



Dear Colleague,

## Service Delivery Engineers and Covid 19 – Changes to the provision processes (working inside the premises)

Since the outbreak of Covid 19 the CWU has continued to do all it can, both nationally and locally, to ensure that you are kept as safe as possible. Things have continued to develop and change quickly and we are once again writing to you as members in Service Delivery as we are acutely aware of the unique challenges you have within your role. You have been keeping in touch with your local Branches and that is fantastic as it has been giving us detailed insight into the challenges that you are facing.

You will have received communications earlier this week from the company entitled '*Changes to provision processes (working inside the premises)*' and today further details via the *Stop the Clock* calls. The CWU National Team (NT) has been consulted on the approach and documentation and has sought to ensure that every possible safeguard has been built into the new approach. The information in the briefings relating to the '800' engineers was challenged by the CWU and we have been informed that the detail was gathered via conversations with you (or some of your colleagues) via Patch Managers and Patch Leads.

The new process sets out a requirement for either a Patch Manager or Patch Lead to 'observe' your understanding of the new processes and this will be carried out with you and confirmation of that recorded in a 'formwise'. The CWU has made it clear that we believe that you as an individual should be given and retain a copy of that document to ensure that the observation is carried out correctly.

The CWU has also stressed that we believe that the response from you, as well as customers, may well be different across the UK – given that the approaches of the various administrations are not identical. This may generate questions and concerns and we would encourage you to discuss those with your manager and your local CWU representatives.

There are **three** areas which must be emphasised and we make no apologies for repeating them in all of our communications to you as we believe they are critical to maximising not just your own health and safety – but also that of your family and colleagues.



**If at any time, as a result of your personal risk assessment, you feel unsafe you must:**

- ***Immediately stop work; make the site safe; inform your manager***

**If you have not been supplied with the appropriate PPE, preventing you from carrying out the task safely, you must:**

- ***Immediately stop work; make the site safe; inform your manager***

**At all times (especially whilst in customers' premises) apply the appropriate social distancing and hygiene rules. If this cannot be achieved you must:**

- ***Immediately stop work; make the site safe; inform your manager***

**The CWU will always support you in putting your safety first and will not tolerate pressure being placed on any member to continue working in these circumstances. If the appropriate hygiene materials are not available do not proceed.**

### **Contact the CWU**

The Union remains here to keep you safe and assist you through this difficult time. If you have concerns or need assistance please contact your local rep or Branch. If you don't know which Branch you are in you can find out via [www.cwu.org/contact-us](http://www.cwu.org/contact-us).

**We are here to help. Keep safe.**

**From Davie Bowman**

Assistant Secretary