

## **Scheme of Conciliation and Arbitration**

### **eircom Ltd**

## **Joint Conciliation Council (JCC) Report No. 634**

### **Purpose**

Agreement has been reached between Management and Staff representatives regarding pay for those staff encompassed by Collective Agreements. An overall 2% per year for three years pay increase has been agreed upon. This overarching 2% will be distributed differently across the employee groupings.

#### **1. Sick Leave Policy**

The parties agree to implement the agreed changes to new Sick Leave policy.

#### **2. Redeployment**

The Parties agree to engage and agree to a modern redeployment process for displaced employees.

#### **3. In scope population**

This agreement encompasses the following group of employees;

- Graded staff
- Retail sales consultants, Store Asst Managers, Store Managers & Area Managers
- Call Centre staff (list of roles detailed in appendix 3)
- IT People Platform staff
- FLM & SOM
- Consumer and SMB FOTS
- Former Apprentices

#### **4. Flexibility & Future Claims**

This deal provides for co-operation and flexibility with regards to the Company requirements for on-going change. No further pay claims will be lodged for the duration of this agreement.

#### **5. Pay Terms**

The relevant pay terms are detailed in the appendices below

## Appendix 1

### Graded Pay Agreement

The 2% increase each year for three years is comprised of three elements;

1. The percentage of the base pay increase that will be determined by the CPI (Consumer Price Index) each year. This increase is DB pensionable in line with the Pension Accord.
2. Transition Payment. This will be 70% of the remaining pot when you take away the increase outlined in number 1. This payment is DB pensionable.
3. DC element - what remains when you take away point 1 & 2 above is pensionable under the DC scheme.

The Transition Payment will be paid in the relevant weekly, fortnightly or monthly pay period and is pensionable under the Defined Benefit Scheme for the duration of the agreement. This payment is in recognition of employees through the Organisations continuing transition.

The €600 transition payment from the final year of the 2018 Agreement will continue.

For the duration of this Agreement the Transition Payments will accumulate annually.

Any DC pension element will be treated as usual i.e. employee (4%) and employer (6%) contributions will continue. In line with the previous agreement, the relevant allowances (outlined below – Appendix 2) will increase by the same percentage as the **base pay element** for that year.

#### COT Example July 2021

Pay Pot 2% increase = **€927** per year

C.P.I. Accord 0.9% = **€371**

Transition Payment – 70% of €556 (€927- €371) = **€389**

NP Remainder = **€167**

Base Pay increase = **€371 & €167**

See table below showing year on year examples.

**Note Accord % is for example purposes only. C.P.I. is determined in January each year.**

| COT Example |  | New Pay Deal |        |         |         |
|-------------|--|--------------|--------|---------|---------|
|             | Jul-19   | Jul-20       | Jul-21 | July 22 | July 23 |
| Base Pay    | 45,135   | 46,354       | 47,281 | 48,226  | 49,191  |
|             | Pot Value  | 1,219        | 927    | 946     | 965     |
|             | DB Accord  | 417          | 371    | 378     | 386     |
|             | Difference                                       | 801          | 556    | 567     | 579     |
|             | Transition Payment                               | 600          | 389    | 397     | 405     |
|             | Annual Transition Payment (Accumulated TP)       | 600          | 989    | 1,387   | 1,792   |
|             | Defined Contribution NP in year                  | 201          | 167    | 170     | 174     |
|             | Defined Contribution Accumulated in New Pay Deal | 201          | 368    | 539     | 712     |

| Assumptions for Calculations |                |          |                      |
|------------------------------|----------------|----------|----------------------|
| Date                         | Pay Increase % | Accord % | Transition Payment % |
| Jul-20                       | 2.70%          | 0.90%    | 70%                  |
| Jul-21                       | 2.00%          | 0.80%    |                      |
| Jul-22                       | 2.00%          | 0.80%    |                      |
| Jul-23                       | 2.00%          | 0.80%    |                      |

Note : Accord % July'21 -July'23 example only

## Definition of Categories below:

### Pot Value

This is full annual increase in euro e.g. July'20 2.7%

### Base Pay

Accord amount and the Defined Contribution element (in July '21 example is €371 and €167)

### DB Accord

This is the amount of the total increase which is "DB able" per the terms and conditions of the Accord. For example, in 2020 any increase awarded resulted in an increase of 0.9% in DB pensionable pay. The table above is illustrative and % may change

### Difference

Full increase less the DB increase

### Transition Payment

New value of transition payment for that financial year (FY)

### Annual Transition Payment (Accumulated TP)

Accumulated transition payment, taking previous FY payment into account in current FY

**Defined Contribution NP in year**

That part of the increase for that FY that is pensionable under the Defined Contribution pension scheme

**Defined Contribution Accumulated in New Pay Deal**

Accumulated DC pension amount, taking previous FY payment into account in current FY

## **Appendix 2**

### **List of allowances that increase in line with base equivalent base pay increase in a year**

Acting Allowance

Aloft Allowance (Heights)

Callout

Dirty Work Allowance

Driving Allowance

Holiday Allowance

Language Allowance

On-call Allowance

Ordinary Night Disturbance Allowance

Overtime

Overtime Ordinary Night Disturbance Allowance

Overtime Sunday Schedule

Rota Allowance

Saturday Allowance

Shift Allowance

Split Duty Allowance

Substitution

Sunday Schedule

Teaching Allowance

Tech Certificate Allowance 1

Tech Certificate Allowance 2

## **Appendix 3**

### **IT People Platform**

#### **1. Purpose**

This agreement covers all employees deemed to be on the 'IT People Platform' as per the 2018 Agreement and still working within the CIO and CTO organisations as on the date of signature of this agreement. This is the definitive list of individuals on the IT People Platform.

#### **2. Pay Terms**

The Parties agree a 2% pay increase per year for three years with the following details also agreed:

##### **A. Within Band Payment**

All payments to the band max (movement in the band) are DB pensionable under the terms of the Pension Accord

##### **B. Overband Payments**

The 2% increase each year for three years.

For D.B. members the increase is comprised of three elements;

- (i) An increase that will be determined by the **CPI (Consumer Price Index)** each year. This increase is DB pensionable in line with the Pension Accord.
- (ii) **Transition Payment.** This will be 70% of the remaining pot when you take away the increase outlined in number 1. This payment is DB pensionable.
- (iii) **DC element** - what remains when you take away point 1 & 2 above is pensionable under the DC scheme.

#### **3. Band Maximums**

The top of the bands within the IT platform will remain as follows for DB Purposes:

IT1 = €46,323

IT2 = €57,450

IT3 = €74,738

## Appendix 4

### Retail Pay Agreement

#### 1. Purpose

This agreement covers all Retail Sales Consultants (RSC's), Area Managers, Store Managers and Assistant Store Managers.

#### 2. Pay Terms

It has been agreed by the parties to implement a 3-year agreement to take effect from 01st July 2021 and the terms are as follows;

**Year 1;** 1.21% base pay increase

**Year 2;** 1.21% base pay increase

**Year 3;** 1.21% base pay increase

Retail sales consultants are entitled to a 65% commission pot. Should they achieve this, their total remuneration would increase by 2% based on current salary structures. If a sales consultant overachieves in terms of commission this percentage will obviously be greater than 2%. There will be no alterations made to the current commission structure.

|   | Existing Agreement<br>Yr 3 (FY21) | FY22 Approach |
|---|-----------------------------------|---------------|
| <b>Retail Store Consultant</b>                          |                                   |               |
| Base Salary   | €20,595                           | €20,931       |
| Pay Increase on basic                                   | 1.63% €336                        | 1.21% €253.71 |
| Additional Commission if <b>100%</b> Target achieved    | 65% €218.20                       | 65% €164.91   |
| Total Annual Increase                                   | €554                              | €419          |
| <b>% Total Annual Increase / Basic Pay (Prior Year)</b> | <b>2.7%</b>                       | <b>2.00%</b>  |
| <b>% Increase on total Potential Earnings</b>           | 1.63%                             | 1.21%         |
| <b>Structure: increase relative to basic</b>            | 2.7%                              | 2.0%          |
| Increase on Basic                                       | 1.6%                              | 1.2%          |
| Commission at 65%                                       | 1.1%                              | 0.8%          |

## **Appendix 5**

### **Former Apprentices**

#### **1. Purpose**

In line with the recent agreement reached between staff representatives and management the following has been agreed.

#### **2. Flexibility**

This agreement provides for co-operation and flexibility with regards to the Company's requirement for on-going change

#### **3. Pay terms**

It has been agreed by the parties to implement a 3 year pay agreement detailed as follows;

**Year 1** - 2% base pay increase

**Year 2** - 2% base pay increase

**Year 3** - 2% base pay increase



## **Appendix 6**

### **Call Centre Agents and Team Leads**

#### **1 Purpose**

This agreement between eir and the CWU (the parties) covers all Call Centre Agents and Team Leads in Sligo, Cork, Limerick, Waterford and the OECC who have successfully passed their probationary period.

#### **2 Pay Terms**

It is agreed by the Parties to implement a 3 year pay deal of 2% per year to take effect from the 01<sup>st</sup> July 2021 for those who have successfully passed their probation period.

Customer Care agents and Sales agents can earn an additional 20% and 30% respectively on top of their base pay. Taking this variable pay element of their total remuneration into account the following pay arrangements have been agreed:

**Customer Care agents and Team Leads** – All customer care agents and Team Leads who have successfully passed their probationary period will receive the following over the three years;

**Year 1** - A 2% increase on base pay which will result in a 2.4% increase in total remuneration assuming all KPI's are met.

**Year 2** - A 1.67% increase on base base pay with a commensurate 0.33% increase in Variable Pay. This equates to to a 2% increase in total remuneration

**Year 3** - A 1.67% increase on base pay with a commensurate 0.33% increase in Variable Pay. This equates to to a 2% increase in total remuneration

**Sales agents and Team Leads** – All Sales agents and Team Leads who have successfully passed their probationary period will receive the following over three years;

**Year 1** - A 2% increase on base pay which will result in a 2.6% increase in total remuneration assuming all KPI's are met.

**Year 2** - A 1.54% increase on base base pay with a commensurate 0.46% increase in Variable Pay. This equates to to a 2% increase in total remuneration

**Year 3** - A 1.54% increase on base pay with a commensurate 0.46% increase in Variable Pay. This equates to to a 2% increase in total remuneration

| Care Agent                 |     | Year 0: FY21    | Year 1: FY22           | Year 2: FY23             | Year 3: FY24             |
|----------------------------|-----|-----------------|------------------------|--------------------------|--------------------------|
|                            |     | Union Agreement | Full 2% on base pay in | 2% inclusive of variable | 2% inclusive of variable |
| Salary Agent ex. **        |     | 20,931          | 21,402                 | 21,830                   | 22,194                   |
| Basic Pay Increase %       |     | 2.25% 471       | 2.0% 428               | 1.67% 364                | 1.67% 370                |
| Commission Rate Impact*    | 20% | 0.5% 94.19      | 0.4% 86                | 0.33% 73                 | 0.33% 74                 |
| Combined % Impact on Basic |     | 2.7% 565        | 2.4% 514               | 2.0% 437                 | 2.0% 444                 |

| Sales Agent                |     | Year 0: FY21    | Year 1: FY22           | Year 2: FY23             | Year 3: FY24             |
|----------------------------|-----|-----------------|------------------------|--------------------------|--------------------------|
|                            |     | Union Agreement | Full 2% on base pay in | 2% inclusive of variable | 2% inclusive of variable |
| Salary Agent ex.           |     | 21,000          | 21,437                 | 21,866                   | 22,202                   |
| Basic Pay Increase %       |     | 2.08% 437       | 2.0% 429               | 1.54% 336                | 1.54% 342                |
| Commission Rate Impact*    | 30% | 0.6% 131        | 0.6% 129               | 0.46% 101                | 0.46% 102                |
| Combined % Impact on Basic |     | 2.7% 568        | 2.6% 557               | 2.0% 437                 | 2.0% 444                 |

## **Appendix 7**

### **FLM & SOM**

#### **1. Purpose**

In line with the agreement reached between the Parties, the following outlines the details for the FLM and SOM groupings

#### **2. Pay Terms**

The Parties have agreed to a 2% per year increase for three years detailed as follows;

##### **A. Within Band Payment**

All payments to the band max (movement in the band) are DB pensionable under the terms of the Pension Accord

##### **B. Non DB member**

Non DB members will receive a 2% pay increase

##### **C. Overband Payments**

The 2% increase each year for three years.

For D.B. members the increase is comprised of three elements;

- (i) An increase that will be determined by the **CPI (Consumer Price Index)** each year. This increase is DB pensionable in line with the Pension Accord.
- (ii) **Transition Payment.** This will be 70% of the remaining pot when you take away the increase outlined in number 1. This payment is DB pensionable.
- (iii) **DC element** - what remains when you take away point 1 & 2 above is pensionable under the DC scheme.

##### **D. Band Maximums**

The top of the FLM band will remain at €56,982 and the top of the SOM band will remain at €71,419 for DB purposes

## **Appendix 8**

### **FOTS (Feet on the Street) Pay Agreement**

#### **1. Purpose**

This agreement covers all FOTS (see role titles below)

#### **2. Pay Terms**

It has been agreed by the parties to implement a 3 year pay agreement to take effect from 01st July 2021 and the terms are as follows;

**Year 1;**            2% total remuneration increase inclusive of variable pay

**Year 2;**            2% total remuneration increase inclusive of variable pay

**Year 3;**            2% total remuneration increase inclusive of variable pay

- Consumer FOTS agents are entitled to commission. Should they achieve this, their total remuneration would increase by 2% based on current salary structures. If a Consumer FOTS agent overachieves in terms of commission this percentage will obviously be greater than 2%. There will be no alterations made to the current commission structure. Please see the example below.

- SMB FOTS agents are entitled to commission. Should they achieve this, their total remuneration would increase by 2% based on current salary structures. If a Consumer FOTS agent overachieves in terms of commission this percentage will obviously be greater than 2%. There will be no alterations made to the current commission structure. Please see the example below.

## Role Titles

Area Sales Manager

Regional Sales Manager

Team Leader

Field Sales Representative

Senior Business Development Manager

Business Development Manager

## Example

| Consumer FOTs Agent        |    | Year 1: FY22             | Year 2: FY23                 | Year 3: FY24                 |
|----------------------------|----|--------------------------|------------------------------|------------------------------|
|                            |    | 2% inclusive of variable | 2% inclusive of variable pay | 2% inclusive of variable pay |
| Salary Agent ex.**         |    | 25,530                   | 25,908                       | 26,292                       |
| Basic Pay Increase %       | 35 | 1.48 % 378               | 1.48 % 384                   | 1.48 % 390                   |
| Commission Rate Impact*    | %  | 0.52 % 132               | 0.52 % 134                   | 0.52 % 136                   |
| Combined % Impact on Basic |    | 2.0% 510                 | 2.0% 518                     | 2.0% 526                     |
|                            |    | 0                        |                              | 0                            |
| SMB FOTs Agent             |    | Year 1: FY22             | Year 2: FY23                 | Year 3: FY24                 |
|                            |    | 2% inclusive of variable | 2% inclusive of variable pay | 2% inclusive of variable pay |
| Salary Agent ex.           |    | 36,500                   | 37,048                       | 37,605                       |
| Basic Pay Increase %       | 33 | 1.5% 548                 | 1.50 % 557                   | 1.50 % 565                   |
| Commission Rate Impact*    | %  | 0.5% 181                 | 0.50 % 184                   | 0.50 % 187                   |
| Combined % Impact on Basic |    | 2.0% 728                 | 2.0% 741                     | 2.0% 752                     |