



COMMUNICATIONS WORKERS' UNION

ITEM 8 VODAFONE - Chapter 31

11TH BIENNIAL CONFERENCE 2022, ATHLONE



Mountainview

- Due to the pandemic, office-based staff in Mountainview worked from home
- Company recognised the benefits of hybrid working
- Vodafone opted for a 60/40 return to the office (60% remote, 40% office)
- Details to be finalised, but proposal broadly welcomed by members, as it offers a better work/life balance and allows for employment in Mountainview outside the traditional Dublin base

Obelisk – Pay Claim

- Initial discussion in on new pay claim have begun
- Held up due to contract delays with Vodafone
- Of more significance - announcement last week that Obelisk has been bought
- Constructel Visabeira - a leading Portuguese company in the global telecommunications and energy networks engineering sector
- Seeking meeting to discuss staff impact





Vodafone Retail - Overview

Prior to the pandemic, visits to the Vodafone retail stores took place regularly

These visits provided engagement between the Branch and our members in the stores, while also highlighting issues

Due to the restrictions, store visits were not possible for 2 years

Company moved to online training for new starts; result is a loss of physical Union induction slot

Shane Murphy, Vodafone Branch Secretary, conducted online meetings with stores to maintain engagement with the members

High level of engagement from our members through an online Mental Health Survey



Vodafone Retail – Store Visits

- In late 2021, the Vodafone Branch conducted store visits to engage members on issues with targets and staff shortages
- As physical Union inductions did not take place during COVID, the store visits resulted in a drive-up in membership
- **Membership increased by 43%**
- A survey was compiled and stores were visited for a second time in April 2022



Vodafone Retail Survey



The purpose of the survey was to gather information on issues in Vodafone Retail and seek interest in a Retail Forum

There was a high uptake of members engaging with the Branch and taking part in the survey

On foot of the survey and store visits, **membership increased by a further 11%**



Key Findings of the Survey

- Issues identified:
 - An increase to the base rate of pay
 - Additional payment for working Sundays
 - Average Commission Payment for Annual Leave
- Armed with the results of the survey, the CWU engaged with management
- **Secured a 6.6% pay increase for all members in Vodafone Retail**
- Company has agreed to further engage on the Sunday Premium and Average Commission Payment for Annual Leave



Thank you

11th Biennial Conference

Sheraton Hotel, Athlone

Thursday 5th May 2022