



COMMUNICATIONS WORKERS' UNION

ITEM 6 CLERICAL, ADMIN & RETAIL - Chapter 15

11TH BIENNIAL CONFERENCE 2022, ATHLONE



Corporate Centre



- EXO lease is signed
- Union objected to the move, but lack of government support forced the issue
- Company sees this move as not just a geographical one - it is a cultural one as well
- New way of working - new culture and new systems
- 2:2:1 Hybrid Work Model, including the development of 'Remote Working Hubs'
- Potential reduction of headcount - 100 FTEs



CWU View



Retail

- Lack of recovery in post-COVID footfall
- Decline in:
 - Social Welfare transactions
 - BillPay transactions
- PostMobile performing well
- Growth in other areas - FX/banking
- Overall transactions down by 20% compared to 2019/2020 reference period
- Every company office has shown losses





Work Measurement

Process underway since start of April

Objective: prepare revised working proposals based on an 80% reduction of the identified surplus hours

Leave the remaining 20% to support sales growth

Foreign Exchange and agency banking show growth

Great 'Customer Conversations' training - emphasis on proactive selling

Sustainable Postal Network

Welcome the return of Jobseeker payments to post office

BUT... re-negotiation of the Social Welfare contract more sustainable

Very challenging labour market

Threat of further office conversions is always there



What would help secure a sustainable Postal Network?



- Sustainable funding model required
- Improved financial services - including a mortgage product
- €8m fund for postal network from government is not enough!
- *Our Rural Future* - Rural Development Policy 2021-2025 states:

“The Government remains fully committed to a sustainable post office network as a key component of the economic and social infrastructure in both rural and urban areas.”

- Increased government services
- We will do our part - we have shown that we can in the last couple of years; government needs to do its part!



IPS –Terminal Dues

International Postal System (IPS)

- System developed by the PTC (Postal Technology Centre), the research & development arm of the UPU (Universal Postal Union); it runs in 160+ countries and is automated between countries that use the system
- Estimated it will save app. €3-4m per year in lost revenue leakage, e.g. missing Import Dispatches that are not currently charged for
- Main project goal: increase automation between international postal operators, decrease revenue leakage and allow for better & more accurate management reporting
- It will allow for 80% faster invoicing & for financial better reporting monthly and at year-end; quality and efficiencies driven by new system will help to achieve the savings mentioned above
- Plan is to 'go live' no later than Q3



Terminal Dues

Important source of revenue for An Post

The Brexit fallout continues to suppress trade with Britain (down 50%)

Britain is now experiencing a serious decline with the rest of the EU

British SME exports to the EU are down 37% since the start of the year

So far this year it is substantially off-budget

Action plan agreed with Royal Mail to help stimulate traffic between the UK and Ireland



PostPoint Pay Discussions

- Initial discussions have taken place locally
- Company has been put on notice
- Will be seeking similar terms as the main company
- Career development
- Exo move
- Organising opportunity



TV Licence

- In February, it was reported that Revenue could be asked to take on collections
- Detailed discussions required to make this happen
- Assumption that this will help resolve funding crisis for RTE and reduce the claimed evasion rate of 15%
- Neither of these things are proven
- Tough, dangerous work being done by An Post employees
- Cannot lose sight of this fact - unclear what, if any, thought has been given to these staff
- National rollout of software upgrade to Inspectors' handheld devices to eliminate paper records. Training commencing next week





Thank you

11th Biennial Conference

Sheraton Hotel, Athlone

Thursday 5th May 2022