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Clerical, Administration & Retail

Item 6 - Chapter 15

Thursday 18th April 2024



Retail Office Conversions

- As per Transformation Agreement
- 6 Company Retail Offices for conversion
- Company preference for much higher number
- 3 Options for staff
 - Voluntary Severance
 - Redeployment/Hybrid Working
 - Postmaster Contract
- No secondment

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Retail Office Conversions

- All staff option documents returned
- Postmaster contracts advertised
- 2/3 applicants per location
- 3 months to conclude the process
- 2-4 months to conversion
- Working with management on suitable alternatives

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Retail Office Conversions

- Primary concern is for members
- Conscious about community concerns
- Protests and media coverage
- Led to company agreeing to review locations
- Value to the community - sustainable?
- See that in real terms - €30m fund from government

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Retail Counters

- Some aspects of business doing well
- Overall transactions are down
- Ideas for innovation are scarce
- Government digitalisation agenda - challenge
- One of the biggest obstacles - retail IT infrastructure
- Time outs, frozen screens, failed connections
- IT a top priority - same was said of FX once too

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EXO/Organising/Rationalisation

- Need to improve our presence in EXO
- Plans to hold training events
- Better in a Trade Union
- Organising training for the Dublin Clerks Branch
- Rationalisation plan for Dublin and Regional Branches
- Create a better platform for Clerks issues

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HR Transformation

- Design Principles
 - Self Service where it make sense
 - Standardise streamline and simplify
 - Service SLA
- Structure HR to become more efficient
- Oracle as the Company HRMS
 - Phase 1 - Core, Learning, Recruitment and Helpdesk
 - Phase 2 - Compensation and Benefits, Absence, Health and Safety and Staff Communications
- Go Live in September

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Union Priorities

- Ensure Staff Impact is dealt with
- Address issues relating to contracts and appointments
- Ensure all staff have equal access to information
- Employee enquiries dealt with in a timely manner
- Address concerns about the management of absence
- Career Development

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TVLS

- Very tough year for TVLS
- RTE scandal and political point scoring
- No agreement on the model for revenue
- Meantime, two semi states suffer
- Government want this to go away - requires decision
- Likely will not see legislation until end of year

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Future for Clerks

- Revised Pay Scale
- Digicorp
- Training and Development

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Thank You

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