



COMMUNICATIONS WORKERS' UNION

ITEM 6 CUSTOMER SERVICE CENTRES - Chapter 23

11TH BIENNIAL CONFERENCE 2022, ATHLONE

eir Customer Service Centres

Rationalisation in Cork and Limerick complete

New site in Sligo: recruitment drive - hundreds of new members

Negotiations on pay are ongoing

Base pay for new entrant - €20,000





2020 Pay Agreement

- Agents and Team Leaders
- 1-year pay deal: 2.7% (including variable pay)
- Inclusion in *New Ways of Working* strategy
- Extension of overall Collective Bargaining on pay to staff in the Centres

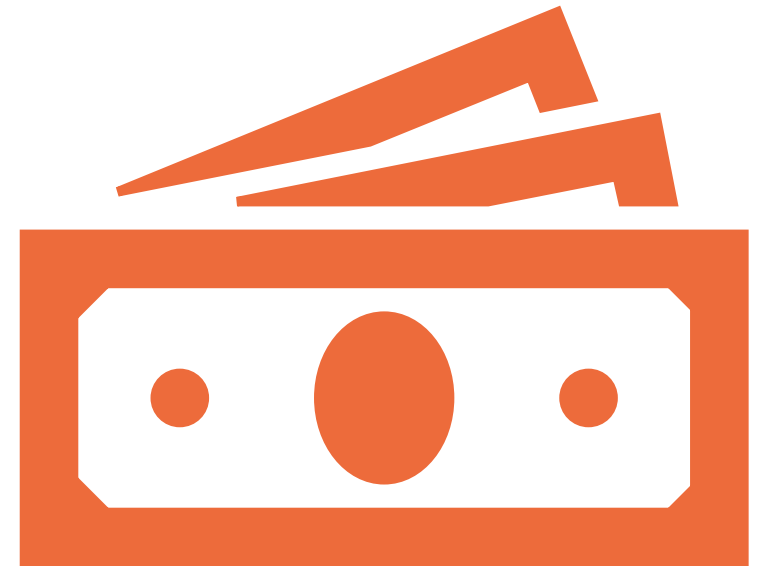


2021 Pay Agreement

- Introduction of pay scale for Senior Agents
- New base pay for new Agents - €22,000
- Increased base pay for Agents, Senior Agents and Team Leaders (10-17%)
- Reduction in KPIs from 5 to 3
- Introduction of "Attendance Payment" for Agents - €1,700
- Introduction of a "Loyalty Bonus" - €500-€500-€1,000
- All agents now above Living Wage

2022 Pay Agreement

- Agents and Senior Agents
- Consolidation of €1,700 Attendance Payment into base pay
- Bonus calculated off higher base
- Restructure of bonus from 3 KPIs to 2
- Reduction in targets to achieve Bonus
- Softening of threshold for absences to achieve Bonus





Summary

From 2020 to 2022:

New Agent base pay has moved from €20,000 to €23,700

Improvements in bonus structures - OTE after pay deal 2022 is €28,173

Senior Agents: introduction of pay scale and pay increases - from Agent base pay to OTE is €29,555

Team Leaders: from base pay of €28,000 to €31,000 - OTE is €35,650

Opening of new Customer Operations site in Waterford



Thank you

11th Biennial Conference

Sheraton Hotel, Athlone

Wednesday 4th May 2022