



# CWU Vodafone Branch

## *Call Centre News*

November 2011

### *CWU Secures Agreement with Rigney Dolphin*

In a rapidly changing telecoms industry with a challenging economic environment, off-shoring and outsourcing of work is commonplace and this can impact on many hundreds of employees. When this has arisen in the past the CWU has successfully worked with many companies on the protection of core terms and conditions of employees thus securing a future for many of the affected employees. It is however also important that as a Union we listen to our members. In recent times our feedback from members has been that we should be doing more to highlight the work of the CWU in Vodafone's Call-Centres to ensure maximum union membership. The CWU fully agrees with this for it is clearly recognised that it is only with a large and visible membership that companies will really take note of Union representation.

So let us examine how effective the CWU has been in tackling the recent announcement by Vodafone to off-shore and outsource a number of work areas affecting jobs in both the MountainView and Dundalk Call Centres.

As you will be aware the original Rigney Dolphin response to this was to treat the resulting job losses on a last in first out basis. This was clearly unacceptable to the CWU and we explained this to our members at the time and we stood firm on the following principles:

- **Company and CWU must be committed to minimising impact on current employees'**
- **Offers of Voluntary redundancy or redeployment must be made to impacted employees'**
- **Current pay must be protected where redeployment opportunities are taken up**

Thanks to support of a strong membership who stood firmly with their Union the CWU succeeded in achieving these objectives, Voluntary redundancy will be available and opportunities for redeployment will be identified protecting the pay of the individual, the CWU will continue to work with both Vodafone and Rigney Dolphin to minimise the impact on employees and this will be seen over time. These arrangements were not easily achieved but the CWU with the support of its membership persevered until such time that the Company saw sense.

Notwithstanding these challenging times the CWU has also recently won a recommendation from the Labour Relations Commission advising Rigney Dolphin to **pay a phased 4% increase**. The first phase of which was paid from the 1<sup>st</sup> April last.

All in all the CWU's record of achievements stands for itself, all members benefit from these successes. If you are not a member our chances of success are weakened and if you are a member we acknowledge your support and ask you for your continued support in highlighting the work of the Union and making sure your work colleagues join the CWU too!

### **Secure Your Future ----- Join the CWU**

#### **The Union that understands, supports, and defends today's Call Centre Employees'**

Any enquires relating to the above or for further information on the CWU please contact any of the following:

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|---------------------------------|--|-------------|
| • Mick Farrell, MountainView    | <a href="mailto:michael.farrell@vodafone.com">michael.farrell@vodafone.com</a> | 087 2513848 |
| • John Kenny, MountainView      | <a href="mailto:john.kenny@vodafone.com">john.kenny@vodafone.com</a>           | 087 1344985 |
| • Declan Flanagan, MountainView | <a href="mailto:declan.flanagan@vodafone.com">declan.flanagan@vodafone.com</a> | 087 9388888 |
| • CWU HQ                        | <a href="http://www.cwu.ie">www.cwu.ie</a>                                     | 01 8366388  |