



COMMUNICATIONS WORKERS' UNION

# ITEM 1 EIR NETWORKS – Chapters 21, 22, 25 & 27

11<sup>TH</sup> BIENNIAL CONFERENCE 2022, ATHLONE



# eir Networks

## FAST

- Fault levels remaining stable (outside storm) at 1,800-2,000 daily
- Roll-out of FTTH having an impact
- NBI will also drive levels down - very rural, traditionally high fault index

## BUILD

- IFN focus on urban - competing with SIRO and Virgin - 40 service providers selling on the network
- Build numbers low following V/L; workload is mainly in customer fibre & copper
- Eir announced 880k homes business passed - Ireland becoming one of the most fibre connected countries in the world

### Fibre Networks Ireland (FNI)\*

- Transaction is still going through the European Competition Authority; expectation is that it will be completed mid-May if no issues arise; if not, it will take another few months
- Infravia (FNI) will own all openeir's **access fibre & copper**

\* See FNI slides



# eir Networks

## Former Apprentice (NFT/NRT)

- €2k payment allowance increase and linkage to DC pension
- Deployment/Mobility
- Call-outs and call out procedure
- Overtime - calculations
- Pay Banding, linked to performance, etc



**CORE NETWORK**



# SMC Reorganisation

- These changes were driven by introduction of new software which will enhance automation and reflects the previous investment made in the Core Network, which is leading to staff reductions
- Company seeking a reduction in staff to 22
- A working group of the Union's NEC, comprised of:
  - Ivor Reynolds
  - Tom Sheehan
  - Deirdre O'Hara



# SMC Reorganisation

For the remaining staff, a number of important elements have been agreed, as follows:

- Those employees whose 24 x 7 shift pattern is moving from 7 weeks to 9 weeks will retain their 25% Shift Allowance whilst they remain on this rota pattern
- Those shift leads whose liability is moving to 8.00pm, Monday - Sunday, will retain their 25% Shift Allowance for 24 months, after which a 10% Allowance will apply (inclusive of Sundays)

# SMC Reorganisation

- On-call or call-out for shift leads will be paid at the agreed rate for the area
- For non-graded staff, a Sunday premium of double-time for the hours worked has been agreed
- An ex-gratia payment has been agreed for those individuals who do not avail of V/L
- **V/L Update:** 18 agreements signed for exits





# Trainee Technicians

- Longstanding claim for the Union - 37 year wait!
- Agreed terms and conditions
- Originally company indicated 20 recruits - reached agreement on 45
- First intake 2021 - aim was 20, achieved 16
- 2022 - aim to recruit 24
- Targeting end of exams in May
- Important to the Company and the Union - 100% sign up





# APPRENTICE PROGRAMME



# Apprentice Programme

- Apprentice Programme raised at AGMs – SMT meeting
- CWU issues:
  - Retirements – many graded staff reach retirement age in coming years
  - Non-replacement places an additional burden on existing staff
  - Consideration must be given to an intake of new apprentices
- Agreement: 40-43 Apprentices in Q1 2023
- Recruitment will be based on an assessment at the time of **where staff needed** (*most likely geographical based, but not national – it could be Cork & Dublin, but not Carlow*)
- Apprentice Programme is key for CWU
- GS Circular issued



**RETAIL / FOTS**



# Synchro - Background

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In October 2021, eir announced 28 retail stores operated by Synchro under franchise agreement to be brought back in-house

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Approximately 95 workers transferred to eir under TUPE

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Employed on lesser T&Cs and poor commission structures

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No collective agreement and one CWU member

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No entitlement to eir T&Cs under TUPE legislation

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Small number of Synchro workers contacted CWU

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# Synchro - Campaign

- Workers and CWU organised a series of online meetings with Synchro staff
- Demands of the campaign were decided:
  - CWU to represent Synchro workers in TUPE process
  - Harmonisation to eir T&Cs
- Within weeks, over half of the Synchro workers joined the CWU
- 5 members were elected to a Synchro CWU Committee



## Synchro - Campaign

- On foot of the campaign, the CWU secured a meeting with eir and Synchro management
- The Union represented Synchro members through the TUPE process
- Members had the option to harmonise to eir T&Cs on the date of transfer
- For the majority of members, the eir contracts provided for an increase in base pay, better commission structures, sick pay and other improvements won by CWU members over the years
- Campaign was a success; these workers have now been harmonised into eir



# eir Retail Stores

After the insourcing of Synchro, there are now 70 retail stores across the country

Due to COVID, stores had not been visited for over 3 years

Rachel Carton, Dublin No.1 Branch, made herself available for 2 weeks to visit stores in Dublin and Cork

So far 60 out of 70 of the eir retail stores have been visited

Members have engaged with the survey and many members have expressed an interest in a Retail Forum



# eir Retail Stores - Survey

- The survey has also highlighted some issues, such as:
  - Removal of contactless payments, negatively affecting sales
  - No Average Commission Payment for Annual Leave
  - Unachievable targets in some of the Dublin stores
  - Lone working due to staffing issues
- The visits also afforded those who had not yet met the Union to become members (as Union inductions didn't take place during COVID)
- **Membership has increased by 63%**
- Remaining stores will be visited in the coming weeks





# TRANSPORT & FACILITIES



# Transport & Facilities

- €16m investment in fleet upgrade in 2019; in addition, from 2020 to date the following vehicles purchased:
  - 46 additional Aerial Platforms
  - 26 4x4 Jeeps (mostly into the Field Engineering space)
  - 17 new FLM vans
- Capex approved for the rest of 2022 & 2023; over next 20-months eir hopes to add the following vehicles (*note: numbers are approximate, pending procurement process*)
  - Replace remaining 4 FLM vans
  - 30 new Aerial Platforms (in 2023)
  - 45 Hybrid Fibre vans for the Service Assurance Team
  - 5 Fibre vans for the Build Team
- eir has also amended its Company Car Policy so that staff can only order an EV or Hybrid car now



**Thank you**

## **11<sup>th</sup> Biennial Conference**

Sheraton Hotel, Athlone

Wednesday 4<sup>th</sup> May 2022