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Item 9
Chapter 34
BT ECAS



Summary - Emergency Call Answering Service (ECAS)

- Since Nov 2022 - joined, organised, trained, campaigned to improved their workplace
- November 2023 - 82% vote for strike action
- Their journey?
- Members' meetings, petitions and surveys
- Why?
- Seeking meeting with management

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Summary - Emergency Call Answering Service (ECAS)

- Company response - improved pay, extra leave, better on-call and other terms and conditions
- Kill the campaign with kindness
- Failed - the carrot quickly followed by the stick
- Summoned to group meetings - senior management
- *'An act of self-harm'* - BT would lose the contract
- Meetings were intimidating

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Summary - Emergency Call Answering Service (ECAS)

- Call it what this was - union busting
- Carrot failed, but the stick failed too
- Ballot for strike with 82% support
- Dispute referred to the WRC
- BT refusal to attend
- Belligerent disregard - double standard
- Why the Respect at Work campaign is so important

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Current Position

- Members engaged in political engagement
- Written to Minister for Communications
 - 1) To have the value of the vital public service that they provide recognised by their employer, BT Ireland, through improvements to their pay and conditions.
 - 2) To have their voice respected in their workplace and for BT Ireland to recognise their union of choice, the CWU, as the company already does in the North of Ireland and in the UK.

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Next Steps

- Industrial action remains an option
- Respect at Work campaign
- Political engagement
- ICTU support

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Thank You

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