary to opt for home parking and prior to the commitment to park a vehicle at home being a prerequisite to accepting employment with Openreach. Therefore, the T&FSE are instructed to campaign with CWU members and CWU Branches whilst negotiating with Openreach the removal of the Contribution time and the removal of the Convenience Parker definition. The aim will be to enable all engineers to get paid from their agreed sign on time and will include getting paid for their vehicle safety check and travel to their first job. PTO

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**BRANCH VOTING:**

**CONFERENCE VOTING**

X	FOR	X
	AGAINST	
	NOT VOTING	

THE MOTION WAS

**CARRIED  
UNANIMOUSLY**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 5 - Mover - Essex and Central Counties**

**Seconder - Formally**

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This conference believes every worker should have sufficient time off from the daily grind of the modern workplace. Therefore, we find it unacceptable that people who have been working in the same job for 20 years only receive 22 days annual leave allowance. We therefore instruct the T&FS executive to negotiate with Excellerate Services UK (ESUK) Ltd for those CWU represented employees to have their annual leave increased in line with service so that anyone who has been in post for 20 years is entitled to a minimum of 6.6 weeks' annual leave (including bank and public holidays), paid at the normal rate of pay. This equates to 33 days for someone working five days a week. All employees accrue annual leave entitlement from their first day of employment.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

X	FOR	X
	AGAINST	
	NOT VOTING	

**THE MOTION WAS**

**CARRIED  
UNANIMOUSLY**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 6 - Mover - Lincolnshire and South Yorks**

**Secunder -Formally**

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Conference welcomes the end to the uncertainty around the provider of facility services in BT Group with the contract being awarded to CBRE. Conference instructs the TFSE to create a strategic policy across CBRE and the businesses working on behalf of CBRE to improve their Terms & Conditions.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

	<b>FOR</b>	
	<b>AGAINST</b>	
	<b>NOT VOTING</b>	

**THE MOTION WAS**

**REMITTED**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 7 - Mover - Greater Mersey Amal**

**Secunder - Formally**

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Conference is aware of the current state of Annual Leave Entitlement (ALE) in BT Group, owing to the multiple contracts in the business. This has led to there being different levels of entitlement for BT Group employees depending on their start date, job role and Line of Business. This has led to an unequal situation that is in the interests of all CWU members to be addressed to reach a fair improvement. With this in mind, Conference instructs the T&FSE to initiate talks with BT Group with the view to achieving a total harmonisation of the different ALE's and reducing the Length of Service requirements to achieve the maximum ALE. The goal should be to implement a single ALE across the entire group by uplifting the allowance to the highest entitlement currently in use and with clear & reduced long term service increases for all contracts that does not put any members at a disadvantage to their current terms.

An update regarding this matter will be given to branches by no later than March 2028.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

	<b>FOR</b>	
	<b>AGAINST</b>	
	<b>NOT VOTING</b>	

**THE MOTION WAS**

**REMITTED**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 8 - Mover - Greater Mersey Amal**

**Secunder -**

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Conference expresses the concern that due to the expanding work areas of recent times and different natures of work in Lines of Business outside of Openreach's Service Delivery, Personal Travel Time as implemented in the Workforce 2020 contract for the majority of Openreach members is not fit for purpose. The current policy is based around a model of Openreach engineers working on the patch where they live, in which case the amount of Personal Travel Time would be minimal. However, this is not the case for many if not most engineers. The T&FSE is therefore instructed to promptly engage in discussions with BT Group/Openreach to reach an agreement on a complete phasing out of Personal Travel Time, starting with a reduction from the current maximum of 60 minutes to no more than 45 minutes to then be followed by further subsequent reductions of not less than 15 minutes in the following subsequent years until eventually reaching 0 minutes, whereby it would be abolished. Failure to reach an agreement on this matter by April 2027 will prompt a vigorous campaign to attain this objective.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

	<b>FOR</b>	
	<b>AGAINST</b>	
	<b>NOT VOTING</b>	

**THE MOTION**

**MOTION 3 WAS  
CARRIED – THIS  
MOTION FELL**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 9 - Mover - Great Western**

**Secunder - Formally**

**This Motion will be debated 'In Camera'**

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The conference instructs the T&FS Executive to engage with BT Group/ Openreach to agree an 'upgrade' for those Union Representatives granted facility time. This would, for example move a B2/TMA2 to a TMA3, while on union duties. The uplift in pay reflects the increasing workload, travel and long hours that are now integral components of the job. The CWU is embedded in the operations of BT Group/Openreach and CWU representatives, broker mutually beneficial outcomes, fairness and enhance employee/employer relationships, in essence helping the business save itself from itself. Recognition of the benefit to the business of a harmonious workforce brought about by the Union representatives should be recognised by an upgrade.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

	<b>FOR</b>	
<b>X</b>	<b>AGAINST</b>	<b>C</b>
	<b>NOT VOTING</b>	<b>v</b>

**THE MOTION WAS**

**LOST**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 10 - Mover - Tyne and Wear Clerical**

**Secunder -Formally**

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The Employment Rights Act 2025 for the first time acknowledges miscarriage is a bereavement and should be treated as such. While it is a step forward to have this recognition there is still more to be done to ensure people going through pregnancy loss have the best support. There has been some excellent work done within the TUC North in producing guidance for reps supporting members in such a situation as well as model policies for workplaces to implement. Both the BT and EE Maternity Policies currently state "if you miscarry earlier than the 25th week of your pregnancy you will not qualify for any maternity leave, Statutory Maternity Pay or Maternity Allowance" and there is no provision for partners. Conference instructs the T&FSE to work with and utilise model policies from the TUC to negotiate to improve upon the existing provisions for Miscarriage and Baby Loss within BT Group, including some paid time off for parents.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

<b>X</b>	<b>FOR</b>	<b>X</b>
	<b>AGAINST</b>	
	<b>NOT VOTING</b>	

**THE MOTION WAS**

<b>CARRIED UNANIMOUSLY</b>
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**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 11 - Mover - Midland Counties**

**Secunder -Formally**

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Conference notes that BT Group has no stand-alone policy covering IVF or fertility treatment. Current provision is limited and allocates up to five days paid and five days unpaid special leave per calendar year. We believe this approach is inadequate and inconsistent, forcing members undergoing fertility treatment to exhaust finite special leave and in many cases annual leave in order to undertake complex and medical procedures that are often complex, ongoing and unavoidable. This has a disproportionate impact on same-sex couples, trans members and others who rely on assisted conception to form a family. Conference therefore instructs the TFSE to seek negotiations with BT Group to establish a clear, fair and stand-alone IVF and Fertility Treatment policy, separate from special leave, as set out in this motion

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**BRANCH VOTING:**

**CONFERENCE VOTING**

X	FOR	X
	AGAINST	
	NOT VOTING	

**THE MOTION WAS**

**CARRIED  
UNANIMOUSLY**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 12 - Mover - Greater Mersey Amal**

**Secunder -Formally**

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Conference notes that the current expectation from BT Group for new parents requires that once they have finished their maternity leave, they are expected to return to full time duties with no phased approach. This has led to many members feeling under immense pressure to resume duties that they may not have done for the better part of 12 months, adding to an already stressful time. This approach is not taken with other long-term absences, such as sickness, where a phased return to full time duties is not only available but, often recommended. Conference therefore instructs the T&FSE negotiate with BT Group to institute an agreed phased return model for parents returning to duty after maternity leave.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

X	FOR	X
	AGAINST	
	NOT VOTING	

**THE MOTION WAS**

**CARRIED  
UNANIMOUSLY**

# COMMUNICATION WORKERS UNION

## ANNUAL CONFERENCE 2026

### BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT

#### Conference - TELECOMS & FINANCIAL SERVICES

#### Motion 13 - Mover - Edinburgh, Dundee and Borders

#### Secunder -Formally

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Conference supports the inclusive approach of BT Group to ensure all employees are treated with equal dignity and respect. This aspiration closely aligns to CWU core principles delivered through education and openness. Conference is concerned with the Zero Tolerance attitude applied to circumstances arising across various workplaces and job functions. This rigid thinking should not limit consideration when understanding the circumstances and background of the allegations. A human and common-sense approach is essential to challenge the automatic approach which is to summarily dismiss without exceptional circumstances. This leaves the only recourse to overturn outcomes in Employment Tribunals. Conference therefore instructs the T&FS Executive to review and challenge current expectations on Standards of Behaviour and engage BT Group to discuss supporting policy and values. This is with the aim to ensure a fair and consistent approach when dealing with any concerns and, understanding the future intentions with foundational principles being updated through the Big Conversation. The T&FS Executive is expected to write to members and branches within 3 months to outline expectations on support, education and ongoing engagement to ensure members understand expectations so they are prepared to enter their workplace.

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#### BRANCH VOTING:

#### CONFERENCE VOTING

	FOR	
	AGAINST	
	NOT VOTING	

THE MOTION WAS

**REMITTED**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 14 - Mover - Edinburgh, Dundee and Borders**

**Secunder -**

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Conference notes that Workforce 2020 contracts and new EE contracts do not include paid breaks, in contrast to the NewGrid contracts, which provide paid 15 minute breaks. Conference further notes the ongoing campaign for a shorter working week, which aims to improve work life balance with a reduction in working hours and no change in pay for employees across all sectors, including Telecoms and Financial Services. Conference believes that extending paid 15 minute breaks to colleagues on Workforce 2020 and new EE contracts would represent a meaningful and practical first step toward improving work life balance, aligning these colleagues more closely with those on NewGrid contracts, and strengthening the broader shorter working week campaign. Conference therefore instructs the T&FS Executive to incorporate the demand for paid breaks for all BT Group T&FS colleagues into the shorter working week campaign. This campaign must explore all avenues to improve the working week and promote a healthier work life balance for every colleague across T&FS.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

	<b>FOR</b>	
	<b>AGAINST</b>	
	<b>NOT VOTING</b>	

**THE MOTION WAS**

**WITHDRAWN**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 15 - Mover - Bootle Financial Services**

**Secunder - Formally**

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Conference urges the T&FS Executive to support the Bootle Financial Services Branch campaign to have Santander UK classify Bootle, as a designated primary site rather than a secondary site, as Santander UK has allocated. In 2019, Santander received planning permission from Sefton Council to redevelop its Bootle base, which previously served as the national headquarters of the state-owned Girobank. The proposed £75 million redevelopment would have involved demolishing and rebuilding the existing structure to establish a 220,000-square-foot UK operations hub. Following the onset of the COVID-19 pandemic, 1,800 of the 2,200 employees at the Bootle base transitioned to remote work. Consequently, in 2021, Santander abandoned the redevelopment plans in favour of increased remote or 'flexible' working arrangements. This decision significantly impacted the members and the local community. Over the past five years, we have observed substantial job losses, including work being outsourced and even outsourcing to then be offshored, from Santander's Bootle operation. Then, in July 2025, Santander UK announced that the Bootle site would become a secondary site. Santander UK has indicated that secondary sites will not generally recruit and replace colleagues moving forward. This is another blow to the members, the branch and the local community. The Bootle Financial Services Branch firmly believes that there is a compelling rationale for classifying Bootle as a designated Primary Site and instructs the T&FS Executive to actively support the branch's campaign.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

X	FOR	X
	AGAINST	
	NOT VOTING	

**THE MOTION WAS**

**CARRIED  
UNANIMOUSLY**

**COMMUNICATION WORKERS UNION  
ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 16 - Mover - North Wales and Chester Combined**

**Seconder -Formally**

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Conference welcomes the work of the Four Day Week Foundation and The Autonomy Institute for their work building the case for a shorter working week with no loss of pay. Their work establishes a growing body of evidence showing a meaningful reduction in the number of hours in the working week for no loss of pay has huge benefits for both workers and employers. A shorter working week would reduce stress, alleviate childcare pressure, and free workers up to spend time on what matters to them outside of the workplace. At the same time, studies have shown that businesses stand to gain, not lose, from such a policy. Businesses save enough money through lower staff turnover, higher attendance, and greater productivity from a better rested workforce that they can cover the costs incurred by its implementation. Conference supports a campaign to persuade employers to engage with the research and agree to trials to see how this could be implemented in areas of Telecoms and Financial Sector where the CWU has recognition. Conference instructs the TFSE to:

- Continue to build the campaign and explore where trials can be held
- Provide further education for members so they can help make the case with their colleagues
- Work with advocates for a shorter working week across the labour movement to shape the public discussion, dispel misconceptions, and build a national campaign

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**BRANCH VOTING:**

**CONFERENCE VOTING**

X	FOR	X
	AGAINST	
	NOT VOTING	

**THE MOTION WAS**

**CARRIED  
UNANIMOUSLY**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 17 - Mover - VMO2 National**

**Secunder - Formally**

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VMO2 Members have faced many challenges since the merger of Telefonica (O2) and Virgin Media. The CWU VMO2 National Team has continued to support all members in both companies, but currently only have recognition in Telefonica (O2). Therefore, conference notes that with the majority of our VMO2 members not being covered by a collective bargaining agreement, it is harder for them to have their voice heard. The CWU VMO2 National Team have worked hard to grow the rep structure in VMO2 with 16 new reps identified and it is crucial that they all have the same opportunity to address members concerns through full consultation as well as negotiations on changes to terms and conditions. Therefore, conference instructs the T&FSE to assist VMO2 members across the company to challenge the employer on important issues, and to throw its full weight behind members to achieve recognition for all appropriate grades across VMO2.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

X	FOR	X
	AGAINST	
	NOT VOTING	

**THE MOTION WAS**

**CARRIED  
UNANIMOUSLY**

# COMMUNICATION WORKERS UNION

## ANNUAL CONFERENCE 2026

### BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT

#### Conference - TELECOMS & FINANCIAL SERVICES

#### Motion 18 - Mover - VMO2 National

#### Secunder - Formally

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Conference believes that the decision of VMBL Business Level Broadband (O2 Daisy) management in January 2026 to end hybrid and home working arrangements for all staff is grossly unfair to CWU members and will have a negative impact on the business. Many members have reported that at the point of being recruited by VMBL (O2 Daisy), the role was advertised as having an element of hybrid working and stated that this was a key reason for applying. This policy will also apply to staff who are part of a remote team, meaning that they will be made to work from an office even though no other member of their team works from there. The company introduced these sweeping changes without consulting members. The VMO2 National Team surveyed workers and received more than 900 responses condemning the changes. The full results of the survey, including powerful written feedback, was shared with the company but they have stated they are unable to make a U-turn on this decision. Members feel they have not been involved in any of the decisionmaking and all of the concerns they have raised have been ignored. Staff are extremely worried about the financial impact of this policy, as well as the effect on childcare, work-life balance, and mental health, with many believing that it is an underhand maneuver designed to encourage people to leave the business instead of paying for future redundancies. Conference instructs the T&FSE to push the company to re-enter negotiations in order to keep hybrid working for all VMBL (O2 Daisy) staff and organise members to leverage a satisfactory outcome.

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#### BRANCH VOTING:

#### CONFERENCE VOTING

X	FOR	X
	AGAINST	
	NOT VOTING	

THE MOTION WAS

**CARRIED  
UNANIMOUSLY**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**COMPOSITE MOTION - Motion 19 - Mover - Young Workers**

**Conference**

**Seconder - Tyne and Wear Clerical**

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We have come to a time where there is a big difference in how absence is treated between BT Group contracted employees and workers on newer EE contracts. According to the relevant policies, employees that are on NewGrid contract can get 6 months of full company sick pay (CSP) in a 12-month period. After the limit of 6 months full pay is reached, they will then drop to half pay. Payment of full or half rate CSP will continue until the employee has been absent for up to 365 days within a rolling 4-year period. For Workforce2020 contracts, you are entitled to 3 months full pay and then 3 months of half pay in a rolling 24-month period. Meanwhile, employees that are on EE contracts, depending on how long they're employed by the company they may get anything from no CSP, up to a maximum of 8 weeks of full pay. You are not entitled to any CSP for the first 6 months of your tenure at EE. You are then entitled to 4 weeks CSP if you have been employed for 6 months to 2 years or 8 weeks CSP if you have been employed for 2 years or longer. Those periods of full CSP are not followed by any half pay, like they would be in BT group contracts. Another major difference in these contracts and policies is the fact that if an employee on an EE contract currently has attendance warning active, they aren't eligible to any company sick pay and only then after 3 days of sickness the statutory sick pay starts. We understand and acknowledge that the NewGrid terms will not be brought back. However, we believe it is only fair that newer colleagues are entitled to the same CSP as those doing the job next to them and those being hired in other parts of BT Group today. Conference instructs the T&FSE to negotiate with BT a harmonisation of the EE Sickness Absence Policy and the BT Attendance Policy

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**BRANCH VOTING:**

**CONFERENCE VOTING**

<b>X</b>	<b>FOR</b>	<b>X</b>
	<b>AGAINST</b>	
	<b>NOT VOTING</b>	

**THE MOTION WAS**

**CARRIED  
UNANIMOUSLY**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 20 - Mover - Great Western**

**Secunder - Formally**

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The conference to instructs the TF&S to engage with BT Group/ Openreach to agree a revised Medical Retirement Policy and Process. The current practice of terminating an employee's employment immediately they apply for Medical Retirement is discriminatory and unnecessary. If they are not granted medical retirement, as the employee's employment has been terminated, there is no process for immediate reinstatement and the opportunity is lost for them to find employment with reasonable adjustments. By the very nature of the process, if you are not granted medical retirement than that in itself implies that you are able to work. The executive should engage with BT/Openreach as a matter of urgency because this process is indirectly discriminatory to those that do not meet the threshold for medical retirement.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

X	FOR	X
	AGAINST	
	NOT VOTING	

**THE MOTION WAS**

**CARRIED  
UNANIMOUSLY**

**COMMUNICATION WORKERS UNION  
ANNUAL CONFERENCE 2026  
BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT  
Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 21 - Mover - South East Telecoms**

**Seconder - South London, Surrey, and North Hampshire**

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Conference instructs the T&FS to negotiate with BT/Openreach to change the current sickness reporting system so that employees are able to record “work-related stress” as the reason for their illness. If work-related stress is recorded, there should be an automatic investigation to identify the cause and assess any workplace risks that may have contributed to the stress. This would help ensure that underlying issues are properly identified and addressed rather than remaining hidden within general sickness absence figures. Conference believes that better recording of work-related stress would allow both the employer and the CWU to understand the scale of the problem and take appropriate action to protect employee wellbeing. An annual report should therefore be produced by BT/Openreach detailing absences attributed to work-related stress, the outcomes of any investigations, and any actions taken. This report should be shared with the CWU. Conference notes that employers have clear legal responsibilities under the Health and Safety at Work Act 1974, which places a duty of care on employers to protect employees from risks to their health, including stress at work. Employers are also required under the Management of Health and Safety at Work Regulations 1999 to carry out suitable and sufficient assessments of risks to employees’ health and safety. Conference therefore calls on the T&FS to pursue these changes with BT/Openreach so that work-related stress can be properly identified, investigated and addressed.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

X	FOR	X
	AGAINST	
	NOT VOTING	

**THE MOTION WAS**

<p><b>CARRIED UNANIMOUSLY</b></p>
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**COMMUNICATION WORKERS UNION  
ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Composite Motion 22 - Mover - Mersey**

**Seconder - Lincolnshire and South Yorks**

\*\*\*\*\*

Conference notes concern regarding the inconsistent application of the New Joiner Process across BT Group, particularly in its use within formal meetings. Section 11 of the policy states that warnings issued under the New Joiner Process remain active for six months. Despite this, warnings are increasingly being issued for twelve months and upheld at appeal, in direct contradiction to the stated policy. The Policy also makes clear that extensions of the New Joiner Process into the second year of employment should occur only in exceptional circumstances. The outcome letters generated by Empower add further ambiguity, frequently stating that a warning “may result in you being subject to the New Joiner Process until the end of your second year of employment” The wording is unclear and leaves members without certainty - a process is either extended or it’s not, the use of may in an outcome letter fails to meet the standards of transparency and procedural fairness the company is obligated to uphold. Furthermore, when management do confirm extensions apply, they are unable to articulate any clear justification frequently referring only to HR advice without policy-based reasoning. Conference therefore instructs the T&FSE to enter into discussions with BT Group to ensure the New Joiner Process is applied in line with the agreed policy, that any extensions are clearly justified and documented and that there is an immediate review and correction of the HR template outcome letters to remove ambiguity. The T&FSE are further instructed to enter into discussions with BT to ensure that the system doesn't automatically extend the new joiner period and that the exceptional circumstances must be explained with a right to appeal.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

X	FOR	X
	AGAINST	
	NOT VOTING	

**THE MOTION WAS**

**CARRIED  
UNANIMOUSLY**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 23 - Mover - Lincolnshire and South Yorks**

**Secunder -**

\*\*\*\*\*

Conference In EE sales contact centres our members expect to be treated in line with the agreed policies when support outside of work is needed, such as sick, special, parental and carers leave etc. They should be treated fairly and with dignity and respect as per other parts of the EE/BT Group. Conference is horrified to discover that onsite operational sales managers are having deductions made from their own personal monthly sales commission for showing compassion to members in their hour of need. The policy states the support should be agreed by Team Leaders however, this has led to Team Leaders being questioned and pressured by operational managers to minimise the appropriate support. Conference instructs the T&FSE to enter urgent discussions with this part of EE Consumer Sales to ensure that this commission weighting no longer impacts our members right to the appropriate support and not to be put at a personal detriment due to the company personally penalising senior managers.

\*\*\*\*\*

**BRANCH VOTING:**

**CONFERENCE VOTING**

	<b>FOR</b>	
	<b>AGAINST</b>	
	<b>NOT VOTING</b>	

**THE MOTION WAS**

**ACCEPTED**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 24 - Mover - Tyne and Wear Clerical**

**Secunder - Formally**

\*\*\*\*\*

Conference recognises that a formal meeting with for our members can be stressful and our members look to their union rep for support and guidance. Since the introduction of the self-service HR system and the subsequent new self-service HR system, the standard of paperwork has been appalling. For example, incorrect policies attached, incorrect warning stages detailed as existing or potential outcome. A New Joiner could reach dismissal without ever being provided a copy of relevant sick absence, performance or conduct policy. This can cause confusion, frustration and stress for our reps and could lead to incorrect advice being given. Feedback has been given to the company for quite some time without any real improvements. Conference instructs the T&FSE to negotiate with BT to seek urgent action to rectify the situation.

\*\*\*\*\*

**BRANCH VOTING:**

**CONFERENCE VOTING**

X	FOR	X
	AGAINST	
	NOT VOTING	

**THE MOTION WAS**

**CARRIED  
UNANIMOUSLY**

# COMMUNICATION WORKERS UNION

## ANNUAL CONFERENCE 2026

### BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT

#### Conference - TELECOMS & FINANCIAL SERVICES

#### Motion 25 - Mover - South London, Surrey and North Hampshire

#### Seconder - Formally

\*\*\*\*\*

Conference believes the P&D process is, in practice, too often applied in a punitive rather than supportive manner, with the forum operating beyond its intended remit by imposing conditional attendance arrangements rather than facilitating reasonable adjustments through line management. Practices such as linking fixed days off to increased Saturday attendance, and the repeated reassessment of agreed arrangements where there has been no change in circumstances, undermine the principles of fairness, stability, and genuine accommodation envisaged by Motion 59 (2022) & Motion 53 (2024). Conference instructs the TFSE to urgently secure a joint review with Openreach to ensure the P&D process is applied consistently and as intended. This review must establish clear national guidance to prevent punitive or conditional arrangements, protect agreed adjustments from unnecessary reassessment, reinforce line management responsibility for reasonable adjustments, and introduce effective oversight and accountability mechanisms. Conference further instructs that:

- Clear and accessible routes are established for employees to locate the P&D process on the company intranet.
- The process documentation clearly sets out the criteria for P&D consideration.

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#### BRANCH VOTING:

#### CONFERENCE VOTING

X	FOR	X
	AGAINST	
	NOT VOTING	

THE MOTION WAS

**CARRIED  
UNANIMOUSLY**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 26 - Mover - Lincolnshire and South Yorks**

**Secunder -Formally**

\*\*\*\*\*

Conference notes that it has been several years since the Together pro forma was introduced in what was then BT Retail. The branch notes that it has been difficult to have the previously agreed Together meetings in BT Business. Therefore, conference instructs the TFSE to seek a refresh of the Together Pro Forma and holding of Together Meetings across BT Business.

\*\*\*\*\*

**BRANCH VOTING:**

**CONFERENCE VOTING**

X	FOR	X
	AGAINST	
	NOT VOTING	

**THE MOTION WAS**

**CARRIED  
UNANIMOUSLY**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 27- Mover - North Wales and Chester Combined**

**Secunder -**

\*\*\*\*\*

Conference is concerned by repeated attempts by Voice Services Management to change the rules around booking annual leave which would make it more difficult to book leave which will have an adverse impact on our members wellbeing. Conference instructs the TFSE to ensure that any changes to the booking of annual leave are not at a detriment to our members and that our members must not lose ability to book short notice annual leave.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

	<b>FOR</b>	
	<b>AGAINST</b>	
	<b>NOT VOTING</b>	

**THE MOTION WAS**

**WITHDRAWN**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**E1- Mover - Scotland no.1**

**Secunder -FORMALLY**

\*\*\*\*\*

Conference is concerned that BT Voice Service Management have informed the CWU that it is their intention to introduce a trial of annual leave restrictions across all Voice Service Centres. This trial is on the back of an unagreed trial conducted in Dundee last year, where members had restrictions placed on their ability to take annual leave less than 4 weeks in advance. This as regardless of leave being available in the pot and the member having leave to take. On Tuesday 5th May at 14.30, the Voice Service Reps were invited on a call with the CWU Business Team to be told of BT's intention and, the recent assertion that the company does not believe there is a requirement to consult with the union or affected members before progressing with the trial and they have stated they will implement this by executive action. This was followed by the Business Team having a call with BT Voice Services Management on Monday 11th May, where they were told the business intended to issue comms on 22nd May for a 5 week implementation.

THE REST OF THIS MOTION CAN BE READ ON T&FS CONFERENCE SOC REPORT.  
SUPPLEMENTARY NO.3

\*\*\*\*\*

**BRANCH VOTING:**

**CONFERENCE VOTING**

X	FOR	X
	AGAINST	
	NOT VOTING	

**THE MOTION WAS**

**CARRIED  
UNANIMOUSLY**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Composite - Motion 28 - Mover - TFS Executive**

**Secunder - Greater London Combined**

\*\*\*\*\*

Conference Recognises that Openreach are coming to the end of building fibre to 25 million homes and the replacement of copper with fibre has reduced the work volume in copper. Fibre Build is reducing during 2026 and 2027 as Fibre Build Projects complete and government funding for building fibre reduces. Openreach have offered a number of Voluntary Paid Leaver schemes and conducted some Collective Consultations in 2025 which has reduced the overall number of staff in Openreach. Clive Selly CEO of Openreach (until end of March 2026) had declared that Openreach will have fewer staff and the future for employees who remain employed by Openreach is to multi-skill and be more flexible; recognising the roles they currently undertake and the skills they deploy will change and may be more varied. However, during 2025 and 2026 Openreach have reduced their Learning and Development Teams, locations and trainer numbers. CWU members are quite reasonably concerned that the commitment of Openreach to retraining reskilling and redeployment, does not match their stated aim to have a multi skilled workforce. There is work onshore with contractors which could be brought in house and work offshore that our direct labour workforce could undertake. Therefore, the T&FSE is instructed to mount a campaign involving the CWU membership and CWU Branches for the Right to Reskill. Also, to open discussions with Openreach based on our CWU campaign to develop an agreed plan with the employer, for them to provide funding and resource to enable CWU members to gain the skills and qualifications to remain in their employment. In addition, the T&FSE is instructed to work with Openreach on career pathways that recognise and reward multiskilling.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

	<b>FOR</b>	
	<b>AGAINST</b>	
	<b>NOT VOTING</b>	

**THE MOTION WAS**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 29 - Mover - TFS Executive**

**Secunder - Formally**

\*\*\*\*\*

The T&FSE is instructed to task CWU branches with Openreach members to engage with members to identify workstreams that are currently outsourced or offshore or are new workstreams that Openreach employees could undertake including if re-training, reskilling or investment in equipment is required. This to be used in discussion with Openreach to maintain employment in Openreach.

\*\*\*\*\*

**BRANCH VOTING:**

**CONFERENCE VOTING**

X	FOR	X
	AGAINST	
	NOT VOTING	

**THE MOTION WAS**

**CARRIED  
UNANIMOUSLY**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 30 - Mover - Greater London Combined**

**Secunder -Formally**

\*\*\*\*\*

With the current reorganisation in Openreach, members are being loaned to areas outside of their normal preferred work area (PWA) Some of these members are on single job allocation by choice, yet when they are loaned jobs are constantly bundled into tours. The TFSE is instructed to negotiate with Openreach, that the member has a right to work on single job allocation whether they are on loan or working within their own PWA.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

X	FOR	X
	AGAINST	
	NOT VOTING	

**THE MOTION WAS**

**CARRIED  
UNANIMOUSLY**

# COMMUNICATION WORKERS UNION

## ANNUAL CONFERENCE 2026

### BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT

#### Conference - TELECOMS & FINANCIAL SERVICES

#### Motion 31 - Mover - South Wales

#### Seconder - Formally

\*\*\*\*\*

Conference is dismayed that EE continues to close sites such as in Northern Ireland, Exeter and now Doxford, Accrington and Blackburn; and our members are forced at very short notice into accepting hours of travelling and commuting, or taking voluntary redundancy as compulsory redundancy results in members receiving a substantial loss in monetary terms. Therefore, conference instructs the Telecoms & Financial Services Executive to negotiate a "Site Closure Enhanced National Termination" (SCENT) scheme with EE. This must ensure EE agree to help and assist in securing time and money for re-training to enhance employees skills for future employment outside of EE - in a similar vein to project Manta in Openreach. Furthermore where members have loyally served the company for over 12 years on the date of the site closure announcement, we seek agreement on an enhanced redundancy payment ( eg 15 month's pay ), when they volunteer and choose to leave the EE business.

\*\*\*\*\*

#### BRANCH VOTING:

#### CONFERENCE VOTING

X	FOR	
	AGAINST	X
	NOT VOTING	

THE MOTION WAS

**NOT CARRIED**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 32 - Mover - Edinburgh, Dundee and Borders**

**Seconder - Formally**

**If Carried Comp 33, 34 and 35 Falls**

\*\*\*\*\*

Conference welcomes the BT Group Hybrid Working policy and procedure as progressive and flexible approach that our members value whilst nurturing an integrated and collaborative culture that drives team productivity and engagement. This BT Group policy fundamentally defines hybrid working as “3 together, 2 wherever”. Enabling a majority of colleagues to work collaboratively 3 days per week in the office and 2 days with the option to decide where they want to work. Conference is concerned to learn these principles are inconsistently applied across BT Group with varying interpretations on how annual leave, bank holidays and other types of adjustments in light of disability / health condition / caring responsibilities are accommodated. Conference Instructs the T&FSE to engage with BT to clarify aspects of the Hybrid Working Policy Procedure to ensure a fair and consistent approach is transparent and clear for implementation across the Group. Members should have clear guidance on expectations on to maintain the 12-week rolling average as metrics do not drive decision making, understanding should be sought and targets adjusted as needed.

\*\*\*\*\*

**BRANCH VOTING:**

**CONFERENCE VOTING**

X	FOR	X
	AGAINST	
	NOT VOTING	

**THE MOTION WAS**

**CARRIED  
UNANIMOUSLY**

# COMMUNICATION WORKERS UNION

## ANNUAL CONFERENCE 2026

### BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT

#### Conference - TELECOMS & FINANCIAL SERVICES

#### COMPOSITE MOTION 33 - Mover - Mersey

#### Seconder - Midland No.1

\*\*\*\*\*

Conference expresses significant concern regarding Openreach's implementation of a 4:1 Hybrid Working model, limited to selected desk-based teams contrary to BT's 3:2 policy. Conference further notes that the 4:1 model disproportionately disadvantages part-time, compressed hours and nine-day fortnight workers with a requirement for some members to attend office 100% of the time. As part of the relocation strategy members were offered hybrid working but now many of our members are being expected to travel long distances to attend work which is also influencing their daily travel costs and time. Conference instructs the T&FS Executive, to negotiate with BT/Openreach a better and fairer hybrid working pattern for desk based team members. The policy should be consistent with other LOB's. If a reasonable agreement cannot be reached the T&FS executive should consider all alternative steps which may help to reach a resolution.

\*\*\*\*\*

#### BRANCH VOTING:

#### CONFERENCE VOTING

	FOR	
	AGAINST	
	NOT VOTING	

#### THE MOTION

**FELL**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 34 - Mover - Mersey**

**Secunder -**

\*\*\*\*\*

Conference notes that a Hybrid Working Policy was introduced across BT Group in January 2025. Since its introduction, senior management within EE Consumer have stated that they are not bound by this policy due to the wording in the policy which states (Hybrid working isn't appropriate for many of our frontline roles (e.g. colleagues in the field, 999 advisors, retail advisors etc) which tend to be customers facing in call centres/retail stores or out in the field, where an onsite presence is key). Conference recognises that certain roles are customer-facing and require a physical presence. However, this wording was not intended to provide a blanket exemption for an entire business unit. Conference further notes that EE is part of BT Group and should therefore be aligned with BT Group Policy 3/2. Despite this, EE Consumer is currently operating a range of inconsistent locally determined hybrid arrangements. These arrangements have not been negotiated with the CWU, are not formally published within HR policy and vary not only between sites but in some cases between departments such as Sales and Service within the same sites Conference therefore instructs T&FSE to engage with EE Consumer to negotiate a fit-for-purpose collectively agreed Hybrid Working Policy or alternatively to secure formal recognition that EE Consumer is bound by BT Group Policy 3/2 and must adhere to it consistently across all sites.

\*\*\*\*\*

**BRANCH VOTING:**

**CONFERENCE VOTING**

	<b>FOR</b>	
	<b>AGAINST</b>	
	<b>NOT VOTING</b>	

**THE MOTION WAS**

**WITHDRAWN**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 35 - Mover - Mersey**

**Secunder -**

\*\*\*\*\*

Conference notes ongoing concerns regarding BT Business's failure to properly apply the agreed Hybrid Working Policy. Conference believes that the current practices undermine nationally agreed arrangements and creates confusion, inconsistency and unfair treatment for members including but not limited to. • Counting Annual leave, sickness, bank holidays, and other authorised absences as work from home days • Requiring members to pre-book fixed office days weeks in advance and then refusing reasonable changes • Failing to apply the rolling 12-week attendance calculation, leading to inaccurate and misleading attendance expectations • Using a monthly office attendance report which isn't fit for purpose and does not reflect the agreed policy as fails to discount annual leave and other authorised leave from the in-office percentage rates. Conference therefore instructs the T&FSE to enter into discussions with BT Business to immediately halt all practices that violate the Hybrid Policy. Additionally, clear written guidance should be provided to all managers to ensure the policy is implemented fairly, transparently and in accordance with agreements reached with the CWU.

\*\*\*\*\*

**BRANCH VOTING:**

**CONFERENCE VOTING**

	<b>FOR</b>	
	<b>AGAINST</b>	
	<b>NOT VOTING</b>	

**THE MOTION**

**FELL**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 36 - Mover - Northern Ireland Telecoms**

**Secunder - Formally**

\*\*\*\*\*

Conference notes that there are many benefits to Hybrid Working - ranging from our members having more time to focus on their family, their wellbeing and environmental benefits with less vehicles travelling to workplaces. Over the last weeks we have witnessed soaring fuel costs due to the war in Iran. If our members can work from more home - this will help working people save money in fuel costs which would be most welcome during this cost-of-living crisis. During the Covid pandemic our members showed their flexibility and resilience in moving to a home working structure as Key Workers to keep the service running. Under the current economic climate - more homeworking days would help reduce our members costs. Conference instructs the T&FSE to: Work with BT Group to maximise the flexibility that Hybrid Working can give when there are national economic shocks impacting our members.

\*\*\*\*\*

**BRANCH VOTING:**

**CONFERENCE VOTING**

X	FOR	X
	AGAINST	
	NOT VOTING	

**THE MOTION WAS**

**CARRIED  
UNANIMOUSLY**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Composite Motion 37 - Mover - Tyne and Wear Clerical**

**Seconder - Edinburgh, Dundee and Borders**

\*\*\*\*\*

Conference understands that BT Groups multi-tiered workforce presents challenges supporting various pay grades, terms and conditions using standard systems and processes. This unnecessary complexity has created considerable stress and uncertainty for members during economically challenging times, additionally finding themselves in a vulnerable position due to illness and other life pressures. Conference instructs the T&FSE to engage in meaningful talks with BT Group to ensure that Members' data is processed correctly and accurately to avoid impacting pay. This must include reviewing the procedure to address the increasing number of over and under payments which negatively impact member health and well-being. The T&FSE are further instructed to negotiate an agreement with BT with clear guidelines and expectations on what should happen when an employee has been paid incorrectly.

\*\*\*\*\*

**BRANCH VOTING:**

**CONFERENCE VOTING**

X	FOR	X
	AGAINST	
	NOT VOTING	

**THE MOTION WAS**

**CARRIED  
UNANIMOUSLY**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 38 - Mover - TFS Executive**

**Seconder - Great Western      Consequential: If carried Motion 43 falls.**

\*\*\*\*\*

Conference notes the vital role carried out by our members in civils engineering in the delivery and maintenance on the Openreach network. We also note that the current agreed career pathway could be significantly improved. Conference believes that civils engineers deserve improvements on the current agreed career pathway opportunities. An agreed improved career pathway in civils would improve morale and lead to a more engaged workforce. The current lack of progression risks losing skilled and experienced workers within Openreach through discontentment. Conference instructs the T&FSE to engage in urgent discussions with Openreach to establish a nationally agreed significantly improved career pathway in civils engineering. The agreed pathway must include clear criteria for each grade/PayPoint, with appropriate agreed grading and any required training. Conference instructs the T&FSE to negotiate a significantly improved career pathway to be introduced into civils engineering and implemented within timescales to be agreed by the T&FSE.

\*\*\*\*\*

**BRANCH VOTING:**

**CONFERENCE VOTING**

X	FOR	X
	AGAINST	
	NOT VOTING	

**THE MOTION WAS**

<b>CARRIED UNANIMOUSLY</b>
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**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 39 - Mover - Greater London Combined**

**Secunder - Formally**

\*\*\*\*\*

At the 2024 TFSE conference motion 33 was moved and unanimously carried. Yet two years on we are no further forward in achieving what was clearly set out and agreed by conference. Therefore, the TFSE executive is instructed to comply with motion 33 of 2024 by no later than the 1st of July 2026. It would be good to include- • An annual uplift to Inner and Outer London rates. • The uplift will be 100% of the agreed annual pay review amount. • The uplift will be effective on 1 April each year or the timeline agreed for the annual pay deal. • As a gesture of goodwill, both Inner and Outer London rates will be increased by £1000 in recognition of the fact that no increase has been forthcoming for 14 years. Motion 33 2024 33 CATEGORY A: The TFSE is instructed to negotiate with BT Group, an increase to the London weighting allowance. The increase being the essential part of this motion, we would ask that, as part of the negotiations the TFSE should take into account the two following points a) it would be preferable to have a formula, so that the allowance increases in line with all other allowances. b) any members that volunteer to take an alternative role, due to their work area being part of a voluntary release exercise or better workplace program, should receive the two-year payment should they move to a role outside of their current London weighting area.

\*\*\*\*\*

**BRANCH VOTING:**

**CONFERENCE VOTING**

X	FOR	X
	AGAINST	
	NOT VOTING	

**THE MOTION WAS**

<p><b>CARRIED UNANIMOUSLY</b></p>
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**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 40 - Mover - Great Western**

**Secunder -**

\*\*\*\*\*

This conference directs the T&FS executive to address the pay differences, with Openreach, in Civils between the Civils' Team Members and those that have joined from other business units. The higher pay that those joining Civils, from the other business units, enjoy is causing resentment and demotivation within the teams. Therefore, to address this, the goal has to be standardization of pay especially as the evolution of service in the future means that it is likely that Civils will 'dig and fix'. Therefore, an agreed plan should be formalised with Openreach, which includes, skilling, grading, pay and timescales, that demonstrates an increase in pay towards parity, with those of other business units, for the 'original' Team Members in Civils.

\*\*\*\*\*

**BRANCH VOTING:**

**CONFERENCE VOTING**

	<b>FOR</b>	
	<b>AGAINST</b>	
	<b>NOT VOTING</b>	

**THE MOTION WAS**

**WITHDRAWN**

# COMMUNICATION WORKERS UNION

## ANNUAL CONFERENCE 2026

### BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT

#### Conference - TELECOMS & FINANCIAL SERVICES

#### Motion 41 - Mover - Midland No.1

#### Secunder -Formally

#### MOTION 'X' MARKED - Reference Back

\*\*\*\*\*

Conference Notes, that UK income tax thresholds, including the Personal Allowance and Basic Rate band, have been frozen for a prolonged period. The continuation of this policy by the current Labour Government represents a political choice to maintain a stealth tax on working people. As a result, even where members experience a negotiated pay increases that match or approach inflation the benefit is reduced because of stagnant income tax thresholds. This represents a hidden erosion of living standards not explicitly accounted for in standard pay claim calculations. Pay claims based solely on headline inflation (e.g. CPI/RPI) no longer adequately protect members' real incomes. The freeing of tax thresholds effectively operates as a stealth tax on working people. The decision by Labour to continue this policy undermines the living standards of working people, including CWU members, despite the Union's financial and political support. The Union has a responsibility to ensure that negotiated pay settlements genuinely maintain or improve members' net (take-home) pay. Conference instructs the T&FS Executive to incorporate the impact of frozen tax thresholds ("fiscal drag") into the formulation of all future pay claims, with all employers were the CWU negotiates members pay. To ensure that pay claims seek increases above inflation where necessary to offset the additional tax burden arising from threshold freezes. To develop and publish clear guidance and supporting materials for negotiators, reps and members explaining the impact of fiscal drag on real pay. To campaign against the continued freezing of tax thresholds and to call for a fair tax system that protects members' real incomes.

\*\*\*\*\*

#### BRANCH VOTING:

#### CONFERENCE VOTING

	FOR	
X	AGAINST	X
	NOT VOTING	

### THE MOTION WAS

REFERENCE BACK

NOT CARRIED

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 42 - Mover - Tyne and Wear Clerical**

**Secunder -Formally**

\*\*\*\*\*

Conference instructs the T&FSE to negotiate with BT for improvements to or harmonisation of the 'uplift in pay' agreement for when employees cover a higher grade or management role. The current arrangements vary depending on the line of business and site, and allow for "management discretion", which frequently is inconsistent in decision making and without rationale.

\*\*\*\*\*

**BRANCH VOTING:**

**CONFERENCE VOTING**

	<b>FOR</b>	
	<b>AGAINST</b>	
	<b>NOT VOTING</b>	

**THE MOTION WAS**

**REMITTED**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 43 - Mover - Midland No.1**

**Secunder -**

\*\*\*\*\*

Civils Engineering gangs carry out essential, safety critical work including excavation, reinstatement, duct installation, and operating heavy machinery. This work involves significant manual handling, vibration exposure, and the use of power tools. Civils teams often face high expectations for completions, with pressure to deliver work quickly despite challenging weather and ground conditions. The company is now training Civils Engineers in fibre splicing to speed up customer connections in a competitive market, adding further technical responsibilities to an already demanding role. Civils engineers are frequently held responsible for issues caused by inaccurate or incomplete utility plans, including incorrect depths and missing services on dig prints. Incorrectly laid utilities can lead to cable strikes, damage to water feeds, and disruption to other underground services yet Civils gangs are often blamed despite following the correct processes, this can also lead to discipline cases against the Civils engineers. Current pay levels do not reflect the physical demands, responsibilities, or expanding skillsets required of Civils Engineers. Therefore, conference instructs the T&FS Executive to open negotiations with Openreach to start discussion to implement a more appropriate pay grade for civils engineers.

\*\*\*\*\*

**BRANCH VOTING:**

**CONFERENCE VOTING**

	<b>FOR</b>	
	<b>AGAINST</b>	
	<b>NOT VOTING</b>	

**THE MOTION**

**FELL**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 44 - Mover - Scotland No.1**

**Secunder -**

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Conference notes that the role of the USR within the Health & Safety Union Representatives Policy and Procedure (TUFTS) system document is not fit for purpose, will have a serious detrimental effect on H&S within the CWU and the safety of our members. This Conference instructs the T&FSE to return to negotiations with BT Group on the Health & Safety Union Representatives Policy and Procedure (TUFTS) system. Conference notes with concern that the current proposals fail to take adequate account of: • The geographical spread of workplaces • The size and complexity of areas • The number of buildings remaining open following recent operational changes. These factors materially affect the ability of Union Safety Representatives (USRs) to carry out their statutory and contractual duties safely and effectively. Conference further notes that the reductions in allocated time for USRs risk undermining both workplace safety standards and the employer’s legal obligations under health and safety legislation. Conference therefore instructs that: 1. The T&FSE must seek a renegotiated TUFTS framework that reflects the real-world demands placed on USRs, including geography, area size, and the number of operational buildings. 2. The original agreement (pre-TUFTS) must remain in place until all Regional BTH&S committees have had the opportunity to assess and report on the impact that the proposed cuts in time will have on their USRs. 3. No implementation of any revised TUFTS arrangements should take place until this assessment has been completed, reviewed, and reported back through the appropriate structures. Conference believes that a safe workplace cannot be delivered on reduced time, unrealistic expectations, or a one-size-fits-all model. Properly resourced USRs are essential to protecting the health, safety, and wellbeing of all members.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

	<b>FOR</b>	
	<b>AGAINST</b>	
	<b>NOT VOTING</b>	

**THE MOTION WAS**

**WITHDRAWN**

# COMMUNICATION WORKERS UNION

## ANNUAL CONFERENCE 2026

### BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT

#### Conference - TELECOMS & FINANCIAL SERVICES

#### Motion 45 - Mover - Edinburgh, Dundee and Borders

#### Seconder - Formally

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Conference understands Noise interference / Acoustic Shock as a psychological and physiological response to sudden, unexpected loud sounds, often resulting in a range of symptoms that can affect hearing and emotional well-being. The impact may be short and resolved by rest and recuperative or create longer term health concerns such as tinnitus and hearing loss. This represents a grave and substantial risk to all members using telephony equipment which, exponentially increases for contact centre members who are monitored on their adherence to online time that requires wearing a headset. Conference notes the frustration involved in identifying common threads to deliver effective preventative measures. Alarm and dismay grow with detection and prevention hampered by a lack of reporting and procedural inconsistencies placing this issue as a continued risk to members' health and well-being. Conference instructs the TF&S Executive to engage BT Group for a comprehensive overview of the issue, milestones for preventative measures, and actions to support those impacted. A report should be circulated to Branches within 3 months to aid decision making of escalating any subsequent instances to the HSE (Health and Safety Executive) to comment on the robustness of BT Policy and Duty of Care.

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#### BRANCH VOTING:

#### CONFERENCE VOTING

X	FOR	X
	AGAINST	
	NOT VOTING	

THE MOTION WAS

**CARRIED  
UNANIMOUSLY**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 46 - Mover - Somerset, Devon and Cornwall**

**Secunder -Formally**

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Conference welcomes the work of Prostate Cancer UK’s “The Boys Need Bins” campaign, which raises awareness of male incontinence and the need for appropriate disposal facilities in male toilets. The campaign, supported by national organisations and the All-Party Parliamentary Group for Bladder and Bowel Continence Care, calls for mandatory provision of bins in all male toilets. Prostate cancer is the most common cancer affecting men. One in eight men will be diagnosed during their lifetime, rising to one in four among Black men. Up to 60% of men undergoing surgical treatment experience urinary incontinence. In addition, one in 25 men over 40 experiences urinary leakage each year, and one in 20 men aged 60 and over experiences bowel incontinence. For these men, the ability to dispose of incontinence and related hygiene products safely, discreetly, and hygienically is essential to their dignity and wellbeing. The absence of sanitary bins in male toilets can lead to embarrassment, stress, and social isolation. Requiring men to use disabled toilets to access disposal facilities is unacceptable and undermines inclusive provision. Conference therefore recognises the need for sanitary bins in male toilets to enable the proper disposal of incontinence pads, stoma and catheter waste, and other hygiene products. Conference instructs the TFSE to: • Work with employers where CWU members are employed to ensure that at least one sanitary bin is provided in male toilets.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

X	FOR	X
	AGAINST	
	NOT VOTING	

**THE MOTION WAS**

<p><b>CARRIED UNANIMOUSLY</b></p>
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# COMMUNICATION WORKERS UNION

## ANNUAL CONFERENCE 2026

### BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT

#### Conference - TELECOMS & FINANCIAL SERVICES

#### Motion 47 - Mover - South Wales

#### Seconder - Formally

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Conference notes: • That sanitary bins are an essential hygiene facility required to ensure dignity, privacy, and proper disposal of sanitary products in all workplace toilets. • That Openreach/BT/EE have removed, reduced, or failed to maintain sanitary bins in certain workplaces, exchanges, and field based locations. • That the absence of sanitary bins disproportionately impacts women and anyone who menstruates, creating avoidable health, hygiene, and equality issues. • That employers have legal and moral responsibilities under workplace health, safety, and equality legislation to provide appropriate sanitary waste disposal facilities • Sanitary Bins are a legal requirement for all female and unisex toilets under the Workplace (Health and Safety and Welfare) Regulations 1992 ( Regulation 21). • The Environmental Protection Act 1990 and Water Industries Act 1991 requires businesses to provide suitable facilities for disposal and dispose of sanitary waste hygienically and safely to prevent the spread of infections and to maintain a clean working environment. Conference believes: • That sanitary bins are not optional “extras” but a basic workplace necessity. • That failing to provide them undermines the company’s commitments to equality, diversity, and inclusion. • That all CWU members deserve safe, hygienic, and dignified workplace conditions regardless of location, building type, or job role. • That Openreach, BT and EE should abide by legislation and regulations. Conference resolves: 1. To instruct the T&FS National Executive to demand that Openreach, BT, and EE immediately reinstate and maintain sanitary bins in all workplace toilets, including exchanges, field depots, training centres, and shared use facilities. 2. To require the companies implement a standardised, contracted sanitary waste service across all sites, with regular collection and compliance monitoring. 3. To ensure that any future removal or reduction of sanitary facilities is treated as a breach of health, safety, and equality obligations and challenged through all appropriate industrial and legal channels. 4. To ensure that there is proper consultation on sanitary disposal policy. 5. To launch a CWU campaign highlighting the importance of sanitary provision in the workplace and encouraging members to report any site where facilities are missing or inadequate.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

<b>X</b>	<b>FOR</b>	<b>X</b>
	<b>AGAINST</b>	
	<b>NOT VOTING</b>	

**THE MOTION WAS**

**CARRIED  
UNANIMOUSLY**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 48 - Mover - North Wales and Chester Combined**

**Seconder - South Wales**

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This Conference notes that the health, safety, and well-being of our members are paramount across all sectors represented by the CWU. While basic health and safety regulations are in place, there remains a critical gap in the widespread availability of comprehensive First Aid training for all frontline staff. This Conference believes that First Aid training is not just a regulatory "tick-box" exercise but a life-saving skill that:

- Reduces Workplace Fatalities: Immediate intervention during the "golden hour" significantly increases survival rates for cardiac arrests or serious trauma.
  - Empowers Workers: Providing members with the confidence to handle emergencies reduces workplace anxiety and fosters a culture of mutual care.
  - Enhances Safety Culture: Trained staff are more aware of potential hazards, leading to a proactive reduction in workplace accidents.
  - Supports Mental Health: First Aid training now increasingly includes mental health triage, which is vital given the current pressures on our members.
  - Creates new workstreams; Delivery of First aid training by Openreach L&D will create another workstream and increase longevity of the L&D role
- This Conference instructs the Telecoms and financial executive to: 1. Negotiate with Openreach to provide accredited First Aid training to a higher percentage of the workforce than the statutory minimum. 2. Campaign for "First Aid for All" initiatives, ensuring training is accessible during paid working hours. 3. Produce guidance for Branch Safety Reps on how to audit current First Aid provision and demand improvements where coverage is insufficient.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

X	FOR	X
	AGAINST	
	NOT VOTING	

**THE MOTION WAS**

<b>CARRIED UNANIMOUSLY</b>
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**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 49 - Mover - Midland Counties**

**Secunder - Formally**

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Conference notes with concern that there is currently no single, company-wide system for recording hazards, WITHOD areas, or incidents involving violent or abusive customers. Instead, some of this information is held largely within the WITHOD Closed User Groups, access to which is mainly restricted to Service Delivery members. Conference further notes that this fragmented approach results in members in all sectors being dispatched into locations already identified as "high-risk", without any visibility of the hazards or warnings previously recorded by those individual sectors. This represents a serious and avoidable breakdown in the duty of care owed to all our members. Conference believes that the safety of our members must never depend on departmental boundaries, inconsistent information sharing, or informal communication channels. Conference therefore instructs the T&FS Executive to enter meaningful negotiations with BT Group to establish a single, unified, and accessible reporting and alert system for hazards, WITHOD-flagged areas, and abusive or violent customer histories. This system must be available to all T&FS members and integrated so that relevant safety warnings are automatically issued at the point a job is allocated. Conference further instructs the T&FS Executive to report progress back to the membership at the earliest opportunity.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

X	FOR	X
	AGAINST	
	NOT VOTING	

**THE MOTION WAS**

**CARRIED  
UNANIMOUSLY**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 50 - Mover - Great Western**

**Seconder -**

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This Conference is concerned by the current application of the Customer Delivery Rate (CDR) within Openreach and its detrimental impact on the health, safety, and the professional integrity of our engineering members. Therefore, the Conference instructs the T&FS Executive to undertake the following actions: 1. Investigate and challenge the failure of the CDR calculation to account for modern operational realities, specifically including increased travel times to distant patches and the mandatory morning charging requirements for Electric Vehicles (EVs). 2. Investigate and challenge the mathematical imbalance of CDR in relation to work types, ensuring that exchange-based work (BMR/HCR) does not leave engineers disproportionately vulnerable to negative performance stats following a single difficult day in the field. 3. Investigate and challenge the misuse of CDR by management as a "stat-bashing" tool and the practice of placing engineers on performance plans without the coaching and support that the framework was originally designed to provide. 4. Investigate and challenge the impact of contractor behaviour on direct labour stats, specifically where "long duration" or "failed" jobs are returned by contractors and assigned to our members, negatively affecting their delivery rates. 5. Negotiate a formal overhaul of CDR to take into account the above points. 6. Demand a formal review into the correlation between CDR pressure and the rise in work-related stress, mental health absences, and safety breaches within the engineering workforce. 7. Report back to members the progress made through the Branch structure bi-monthly until the actions are concluded.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

	<b>FOR</b>	
	<b>AGAINST</b>	
	<b>NOT VOTING</b>	

**THE MOTION WAS**

**REMITTED**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 51 - Mover - South East Telecoms**

**Secunder - Formally**

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Conference instructs the T&FSE to actively engage with BT/Openreach to seek a revision of the current performance management process, ensuring it is not used as a punitive mechanism but instead developed into a supportive framework that genuinely assists employees in improving performance and wellbeing. Currently conference is concerned that not enough has been done to limit the way that managers want to micro-manage some individuals on their teams, whilst failing to give useful and productive support. Many managers are not able to coach their team members as they do not have the requisite skills or competencies to do so. This can result in a “management by spreadsheet” culture, which places unnecessary pressure on employees and contributes to stress and anxiety among members subjected to the process. The health and safety at work act 1974 states `It shall be the duty of every employer to ensure, so far as is reasonably practicable, the health, safety and welfare at work of all his employees.` Any process that leads to mental distress or breakdown among its employees falls short of this basic right to be safe at work. We therefore instruct the T&FSE to push for a revision of the performance process.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

X	FOR	X
	AGAINST	
	NOT VOTING	

**THE MOTION WAS**

**CARRIED**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 52 - Mover - Essex and Central Counties**

**Secunder - Formally**

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This conference believes that the "passport" coaching procedure used in Openreach can confuse some members with the wider BT Passport that is used for equality and caring issues. We also believe that false or erroneous entries can be difficult to challenge, amend or removed. We feel a change of title (e.g. Openreach Coaching Log) will help to remove this confusion. We also feel that a clear process needs to be introduced to enable members to challenge entries they feel are unfair or ambiguous. We therefore instruct the T&FS executive to negotiate with Openreach to make amendments to the process that include a change in name and an agreed process for challenging entries.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

X	FOR	X
	AGAINST	
	NOT VOTING	

**THE MOTION WAS**

**CARRIED  
UNANIMOUSLY**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 53 - Mover - Scotland No.1**

**Secunder - Formally**

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Conference notes that fact-finding interviews are a critical stage in any investigation process, yet the current approach taken across BT Group companies is inconsistent and, in some cases, fails to provide employees with adequate procedural fairness. Conference believes that all employees are entitled to a transparent, impartial and fair process from the very first stage of any investigation. Ensuring proper notice, representation, and neutrality protects both the employee and the integrity of the organisation. Conference instructs the T&FS Executive to engage with all BT Group companies with a view to securing the following changes to the way fact-finding interviews are conducted: 1. Fair Notice and Representation • Employees must be given reasonable notice of any fact-finding meeting. • The purpose of the meeting must be clearly stated in advance. • Employees must be given sufficient time and opportunity to seek representation • Where representation cannot be secured at short notice, the meeting must be rescheduled until representation is in place. 2. Impartiality of the Interviewer • The manager or individual conducting the fact-finding meeting must remain strictly impartial • They must not make recommendations or express opinions on potential charges or outcomes • Their role must be limited to accurately recording the employee’s responses and establishing factual information only. Conference further believes that adopting these standards will strengthen trust, reduce procedural errors, and ensure that all employees are treated with dignity and fairness from the outset of any investigation.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

X	FOR	X
	AGAINST	
	NOT VOTING	

**THE MOTION WAS**

**CARRIED**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 54 - Mover - Greater London Combined**

**Secunder - Formally**

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The TFSE is instructed to negotiate with BT Group, that if a member is facing a formal hearing which could ultimately lead to dismissal, that the hearing should be heard by a senior manager of at least second line level.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

X	FOR	X
	AGAINST	
	NOT VOTING	

**THE MOTION WAS**

**CARRIED**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Composite Motion 55 - Mover - Greater London Combined**

**Secunder - South London, Surrey and North Hampshire**

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This Conference notes that the ILM vehicle tracker is no longer justified, as the People Safe App now covers the safety requirement previously used to support its introduction. Conference further notes that hard pinning has replaced any operational benefit ILM may have provided in relation to work allocation.

Conference is deeply concerned that Openreach continues to disregard the agreed code of practice on the use of ILM data, with such data increasingly being used to support disciplinary action against members. Conference believes that ILM has now become primarily a disciplinary tool rather than an operational necessity. Conference therefore instructs the TFSE to seek the removal of ILM from all Openreach vehicles, and failing agreement, to prepare a campaign up to and including industrial action.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

X	FOR	
	AGAINST	X
	NOT VOTING	

**THE MOTION WAS**

**NOT CARRIED**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 56 - Mover - Greater Mersey Amal**

**Secunder -**

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Conference notes that BT Security's ability to conduct fact-finding meetings enables them to circumvent established local agreements put in place by regions to act as protections against function creep and potential abuses. This leads to an unequal & unfair position for our members which must be remedied as soon as possible. Conference therefore instructs the T&FSE to engage in talks with BT Group to secure an agreement requiring BT Security to follow local agreements around data gathering as part of the fact-finding process.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

	<b>FOR</b>	
	<b>AGAINST</b>	
	<b>NOT VOTING</b>	

**THE MOTION WAS**

**WITHDRAWN**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 57 - Mover - South East Telecoms**

**Secunder - Formally**

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Conference instructs the T&FS to negotiate with BT/Openreach so that they formally adopt and implement a comprehensive Menstrual Health & Workplace Equality Policy, requiring all managers to actively support, apply and uphold its provisions as part of their leadership responsibilities. The proposed Menstrual Health and Workplace Equality Policy could include a number of supportive measures to ensure employees are treated fairly and with understanding. These may include flexible working options, such as temporary adjustments to working patterns, remote working, altered hours, or modified duties where needed. The policy could also provide clearly defined, optional menstrual leave for those experiencing significant symptoms. In addition, there should be clear guidance for managers, setting expectations that issues are handled consistently, fairly, and with sensitivity, alongside appropriate accountability. Education and awareness should also form part of the policy, through training and resources aimed at reducing stigma and improving understanding across the organisation. Finally, safeguards should be in place to ensure confidentiality and respect, allowing employees to request support without discomfort or pressure to disclose personal details. This list is not exhaustive and may be expanded as the policy develops. This should help and support our members in the workplace.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

X	FOR	X
	AGAINST	
	NOT VOTING	

**THE MOTION WAS**

**CARRIED  
UNANIMOUSLY**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 58 - Mover - South East Telecoms**

**Seconder - North Anglia**

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Conference instructs the T&FS to negotiate with BT/Openreach so that attendance at a Women’s Health Workshop becomes a mandatory requirement for all managers as part of their professional development and leadership responsibilities, and subsequently aid our members “women’s health”. Managers play a pivotal role in creating inclusive and supportive working environments. It is therefore essential that they are equipped with the knowledge and confidence to appropriately recognise and respond to women’s health issues in the workplace. Conditions such as menstrual health concerns, endometriosis, adenomyosis, polycystic ovary syndrome (PCOS), menopause, fertility issues, pregnancy and related conditions can significantly impact an employee’s physical and mental wellbeing. Without proper awareness and understanding, managers may unintentionally overlook or mishandle situations, which can contribute to reduced productivity, increased absenteeism and potential inequality in the workplace. Introducing a compulsory workshop for all managers would help ensure a consistent leadership approach across the organisation. Providing managers with a shared baseline understanding would reduce gaps in awareness and support fair and consistent treatment of employees across teams. Workshops led by qualified trainers would also help normalise open and informed conversations around women’s health. Attendance at such training would improve the level of support available to employees by ensuring managers are better prepared to respond with empathy, apply flexibility where appropriate, and consider reasonable adjustments when necessary. This approach would also help reduce the risk of discrimination claims and support compliance with workplace equality obligations. In line with BT/Openreach’s commitments to diversity, equality and inclusion, introducing mandatory training would demonstrate a clear and practical commitment to supporting employee wellbeing.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

X	FOR	X
	AGAINST	
	NOT VOTING	

**THE MOTION WAS**

**CARRIED  
UNANIMOUSLY**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 59 - Mover - South London, Surrey and North Hampshire**

**Seconder - North Anglia**

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This conference is concerned that due to the building closure program that BT has embarked on, buildings and welfare facilities have been reduced drastically and those that are remaining are in most cases are not to an acceptable level. Conference therefore instructs the TFSE, as a matter of urgency, to meet with the business to secure publication of a definitive list of buildings intended to remain in long-term use and ensure that welfare facilities within those retained buildings must, as a minimum, meet all legal requirements. The list of buildings designated for long-term retention must be circulated no later than 31 December 2026.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

X	FOR	X
	AGAINST	
	NOT VOTING	

**THE MOTION WAS**

**CARRIED  
UNANIMOUSLY**

# **MOTIONS NOT ADMITTED TO THE AGENDA**

**MOTION 60 - UTAW NATIONAL**

**MOTION 61 - GREAT WESTERN**

**MOTION 62 - GREAT WESTERN**

**MOTION 63 - GREATER LONDON COMBINED**

**MOTION 64 - NORTH ANGLIA**

**MOTION 65 - SOUTH WALES**

**MOTION 66 - SOUTH WALES**

**MOTION 67 - ESSEX AND CENTRAL COUNTIES**

**MOTION 68 - MIDLAND NO.1**

**MOTION 69 - MIDLAND NO.1**

**MOTION 70 - MIDLAND NO.1**

**MOTION 71 - EDINBURGH, DUNDEE &  
BORDERS**

**MOTION 72 - LANCS AND CUMBRIA**

# COMMUNICATION WORKERS UNION

## ANNUAL CONFERENCE 2026

### BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT

#### Conference - TELECOMS & FINANCIAL SERVICES

#### Motion 60 - NOT ADMITTED TO THE AGENDA

#### Mover -

#### Seconder -

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Conference notes: 1. Cannabis-based products for medicinal use in humans (CBPMs) have had a legal route for prescription in the UK since 1 November 2018, under strict controls, including rescheduling relevant products to Schedule 2. 2. Despite this, there remains widespread misunderstanding and stigma in workplaces, where prescribed CBPM use is often wrongly conflated with illicit cannabis use. 3. Many people prescribed CBPMs do so for long-term health conditions which may meet the Equality Act definition of disability, meaning employers may have duties relating to non-discrimination and reasonable adjustments. 4. Workplace drug testing and "drugs and alcohol" policies can create risks of unfair treatment where they do not account for prescribed medications, and drug test results are sensitive health data requiring lawful and fair handling. 5. The law and social context around substance use and dependency is complex and it would be both impractical and counter to the purpose of this motion to sketch a full policy position through the medium of footnotes. 6. The significant challenges our members face in access to care and medicine in relation to neurodivergence, gender dysphoria, and a variety of other experiences. Conference believes: 1. Workers using lawfully prescribed medication should not face stigma, discrimination, or inappropriate disciplinary action because of misunderstanding about that medication. 2. Where a worker's underlying condition meets the Equality Act definition, employers should engage in an evidence-led process to consider reasonable adjustments and avoid discrimination. 3. Workplace approaches to impairment and safety should be risk-based and role-specific, including for safety-critical work, rather than based on blanket assumptions. 4. Union reps should be equipped to support members prescribed CBPMs who face stigma or discrimination, who are seeking reasonable adjustments, or who need support navigating workplace policies, including protecting confidentiality. 5. A simple dichotomy between medical prescription and other modes and motivations for acquiring psychoactive and other substances collapses the complexity of the world our members live in and would be at odds with supporting those of us who struggle to access medicine through formal channels, even where entirely legal.

Conference therefore instructs the T&FS Executive: 1. To raise awareness among members and employers by producing and circulating briefings explaining: a. the distinction between prescribed CBPMs and illicit cannabis, b. the relevance of reasonable adjustments, c. the implication of drug testing or "drugs and alcohol" policies in the context of CBPMs d. and practical steps members can take if they experience stigma or discrimination. These briefings should signpost reputable resources, including patient-led workplace guidance. 2. To ensure

reps have clear support, guidance and signposting for CBPM-related workplace issues, including handling incidents of stigma or discrimination, supporting reasonable adjustment requests, and advising on confidentiality and disclosure. 3. To work with the CWU to raise awareness and protections for workers prescribed CBPMs, including sharing this motion and related guidance with the CWU, TUC and other unions, and requesting any relevant union guidance or policy activity on prescribed medications, disability rights, and fair workplace drug testing consider the unique complexities medical cannabis. 4. To build relationships with patient-led medical cannabis organisations including Patients Ann UK, and other relevant groups producing workplace resources, in order to: a. understand common workplace issues faced by prescribed CBPM patients, b. improve signposting for members, c. and inform our workplace and rep support. 5. To issue a public statement affirming that: a. CBPMs have been legal on prescription since 2018, b. we support members' right to be treated fairly when using lawfully prescribed medication, c. we oppose stigma and discrimination, d. and we support evidence-led, risk-based workplace approaches and reasonable adjustments where relevant. 6. To work through the union's political link to raise awareness of the workplace and legal issues faced by workers prescribed cannabis based products for medicinal use, with a view to improving understanding, protection, and support for prescribed patients. 7. To do nothing in the aid of the motion via words or action in a way which creates or reinforces - explicitly or implicitly - any moral or social hierarchy of acceptable use of medicines or other substances.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

	<b>FOR</b>	
	<b>AGAINST</b>	
	<b>NOT VOTING</b>	

**THE MOTION WAS**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 61 - NOT ADMITTED TO THE AGENDA**

**Mover -**

**Seconder -**

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This conference directs the T&FS Executive to instruct Branches in its constituency to appoint a Mens Health Officer for a trail period of one year. Great Western Branch appointed a Mens' Health Officer, which has resulted in higher engagement levels from the membership and accolades from Male Members within the Branch. In essence, members with men's problems, such as prostate cancer, self-awareness issues and inadequacy, bullying and violence, erectile dysfunction, suicidal thoughts and feeling discriminated against can approach the Mens Health Officer, in confidence, who listens and sign posts the member to organisations and institutions where they are likely to receive good advice and help. In essence, in a similar way that the Women's Officer supports our female members, this action ensures that males are supported and represented. To compliment the trail the T&FS Executive should direct branches to promote International Men's day on the 19th November 2026. If the T&FS Executive finds that the trial has been beneficial for Branches and Members in the Telecoms Constituency then it is to instruct the Branches to amend their constitution so that a Mens Health Officer position is mandatory

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**BRANCH VOTING:**

**CONFERENCE VOTING**

	<b>FOR</b>	
	<b>AGAINST</b>	
	<b>NOT VOTING</b>	

**THE MOTION WAS**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 62 - NOT ADMITTED TO THE AGENDA**

**Mover -**

**Seconder -**

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This conference directs the T&FS Executive to raise and resolve the following issue: To ensure the provision of Female Specific Climbing Harnesses for all females within the business that are required to 'climb'. This issue to be resolve within 9 months of the motion being passed

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**BRANCH VOTING:**

**CONFERENCE VOTING**

	<b>FOR</b>	
	<b>AGAINST</b>	
	<b>NOT VOTING</b>	

**THE MOTION WAS**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 63 - NOT ADMITTED TO THE AGENDA**

**Mover -**

**Secunder -**

\*\*\*\*\*

This Conference notes with concern the continual increase in commuting time, which is having a detrimental effect on members' work-life balance. Conference further notes that the company has failed to set any reasonable limit on contribution time and that there is now no benefit in kind for members. Conference therefore instructs the TFSE to commence an immediate campaign to end the use of unpaid working time.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

	<b>FOR</b>	
	<b>AGAINST</b>	
	<b>NOT VOTING</b>	

**THE MOTION WAS**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 64 - NOT ADMITTED TO THE AGENDA**

**Mover -**

**Secunder -**

\*\*\*\*\*

Conference notes that many BT workplaces across the UK have seen a significant reduction in the cleaning, maintenance and replenishment of toilet and welfare facilities following changes to cleaning contracts and workplace management practices. Conference further notes that members are reporting unclean toilets, lack of soap, lack of toilet paper, lack of hot water, lack of hand drying facilities, and generally unacceptable hygiene standards in workplaces. Conference believes that access to clean and properly maintained toilet and welfare facilities is not a privilege but a basic workplace right, and that employers have a legal duty under UK health and safety legislation to provide clean, safe and adequately maintained welfare facilities for employees. Conference is concerned that the current approach taken by BT is failing to meet acceptable workplace welfare standards and is having a negative impact on the dignity, health and wellbeing of our members, and is a breach of legislation. Conference therefore resolves that the National Executive:

- Raise this matter as a national issue with BT at the highest level.
- Seek a full review of cleaning, maintenance and replenishment arrangements for all BT toilet and welfare facilities.
- Investigate whether BT is meeting its legal obligations under workplace health and safety legislation.
- Provide guidance to branches and safety representatives on challenging unacceptable workplace welfare conditions.
- Campaign to ensure all members have access to clean, safe and properly maintained toilet and welfare facilities at work.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

	<b>FOR</b>	
	<b>AGAINST</b>	
	<b>NOT VOTING</b>	

**THE MOTION WAS**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 65 - REFERENCE BACK**

**Mover -**

**Seconder -**

\*\*\*\*\*

Conference acknowledges that our lower paid comrades have received a higher percentage pay rise in the last two years pay negotiations (2025 and 2026). Whilst this is commendable conference is concerned that our comrades larger pay increases is resulting in lower percentage increases for higher paid staff. Conference acknowledges the reason for higher percentages to lower paid staff is because "if" staff then choose benefits such as extra leave, the system will not allow them to do so as it takes their pay below the minimum wage. To address the situation conference instructs the Telecoms and Finance Services Executive at the earliest practical stage to seek a one off negotiation for two pay rises (eg October and April) for affected lower paid members so that the problem of purchasing 'benefits' is eradicated in advance and thus creating a situation where we can all have the same percentage of pay increase when negotiating the following April.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

	<b>FOR</b>	
	<b>AGAINST</b>	
	<b>NOT VOTING</b>	

**THE MOTION WAS**

**NOT CARRIED**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 66 - NOT ADMITTED TO THE AGENDA**

**Mover -**

**Seconder -**

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Conference is concerned with recent rumours that the company is considering reviewing the EVR/ VPL schemes currently in operation for team members with a view to lowering costs when reducing headcounts in the business by reducing the maximum payment of 12 month's salary / pay. After a 50% reduction in the maximum payment in the last consultation, conference considers such a move unfair and unnecessarily greedy. The T&FSE is therefore instructed to ensure that should any negotiation / consultation be proposed that it maintains a cap of no lower than 12. months for long serving employees and should the company attempt to force this lower the TFSE will immediately begin a campaign to oppose by all means up to and including industrial action.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

	<b>FOR</b>	
	<b>AGAINST</b>	
	<b>NOT VOTING</b>	

**THE MOTION WAS**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 67 - NOT ADMITTED TO THE AGENDA**

**Mover -**

**Seconder -**

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This conference recognises High Voltage (HV) electrical work is highly skilled and potentially very hazardous. Furthermore, we believe that is work should be rewarded with higher remuneration to reflect the complexity and responsibility involved. Retention of people with these skills is already an issue in London, however we believe that issue would be better resolved by an increase in London Weighting payments. We therefore believe an allowance, similar to the existing "height money" allowance for radio riggers, should be used as a formula to increase pay (e.g. X2 rate when carrying out HV tasks) for all those who carry out these duties. We therefore instruct the T&FS executive to ensure that all CWU represented employees receive additional payments for carrying out HV tasks whilst still retaining their current grade.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

	<b>FOR</b>	
	<b>AGAINST</b>	
	<b>NOT VOTING</b>	

**THE MOTION WAS**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 68 - NOT ADMITTED TO THE AGENDA**

**Mover -**

**Seconder -**

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Conference we have a deteriorating BT Estate with an absence of adequate cleaning and maintenance. Urgent repair work that is above the budget of the CBRE contract, is passed to BT for cost approval, but then often just sits in their job list with no follow-on actions. Routine cleaning has been reduced for the welfare areas, with some sites being on a "request" basis only, even though there may be no public welfare facilities nearby. The routine cleaning in the working areas has been "out of scope" of the cleaning contract for several years and these areas are only cleaned if an "extra work task" is raised and funded by the Line of Business (LOB) that use the site. The LOB managers are reluctant to raise cleaning tasks , as this comes out of their budget, so this means our members are often faced with working and using welfare facilities that are unclean, dusty environments. Conference instructs the T&FS Executive's health and safety team to work urgently with BT Group to reinstate the cleaning of its operational areas and to review its welfare cleaning routines to ensure that ALL sites are cleaned within an acceptable time frame, giving our members the welfare and working conditions that they deserve and are entitled to.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

	<b>FOR</b>	
	<b>AGAINST</b>	
	<b>NOT VOTING</b>	

**THE MOTION WAS**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 69 - NOT ADMITTED TO THE AGENDA**

**Mover -**

**Seconder -**

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Conference we have many members that are Neurodivergent, who may need support with workplace adjustments. Often this is not recorded on a BT Passport' and it only becomes apparent when they are going through disciplinary hearings. BT have a specific course on Neurodiversity awareness and a self-assessment support document that can be included in the BT Passport, however, people managers have a lack of awareness of Neurodiversity and are NOT completing BT Passports with our members during their "annual check-in" meetings.

Conference instructs the T&FS Executive's health and safety team to work with BT Group to ensure ALL people managers complete the Neurodiversity awareness training course and they ensure any of their team members who are Neurodivergent have their BT Passport completed, along with the Neurodiversity Support Document to accommodate workplace adjustments.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

	<b>FOR</b>	
	<b>AGAINST</b>	
	<b>NOT VOTING</b>	

**THE MOTION WAS**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 70 - NOT ADMITTED TO THE AGENDA**

**Mover -**

**Secunder -**

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The CWU represents members employed by GXO across a number of functions and contracts, including those that originated from former BT Logistics operations and those within the Screwfix supply chain. Conference further notes that these groups of members are often organised, serviced and negotiated separately, despite being employed by the same company. Conference also notes that GXO, Is a large employer, represents a significant opportunity for recruitment and union growth. This fragmented approach weakens the union’s collective and limits our ability to secure improvements on pay, terms and conditions, and workplace health and safety. Conference believes that greater coordination across all GXO-organised groups would strengthen bargaining leverage, Improve consistency, and support both recruitment and organisation. Conference Instructs the Telecoms & Financial Services Executive to establish and support a GXO Coordinating Working Group, bringing together representatives and activists from: Former BT Logistics functions within GXO Screwfix supply chain operations Any other CWU-organised GXO workplaces With the aim of: • Improving communication and coordination between CWU members and representatives across GXO • Supporting a more unified and strategic approach to pay negotiations • Sharing best practice and coordinating activities on health and safety issues • Identifying and advancing opportunities for recruitment, organising and growth across GXO.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

	<b>FOR</b>	
	<b>AGAINST</b>	
	<b>NOT VOTING</b>	

**THE MOTION WAS**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 71 - NOT ADMITTED TO THE AGENDA**

**Mover -**

**Seconder -**

\*\*\*\*\*

Conference notes the outstanding grading structure and commitment to resolve this financial year 2026-27. When finalising the closure of this long running negotiations, Conference wishes to highlight members disadvantaged through policy because they are unable to transition into new and developing roles without a detrimental impact to their pay, terms and conditions. Conference instructs the T&FS Executive to explore solutions for members working on legacy products and services, so they are afforded the same opportunities through retraining and reskilling.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

	<b>FOR</b>	
	<b>AGAINST</b>	
	<b>NOT VOTING</b>	

**THE MOTION WAS**

**COMMUNICATION WORKERS UNION**

**ANNUAL CONFERENCE 2026**

**BOURNEMOUTH 12th - 14th MAY, OBSERVERS REPORT**

**Conference - TELECOMS & FINANCIAL SERVICES**

**Motion 72 - NOT ADMITTED TO THE AGENDA**

**Mover -**

**Seconder -**

\*\*\*\*\*

The recent decision by BT Group to close the Blackburn and Accrington Call Centres reflects a harsh and unacceptable approach to site closures, where employees are given false assurances around job security while plans for closure are already in place. This leaves our members feeling undervalued, misled and denied an opportunity to influence decisions around their futures. Conference further believes that what has been presented as a 'Consultation' does not meet the standard expected in any workplace. Simply informing staff of a predetermined outcome is not a consultation. A proper consultation must allow time for: • The Union to scrutinise the business case. • Members to be fully informed and represented. • Alternative proposals to be tabled and considered. • Every opportunity to explore the avoidance of sites and thereby redundancy. We therefore instruct the Union to: • Challenge the company's current approach to Site Closures and demand a genuine and meaningful consultation. • Seek an immediate pause on any planned closures until a full consultation has taken place. • Insist on full disclosure on the rationale, business case and alternatives considered. • Ensure Branch reps and impacted members are fully involved in any counter proposals. Conference calls on the Executive to pursue this matter urgently with the company and that we will not accept site closures imposed without proper negotiation transparency and accountability.

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**BRANCH VOTING:**

**CONFERENCE VOTING**

	<b>FOR</b>	
	<b>AGAINST</b>	
	<b>NOT VOTING</b>	

**THE MOTION WAS**

