



# Communications Workers' Union 12th Biennial Delegate Conference

April 2024, Galway

*Respect* US  
*Protect* US  
*Pay* US

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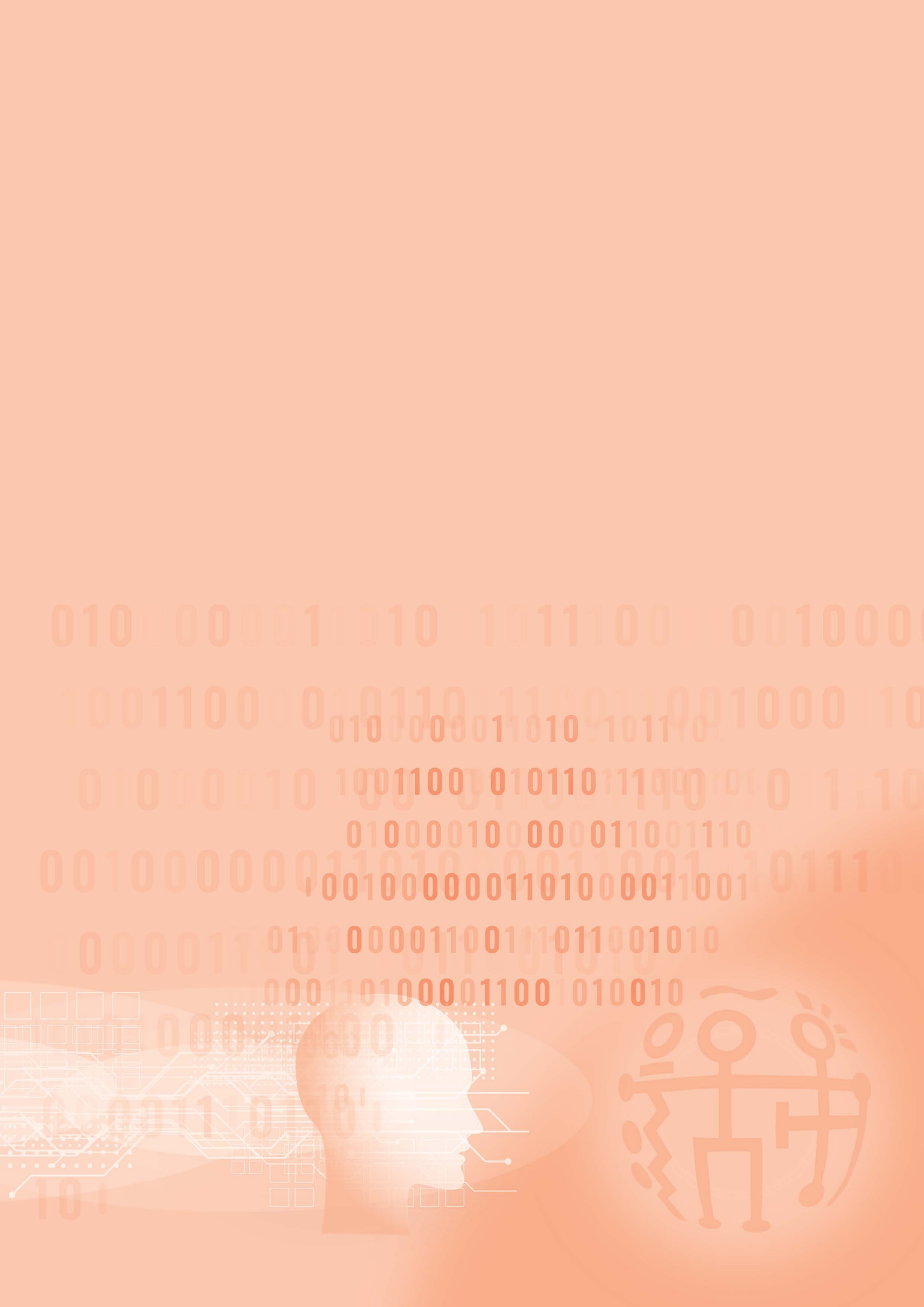
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# General







## ***Union Mission Statement***

*“We will build an organising Union that prospers through excellence in service and commitment to recruitment.*

*We will be innovative in our responses to change by being progressive in our outlook, and determined in our efforts to always act in the best interests of the Union and its members.*

*We will, in solidarity with other like minded organisations, campaign for economic and social justice, for freedom of association and respect for human rights and the dignity of all who suffer from oppression or prejudice, whatever its form.”*



## **IMPORTANT NOTICE**

### ***General Data Protection Regulation (GDPR)***

*There will be a photographer present at the Biennial Delegate Conference taking photos of guest speakers, delegates and observers. These photographs will be stored by the Communications Workers' Union on our secure cloud server and may be uploaded to the Union's website and/or social media accounts. The Union may use these images in publications and to promote the work that the CWU is involved in.*

***If you have any objection to having your photograph taken, stored or used in this manner please contact [privacy@cwu.ie](mailto:privacy@cwu.ie) or speak to a member of CWU Head Office staff at the Biennial Delegate Conference.***

# Foreword

It gives me enormous pleasure to extend a hearty West of Ireland Céad Mile Fáilte to delegates and our guests, to the 12th CWU Biennial Delegate Conference. We gather in the Galway Bay Hotel Salthill, foremost to reconnect with colleagues and acquaintances, but also to review the key events since our last conference, debate the motions and issues of concern for members, decide our objectives and, most importantly set the policy direction for the future under the guidance of the newly elected National Executive Council.

Our Conference theme ***Respect Us, Protect Us, Pay Us*** embraces the value of workers, as we navigate all aspects of our business, protection through our collective efforts and the demands that employers reward worker's productive and valuable contribution to the economic wealth of business and society.

In presenting this report for your consideration, I am filled with enthusiasm and pride for the work done. I am enthusiastic about the future of this union based on the sterling successes CWU activists have achieved, of which we should be proud, across the Communications industry in the last two difficult years. We are to the fore in dealing with the many changes that face our sectors. We are active and tough, tackling difficult issues at all levels, whilst striving for excellence and achieving real progress for members.

On the Pay front CWU Officials have concluded excellent agreements across a large number of companies. At the time of writing we were endeavouring, against strong headwinds, to progress pay discussions on behalf of the vast majority of members in eir and An Post. In the December edition of Connect and in a comprehensive interview in the Irish Times, I set out clearly the demands and expectations of our members. This was well in advance of the Public Service Pay Agreement and ICTU private sector guidelines which in their own right, have set a high bar. We are determined to deliver the best possible outcome for members in both companies by whatever means necessary. Rest assured we have delivered a strong message - Pay Us. Whatever be the outcome, ultimately it will be a matter for members to decide in a ballot.

The ICTU ***Better in a Trade Union*** national campaign is timely *and* necessary *as* we fight to maximise our influence and grow our membership base. Organising is centre stage, at the heart of all we do and we can strengthen our efforts by complimenting organising efforts with other Unions. CWU works collaboratively with our affiliates ICTU, UNI Global and other like-minded Unions. Collectively we are stronger in facing the challenges, making best use of resources to safeguard our future.

The PR aspect of the campaign concludes with Trade Union week commencing 29th April, however this is just the beginning which we must build from. The concerted opposition of employers and conservative commentators to apportion blame on the improvements in workers' rights secured by Unions, as a justification not to allow collective bargaining, best tells the story.

The CWU is also leading the fight for the Right to Organise, along with other private sector unions, as the government prepares to transpose the EU Directive on Adequate Minimum Wages. This Directive calls for better collective bargaining coverage and our union is demanding that better protections for workers who want to organise their workplace is included in any new legislation.



*Seán McDonagh  
General Secretary,  
Communications  
Workers' Union*

From an organisational perspective we have made great strides in transforming and restructuring our business, together with putting finances on a more stable footing. On the membership front the trend is obvious and although, in overall terms finances are relatively healthy, underlying concerns remain.

In discharging my responsibility to lead with conviction, vision, and direction, it is predicated on broad participation and an inclusive approach. Conference is a further opportunity for your input, which I value, and look forward to hearing your views and suggestions.

We will rightly celebrate the work of the Union and also reflect with some sadness for the loss of colleagues and friends.

On behalf of the Officers and National Executive Council I wish to convey sincere gratitude to all of our leaders and activists for their sterling work on behalf of the Union.

Evidently, with some thanks to our predecessors, we are better in a Union.

Have a mighty conference, enjoy Galway.

A handwritten signature in black ink, appearing to read 'Seán McDonagh', with a stylized, flowing script.

*Seán McDonagh*  
**General Secretary**

# Trade Union Organising & Campaigning

## *Trade Union Organising*

The world of work has transformed considerably in recent years. With the move to remote and flexible work, post-pandemic, come the challenges of Organising workers with no workplace. Where before, workers attended an office, built Branch structures locally and new hires attended in-person Union inductions, now many workers never see the inside of a Company building and attend all meetings online.

In the Tech sector, a mass wave of lay-offs has impacted not just those who have been made redundant, but those who survived the cuts. The knowledge that the next wave could be just around the corner have added to the already real fears of unionising in a multi-national, often Union-hostile employment.

At our Conference in 2022, the CWU strategy – Shaping the Future Union – was debated and agreed. This strategy is central to delivering a future for workers in our sectors and for the CWU itself.

Organising, recruitment and retention are a core responsibility of the whole Union. A key component of delivering that strategy is the Organising Training Programme that has been developed and expanded over the last several years. These modules have been delivered to the Organising Sub-Committee, the National Executive Committee, all Officers in Head Office and was presented to all Delegates at our Seminar in Waterford.

Representatives in Branches across our established employments in the eir Customer Service Centres, eir Retail, KN Networks, An Post, UPS, An Post Insurance and in DPD, ECAS (999 Call Operators) and others have all been brought through Organising training, with each module tailored to the needs of the Representatives and activists.

Access to new workers for Union Inductions is crucial to maintaining the density and strength of Branches. The Organising department conducts regular in person/online inductions in An Post Insurance; KN Circet; eir retail; eir FOTS; eir Direct Sales.

In the Tech sector, Organising training is delivered online to build workers' understanding and skills to organise where there has never been a Union structure before. In Accenture, on foot of the shock announcement of 890 redundancies in July 2023, the Union engaged on behalf of those workers at a high level with Ministers, the employer and with effective public awareness in the press.

Conducting a survey of Accenture workers, the results showed that a vast majority believed that Accenture staff needed the support, advice and guidance of a trade union. The scale of the job losses and the short period of time to the conclusion of a consultation process presented a significant challenge to build the power and structures that would be needed to effect change in the negotiations. Mobilising the Organising training and tailoring the content to the needs of the workers, with a specific focus on forming structures in order to negotiate, provided those workers with immediate access to the tools they would need.

Also in the Tech Sector, members in Telus, Shopify and others are, at time of going to print, progressing through Organising training as they build toward campaigns in their own workplaces.

Training provides the skills to recruit, build and reinforce Union structures and develop self-sustaining Branches that are the fundamental building blocks of Organising. Having equipped Representatives with those tools, and continuing to work with the Organising team, embedding Organising into new and existing Branch structures is the ongoing responsibility of all.



As part of developing our current strategy, the Union previously commissioned research into the tech sector. This research informed our direction and led to our working with CODE-CWA (Communications Workers of America) and Unions across Europe including UTAW-CWU (UK), Unite, Verdi (Germany) and Syndicom (Switzerland) and, as an affiliate of UNI Global Union, the CWU is a long-standing member of the Google Alliance and the Amazon Alliance.

What is clear is that tech workers have a culture unique to themselves and a language that goes with it. To reach these workers, and speak that language, the Union launched DATA – the Digital and Techworker Alliance – an identity within the CWU designed for tech workers.

Following extensive research and development, the online presence of DATA-CWU reinforces the CWU as the premier Union for digital and tech workers. The branding is designed to be both contemporary but at the same time familiar.

Launched at our Seminar in Waterford, the message is one of solidarity: that tech workers are part of the wider CWU community.

*The link to the Digital and Techworker Alliance Website can be accessed below:  
(only available in the online version of this report)*

**Digital and Techworker Alliance Website**

The role of the existing Organisers was expanded and re-graded to combine organising and the industrial relations agenda into the Industrial Organiser role, working closely with the National Officers to execute the overall Organising Strategy for the Union. Updates on those campaigns are reported in the body of the Conference Report, in the appropriate sectoral chapters. We would like to thank to the Organising Sub-Committee of the National Executive for their support and assistance over the last two years.

At time of going to print, the Union is currently advertising to fill both a new Organiser and Digital Organiser position, to assist in tackling the challenges presented by the new world of work and the ongoing commitment to deliver the *Shaping the Future Union* strategy.

## ***National and International Context***

### **Better in a Trade Union - ICTU campaign**

In February, the Irish Congress of Trade Unions launched a nationwide campaign **Better in a Trade Union**, the main focus of which is to promote the values and benefits of trade union membership.

The CWU has played a key role in developing the campaign and bringing this critical initiative to fruition. In our *Shaping the Future Union* strategic plan we placed organising and recruitment central to the future of the trade union movement

As a leading private sector Union within the Irish Congress of Trade Unions, the CWU understands both the challenges and opportunities presented by the large number of workers who don't yet enjoy the benefits of trade union membership.

Investing in our future, attracting new members, thereby maximising our influence can only be achieved by providing workers the confidence that we will be at their side in representing their interests.

Featuring public and private sector workers from across the island of Ireland, the **Better in a Trade Union** campaign highlights Union benefits such as enhanced job security, advice and support, improved terms and conditions of employment, and better pay.

It is a fact, workers are better in a trade union and there is a cohort of young workers, in particular,



with a growing awareness of the need to have someone in their corner, fighting for employment protections, better pay and improved working conditions.

However, in Ireland, private sector workers can face opposition from their employers when they seek to form or join a Union. The campaign aims to shine a spotlight on the fact that, in Ireland, unlike in the majority of EU countries, employers can exercise a veto over their workers accessing Unions and collective bargaining.

Despite these challenges, workers continue to join Unions across the country and the **Better in a Trade Union** campaign, via the [Unions.ie](https://unions.ie) website, invites workers to find the right Union for them. This national recruitment drive will give workers the opportunity to have a real say in their employment.

The campaign is building up to Ireland's first ever Trade Union Week, with activities taking place in workplaces and local communities between Monday, 29th April and Friday, 3rd May, including information stalls and social events, activities in schools, colleges and universities, and public talks, table quizzes and film screenings.

To learn more about the campaign and view Testimonials from members Andrew Keehan (eir) and Adam Kavanagh (An Post), click on the links provided below:

*Links to the documents discussed can be accessed below:  
(only available in the online version of this report)*

**Better in a Trade Union Campaign**

**Testimonials from members Andrew Keehan and Adam Kavanagh**

## **Adequate Minimum Wages Directive**

Unlike the majority of EU countries, employers in Ireland can choose to deny access for workers to collective bargaining and representation by their trade union.

This is despite the fact that, as we know from academic research conducted by John Geary and Maria Belizon from UCD, (Union Voice in Ireland, from the Working in Ireland series), that 44% of all workers not currently in a Union want to unionise and 67% of 16—24-year-olds who are not currently in a Union, want to unionise. Therefore, the issue of workers having access to Unions and access to collective bargaining is critical to the future landscape of the trade union movement in Ireland.

The current 'Employer Veto' in Irish industrial relations is outdated and anti-democratic. A new EU Adequate Minimum Wages Directive is the potential vehicle to address this. The Directive requires member states to promote and facilitate collective bargaining and to develop action plans to enable more collective bargaining.

The Directive became European law in October 2022 and member states have until November 2024 to transpose it into national legislation.

The aim of the Directive is to improve "living standards and working conditions in the (European) Union." The directive clearly sees the "promotion of collective bargaining on wage setting" as a fundamental and central way to achieve this.

The Irish Congress of Trade Unions has been centrally involved in the development and negotiation of this Directive through active participation in the European Trade Union Confederation (ETUC) and sees this legislation as the most significant and progressive to emerge from the European Union in a generation. If transposed and implemented as intended, it could be potentially transformative and enormously beneficial for industrial relations in Ireland.

The Directive requires member states to “promote the building and strengthening of the capacity of the social partners to engage in collective bargaining on wage setting” and to enable “constructive, meaningful and informed negotiations on wages between the social partners, on an equal footing, where both have access to appropriate information to carry out their functions in respect of collective bargaining”.

It is the CWU’s position that these tests cannot be met without meaningfully addressing the obstacles that currently face workers in Ireland when attempting to access trade unions and seek to collectively bargain with their employer.

Similarly, a serious examination of public procurement as a lever and tool to promote collective bargaining is also required. State monies should not go to firms who deny their workers access to collective bargaining, should they want it.

General Secretary of the ICTU, Owen Reidy said, “We believe this directive must be implemented in full in both the spirit and letter. The trade union movement intends to mount a robust and comprehensive campaign to ensure that this occurs. People post-pandemic support collective bargaining. They support workers getting their fair share and exercising their rights. We cannot have a light touch transposition of this directive.”

How the Directive is transposed into Irish legislation is both a great challenge and a great opportunity. Ensuring a worker-led, Organising approach to the transposition is the focus of the **Right to Organise** campaign, outlined below.

### Right to Organise

Bringing together the main private sector Unions in Ireland, the **Right to Organise** campaign is an ambitious initiative to apply public and political pressure on either the current or future Government to legislate for the EU Directive on Adequate Minimum Wages in a way that gives meaningful effect to the needs of workers in Ireland.

Work is a big part of life. It gives purpose, meaning and allows people to contribute to society. Work, and the workers who do it, deserve recognition, respect, and fair pay. However, this doesn’t always happen. When making decisions that impact the lives of workers, many bosses will not talk to, or listen to them in a meaningful way. Workers’ opinions and concerns are not recognised or respected.

Everyone wants their voice to be listened to and respected in the workplace. This is why workers have always joined together to organise a Union. They know it is by far the most effective way to ensure fairness and respect in the workplace.

However, workers who want to form a Union are often frustrated by their employers. Many are pressured not to join a Union while some are even sacked. That is why workers need stronger protections to organise and make sure that employers sit down and deal with them as equal stakeholders.

To do that we need to provide workers with better access to trade unions in the workplace and prevent rogue employers from aggressively targeting workers who want to organise a Union in their workplace. It’s time to level the playing field.

The CWU, together with SIPTU, Mandate and the FSU have been working together to build the **Right to Organise** campaign, to deliver on the promise of the Adequate Minimum Wages Directive in Ireland. These four initial unions have now been endorsed by Fórsa and Connect trade unions.

Inter-Union lobbying teams of members will meet with local and national politicians to tell them about the campaign, and to tell their stories, both positive and the negative, about organising their workplace and to explain why unions are so important for workers.

Workers from each Union, from across the country and across sectors, have been brought together to participate in intensive workshops to prepare testimonials and develop their lobbying strategy.

For politicians, and the public, to understand the need for meaningful and constructive legislation, Union members will give real-life examples of the obstacles they face when trying to organise a Union in their workplace.

Based on workers' lived experience, key areas have been identified and have shaped the demands of the campaign. Setting out the agenda, workers will tell Government that wide ranging legislative changes are needed:

1. *An outright ban on Union-busting by bad employers.*
2. *Stronger protections for Union members so workers cannot be victimised, isolated, discriminated against or dismissed for their Union activity.*
3. *Prescribed facilities for Union Representatives so they have the means to discharge their functions professionally and with the support of their employer.*
4. *Provision of access for unions to meet and talk to staff in the workplace who wish to join their Union.*
5. *The inclusion of Union recognition and collective bargaining as a positive attribute in all public tendering processes and related to any provision of public funds or supports to companies.*

The CWU, working together with the Irish Congress of Trade Unions, understands the opportunities presented by the transposition of the Adequate Minimum Wages Directive and has been a central driver of the campaign to turn this opportunity into a reality for Irish workers.

### #Make Amazon Pay Summit

Attended by 17 countries, the **Make Amazon Pay** Summit was held in Manchester in October 2023.

Delegates reported on a number of organising efforts ongoing in several different countries. These include some of the high-profile campaigns in the US by the Teamsters and NLCA and less well-known efforts in India. From a European perspective, there are significant campaigns underway in Germany and by the GMB in the UK who are organising Amazon workers in Coventry.

### GMB Campaign

The **GMB** campaign in Coventry has been ongoing for approximately 12 years, resourced with a team of six organisers working full-time on the Amazon campaign. Following the COVID-19 pandemic, a number of factors led to the campaign gaining traction, including the rise in the cost of living in the UK. In addition to this, Amazon offered staff a 50 pence per hour pay increase which created significant ill-feeling amongst workers.

In an attempt to break the campaign, Amazon undertook a recruitment drive to bring in new hires that were not required for the operation but would serve to flood the bargaining unit with non-Union members.

The campaign has resulted in pay being increased in October 2023 and April 2024 and membership numbers have increased.

Other topics discussed at the summit included Health and Safety in Amazon, the Company's impact on National Carriers and the impact on the Environment.

Regardless of where they operate, Amazon's activities have two clear characteristics — worker abuse and environmental destruction.

## Conclusion

The CWU continues its long-standing record of campaigning on matters that affect our members both in and out of the workplace.

During 2023, 7000 An Post pensioners were still awaiting the long-delayed increases to their pension. Extensive public and political lobbying, including a CWU postcard campaign by members, family and supporters to the Minister Paschal Donohoe, led to the securing of Ministerial approval for payment of the increase.

Working collaboratively with the ICTU and affiliated Unions, the CWU has supported campaigns that aim to address fundamental economic issues, including the Cost of Living Coalition calling for a control of energy costs, protection of incomes and investment in Public Services - and the Keep Water Public campaign, seeking to persuade Minister Darragh O'Brien to name the date for the referendum on the public ownership of water services.

Through involvement in the ICTU's Housing Committee, the CWU supports the *Raise the Roof* campaign, calling for secure, affordable homes for all who live and work in our society and protection from eviction, security for tenants and high-quality public housing.

As a member of the ICTU Committee to Combat the Far Right in Ireland, the CWU supports the new Anti-Racist Trade Unions and Workplaces Project, and Public events such as Love not Hate, and the recent March Against Hate in Dublin.

The CWU also continues our long tradition of solidarity with the people of Palestine, through our involvement with the ICTU and the ongoing National Demonstrations for Palestine.

# Communications

## *Introduction*

As a communications Union it is essential that we have a communications strategy as we continue to stake our role as the voice of workers in our sector. This, in effect, means that communications is mainstreamed into the overall aims and objectives of the Union and is part of growing Union capacity. At our last BDC, the Union presented our communications strategy and this has developed significantly since then. We see our communications strategy in all facets of our work from organising and campaigning to training and development.

We know that to further develop we must be a leader in how we communicate with:

- Members
- Representatives
- Employers
- Government, Political Parties & the Minister for Communications
- Media
- Other Trade Unions
- NGOs and other stakeholders

Our communications strategy is critical to that.

## *The Strategy*

### **1. Identifying objectives**

The first part of our strategy was to identify our key aims and objectives through our communications channels. This included enhancing our communications with our stakeholders particularly members and to examine how we can best go about this work.

We also needed to know and understand our audience needs, which are multi-faceted. We were aware that organising, recruitment and representing members must be supported by strong communications and that we needed to allocate resources in order to achieve this.

### **2. Developing our message and Union mission**

The Union has a strong mission statement so throughout our communications we have kept this in mind with compelling key messages that align with our mission and which are meaningful to our members. Central to this is communicating with respect, open dialogue and with member inclusion.

### **3 Ensure effective timing**

We know that information must be live and relevant for our members and their sectors, and this must be supported by our social media platforms, Union website, Union circulars as well as reports and policy statements developed by Joint Working Groups and Joint Conciliation Councils. To ensure effectiveness, we created a calendar of events to plan our communications activities over a specified period, taking into account key events, or any other relevant milestones. For example we ensure that we have communication activities around Workers' Memorial Day, International Women's Day, Mental Health Month and so on. This has ensured consistency so that we are delivering timely and relevant messages.

### **4 Media and Channels**

We now use multiple formats from our website to various social media platforms to get our message out. This includes LinkedIn, Facebook, X (Twitter), and Instagram.

These platforms must serve the Union's communications objectives and have a role within the

Union's overall strategy. To that end and at the time of producing this report, the Union was issuing our second communications survey (the first being on the website) to analyse our social media offering. The survey included questions around our content, which content was most engaged with by our members, what platforms were most popular as well as examining what further platforms we may use in the future.

## 5. Review and monitor

We have a well-established working group in Head Office to develop our communications strategy which also includes working with our PR firm. We have liaised with external providers to ensure our strategy is effective as well as networking with other Unions. Through our social media survey and website survey, we are better placed to get feedback from our membership and this will be rolled into other areas of communications.

## Meeting Our objectives

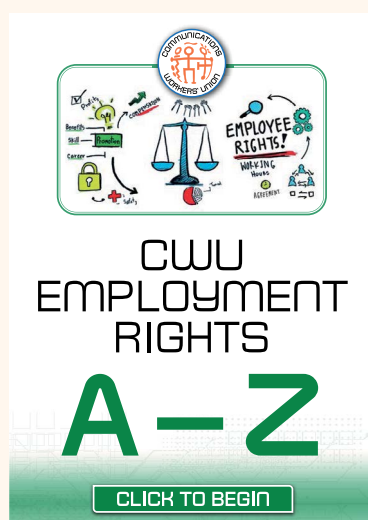
Given the scale of our communications strategy we decided it would be best practice to break this down into individual workstreams.

### Workstream 1- Union Website

The first workstream was enhancement of the Union website. To drive this work we conducted a survey of the NEC and branch secretaries on how we could enhance the website. Overall the feedback we received was positive and we took on board the suggestions on the changes we could make to the website.

We also conducted a comparative analysis on the "best in class" trade union websites, on a national and international basis, to see how we could enhance our own offering and a final report was produced. This website report was presented to the NEC, taking into consideration areas for improvement and additional requirements, with a view to ensuring that the website is effective for CWU. We also consulted with the web provider FUSIO on how these requirements could be implemented.

We have dedicated resources to upgrading and maintaining the website with latest news and innovations. We have enhanced the functionality of the website considerably with increased downloadable content and with latest news being posted regularly.



One of our projects was to have an interactive section on employment rights. This was also identified as a need through the survey that we conducted on the website. In that regard we developed a frequently asked questions section on key employment rights issues for our members. The employment rights section is in an A to Z format and covers subjects such as parental leave, redundancy situations and many other forms of statutory entitlements that affect our members' working conditions.

This employment rights section is updated regularly in line with changes to legislation and we have included key questions that we feel are relevant to our members and based on queries to Union Head Office. The employment rights section of the website is available in members' area of the Union website as per below.

**Employments Rights Section**  
(only available in the online version of this report)

<https://www.cwu.ie/being-a-member/employment-rights/>



## Workstream 2 – Social Media

We are now on workstream 2 which is a thorough examination of our social media offering. As highlighted above we now have 4 platforms that we use and maintain on a regular basis. Our social media survey will inform us further as to what platforms, content and other activities that we should be engaging with. That said we have already conducted a full analysis on our platform engagement and it became evident that we have managed to increase considerably the number of visitors to each platform. All four platforms are updated simultaneously with latest news which is also reflected on the Union's website. A considerable amount of resourcing is required for this and our thanks to the administration team for ensuring that this is achieved.

One of our key objectives going forward will be to have further training and upskilling on the usage of social media so that we can adapt it fully in order to get our message across to our members in a timely and effective manner while at the same time ensuring that our messages are concise and relevant.



Please use the following QR Codes to connect to and follow our CWU social media platforms:

Facebook



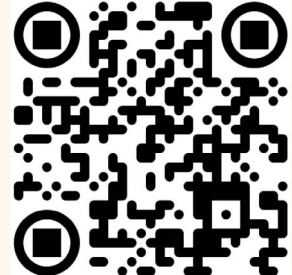
Instagram



Linkedin



X (Twitter)



## CWU Launches DATA CWU

Not only is the CWU the premier Union for the communications sector, we are also the premier Union for the tech and digital sector. Accordingly, our communications strategy must be closely aligned to this sector which consists of diverse roles from programming to content moderation and from data centres to sales. We fully believe that every worker in this sector is entitled to have their voice heard and to establish a trade union in their workplace. To address the different needs for this population of workers, the CWU set up DATA, the Digital and Techworker Alliance which we launched at the spring seminar.



DATA is part of the wider CWU community and this is reflected in the website and in our messaging. The purpose of DATA is to build collective power and to protect our members from exploitive practices in the tech sector.

We are pleased to say that we have added considerably to the webpage since the launch.

The website now has a significant section on employment rights, redundancy situations and latest tech news.

The CWU is proud to work internationally with CODE-CWA (Communications Workers of America) and

other Unions across Europe including UTAW-CWU UK, UNITE the Union UK, Syndicom Switzerland as well as Verdi Germany.

As an affiliate of UNI Global Union, the CWU is a long-standing member of the Google Alliance and the Amazon Alliance.

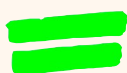
DATA CWU also uses the four social media platforms and we ask our members to follow these.

*Further information on DATA can be accessed by clicking on the link below:  
(only available in the online version of this report)*

[www.datacwu.ie](http://www.datacwu.ie)

## Better in a Trade Union Campaign

### BETTER IN A TRADE UNION



On February 14th, the Irish Congress of Trade Unions launched its nationwide campaign, Better in a Trade Union, which will cumulate to Ireland's first 'trade union week', in May.

This ICTU says this will be the largest mobilisation of trade union members in decades.

The campaign itself has been covered in the organising report however it is worth noting the main focus of the campaign which is to promote the values and benefits of trade union membership. We have extensively promoted the campaign on our social media platforms and used many trade union events from AGMs to training courses to emphasise the benefits not only of the campaign but also of Union membership.

Some of the themes we have covered so far on social media include:

- **Women better in a trade union** – through gender sensitive campaigning in tech and promoting women in leadership.
- **Better redundancy package in trade unions** – comprehensive negotiations & training on rights
- **Better social justice in trade unions** – recognition of wage theft, fairer taxation, the right to organise and many other key societal issues.
- **Better care in the trade union movement** – recognising February 16th as International Care Day and the investment that Unions make at local level for those requiring care.

#### CWU Dublin No.2 supports "Better in a Trade Union" campaign !



BETTER IN A  
TRADE UNION



#### CWU CORK CLERKS BRANCH SUPPORTS "BETTER IN A TRADE UNION" CAMPAIGN !



BETTER IN A  
TRADE UNION







## *Allocating Resources*

Our administration team have been exceptional in supporting our work. This has involved upskilling on social media, as well as website maintenance among others in order to support our work and deliver our communications strategy effectively. This has been led by National Officer Carol Scheffer with the support of our Office Manager, Imelda Wall. We are also open to implementing new technology and continuing to upskill in order to meet our needs.

At the time of writing the Union has undertaken a recruitment process with a view to hiring someone with Digital Organising skills which will augment the work in this area.

## *Future Workstreams*

Since the implementation of our strategy, we are confident that we have made significant inroads on how we communicate not only with our membership but with other stakeholders. By breaking the work down into individual workstreams, we have ensured that we have gradually focused on critical areas and have given them the necessary resources to ensure that they are fully developed.

As a communications Union we must have the best strategy and resources in place to continue as the premier Union for our sector. We must also provide channels so that our members can engage with us further. We at all times encourage feedback and can be contacted through the e-mail address shown below:

*The Communications Feedback email can be accessed by clicking on the link below:  
(only available in the online version of this report)*

**[communications@cwu.ie](mailto:communications@cwu.ie)**

# THE IRISH TIMES

## The union boss targeting Ireland's tech sector: 'It's particularly hard work when Amazon won't respond to a phone call'

Communications Workers' Union boss, Seán McDonagh, is targeting the tech sector after a swathe of job cuts.



Photograph: Alan Betson

Article by Emmet Malone  
Irish Times online

The full article may be accessed by clicking on **[THIS LINK](#)**.

(Only available in the online version of this report)

Establishing a real foothold among workers who are generally well paid, wary of doing anything to threaten that and who often see movement between employers as a natural part of the landscape in which they work is clearly going to be tough.

*“A lot of the staff have a different perspective on things (compared to many more traditional trade union members). They see their companies making decisions they don't have any say in and see the value of a union. They want to have a voice, they want to have protection, they want to have a say in their job, their company, their conditions.”*

*“Just because there's legislative change doesn't mean people will or won't join a union. We have to do our job. We have to convince people to join the Union on the merits of it.”*

— Seán McDonagh, CWU General Secretary

Persuading a group of workers to join can just be the first hurdle. At BT, which runs the State's emergency call answering service, a large majority of CWU members have voted for industrial action in a dispute that revolves around pay and conditions but also recognition.

The Company has, the Union says, refused to discuss the issues involved at the Workplace Relations Commission and McDonagh says

the situation raises important questions for the Government with regard to the awarding of State contracts.

*‘While he welcomes the fact that An Post recently acted to address particular cost of living issues with one-off payments in the form of vouchers, he talks in the CWU's in-house publication of pay rises needing to be the highest agreed by the Company in the past 20 years, which would put them at 5 per cent or more.’*

*“What we've said to eir now is 'look, that was your decision and while there was no obligation, we believe it was the wrong one.' In any new agreements, there has to be an upfront recognition of the loss that people have incurred in terms of the value of their pay. So there has to be a significant pay increase for people in year one.”*

*“We're in discussions on that at the moment. They are pretty tight around what they are prepared to do, so that's going to be a bit of a battle.”*



# Equality & Diversity

## *Equality Report 2024*

### Introduction

The CWU Diversity and Equality Committee continued to pursue a comprehensive equality agenda since BDC 2022. The promotion of equal rights, better working conditions and dignity at work are the pillars on which we base our agenda. The CWU also protects members against discrimination in line with the nine grounds highlighted below. As per the nine grounds, we emphasise that no member should suffer from discrimination and the Union is here to provide whatever supports are appropriate and necessary.

We also firmly believe that our members' workplaces should be as inclusive as possible so that everyone has the right to participate to the best of their abilities. This includes implementing among many other initiatives such as work/life balance arrangements, reasonable accommodation for disabled people and ensuring that Company policies and procedures are accessible for all.

Our equality agenda is based on employment equality legislation that prohibits discrimination on nine distinct grounds across various employment topics. The legislation defines discrimination as treating one person in a less favourable way than another person based on the following nine grounds:

1. **Gender:** this means man, woman, or transsexual
2. **Civil status:** includes single, married, separated, divorced, widowed, civil partners and former civil partners
3. **Family status:** parents of a person under 18 years or the resident primary carer or parent of a person with a disability
4. **Sexual orientation:** refers to being gay, lesbian, bisexual and heterosexual
5. **Religion:** means religious belief, background, outlook, or none
6. **Age:** applies to all aged over 16
7. **Disability:** this is a broad definition which includes physical, intellectual, learning, cognitive or emotional disabilities as well as various medical conditions
8. **Race:** includes race, skin colour, nationality, or ethnic origin
9. **Membership of the Traveller community**

The 9 grounds of employment equality legislation form the corner stones of our work and from there we collectively bargain for robust workplace policies to enhance the working lives of our members. Employment equality is driven by the CWU Diversity and Equality Committee to secure fair and dignified employment for our members.

Since last BDC the Diversity and Equality Committee has played a key role in driving our activities by meeting regularly to focus on our agenda.

The members of the committee are as follows:

1. Rachel Carton, eir Dublin No 1
2. Norita Dawson, Tipperary Postal
3. Stephen Elliott, eir Drogheda District
4. Paul Kennedy, Galway Postal
5. Deirdre Medlar, Ballina Postal
6. Tara Ravenhill, Athlone Mails Centre
7. Tom Sheehan, eir Cork District
8. Sean Tighe, eir Galway District

Our Equality Representative course continues to be popular with many Branches. It is an additional opportunity for Representatives to engage with our agenda to improve working conditions. We base our training on assisting Equality Representatives to recognise the issues relating to the nine grounds within the context of workplace discrimination. With the roll out of Equality Representative training, we have increased capacity to develop equality initiatives and find out what is happening on the ground at local Branch level.

The CWU is represented on the ICTU Disability Committee, the Women's Committee as well as the UNI Europa Women's Committee. We have also continued to be active on representing equality issues on the Sectoral Social Dialogue Committee for Telecommunications. This is a European forum made up of employer and employee representatives and we have worked on various equality initiatives and projects relevant to the sector. We are also hoping to work with our other sectors in UNI namely Postal and Technology to enhance our equality agenda.

The networks that we have developed with these national and European committees cannot be underestimated and have ensured that we have access to excellent programmes and best practice measures which we can promote to the employers we work with. The outcomes of the various Union projects and campaigns gives us tangible resources to work with and have significantly strengthened our diversity and equality agenda over the last number of years.

We wish to advise members who want to know more about the work that we do that they can see regular articles in the Union magazine, on our social media and on the Union website. We also wish to advise that several equality related courses are available through our online learning platform *Unionlink*, and we have specific equality related modules on our Representative training programmes.

## ***Equality Updates 2022-2024***

### **Equality Representative Training**

Our last Equality Representative training was held on October 11th, 2023, and was attended by a variety of Branches across the Telecom and Postal/Courier sectors.





The Equality Representative is a support role to the Branch Secretary who can assist with equality-related matters. This course is based primarily on the nine grounds of discrimination under employment equality legislation and deals with such matters as work/life balance, statutory and non-statutory leave, disability in the workplace etc. Equality Representatives make reports to their Committee as required. As an elected Branch position, the Equality Representative can keep the Committee up to date on any new initiatives or developments and this infrastructure of Representatives further assists us to mainstream equality at local level.

The course is normally held once a year and we look forward to welcoming new Representatives again this year.

### Review of Equality Legislation

We have seen significant changes in employment legislation and as it relates to our agenda, the most notable is the Work Life Balance and Miscellaneous Provisions Act, 2023.

Parents and carers were the first to avail of the new provisions which came into effect from 3 July 2023. The first is the extension of the entitlement to take breastfeeding breaks from six months to two years. The second is a new right for parents and carers to take 5 days' unpaid leave for medical purposes.

From 27 November 2023, employees can avail of the right to 5 days of paid domestic violence leave if they need to take time off work for any essential matters relating to the situation such as medical visits, legal visits and so on. We would ask members to refer to their own Company policies as the Union as part of our diversity and equality agenda, has in some places of employment already negotiated 10 days' paid leave for victims of domestic violence.

The right to request remote working and the right to request flexible working for parents and carers should come into effect this year.

***Statutory WLB Arrangements can be accessed by clicking on the following link:  
(only available in the online version of this report)***

**GSG 14-23 Statutory WLB Arrangements**

The Union has also developed an employment rights section in our website to provide members general information on statutory provisions.

***Employments Rights Section  
(only available in the online version of this report)***

**<https://www.cwu.ie/being-a-member/employment-rights/>**

### ICTU Women's Committee

The Women's Committee organised a National Women's Conference in March 2022 in the Slieve Donard Hotel, Newcastle.

Entitled 'Shaping the Future of Work' we had a range of guest speakers including leader of the Labour Party Ivana Bacik. Motions covered topics such as violence and harassment in the world of work, parental leave and addressing insecure work.

In March 2023 a seminar was held in the Fairways Hotel in Dundalk under the theme 'Women Demanding a Better Deal'. Various sessions were held on women's struggles in Iran, Palestine and Afghanistan and we also heard from ICTU General Secretary Owen Reidy on his priorities for the Irish Trade Union Movement.

## EU Directive on Adequate Minimum Wages (2022)

For the Women's Conference 2024, the Union submitted a motion noting that in April 2021 the Citizens' Assembly on Gender Equality made a significant '*priority recommendation*' on the establishment of a legal right to collective bargaining. Under the heading '*Support Employment Contract Security*,' Collective bargaining reduces in-work poverty, lowers wage inequality, and can help to close the gender pay gap and, in recognising these benefits the EU developed the Directive on Adequate Minimum Wages. The CWU called on a strong transposition of the directive which the government is to complete by the end of November 2024.

## Women in Leadership

The CWU has held two Women in Leadership sessions since the last Conference. The purpose of these sessions is to encourage women to take up decision making roles in the Union and to further develop their leadership skills. These courses were facilitated by Isobel Butler and the feedback has been very positive. We hope to continue our mentoring programme in 2024 so that women continue to have a strong voice in our Union.

Pictured below are the 2023 and 2024 groups.



## Stop the Stigma Campaign



*National Officer Carol Scheffer and  
NEC member Ellen Moore at the  
Launch of the Stop the Stigma Campaign*

The CWU was part of a trade union coalition calling for the implementation of mandatory workplace menstrual and menopausal policies. The coalition consisted of Fórsa Trade Union, the Financial Services Union (FSU), the Communication Workers' Union (CWU), the Irish Nurses and Midwives Organisation (INMO), the Irish National Teachers' Organisation (INTO), the Services, Industrial, Professional, and Technical Union (SIPTU), UNITE the Union, and backed by the Irish Congress of Trade Unions (ICTU). The coalition emphasised the need for long-overdue measures to support workers and to stop the stigma surrounding menstruation and the menopause.

With only 1% of workplaces currently having a menstrual welfare policy in place, it was decided that there was a real need to have serious conversations about menstrual and menopausal health at work, thus resulting in the launch of the #StopTheStigma campaign.

The trade union coalition launched its position paper in Leinster House on October 24th, 2023, which included the results of the research conducted as well as recommended draft policies in relation to menstruation and menopause.

The Stop the Stigma Campaign has created a comprehensive list of best practice solutions for a proper menstrual and menopause workplace policies as follows:

- Flexible work arrangements
- Enhanced managerial training
- Free menstrual and menopause products
- Physical accommodations to workstations and temperature control
- Access to risk assessments
- Promoting a supportive culture
- Confidentiality and privacy
- Paid time off where feasible

### The role of the CWU

In May 2023 the CWU, in association with An Post, launched various initiatives to promote menopause awareness in the workplace. This included a menopause policy, a toolkit, and 'in person' sessions at various locations organised in association with the Menopause Hub which were well received by members. Securing gender-related occupational health supports is a driving focus of the CWU and this year we also commenced an 'End Period Poverty' campaign. We have successfully raised the issue of menstrual health in the workplace with An Post, who have agreed to provide Wellness Packs for all areas. Our next step will be to issue Union claims for workplace menstrual health policies.



Also, in November the Union submitted a claim to eir for a menstrual health policy seeking various workplace supports for all employees experiencing problematic symptoms. Discussions are ongoing regarding same.

### ***Gender Pay Gap Reporting***

As per the Gender Pay Gap Information Act 2021, Gender Pay reporting is now mandatory for all organisations in Ireland, with 250 employees or more. The gender pay gap is the difference in the average hourly wage of all men and all women in an organisation.

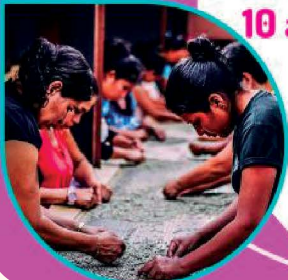
At eir, the gap now stands at 5.5%, down from 7.2% from 2022, and 11.2% in 2021. eir has committed to narrowing the gender gap by facilitating development initiatives and increasing the representation of women in senior roles.

An Post reported a zero gender pay gap for a third consecutive year in 2023. An Post also reported a 7% increase in new female employees in 2023 as well as a 30% growth in female representation in senior management since 2019.

The Union has worked closely with both employers on gender pay reporting and look forward to the progression of other gender inclusive initiatives.

### ***UNI Europa and UNI World Women's Committee***

In August of 2023, at the UNI World Conference in Philadelphia, Carol Scheffer took up the position of President of UNI World Women's committee. She has represented the CWU on the UNI Europa Women's committee and the World Women's committee for a number of years and has promoted the work of UNI within her own and in other Unions.



EU Cross-sectoral Social Dialogue joint project  
"Eliminating violence and harassment in the world of work"

**WEBINAR #1**

**Violence and harassment at work**

**Date**  
**December 15**  
**10 am – 1 pm**

**Speakers**  
Dr. Jane Pillinger – Gender Expert  
MEP Eugenia R. Palop  
Ms Valentina Beghini – ILO

**Chair:**  
**Carol Scheffer – CWU**

UNI europa  
global union

*UNI Project - EU Cross-sectoral Social Dialogue joint project  
"Eliminating violence and harassment in the world of work".*

The CWU has worked with trade unions in this forum on a global level from a variety of sectors with various experiences and perspectives which enhances our own agenda at local level. The following section of the report highlights the most recent project we have been involved in.



We were pleased to be part of this innovative two-year project which is an EU Cross-sectoral Social Dialogue joint project 'Eliminating violence and harassment in the world of work'

UNI worked with the social partners and employers' organisations to have a unified voice to fight violence at EU level. To achieve this aim UNI completed EU Cross-sectoral guidelines on the prevention of violence and harassment in the world of work with the following priorities:

1. **Ending Violence and harassment at work** - third-party violence
2. **Tackling Domestic violence** - Home being the "new workplace"

The project held several webinars and round table events with the final Conference held in Paris at the end of 2023. UNI Europa affiliates working more in-depth on the project and representing the services sectors included FISAC, UILCA, ANTIC, CWU Irl and Pro Finland.

In the context of this work, UNI Europa Equal Opportunities held a webinar on ratification of the ILO Convention C190 that gathered over 200 representatives of Unions, employers, and other organisations from 41 countries. The Conference was chaired by Carol Scheffer. CWU was very pleased to be part of this project and all project outcomes can be found here.

*All Project outcomes can be found by clicking on the following link:  
(only available in the online version of this report)*

<https://www.uni-europa.org/topics/ending-violence-harassment/>

## Conclusion

As can be seen from the report, we have had a very busy and progressive two years as we mainstream equality and diversity into the Union agenda. We continue to strive for more inclusive workplaces and if discrimination at work occurs, we can address it proactively.

To do that we need adequately trained Representatives and an active Equality Committee, and we are pleased to have this infrastructure in place to develop our work. Once again, our thanks to the Equality and Diversity Committee for their contribution over the last two years. We look forward to our work with UNI which is now on a global level which will provide further benefits to our Union.

As always, we like to hear from our Branches on any proposals they may have around our work as their feedback is crucial to progressing our agenda.

# A-Z of Health & Safety

An interactive document that details the risks, role and responsibilities under health and safety legislation

The CWU represents workers across a range of industries and their health and safety is a key priority for the Union . Our members encounter all types of hazards while undertaking their daily tasks during the course of their work, including working with electricity, machinery as well as the dangers of road accidents. Some members have to contend with human hazards such as robbery and crime, verbal abuse, sexual harassment and physical violence.

The CWU plays a hugely important role in highlighting the various risks in the workplace and making our members aware of their rights under Health and Safety legislation. Workplace health and safety is about managing risks in order to ensure that workers are protected from accidents or illnesses caused by work. As part of the role in advising members on issues related to Health and Safety the Union has developed an “A – Z” of Health and Safety for our website

This “A – Z” is an interactive document that details the risks, role and responsibilities under health and safety legislation. Where necessary it contains links to more detailed information and advice.

This can be accessed on the website under the employment rights section or by following the link below:

[www.cwu.ie/being-a-member/  
employment-rights/  
health-and-safety-at-work/](http://www.cwu.ie/being-a-member/employment-rights/health-and-safety-at-work/)



# Health & Safety

## 1. Introduction

Health and Safety is a priority for the Union and we are to the forefront in highlighting members' concerns. Protecting their health and safety will reduce the number of workplace accidents and injuries. Unionised workplaces are safer workplaces. We have demonstrated to employers how the benefit of collaborative working drives down accidents contributing to a more successful business.

While there are over 200 legislative Acts and Statutory Instruments dealing with occupational health and safety, the primary piece of legislation is the Safety, Health and Welfare at Work Act 2005. This Act imposes duties and obligations on employers and employees, based on the principle of hazard identification and risk assessment.

## 2. Health and Safety Statistics

Each year the Health and Safety Authority reports significant and avoidable workplace fatalities as well as confirming thousands of workers who suffer injury or illness at work. In 2022 there were 26 work-related fatalities, which was the lowest figure since the Health and Safety Authority was first established. This figure unfortunately increased to 43 in 2023. This figure is too high, but it doesn't represent the full picture.

In a Road Safety Analysis of road traffic collision data between 2018 and 2022 they found that 8% of drivers killed and 12% of those seriously injured, were driving for work. These figures exclude workers who die as a result of work-related cancer. During 2022, 9,070 injuries were reported to the Health and Safety Authority. In all, over 1.5 million workdays were lost due to work-related injuries and illnesses. This figure was up 8% on the number reported in 2021. The most common triggers continue to be manual handling followed by slips trips and falls.

## 3. Health and Safety A – Z

As stated above, the Union plays a key role in highlighting various work-related risks, making members aware of these risks in the workplace and advising them of their rights under Health and Safety Legislation. In order to assist members and activists the Union has developed an interactive "A – Z" guide that details the risks, roles and responsibilities under health and safety legislation. Where necessary it contains links to more detailed information and advice.

*The Health & Safety A-Z interactive guide can be accessed by clicking on the link below  
(only available in the online version of this report)*

**CWU Health & Safety A-Z Interactive Guide**

## 4. ICTU

The CWU actively participates at the ICTU Health and Safety Committee campaigning for Health and Safety improvements. Following the ICTU Biennial Conference, Pat Kenny was re-elected as Chairperson of the Committee.

The Committee meets regularly and has established the following sub-committees where most of the day-to-day work gets done.

- Strategy
- Safety Representatives

- Mental Health
- Workers' Memorial Day

The objectives of the Committee are to:

- Keep Unions informed of developments in the area of safety, health and welfare at work;
- Campaign for improvements in workplace safety;
- Advise the Executive Council of Congress on matters relating to Health and Safety;
- Coordinate activity to support Safety Representatives and promote health and safety in workplaces and in trade unions.

Set out below are some of the main issues discussed or dealt with by the various committees.

## 4.1 Workers' Memorial Day

International Workers' Memorial Day is held annually worldwide on the 28th April. It is an International Day of Remembrance and action for workers killed disabled or injured while working. The 28th of April is formally recognised as the official commemoration day in Ireland, having been officially recognised by the State for the first time in 2015. The Union continues to provide strong leadership in doing everything possible to protect workers. Health and Safety has never been more important for us, and Workers' Memorial Day represents an opportunity to remember those we have lost, and to celebrate the contribution of those who continue to work to make us all safer.

### 4.1.1 Workers' Memorial Day 2022

In 2022 ICTU with the assistance of the Health and Safety Authority and the support of IBEC and the CIF, organised the commemorative event in the Garden of Remembrance. The event was attended by the President of the ICTU, Kevin Callinan, Minister Damien English, the CEO of the Health and Safety Authority, Dr. Sharon McGuinness and senior figures from the trade unions and IBEC and CIF. As part of the ceremony there was a guard of honour which included representatives of workers in their uniforms who laid flowers to honour those killed or injured at work.

### 4.1.2 Workers' Memorial Day 2023

In 2023 the commemoration event was again held in the Garden of Remembrance, and organised by the ICTU, the Health and Safety Authority with the support of Government. The event included a wreath-laying ceremony and a minute's silence was held. The CWU Band played music and the event was attended by a large number of CWU Representatives. We highlighted health and safety concerns via our social media platforms.

## 4.2 Safety Representatives

Section 25 of the 2005 Act entitles employees to decide on, select and appoint Safety Representatives or by agreement with their employer more than one Safety Representative. Employers have no role in selecting Safety Representatives. Safety Representatives have a statutory basis which includes functions, entitlements and protections.

There can be confusion over the role with many workers assuming that they are responsible for Health and Safety in their workplace. In other cases management appoint Safety Representatives which is against both the spirit and the letter of the law. The ICTU Health and Safety Committee and the CWU recognise the importance of Occupational Safety and Health Representative as a trade Union role.

In our submission to the Health and Safety Authority on its strategy for the period 2022 – 2024 we highlighted the requirement for an increased focus on the role of the Safety Representative. Following the publication of the strategy and in order to support this, a Working Group was established between the Health and Safety Authority and the ICTU.

This Working Group meets regularly, acting as a support of the role of the Safety Representative. We have agreed the HSA website would have a dedicated area which would contain information in relation to the role etc. of the Safety Representative.

*The HSA website portal to Health & Safety Information  
can be accessed by clicking on the link below  
(only available in the online version of this report)*

**HSA – Health & Safety Information**

The information provided includes a training video and links to the other resources available to Safety Representatives.

#### 4.2.1 Safety Representatives' Resource Book

The Safety Representatives' Resource Book was updated in the past year and the third edition of the book was launched at the ICTU Biennial Delegate Conference in Kilkenny in July 2023. The book is a valuable source of information, not only for Safety Representatives but also as an assistance for Branch Representatives. The book provides an overview of work-related health and safety, the law in Ireland and details of safety hazards and risks. There are new chapters on updating the law, gender health and safety, remote working and biological hazards.

*The updated Safety Representatives' Resource book  
can be accessed by clicking on the link below  
(only available in the online version of this report)*

**Safety Representative Resource Book**

### 4.3 Mental Health

Trade Unions play a key role in promoting positive mental health in the workplace and we expect that our members should operate in an environment where high standards are considered the norm. These high standards require good working conditions and policies in the workplace that allow all members to be treated with dignity and respect and to operate in an environment free of harassment. Workplaces will benefit where they are proactive in promoting the positive mental health of their employees.

As part of the work of the Sub-Committee on Mental Health we have drawn up a guidance document for Trade Unions which sets out ways in which Trade Unions can support workers and respond to such issues in the workplace. The e-Book sets out six commitments which Trade Unions could adopt with each commitment containing a number of action points.

*The Health & Safety A-Z interactive guide can be accessed by clicking on the link below  
(only available in the online version of this report)*

**Trade Unions and Mental Health eBook**

#### 4.3.1 Work Positive

One of the recommendations contained within the guidance booklet is to make use of the **work positive tool** developed by the Health and Safety Authority which is an organisational stress audit tool. This is a confidential psychosocial risk management process. This is based around a simple four stage process:

- **Prepare** - Build a business case, secure commitment and establish your steering group;
- **Measure** - Identify risk and opportunity within your workplace using our survey tools;

- **Action Plan** - Explore and prioritise the key actions, develop your action plan;
- **Review** - Review progress and revitalise your Action Plan.

It assists organisations by providing structured guidance enabling organisations to develop an action plan to mitigate against stressors in the workplace. It will help to:

- Identify psychosocial risks and opportunities across your workforce;
- Comply with current health and safety legislation;
- Develop an effective health and wellbeing action plan;
- Improve employee engagement and performance.

It was agreed that Congress would work with Trade Unions to encourage them to pilot work positive within their own Union and with their staff. In order to support Unions in this regard the ICTU Health and Safety Committee organised a briefing for the ICTU Executive Council in February by Patricia Murray, Work Psychologist with the Health and Safety Authority.

*Details of WorkpositiveCI can be accessed by clicking on the link below  
(only available in the online version of this report)*

**HSA - WorkpositiveCI**

#### 4.3.2 WHO and ILO call for new measures to tackle mental health issues at work

In September 2022 the World Health Organisation (WHO) and the International Labour Organisation (ILO) called for concrete action to address mental health concerns in the working population. They estimated that up to 12 billion workdays are lost annually due to depression and anxiety costing the global economy nearly one trillion US\$. Two new publications which aim to address this issue were published – *WHO Guidelines on Mental Health at Work* and a derivative *WHO/ILO Joint Policy Brief*.

WHO's global guidelines on mental health at work recommend actions to tackle risks to mental health such as heavy workloads, negative behaviours and other factors that create distress at work. For the first time WHO recommends manager training, to build their capacity to prevent stressful work environments and respond to workers in distress. The guidelines also recommend better ways to accommodate the needs of workers with mental health conditions, propose interventions that support their return to work and, for those with severe mental health conditions, provide interventions that facilitate entry into paid employment. Importantly, the guidelines call for interventions aimed at the protection of health, humanitarian and emergency workers.

#### 4.4 Focal Point Network

The European Agency for Safety and Health at Work mission is to make Europe's workplaces safer, healthier and more productive. It does this by bringing together European workplaces to share knowledge and information to promote a culture of risk prevention. Located in Bilbao, Spain, they have a dedicated staff of occupational safety and health, communication and administrative specialists. At the national level, they are represented through a network of focal points, which are usually the lead OSH bodies in the individual Member States. The Health and Safety Authority is the National Focal Point for Ireland. The network is made up of stakeholders covering a wide range of representative bodies. ICTU is represented on the Network by Dessie Robinson (Fórsa), Michelle Quinn (SIPTU), Rosena Jordan (INTO) and Pat Kenny (CWU).

EUOSHA run healthy workplaces campaigns with a view to raising awareness about new and emerging risks as well as risks currently in the workplace. The message is that safety and health at work is everyone's concern, and it is good for you and good for business. They assist in the promotion by making practical guides and tools available.



The current campaign from 2023 to 2025, is based on safe and healthy work in the digital age, raising awareness of the impact new digital technologies have on work and workplaces together with associated occupational safety and health challenges. Within the campaign there are five priority areas:

- Digital platform work;
- Advanced robotics and artificial intelligence;
- Remote Work;
- Smart Digital Systems;
- Worker management through artificial intelligence.

This is an important campaign and one which the ICTU Health and Safety Committee will be actively involved in. Digital technologies are transforming our society and daily lives. While these provide opportunities they also present greater risk and challenges in terms of safety and health.

According to EU-OSHA's **2019 ESENER survey**, the vast majority of companies in the EU have integrated digital technologies in their operations, with only 6% of companies reporting to use none of them. But despite the increasing use of robots, laptops, smartphones or wearable devices, less than one in four workplaces (24%) in the EU are having discussions about the potential impact of such technologies on the safety and health of workers.

*Information on the campaign and the resources available  
can be accessed by clicking on the link below  
(only available in the online version of this report)*

**Healthy Workplaces**

## 4.5 ETUC – Zero Deaths Campaign

On Workers Memorial Day 2022 the European Trade Union Confederation's "zero deaths" at work campaign was launched. It is estimated that every working day across Europe, 12 workers do not come home from work as they have died as a result of that work.

While there is some evidence that fatal accidents are decreasing, occupation diseases are increasing with over 100,000 dying every year from occupational cancers due to exposure to hazardous substances. New challenges for health and safety are posed by extreme weather and temperatures from climate change and new forms of work away from the traditional workplace such as working from home or platform work.

COVID-19 has shown that the workplace is a major source of contagion and has led to the death of many thousands of workers, and we must be better prepared in work and elsewhere for future pandemics.

The EU's current health and safety strategy says "All efforts must be deployed to reduce work-related deaths as much as possible, in line with a Vision Zero approach to work-related deaths". This is good, but the actions promised in it will not achieve zero deaths. The aim of the campaign is to urge the European Union and its member states and employers to genuinely commit and take the actions needed to achieve zero deaths at work. Trade Unions believe that zero deaths at work is not an utopian dream and can be achieved by 2030 but it will require action at EU, national, sectoral and Company level.

## 4.6 Work Related Vehicle Consultative Panel

The Work Related Vehicle Consultative Panel acts in a consultancy capacity to the Work Related Vehicle Safety Steering Group which comprises the Health and Safety Authority, An Garda Síochána

and the Road Safety Authority. Its purpose is to influence a reduction in the level of death, ill health and injury caused by Work Related Vehicle activities. Pat Kenny represents Congress on the committee.

Driving for work is a high-risk activity, people who drive for work are 40% more likely than other drivers to be involved in a collision. In November 2023 the Road Safety Authority presented an analysis of road traffic collision data for the period 2018 to 2022 which showed that during that period 8% of drivers killed and 12% seriously injured were driving for work. This research also found that those who drive for work are more likely to engage in dangerous driving behaviours including speeding, drink driving, driving while fatigued and not wearing a seatbelt.

## ***5. International Labour Organisation (ILO)***

In June 2022 the ILO at its Conference decided to recognise occupational health and safety as the fifth category under the fundamental principles and rights at work. This change is the first extension of workers' fundamental human rights in a quarter of a century and follows a sustained three-year campaign by Trade Unions. It adds the right to a healthy and safe working environment to the four rights adopted in 1998 by the ILO i.e.,

1. Freedom of association and the effective recognition of the right to collective bargaining.
2. The elimination of forced or compulsory labour.
3. The abolition of child labour.
4. The elimination of discrimination in respect of employment and occupation.



*CWU Regional Safety Representatives Forum November 2023*



# Finance

## *Introduction*

At the previous Biennial Conference, we outlined the Union had engaged Fóla Partners Financial Consultants to conduct a detailed review of the CWU finances. The purpose being to comprehensively review our financial operations to ensure they were placed on a sound footing going forward. Fóla found, that while financially healthy, the appropriate and necessary financial controls, procedures, and systems, were not in place. Furthermore, the Union did not have the required experienced professional skill sets and disciplined financial management and oversight, to ensure financial probity, efficiency, and good governance.

Following consideration of the report, we recruited professional assistance to ensure timely and successful implementation of the recommendations. In October 2003, we issued a communication to Branches confirming that we had completed and successfully implemented the following changes:

- Finance Systems Upgrade
- Financial managing and reporting controls
- Budgeting and Forecasting process
- Payroll and Pension procedures
- Investment Strategy Review
- Social Benefit Fund
- Forensic review of all Expenditure Headings
- Membership Records and Data Analysis
- Revenue Compliance
- Simplification and the Presentation of Audited Accounts

We have now the required financial controls in place, which ensures the accuracy and integrity of our financial performance from a management and statutory perspective. Going forward the focus will be the maintenance and adherence to the system changes.

The above project was a major undertaking which could not have been implemented so successfully or in such a relatively short time frame without the oversight of the Finance Sub committee members, assistance of the Trustees and Auditors and the dedication and support of Head Office staff.

## *Finance Sub Committee:*

Pascal Connolly (Chairman), Ivor Reynolds, John Dunleavy, Frank Donoghue, Willie Mooney, Ellen Moore, Seán McDonagh, Ian McArdle, Imelda Hyland and Gerry Martin.

## *Trustees:*

Jim McCann, Pat Compton, Dickie O'Leary and Frank Joyce

## *Auditors:*

Gary Beresford and Glen Coleman from Dermot O'Malley & Company Limited.

*Details of Audited Accounts can be accessed by clicking on the link below  
(only available in the online version of this report)*

**Audited Accounts 2023**

## *Financial Services & Benefits*

- Social Benefit Fund
- Mortality Fund
- Children's Benefit Scheme
- Medical Fund
- Legal Aid
- Education Grant Schemes
- Hardship Fund
- Medisan
- Rowland Hill Memorial Fund
- Halligan Insurances
- FM Downes

All of these are expanded on in the linked report below.

*Details of the Social Benfit Fund Report can be accessed by clicking on the link below  
(only available in the online version of this report)*

**[Social Benefit Fund Report](#)**

# Union Structure & Organisation

## Biennial Conference 2022

The 11th Biennial Conference of the Communications Workers' Union was held on Wednesday, 4th and Thursday, 5th May 2022 in the Sheraton Hotel, Athlone, Co. Westmeath. The CWU strategic plan *Shaping the Future Union* was outlined by the General Secretary and endorsed by the delegates. This provided a platform to re-energise our mission, place Organising centre stage, reorganising all aspects of the Union's operations, including Finances, to ensure the long-term viability of our Union. The Conference concluded the agenda by electing Ivor Reynolds as President, to take up the position until our next Conference in 2024.

## National Executive Council Election

eComms Side	Postal Courier Side
Ivor Reynolds (President)	Frank Donohoe (Vice President)
Pascal Connolly	Jason Caulfield
Rachel Carton	Elaine Cockburn
Alan Dempsey	Jonathan Donnelly
John Dunleavy	Des Hopkins
Stephen Elliott	Paul Kennedy
Tom Hayes	Vinny Kilroy
Frank Joyce	Anthony McCrave
Shane Murphy	Deirdre Medlar
Gerry Perry	Ellen Moore
Tom Sheehan	Willie Mooney
Sean Tighe	Tara Ravenhill
	Adrian Scanlon
	Gerry Sexton
	Michael Wall
	Norita Dawson (observer) Co-opted after Conference

During his term of office, the President availed of the Company's early retirement scheme. Having expressed a desire to complete his term as President of our Union, the NEC agreed, based on the Rules of the Union, that it was entirely reasonable and legitimate for him to do so.

Correspondence followed from the Seán Connolly Waterford District Branch in relation this. The content of the correspondence was referred to the General Purpose Committee. A copy of the GP Committee report can be viewed below.

*Further information can be accessed by clicking on the link below  
(only available in the online version of this report)*

**GPC Report 29 January 2024**

## CWU Structure



### Officer Board

- **General Secretary:** Seán McDonagh
- **Deputy General Secretary:** Ian McArdle
- **Administration & Business Development Officer:** Imelda Hyland
- **National Officer:** Carol Scheffer
- **National Officer (An Post):** Cormac O Dálaigh
- **National Officer (eir):** John Clarke
- **National Officer:** Fionnuala Ní Bhrógáin
- **Staff Side Secretary (An Post):** Pat Kenny
- **Staff Side Secretary (eir):** Tom Sheehan
- **Industrial Organiser:** Diarmuid O'Connell
- **Industrial Organiser:** Laura McKenna
- **Regional Officer:** John Tansey
- **Regional Officer:** Jarlath Heneghan
- **Regional Officer:** Bill Colfer
- **Regional Officer:** Adrian Scanlon (Acting)
- **Financial Officer:** Gerry Martin

### CWU Administrative Team Members

- Ruth Dungan
- Lorraine Newman
- Adrienne Power
- Fan Ryan
- Sarah Vaughan
- Jelena Bogdanova
- Sandra Connors (Service Operative)

The CWU would like to thank Jimmy O'Connor for all the work he puts into the running of the Humanitarian Aid Fund on behalf of our members.

## CWU Headquarters

### CWU Organisational Restructuring

To ensure our effectiveness in progressing the interests of our members in the communications industry and to secure the long-term future of the CWU, we have progressed and implemented significant change over the past two years. It is gratifying to report real organisational change on a number of fronts over a relatively short period of time. In re-energising our mission key projects have been completed.

- **Head Office Revised Structure** – implemented;
- **Head Office Finance & Admin Review** – completed;
- **Head Office Staff Policies & Pension Reviews** – completed;
- **Financial Overhaul** – completed;
- **Communications Strategy** – developed;
- **Collaborate working with ICTU, UNI Global and other Unions** – ongoing;
- **Organising, Retention & Recruitment** – Top Priority;
- **Code of Conduct** – Agreed.

The CWU is a Trade Union foremost, representing members interests. However, we are also a business and an employer. In the Chapter on Finance we have outlined that we now have in place the necessary governance, auditing and administrative controls of our financial transactions. As an employer we have a duty of care to our employees operating best practice, fostering positive workplace culture and employee wellbeing. Since our last BDC we have reviewed and introduced a wide range of policies to ensure adherence to best practice and legislation changes. One such policy I wish to highlight is the changes to the CWU Retirement Policy, which enables all staff to retire from age 60 up to the age of 66.

### CWU Appoints New Finance Officer



Gerry Martin joined CWU in October 2023 and is a qualified chartered accountant with strong experience across practice and industry, including organisations such as Intuition Publishing, Fingal County Childcare Committee and Francis Brophy Accountants. As well as this Gerry ran his own sports business for several years in Dublin City Centre. Gerry brings a wide range of financial expertise to our team and we are delighted he has joined us and wish him the very best in his role.

*Gerry Martin*

### Admin Team (Awesome)

In July 2023 after fourteen years working in headquarters Ciara Melinn, a member of the Admin Team, decided to take up a new role with the Higher Education Authority. Ciara will be missed by us all and we wish her the very best in her new career. On Ciara's departure, Jelena Bogdanova who has been working with the Union on a contract for the last year agreed to take up the role on a permanent basis. Jelena has settled into her new role and become a valued member of the Admin Team. We wish Lena the very best in the new role.

### Gender Representation

It is important that we have a more diverse and equal Union, with more women in leadership positions, creating more role models and more possibilities for other women to actively participate



in. Diversity and inclusion boost performance, creativity, problem solving and many other aspects of employment. It is therefore critical that within CWU we have appropriate representation of women on the Union's decision-making body that reflects our membership base.

To ensure we operate best practice and have the most progressive regulation on gender representation for the National Executive Council, following a review of the CWU rules, it was decided to adopt the following approach:

- Remove the reserve seat(s) from both sectors and replace with a system of proportional representation similar to what is in operation in CWU UK, SIPTU and ICTU as follows:
- Postal/ Courier sector and eComms sectors: ensure a minimum of **20% of these panels are of either gender on both panels, i.e. no less than 20% of female members and no less than 20% of male members.**
- Remove Subsection 18 which states that: "A member will only be permitted to serve one (1) term on the National Executive Council utilising a Reserved Seat for Women." Accordingly, there would be no restriction on the number of terms that a female member can serve on the main panel.

Vacancies that arise during the term of the Executive will be filled using the normal procedure however the proportional representation must be maintained.

To give effect to this, the necessary proposed rule change is included in standing orders issued to Branches. This requires a two third majority to vote in favour at BDC to apply the new rule at the 2026 National Executive Council election.

A rule change on its own is the first step in achieving gender representation, however this is not the only action that needs to be taken to ensure that the Union is more gender inclusive. In that regard we are committed to:

- Allowing for more networking opportunities for women
- Providing Leadership training at least once a year
- Keeping the Mentoring Programme going
- Advertise the role of the Executive in advance of BDC, how it benefits the membership, the requirement of the role and relevant commitment, as well as the training and supports available.

This policy will be monitored and reviewed to reflect any changes in the number of executive seats and proportional gender representation in line with our membership base.

### Branch Rationalisation

Central to our agreed strategy, making best use of resources and to maintain and improve service to members, was a complete review of Branch Structures which was overseen by the Rationalisation Sub-Committee. This was necessary as a key challenge we face is reducing numbers resulting in much smaller Branches. Following an extensive consultation exercise and further deliberation at the CWU Seminar in Waterford a number of Branch amalgamations have been taken place with completion of further rationalisation in train.

### Postal Managers – New Structure

The amalgamations of An Post Manager Branches, as agreed by the **Rationalisation Sub Committee** and approved by the **National Executive Council (NEC)**, has been completed. The amalgamation's involved the following:

#### Dublin Managers Branch

Amalgamation of members of the **Postal Manager Branch** and members of the former **Administration Managers Branch** into one Branch.

### **Southern Regional Managers Branch**

Amalgamation of management grades represented by the CWU in counties Kilkenny, Carlow, Kildare Offaly, Laois, Wicklow, Wexford, Waterford, Cork, and Kerry into one Branch.

### **Western Regional Managers Branch**

Amalgamation of management grades represented by the CWU in counties Louth, Meath, Cavan, Monaghan, Westmeath, Longford, Leitrim, Sligo, Donegal, Mayo, Galway, Roscommon, Clare, Limerick, and Tipperary into one Branch.

## **eComms – New Structure**

In eComms the following Branches were amalgamated: Seán Connolly Waterford District Branch and the Portlaoise District Branch into a new Branch called the **Seán Connolly District Branch**. The Sligo District and Galway District Branches amalgamated into a new Branch.

Standing Orders are drafted and agreed at the Inaugural AGMs. Special meetings (AGM's) took place to “close” old branch/s and “establish” new branches. Branch Officers and committees are now in place.

With declining membership numbers, the above are the first steps towards future branch amalgamations.

The National Executive Council agreed to conduct a complete review of all aspects of the Unions' business as part of the 'Shaping the Future Union' strategy, which was unanimously endorsed at Biennial Conference. Central to our agreed strategy is the requirement to make the best use of our resources to maintain and improve services to members.

Critical to doing this is to have a Branch Structure that works best for the organisation and members. While existing structures have served us well, they are in place for a very long time. There is no doubt that we can, and must improve our organisation, recognising the changes that have already taken place and those that are required for the future.

Further consultation and engagement regarding Branch Rationalisation was undertaken with Branches and at the CWU seminar in Waterford. Arising from these deliberations, the National Executive Council decided on the following approach.

## **Clerical Branch Rationalisation**

The Rationalisation Committee undertook a national survey of all Clerical members to determine how best to support and represent this grade across the country. The survey got a very strong response rate (310 responses) and it is clear from the responses that there is an appetite for change and ample support for two options which are currently under examination. The first option is a single national branch and the second is a two-branch structure (a Dublin and Regional branch). The Clerical sub-group is considering the benefits of both options with a view to reverting to the Rationalisation Committee. Changes here will have to be considered in the overall rationalisation of the postal branch network.

## **Private Sector**

There are a number of 'non-aligned' members across a range of companies in the eComms and Postal/Courier sectors. These are small groups or individual members who are employed in a variety of companies where no collective representation takes place. These members do not have a designated branch or representative structure and therefore, no vote or voice at conference. The Rationalisation Committee is reviewing these 'non-aligned' members with a view to allocating them within a branch or creating one for them.

## Postal Branch Structure

The National Executive Council circulated the following three options to the Postal Branches seeking their views:

- DSU County Structure
- District Structure
- Cluster Structure

While we received very positive feedback in the 30 responses, a total of 20 Branches did not respond. A summary of the issues outlined in the submissions was presented for consideration by the Deputy General Secretary at the Seminar, following which, there was broad acceptance of the necessity to change.

- Acceptance of the necessity to change.
- Favoured Option is the County structure.
- Commence with Cluster/Regional Branch Secretaries Forum.
- Foolish to think we must remain the same or it isn't possible to improve.
- Address the Branches that are not operating first.
- Take the necessary time to get it right- Phase implementation.
- More information required for Standing Orders, Officers/Committee, Time of Facility and Branch Rebates.

The Rationalisation Sub-Committee has further reviewed these and discussion in place with An Post regarding the Time Off facility and a further update will be made at Conference.

## Trade Union Relations

The Communications Workers' Union has, for many years, been steadfast in its approach to working in solidarity with both National and International unions and confederations. As part of the *Shaping the Future Union* strategy, the CWU has restated its commitment to working hand in glove with the ICTU, UNI Global Union and like-minded Unions.



### Irish Congress of Trade Unions

The Irish Congress of Trade Unions held its Biennial Delegates Conference in Kilkenny in July 2023.

At the Conference, General Secretary, Seán McDonagh, was re-elected to the National Executive Council and National Officer Fionnuala Ní Bhrógáin was also re-elected, retaining two seats for the CWU on the NEC of Congress.

### CWU involvement in ICTU

- Seán McDonagh – Executive Council
- Fionnuala Ní Bhrógáin – Executive Council/GP Committee
- Ian McArdle – Private Sector
- Carol Scheffer – Equality
- Pat Kenny – Health & Safety

### Retired Members' Committee

- Joe Guinan
- Paddy Costello
- Margaret Jenkins
- JJ Higgins

### Low Pay Commission

National Officer Fionnuala Ní Bhrógáin and Michael Taft, SIPTU, continued their work on the Low Pay Commission, which has resulted in considerable improvements in pay.



## UNI Global Union

The CWU continues its long-standing support for international trade union affairs through its affiliation with UNI Global Union. UNI Global Union builds Union power to improve workers' lives everywhere. As a global Union federation with affiliates in 150 countries, UNI uses collective strength to expand collective bargaining, advance social and economic justice, hold corporations accountable and transform an unfair global economy.

UNI has negotiated over 50 global agreements and protocols that have secured the rights of tens-of-millions of workers worldwide. These agreements are vital tools to level the playing field between workers and multinational corporations, and they create frameworks for workers to organise and negotiate free from fear and intimidation.

## UNI Global Union World Conference Philadelphia August 2023

**Carol Scheffer**, CWU National Officer was unanimously elected UNI World Women's Committee President for 2023-2027.

## CWU involvement in UNI



*Carol Scheffer*

**Seán McDonagh**, General Secretary, represents the CWU on the UNI Europa Post & Logistics, EU Social Dialogue Committee. Seán was elected to the Uni World Executive Committee.

**Ian McArdle**, Deputy General Secretary, represents the CWU on the UNI Europa ICTS Committee and the Telecoms Social Dialogue Committee.

**Fionnuala Ní Bhrógáin**, National Officer, represents the CWU on the Amazon Alliance and the Google Alliance.

**Pat Kenny**, Staff Side Secretary, An Post, represents the CWU on the Health & Safety Committee.

## CWU Trustees

The Union wishes to thank the Trustees for their assistance and dedication to detail in overseeing the Union's finances on behalf of our members.

The Trustees are:

- Dick O'Leary
- Jim McCann
- Frank Joyce
- Pat Compton

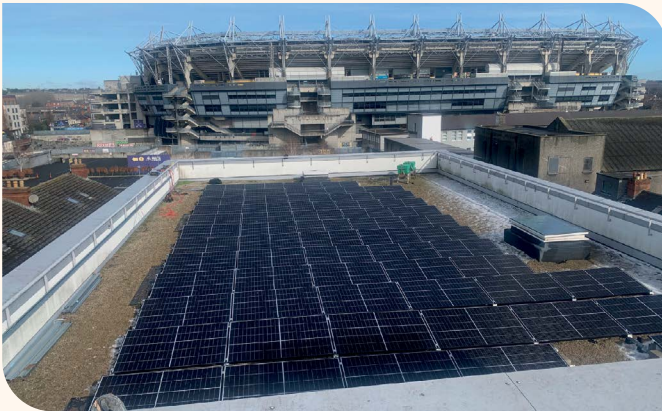
## Branch Microsoft Account

The Union has supplied each Branch with a Microsoft Office account with a CWU email address. Due to GDPR regulations and as previously advised, the Union will only issue information to the Branch email account and not to personal email addresses. Any Branch that has difficulty accessing their account should go to the CWU stand at Conference for help and instructions on how to use the email account for the Branch.



## Helping the Environment

CWU has invested over €60k on 192 solar panels at 50,000 kWP which have been installed on the roof of Union headquarters, helping to generate power to supply electricity to CWU and reduce the amount of power taken from the national grid. An update on this will be given at Conference.



## GDPR Guidelines



*Imelda Wall*

The Union is working hard to ensure it complies with the General Data Protection Regulation (GDPR) which came into effect in May 2018.

The GDPR significantly changed data protection law across Europe. It strengthened the rights of individuals regarding the storage and use of their personal data and increases the obligations on organisations. CWU takes the privacy of its employees and members seriously and the legislation brought new responsibilities for all individuals and organisations that hold personal data, including Union Branches.

Over 80% of data breaches are caused by human error. The biggest danger is not hackers remotely accessing your systems but rather individuals making mistakes, such as sending group emails without using the BCC button; clicking on a link from a phishing mail; losing data or being unaware that they have breached the law.

Under the GDPR trade union membership is considered a special category of personal data, this puts an extra onus on Unions to ensure members' personal information is processed in accordance with the legislation. Here are some important tips to keep CWU members' personal data safe, secure and confidential. It will help you to avoid data breaches.

### What is Personal Data?

Personal data means any information relating to a living identifiable person including name, phone number, email address, membership number and documents compiled in personal case files.

### Email

- Use the [CWUBranch@cwu.ie](mailto:CWUBranch@cwu.ie) email system.
- When emailing groups of members use the BCC button. If you don't, you are sharing members' contact details with everyone else on the email list and identifying them as members of a trade union, which is a reportable breach.
- Email attachments containing personal data should be password-protected and the password sent separately using a different form of delivery – ideally by text message or phone call.
- Watch out for phishing emails. These are becoming more sophisticated and more frequent.
- Remember the email account provided by your employer is their property and can be subject



to both data access requests and possibly Freedom of Information requests.

- Avoid email threads.

### Recommendation from DPC

In July 2021 the DPC made strong recommendations that we ensure that CWU Branch Officers, Committee Members, Branch Representatives and CWU Staff are fully aware of the importance of reviewing email correspondence before it issues. The DPC ask that you should safeguard that the correct intended recipient and attachments have been selected prior to the issue of all email correspondence.

*Below are links to DPC guidelines they have asked CWU to bring to your attention.  
(only available in the online version of this report)*

<https://dataprotection.ie/en/dpc-guidance/blogs/return-sender-data-breaches-and-email-correspondence>

<https://dataprotection.ie/en/dpc-guidance/guidance-relating-third-parties-accidentally-receipt-personal-data-relating-other>

### Security

- Personal case files must be stored in a safe and secure place.
- Personal data should not be left unattended in areas where other members or individuals can access it e.g. home, work bench, car or a meeting room.
- Personal data should not be visible in the workplace – be it at home or in the office e.g. walls, desk, computer screen, printers and copiers.
- Ensure your computer security systems are up-to-date.
- Use strong passwords.
- Lock your computer screen if leaving computer/laptop unattended (windows key + L key).
- Password protect devices which hold personal data.
- Be aware that your notes and correspondence may be seen by the data subject.
- Never work on CWU sensitive data in a public place or leave in view.
- Destroy unrequired paperwork securely using a shredder.
- Handover files to incoming Branch Secretary/Branch Chairperson.
- If this is not possible, return the material to CWU Head Office for the appropriate storage and retention, and ultimately, secure destruction.

### Remote Working

Due to COVID-19 we are now working differently, some of us remotely. This brings with it new challenges.

- Take all reasonable steps to keep CWU documents secure.
- Remember that working from home can place us in a different mental space from our usual workplaces. Procedures such as double-checking addresses and attachments; password protecting email attachments that contain personal data; and using the BCC function for group emails, are just as important when working at home as in the office.
- Continue to use common sense and make sure that you are taking care of things like people's names and email addresses.
- Ensure that calls are not overheard, particularly when dealing with a members' personal case.
- Avoid conversations involving members' personal cases near Smart Speakers. If you have a Digital Home Assistant device/Smart Speaker such as Alexa, Siri or Google Home, be aware that these devices are always 'listening' to conversations and potentially storing the recording. Bear this in mind if conducting CWU-related telephone calls or video conference calls. We recommend

you unplug the device or move to a different location in your home for the duration of the conversation.

### Data Subject Rights

Under the GDPR members have a right to request their personal data, by submitting a data subject access request. Members, as data subjects, also have a right to rectification, erasure, right to restrict processing and the right to data portability. CWU as data controller, has 30 days under the legislation to comply with such requests. If your Branch receives such a request please contact CWU's Data Protection Officer (DPO) at [privacy@cwu.ie](mailto:privacy@cwu.ie) immediately.

### Data Breach

If you suspect a data breach has occurred you should immediately contact CWU's Data Protection Officer (DPO), [imelda@cwu.ie](mailto:imelda@cwu.ie). Under the legislation any breaches must be reported to the Data Protection Commission within 72 hours of becoming aware of the breach. This must be done by CWU's DPO.

The Data Protection Commissioner has the power to impose large fines and also order CWU, including a CWU Branch, to bring processing operations into compliance in a specific manner and within a specific period. They can also impose a temporary or definitive limitation including a ban on processing personal data.

### What to do if you have a data breach by using the TO or CC button

If you inadvertently use the TO or CC button when sending bulk emails to CWU members there are a number of steps you should take.

- Try to recall email immediately
- Outlook - Double-click the **email** message that you want to **recall** or replace. Select Message > Actions > **Recall** This Message. Or, select File > Info > Resend or **Recall** > **Recall** This Message...
- Tell CWU HQ immediately – official or DPO
- Send email to original recipients using BCC asking them to delete mail and not to forward mail.

### Membership Lists

- Access to Branch Membership lists is granted to Branch Officers and Branch Representatives for Union activities only.
- Don't share list with an unauthorised individual.
- Don't share list with a third party.
- Keep password protected.
- Destroy securely when you receive a new list.
- Copies of membership lists should never be left unattended.

### Members' Personal Cases

- Keep details of members' case confidential and secure.
- Members have an entitlement to confidentiality.
- Do not share details of case with Branch Committee.
- Only those who need to know the details of the case for operational reasons are told about the case. Including a local CWU Representative or another Branch Officers, but only if they are representing the member.
- The appropriate CWU staff may see the case file or be made aware of the details of the case.
- Handover files to incoming Branch Secretary/Branch Chairperson.
- If this is not possible return the material to your local CWU office for the appropriate storage and retention, and ultimately, secure destruction.
- When elected Representatives in the workplace or on Branch or National Committees stand

down from their positions they must return all files and documents relating to Union business, stored at work or at home, to the local Branch Secretary or to the relevant Head Office Official. Under no circumstances should material relating to other members or third parties be kept in personal possession on departure from Union activity.

- Keep members' files for seven years, Branches should forward this material to Head Office once case has concluded.

### Data retention

- Personal case files – six years if routine and the case is closed.
- Inform member their case file is being deleted and ask do they want the file.
- If the case is active, keep until case is closed and has been retained for seven years.
- Don't delete active cases.
- Branch financial records – seven years.
- Non-essential telephone messages – no longer than one year.
- Draft reports, draft letters, working-documents. Ideally these should be destroyed once the final document is produced. If this is not possible, then no longer than one year after the final work product is produced.
- Delete file securely or return to CWU for confidential shredding. Contact the appropriate CWU official first.
- Collective agreements should be kept permanently.

### Data Protection Training

CWU holds data protection training during all Representative courses. Notification is sent by GS Circular.

*If you have any data protection concerns or worries please contact  
Imelda Wall, CWU Data Protection Officer at [imelda@cwu.ie](mailto:imelda@cwu.ie)*



# Training & Education

## Introduction

During 2021 and 2022, we had to adjust our courses to become remote and eventually hybrid in order to continue our training delivery. While we were pleased to be able to continue to offer courses, this new model of training delivery was not without its challenges. Therefore, we were pleased to be able to return to a normal classroom environment since our last Conference, which also gave participants a better opportunity to network.

In 2023, the Education Committee decided to conduct an extensive review of our training offering so as to ensure that it continues to be relevant and meet the needs of our Representatives. As part of the review, we analysed our training attendees' feedback forms which were, by and large, very positive with many wishing to attend further Union training programmes. We also assessed how we could make our courses more time efficient with effective learning transfer.

Our review consisted of going through our training material, lesson plans, agendas, and course activities. On the basis of same we added more practical exercises for our attendees to enhance their representation skills. We also added additional content to more critical topics and amended our agendas accordingly.

Following on from this we were in a position to pilot our new materials for the 2023 courses. These were well received, and we will continue to monitor and review our materials with the active participation of the Education Committee and our course attendees.

Our review and monitoring of training materials is in line with our **mission statement**:

*The CWU is committed to the training and education of Representatives and Members at all levels in the organisation to a high standard. In this context we will provide a high-quality training and education service that equip CWU Representatives with the relevant knowledge and skills to enhance their effectiveness as Union Representatives while reinforcing the values of the Union.*

*The Union also commits, where possible, to remove barriers which may prevent members accessing and participating in the Union. The CWU advocates the promotion and improvement of adult literacy and learning.*

*The CWU will commit the resources at its disposal to meeting these training and development needs.*

As always, the CWU Education Committee have relied on our strategic approach to the design, delivery and monitoring of our courses which continues into the future.

## Education Committee Constitution

The Education Committee comprises of the Education Officer (Carol Scheffer) and eight Committee Members as follows:

1. Pascal Connolly, eir Sligo
2. John Dunleavy, eir Dublin No 2
3. Anthony McCrave, Dundalk Postal
4. Willie Mooney, Dublin Postal Clerks
5. Ellen Moore, Portlaoise Postal
6. Tara Ravenhill, Athlone Postal
7. Ivor Reynolds, eir Dublin No 1
8. Tom Sheehan, eir Cork District



The Education Committee are all accredited trainers and are experienced in their own sectors. Therefore, they are best placed to assist Representatives in dealing with issues relevant to them. This is a significant advantage as the Committee can be responsive to facilitate training around important and current issues for our Representatives. The Education Committee have also played the role of mentors to incoming Branch Secretaries and always take into consideration the needs of new Representatives when taking on their roles.

Those who attend our courses also have the opportunity to network and get to know other Representatives both within and outside their own sectors. This has proved invaluable for sharing experiences, advice and opinions.

## *Section 1: Internal Training Provision*

In this section we highlight the training provided by the CWU in 2022 and 2023. As always, we had a full suite of courses on offer and the following outlines the courses that were delivered. Courses are advertised via general circular along with the relevant nomination forms after AGM season has come to an end.

Furthermore, all our forms are online so that Branch Secretaries can apply directly for courses for their Branch Officers and Committees in a timely manner.

*Forms can be found at:*

[www.cwu.ie/training/training-forms](http://www.cwu.ie/training/training-forms)

### **Training Activity 2022:**

Branch Secretary Stage 1

Branch Officer

Treasurer Training

Chairperson Training

Advanced Branch Officer

Disability Awareness Training

Equality Representative Training

Committee Training



*Branch Secretary Stage 1 Attendees, 2022*



*A nice sunny day for training in Union Head Office, DPDB, May 27th, 2022*



*Call Centre Training Group, November 2023.  
A joint initiative between the Education and Organising department.*



## Training Activity 2023:

Branch Secretary Stage 1
Chairperson Training
Branch Officer
Treasurer Training
Branch Secretary Stage 2
Equality Representative Training
NEC Training
Investigation Training
AI Training
EPOC Training
Committee Training
Women in Leadership Training



## Online Courses Update!

Essential Wellness Courses for Members

1



Identify, cope and manage  
bullying in your workplace ...

### Workplace Bullying

2



Start that conversation and  
start to get help ...

### Domestic Violence

3



Create a greater awareness of  
impact and related supports

### Sexual Harassment



Brought to you by UnionLink.org  
A CWU, FSUnion & Mandate initiative



financial  
services  
union



## CWU Committee Training Courses

We delivered an exceptional number of Committee courses since the last Conference. Arrangements are made by the Branch Secretary and the Education Committee will organise courses subject to viable numbers and workplace release. Where this is not possible Representatives have the option of attending training in Head Office. Courses are tailored to Branch needs, are one day in duration, and we encourage Branches to avail of this offer so that they can work together collectively on local and national issues.

## CWU Education Grant Scheme

The CWU Education Grant Scheme has now been in operation for several years as a direct benefit to our members.

The Union invites applications for our Education Grant Scheme on an annual basis which is open to members and their dependants. Last year it was agreed by the NEC and the Education Committee to add a fourth category to the grant scheme to cover primary school children. This was in recognition that these costs can also be excessive for families.

The grant scheme is now therefore made up of the following **four** categories:

### 1. Gaeltacht Awards

Up to 20 awards are made each year for Gaeltacht students to help cover the cost of their participation in a Gaeltacht course to a maximum value of €350.

### 2. Second Level Awards

Up to 30 awards will be made annually to the value of €400 to help with the purchase of schoolbooks and class materials. Members studying for the Junior and/or Leaving Certificate as mature students can also apply for this award.

### 3. Third Level Education Awards

The third level category offers up to four awards annually to a maximum value of €2,000 for each year of study up to a maximum of four years. These awards will be made to Union members or members' dependants involved in study or research at Diploma, Degree, Post-Graduate Diploma or Post-Graduate Degree level.

### 4. Primary School Awards

Up to 30 awards will be made annually to primary school students. Each award will be worth €350 to help with the purchase of schoolbooks and class materials.

The Union is committed to monitoring this scheme and it will be reviewed on an annual basis by the Education Committee considering the applications received, budgeting and requirements of members.



**UNIONlink** continues to go from strength to strength. This is our online learning platform resourced by CWU, FSU and Mandate. **UNIONlink** is an online platform for trade Union training and is a blended learning initiative that supports

the Union's education and training programmes.

We believe that all our members should have the opportunity to develop their skills at a time and a place that suits them. With **UNIONlink** this is possible as courses can be completed at any time of day. All courses are free-of-charge and are designed to be engaging and interactive.

We had three more courses launched earlier this year, namely ***Bullying in the Workplace***, ***Counteracting Sexual Harassment*** and ***Domestic Violence as a Workplace Issue***.

Our **Digital Photography** course continues to be extremely popular and year-on-year we have a high number of entrants. The course is run in conjunction with our competition, which is open to those who have completed our digital photography course on **UNIONlink**. The standard of our entries is always high and we encourage members to participate.

Our thanks to John Chaney for judging the entries.

**UNIONlink** encourages members to become more engaged and active in their Union as well as building the skills, knowledge, and confidence of CWU activists.

**UNIONlink** also supplements our classroom training and gives Representatives an opportunity to learn more about their role in their own environment. Our plan is to offer **UNIONlink** courses in circumstances where a Representative is unable to attend classroom training for any reason. By completing the online course, a gap can be bridged until the Representative is able to attend.

*Members can set up an account at:*

[www.unionlink.org](http://www.unionlink.org)

## **Section 2: External Training Provision**

This section outlines the training that the CWU has access to through various training networks, initiatives, and other training providers. While the Union's Education Committee has expanded on the courses on offer, we also work with other trade unions, expert bodies, NGOs etc. to expand our fields of learning.

We are pleased that the networks that we have built have provided access to courses and events that we would not normally have access to in a cost effective manner. The following will highlight our work in this area over the last two years commencing with the newly formed Union Learning Group (ULG).

### **Union Learning Group (ULG)**

In 2023, the Union Learning Group was formed as a collaboration between six trade unions: CWU, Fórsa, Mandate, Connect, SIPTU and FSU. We focused on the development and sharing of resources in key areas of trade union education, training, and delivery. The aim of ULG is to share and strengthen trade union education and training across the participating unions to create further opportunities for our activists to access training programmes as well as events for ICTU affiliates.

By sharing our resources, we work in co-operation to identify areas of common interest as well as developing new materials for Union activists. Our plan will be to hold events, workshops, and seminars on a regional basis to Union staff, activists, and those in other Union-nominated roles. We will utilise experts in the fields of key areas relevant to trade unions as part of our events to that we can foster debate and discussion on critical workplace issues as well as identifying the trade union response to same.

The first event that took place was on September 20th of last year in relation to the impact of AI on the world of work. With this focus, the Union Learning Group brought together a panel of expert speakers to help us explore the issue of AI and its impact on the world of work. As part of the workshop, we discussed the benefits, and also the threats that AI will present for workers as well as its impact on jobs. Many jobs will disappear altogether, and we discussed our concerns around how AI may impinge on workers' rights and health. Finally, we discussed what this means for the trade union movement and how we should respond to protect the future of our members and their families.

We look forward to delivering more events in the coming months.



*Further information can be accessed by clicking on the link below  
(only available in the online version of this report)*

[www.unionlearning.ie](http://www.unionlearning.ie)

## ***Aontas***

The CWU renewed its membership with Aontas in 2023. Aontas is Ireland's National Adult Learning Organisation and advocates for the right of all adults in Ireland to quality lifelong learning and the associated benefits. Members of the Education Committee have attended various Aontas events with a view to engaging more to promote adult learning.

We look forward to seeing what initiatives we can get involved in for the benefit of our membership.

*Further information can be accessed by clicking on the link below  
(only available in the online version of this report)*

[www.aontas.com](http://www.aontas.com)

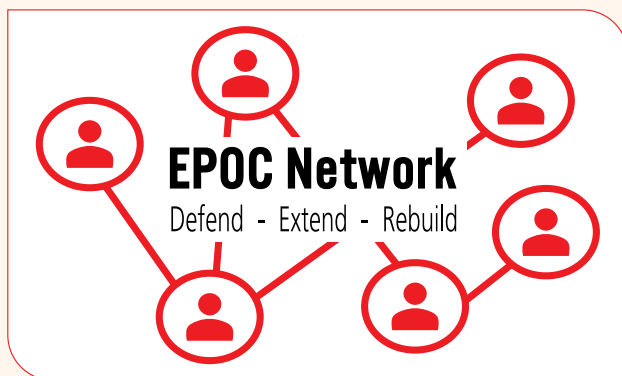
## ***Certificate in Business Studies (Trade Union Studies)***

The CWU continues to support the SIPTU/ICTU Certificate in Business and Trade Union Studies which is held on a regional basis. For CWU activists this course is open to NEC members and Branch Secretaries who have served at least **two years** in their elected role. The course is jointly funded by the participant and the Union on completion of the two-year course. This course is accredited at Level 6 by QQI and involves 6 modules delivered over two years.

The six course modules are:

1. Safety, Health, and Welfare at Work
2. Human Resource Management
3. Equality and Diversity
4. Introduction to Irish Employment Law
5. Collective Bargaining and the Theory and Practice of Negotiation
6. Introduction to Economics

## ***EPOC – European Power and Organising Centre***



The EPOC programme brings together unions from across northern and western Europe to organise in a coordinated and effective way by building workers' power. Its remit is to defend, extend and (re)build collective bargaining by providing support to affiliates for sustainable structures.

EPOC was established in 2019 specifically to work with affiliated unions of UNI so that unions have clear and well-developed organising and

collective bargaining strategies, as well as strong teams to carry them out. Online meetings of the network take place monthly.

In October of this year, the CWU Education and Organising Committees came together to avail of this comprehensive training delivered by Ben Egan, UNI Organising Director. The course covered the

fundamentals of organising both greenfield and infill as well as relative campaigns, sectoral mapping and lead generation, team building and using social media to campaign and network.

We anticipate that this will be the first of many sessions that we do with EPOC as we grow into the tech sector and continue to build our Union in traditional and key areas.

*Further information can be accessed by clicking on the link below  
(only available in the online version of this report)*

**[www.uni-europa.org/organising/epoc/](http://www.uni-europa.org/organising/epoc/)**

## ***Conclusion***

The Education Committee is dedicated to new ways of working, enhancing our course offering and taking at all times into consideration the needs of our Representatives.

We believe that training is a reward for our Representatives as it is an opportunity for them to develop their skills which is a long-term benefit. We are committed to ensuring our Representatives have the means and the supports to stay active in the Union and to build their experience.

We have added once again to our training offering and have had the benefit of working with UNI, the Union Learning Group and other organisations to vary and improve what we do.

Finally thanks again to the Education Committee for their hard work and dedication to the needs of our Representatives.

# Retirement Benefits

## 1. Introduction

The Central Statistics Office (CSO) carried out a Pensions Coverage Survey in 2021 and this showed that 72.7% of those in employment (aged 20 to 69 years) had an occupational pension. In the same year the Pensions Authority estimated that there were 86,222 active occupational pension schemes with 971,961 active members. The survey also showed that 68.5% of those who had an occupational pension scheme identified it as a defined contribution scheme. 28% identified it as a defined benefit scheme with 3.4% identifying their scheme as a hybrid scheme.

## 2. Defined Benefit Schemes – Review of 2022 Statistics

Trustees of defined benefit schemes are subject to the funding standard provisions of the Pensions Act 1990 and are required to submit an Annual Actuarial Data Return (AADR). AADRs are submitted to the Pensions Authority within 9 months of the scheme year end. Each year the Pensions Authority publishes a summary of this information.

A total of 512 schemes were subject to the funding standard provisions of the Act as at 31st March 2022. Of these:

- There was a total of 320 schemes current which means that have active members who continue to accrue benefit;
- 186 schemes were frozen which means that the scheme provides benefits for members whose service has terminated or continuing service in employment does not entitle members to long service benefit and no new members re admitted;
- 6 schemes were in wind up which means a decision was taken to wind up the scheme, but this process has not been completed and some liabilities and assets remain.

A total of 33 DB schemes did not satisfy the funding standard and these had a combined deficit of €0.2bn

## 3. Master Trusts

An EU Directive on the activities and supervision of institutions for occupational retirement provision (the IORP II Directive) was adopted in 2016. This was signed into Irish Law when the European Union (Occupational Pension Schemes) Regulations, 2021 (the Regulations) were adopted on the 22 April 2021. A Master Trust is a relatively new structure set up under EU Legislation.

Master Trusts are made up of professional trustees rather than trustees appointed by a Company. Each Master Trust may have many different companies under its umbrella. Master Trusts are operated by pension providers such as insurance companies. They offer their services to companies and appoint professional trustees to manage the funds of each of the Master Fund member companies.

IORPS II created a significant additional burden for Pension Schemes, and they imposed significant additional obligations on trustees of pension schemes. As a result, many employers are looking at an alternative to running their own schemes and are considering Master Trusts as an alternative. While the employer will continue to decide what benefits the pension scheme should provide for their employees, the trusteeship and management of the scheme will be undertaken by the Master Trust.

When considering a Master Trust employers are advised to consider the following:

- Are the trustees of the master trust well qualified to carry out the responsibilities of the role?
- What are the charges and is it offering good value for money?
- Are the investment choices offered to members clearly explained and appropriate?

- What communications will be provided to members? Will they be clear and easily understood?
- Does the Master Trust have enough capital to protect member interests?

#### 4. *Retirement age*

The 2020 *Programme for Government, Our Shared Future* ('the Programme') provided for the establishment of a Commission on Pensions: to examine sustainability and eligibility issues with State Pensions and the Social Insurance Fund. This followed the 2020 General Election during which the planned increase in the pension age to 67 with effect from 1st January 2021 was an issue. Pending the Commission report the State Pension age remained at 66.

The Commission reported in October 2021 and recommended the following in relation to the Pension Age:

- Align retirement ages in employment contracts with the State Pension Age;
- Enact legislation which allows (but does not compel) employees to stay on to State Pension Age;
- The legislation would apply to existing and new employment contracts.

In addition, where a retirement age below the State Pension Age continued then employers would be required to give notice to workers to ensure that the worker is aware that a retirement age below the state pension age applies.

They also recommended a gradual incremental increase in State Pension Age by three months each year commencing in 2028 reaching 67 in 2031, with further increases of three months every second year reaching 68 in 2039.

In September 2022 the Government announced a reform of the State Pension Age. The set of reforms included:

- Maintaining the State Pension age at 66 and introducing a new flexible pension age model;
- From January 2024, people will have the option to continue working up until the age of 70 in return for a higher pension;
- As recommended by the Pensions Commission, move fully to a 'Total Contributions Approach' for calculation of individual pensions entitlements on a phased basis over 10 years, starting in January 2024;
- Enhanced State Pension provision for long-term carers to be introduced from January 2024;
- Measures that allow, but do not compel, an employee to stay in employment until the State Pension age;
- The long-term sustainability of the State Pension system will be addressed through gradual, incremental increases in social insurance rates over time;
- The level and rate of increase in social insurance rates will be determined on a structured basis every 5 years informed by the outcome of a statutory actuarial review;
- A commitment to explore the design of a scheme that would modify the current Benefit Payment for 65-year-olds to provide a benefit payment for people who, following a long working life, 40 years or more, are not able to remain working in their early 60s.

#### 5. *Changes to the State Pension (Contributory) in Ireland*

From the 1st January 2024 the Government introduced a number of changes to the State Pension (Contributory). The pension can now be drawn down at any age between 66 and 70. This will allow employees to continue to work, which may improve their contribution record when they decide to draw down their State Pension (Contributory). Employees can still draw down their pension at 66 if they wish.

If someone claims their pension after the age of 66 they may be entitled to an actuarially-increased rate of payment. If someone defers their pension they can continue to make PRSI contributions to increase their personal rate of payment or meet the qualifying conditions of 520 (10 years) contributions.

### 5.1 PRSI changes

Prior to the 1st January 2024 anyone in employment over the age of 66 does not pay PRSI on their income, although their employer will pay the Class J rate at the 0.50% rate. The changes to the age at which the pension can be drawn down means that the upper age limit for PRSI exemption is changed from 66 to 70. This will apply to both the employer and the employee. This will apply to all employees except for the following:

- Employees who have already been awarded the State Pension (Contributory);
- Employees who already reached 66 years of age by 1st January 2024.

From 1st January 2024, employers will need to confirm with any of their employees who are aged between 66 and 70 and born after 1st January 1958, whether they have been awarded the State Pension (Contributory) so they can assign the appropriate PRSI class to them.

### 5.2 Total Contribution Approach (TCA)

Applications for the State Pension (Contributory) after 1 September 2012 for those that do not qualify for the maximum rate of pension because of gaps in their PRSI record can be assessed under a new Total Contributions Approach (TCA). HomeCaring can assist in qualification for a higher rate of pension.

The total number of PRSI contributions paid, irrespective of when they were paid, are taken into account when the Department of Social Protection (DSP) assesses an application for a pension. The TCA calculation includes the new HomeCaring Periods Scheme. The changes benefit people who spent time outside the paid workplace, while raising a family or in a caring role. Under the HomeCaring Periods Scheme periods of time spent caring for someone can be included in your Social Insurance record. Those reaching pension age on or after 1 September 2012, can have their pension rate calculated in 2 ways: using the average rule or using the new TCA. The DSP will carry out both calculations and choose whichever is more beneficial.

From January 2025 there will be a 10-year phased removal of the Yearly Average method, which means that all pensions will be calculated using only the Total Contributions Approach by 2034. During the transition period, pensions will be calculated using two methods:

- The first method will use the full TCA approach;
- The second method will, starting in 2025, calculate what your pension would be under the existing Yearly Average Method. The pension rate of payment will then combine 90% of this yearly average rate with 10% of the TCA rate. The proportion accounted for by the Yearly Average Rate will then reduce by 10% over each of the subsequent 9 years – to 2034 until the pension calculation is fully based on the TCA method.

Anyone who wants help in estimating their rate of State Pension (Contributory) can request a copy of their Contribution Statement from Revenue.

## 6. Retirement Age – Code of Practice

In early 2018 the Workplace Relations Commission (WRC) in consultation with IBEC, ICTU and relevant Government Departments, published a Code of Practice, the Industrial Relations Act 1990 (Code of Practice on Longer Working) (Declaration) Order 2017, which sets out best practice on the management of retirement in organisations.



There is no statutory mandatory retirement age from employment for private sector employees in Ireland. While the Employment Equality Acts prohibit discrimination on age, there is an exception that allows employers to impose a mandatory retirement age on employees, provided they can show that the retirement age is objectively justified by a legitimate aim which must be consistently applied. The Code of Practice sets out a number of aims for setting a mandatory retirement age including:

- intergenerational fairness;
- health and safety concerns;
- motivation and dynamism through the increased prospect of promotion;
- creation of a balanced age structure in the workforce;
- personal and professional dignity;
- succession planning.

*A copy of the Code can be accessed by clicking on the link below  
(only available in the online version of this report)*

**[Code of practice on longer working](#)**

## **7. Pensioner Increases**

Since the last BDC the Union was required to make representations to the Government in relation to the unacceptable and unnecessary delays in securing Ministerial approval for pension increases in both eir and An Post. In both cases the schemes are financially healthy, in surplus and moving towards self-sufficiency.

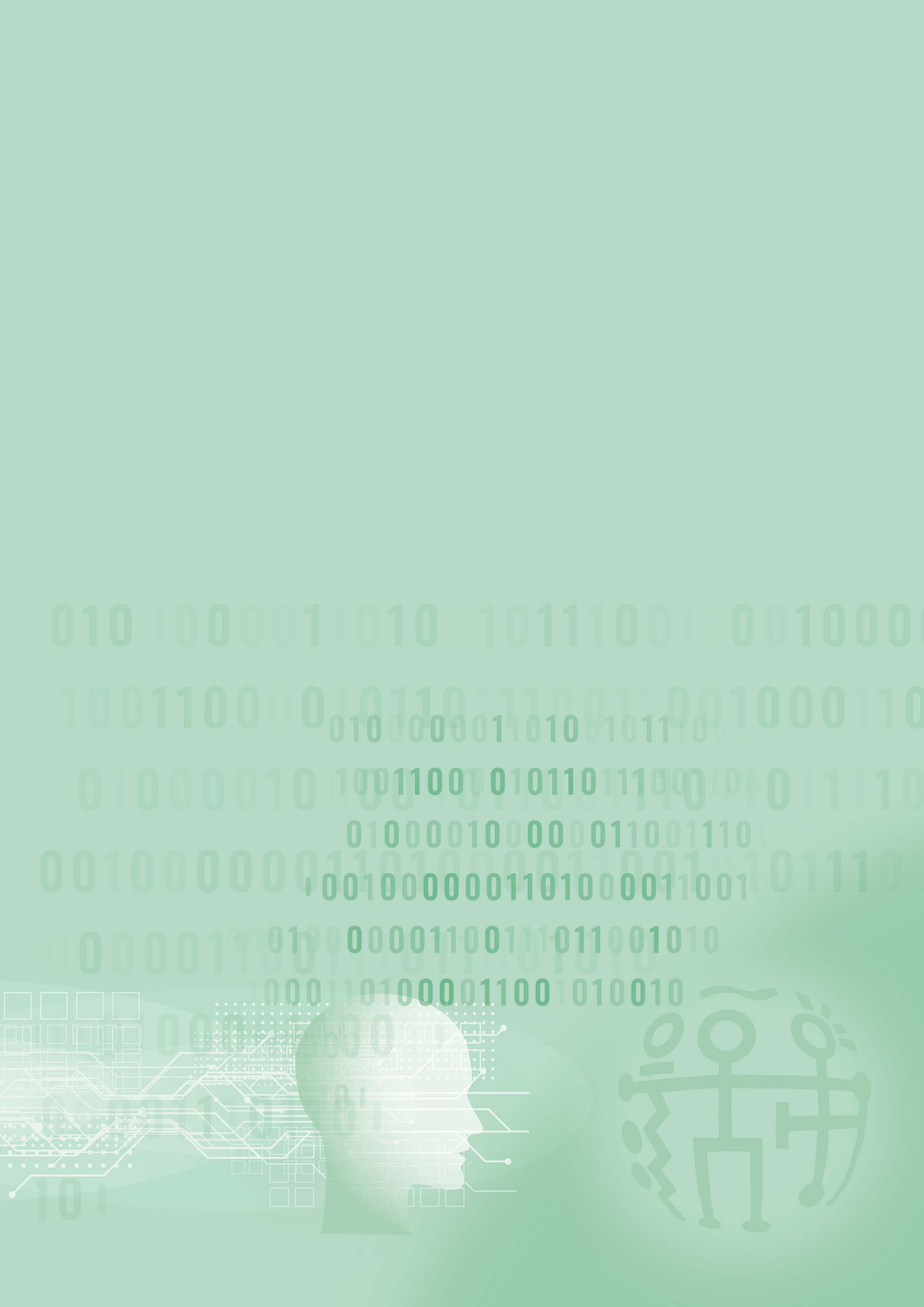
Approval for these payments is sought by both An Post and eir in line with the Code of Practice 16/2001 for the governance of State bodies on Remuneration and Superannuation in a timely manner. The process involves sign-off from the Minister for Environment, Climate & Communications and the Minister for Finance. In recent years an additional new group, New Economy and Recovery Authority (NewEra), has become involved creating another layer of bureaucracy and scrutiny.

We received the support of Congress to coordinate an approach that leads to a streamlined process that ensures that pensioners who have given loyal service to both Companies receive their pension increases in a timely manner. In addition, we engaged in extensive representations with various Ministers and Departments which escalated with correspondence to An Taoiseach and An Tánaiste in order to secure approval.



# An Post





# Pay, Pension & Allowances in An Post

## 1. Pay Agreement 2022/2023

Following the expiry of the WRC Pay Agreement on the 31st December 2021, the Union lodged a claim at the Joint Conciliation Council, seeking a significant pay increase for members from 1st January 2022. Arising from direct discussions, the Union and Company concluded agreement on a comprehensive proposal which provided for a:

- 2.5% pay increase from the 1st January 2022
- 2.5% pay increase from the 1st January 2023

The ballot of members resulted in 93% voting in favour.

The agreement provided for cooperation with normal ongoing change in order to transform the Company business. It also provided for the sharing of savings as a result of the Transformation changes on the same basis as outlined by the Labour Court in LCR21563. Any savings accruing are subject to verification by the Monitoring Group.

## 2. Pay 2024

Following the expiry of the 2022/2023 pay agreement on the 31st December 2023, the Union engaged with An Post with a view to concluding a new agreement. At the time of writing this report discussions were at an advanced stage. An update will be provided at BDC.

## 3. Transformation Agreement 2023-2026

In May 2023 a comprehensive Transformation agreement was concluded with the assistance of the Monitoring Group, covering all aspects of An Post's business. The enabling agreement provides for enhanced pay increases, cooperation with the Company change programme together with addressing staff impact issues.

### Financials

- Payment of a €750 tax-free voucher
- Revised Clerk pay scale with a 2% pensionable increase in pay on each incremental scale with a 3% increase at the max of the scale effective from 1st January 2024.
- Collection and Delivery Change Allowance consolidation as follows:
  - A 3% change allowance effective from 1st July 2024.
  - Additional 2% change allowance effective from 1st January 2025.
  - The 3% will be consolidated on 1st January 2025; and
  - The 2% will be consolidated on 1st January 2026.
- Cleaners/Patrols -2.5% consolidated into basic pay with effect from 1st January 2022.
- Working Leaders -2.5% consolidated into basic pay with effect from 1st January 2023.
- DSMs placed on performance related pay model.

A number of issues arose in the context of the Company issuing the vouchers to members. Following discussions with the Company agreement was concluded to amend the criteria and pay staff for periods on sick leave.

## 4. Eating on Route Allowance

A review of the Eating on Route Allowance is conducted on a biennial basis with the most recent review due to take place in January 2024. The review considers changes in the Consumer Price Index for food and non-alcoholic beverages over the previous two-year period i.e. 2022/2023.

Since the last review in 2022 the impact of inflation has caused CPI to increase substantially. In the period from November 2022 to November 2023 CPI for Food and non-alcoholic beverages has increased by 6.3% having reached a high of 11.2%. Given the increase in CPI the Union sought the increase to be applied to the eating on route allowance.

In response An Post advised the Union that the revenue threshold for tax purposes is €5 per day. Consequently any increase in eating on route allowance over this threshold would result in taxation the full allowance. With the assistance of ICTU together with representations to TDs, the Union is endeavouring to have an amendment made to have the threshold increased.

## 5. *Subsistence and Mileage Allowances*

Arising from discussions at the JCC new subsistence and mileage rates were agreed effective from 1st September 2022. The changes resulted in an increase in the overnight rate, with the day rates remaining the same. Mileage rates were also increased and these were also effective from 1st September 2022.

## 6. *Pension*

### 6.1 *Superannuation Schemes*

The asset valuation of the Superannuation Fund, as of the 31st December 2023 was €3,424bn with going concern liabilities of €2,885bn. At the end of the year there was a going concern surplus of €540m. The improvement in the funding position was driven by the scheme's exposure to growth assets, which are primarily invested in equities. Despite fears over recession, the indications that interest rates and inflation have peaked drove a 20% return in global equities. In line with the scheme's strategy to de-risk the portfolio over time, 12.5% was switched from growth assets into bonds during the period. The Scheme remains in robust condition, building up a healthy surplus although remaining susceptible to market movements i.e. changes in equity or bond markets. A relatively small adverse movement can result in a material change to the funding position.

### 6.2 *Triennial Review 31st December 2021*

Every three years, the scheme's actuary (Mercer) values the liabilities of the scheme, compares this to the value of the scheme's assets and calculates the amount of money that must be contributed into the scheme in future years to meet the benefits that are payable. The latest triennial valuation was completed in September 2022 and covered the period from 1st January 2019 to 31st December 2021. The review confirmed that there would be a substantial surplus in the scheme of €503.3m which allowed for discussion between the Union and the Company to address the widening gap between pay and pensionable pay as set out in the WRC Pay Agreement in 2021.

Discussions between the Union and the Company continued throughout 2022. All options considered were fully costed by the scheme actuary, thereby allowing us to make informed decisions based on the impact any potential changes would have on the scheme's liabilities. Independent professional advice and assistance was provided by Byrne Actuaries. While some progress was made, we were unable to finalise discussions and referred the outstanding issues to the Workplace Relations Commission and subsequently the Labour Court.

#### 6.2.1 *Labour Court*

The following issues were referred to the Labour Court:

- Restoration of Pensionable Pay;
- Company contribution;
- State Pension offset.



The Labour Court Recommendation issued in January provided for the following increases in pensionable pay:

- 5% backdated to 1st January 2022
- A further 1% increase effective from the 1st of July 2023

The above increase together with the 4% pensionable pay increase contained within the pay agreement, resulted in an accumulative 10.23% increase in the pensionable pay of current members, retired members, and deferred members.

### Company Contribution

The Labour Court recommended that the Company contribution should be 8% for the duration of the review i.e., 1st January 2022 to 31st December 2024.

### State Pension Offset

The An Post Superannuation Scheme is a modified version of the public sector model set up under trust and funded by contributions from An Post and its members. In line with all public sector DB schemes, the value of the benefits being accrued, and the level of employee contributions varies considerably across different cohorts of members, especially across date of joining and PRSI class. All staff recruited after 6th April 1995 pay the Class A rate of PRSI and have their An Post pension reduced by twice the value of the State Contributory pension. This is known as the State Pension Offset.

At the Labour Court we sought that the state pension offset should be frozen for the three years of the actuarial review. The Company opposed this as they contended that it would fundamentally change the structure of the scheme and that any change would be unsustainable, would wipe out any surplus and could put the fund in deficit again. The Labour Court did not recommend concession of our claim but did recommend that a further examination of the matter should take place so that all parties can explore the feasibility of change in the context of their joint commitment to the sustainability of the Scheme overall.

### 6.2.2 Other Issues addressed as part of the Review.

While the above issues required the assistance of the Labour Court, we also progressed a range of other issues in direct discussions with the Company.

### Allowances

We agreed that pensionable allowances will be restored to 100% and will not be subject to the cap going forward. The exception to this will be the Change Allowance which will remain at 83.67% pensionable. The new arrangements will apply from 1st January 2022 which will mean that anyone who retired since then and was in receipt of pensionable allowances will need to have their pension and lump sum recalculated. Pensionable allowances include allowances such as NDA, Shift Allowance, Driving Allowances, Saturday Allowances etc.

### Ill-Health Retirement – Added Years

The principle that employees superannuating on ill-health can attain added years to their service, is a long-established fixture in An Post. Following agreement on the Pension Accord, the Company made several changes which were not discussed or agreed with the staff side. This including limiting added years to either age 60 or 65 which we contended was contrary to legislation.

As part of the review we agreed to replace any reference to 60 with “their minimum retirement age” and replace any reference to 65 to the “minimum age at which the State Pension (Contributory) is paid”. In addition, the Company has confirmed that staff retired on ill-health grounds will not be subject to actuarial reductions.

## Actuarial Reduction

Actuarial reductions are applied when individuals seek to retire before their Normal Retirement Age (NRA). As a result, both their pension and their lump sum can be reduced. This can equate to as much as 25% depending on when you want to go and what your normal retirement age is. We have agreed that members that wish to retire before their NRA will have a lower actuarial reduction applied to their lump sum and pension.

## Rates for the Purchase of Additional Service

As a result of the changes in the Pension Accord the rates for the purchase of additional service need to be revised. Mercers provided actuarial tables which need to be ultimately approved by the Minister for Communications, Energy and Climate Change for approval.

The Company confirmed in November 2022 that they had received ministerial consent to implement the new rates effective from 1st January 2021. There are several factors that should be considered when determining how much it would cost to buy service. These include PRSI class, date of birth, salary, allowances, start date, date of normal retirement age and retirement until normal retirement age. We are currently working on some examples with the Company which would explain how the calculations are made. We have also agreed that all members buying service will be advised fully of all the costs involved.

## Application of CPI to determine the Pensionability of Pay Increases

The Pension Accord provides for increases in pensionable salary by either a) the actual pay/salary increases, b) the increase in the Consumer Price Index (CPI) or 2% whichever is lowest.

Since its inception issues have arisen in relation to the appropriate period for the calculation of CPI and the period for the calculation of the 2% limitation. As part of the review we agreed that from 1st January 2023, CPI will be calculated by going back to the date of the last pensionable increase. The 2% will be calculated as 2% per annum or part thereof going back to the date of the last pensionable increase.

### 6.3 Pensionable Increases

The details of the pay rise and the pensionable increases are set out below. Since agreement was reached on the Pension Accord, we have received pay increases of 11.25 % with 2.5% pensionable.

DATE OF PAY RISE	% PAY RISE	% PENSIONABLE
1st May 2016	2.5	0
1st August 2017	2	0.8
1st May 2018	1.5	0
1st May 2019	2.5	1.7
1st January 2021	2.75	0
1st January 2022	2.5	7
1st January 2023	2.5	2
1st July 2023	0	1
<b>TOTAL</b>	<b>16.25</b>	<b>12.5</b>

## 7. *GS Circulars Issued and Information Provided*

*All GS Circulars and information issued in relation to Chapter 2 can be accessed here  
(only available in the online version of this report)*

**GSP Circular 05 2022 An Post Group of Unions Pay Claim 2022-2023 Newsletter**

**Pay Proposal – An Post Group of Unions**

**Labour Court Recommendations 5th September 2017 - LCR21563**

**GSP Circular 11 2022 An Post Pay Agreement 2022-2023**

**GSP Circular 22 2022 An Post Pay Agreement 2022-2023**

**GSP Circular 09 2023 An Post Transformation 2023-2026 Agreement**

**GSP Circular 10 2023 An Post Transformation 2023-2026 Agreement**

**GSP Circular 17 2023 An Post Transformation Agreement-Voucher**

**GSP Circular 20 2023 An Post Transformation Agreement -Voucher**

**GSP Circular 08 2023 Mileage and Subsistence Rates**

**GSP Circular 12 2022 Increase due to Pensioners**

**GSP Circular 15 2022 Increase due to Pensioners**

**GSP Circular 20 2022 An Post Superannuation Scheme - Review**

**GSP Circular 03 2023 An Post Superannuation Scheme - Review**

**Attachment To GSP Circular 03 2023 Labour Court Recommendation**

**GSP Circular 11 2023 Pension Increases - An Post**

**Attachment to GSP Circular 11 2023 Pension Increases – An Post**

**GSP Circular 12 2023 Pension Increases - An Post**

**Attachments to GSP Circular 12 2023 Pension Increases – An Post**

**GSP Circular 14 2023 An Post Pension Increase**

**GSP Circular 16 2023 An Post Pension Increases - Payment Dates**

**GSP Circular 21 2023 Pension Increases delay**

**SECURED BY CWU –**

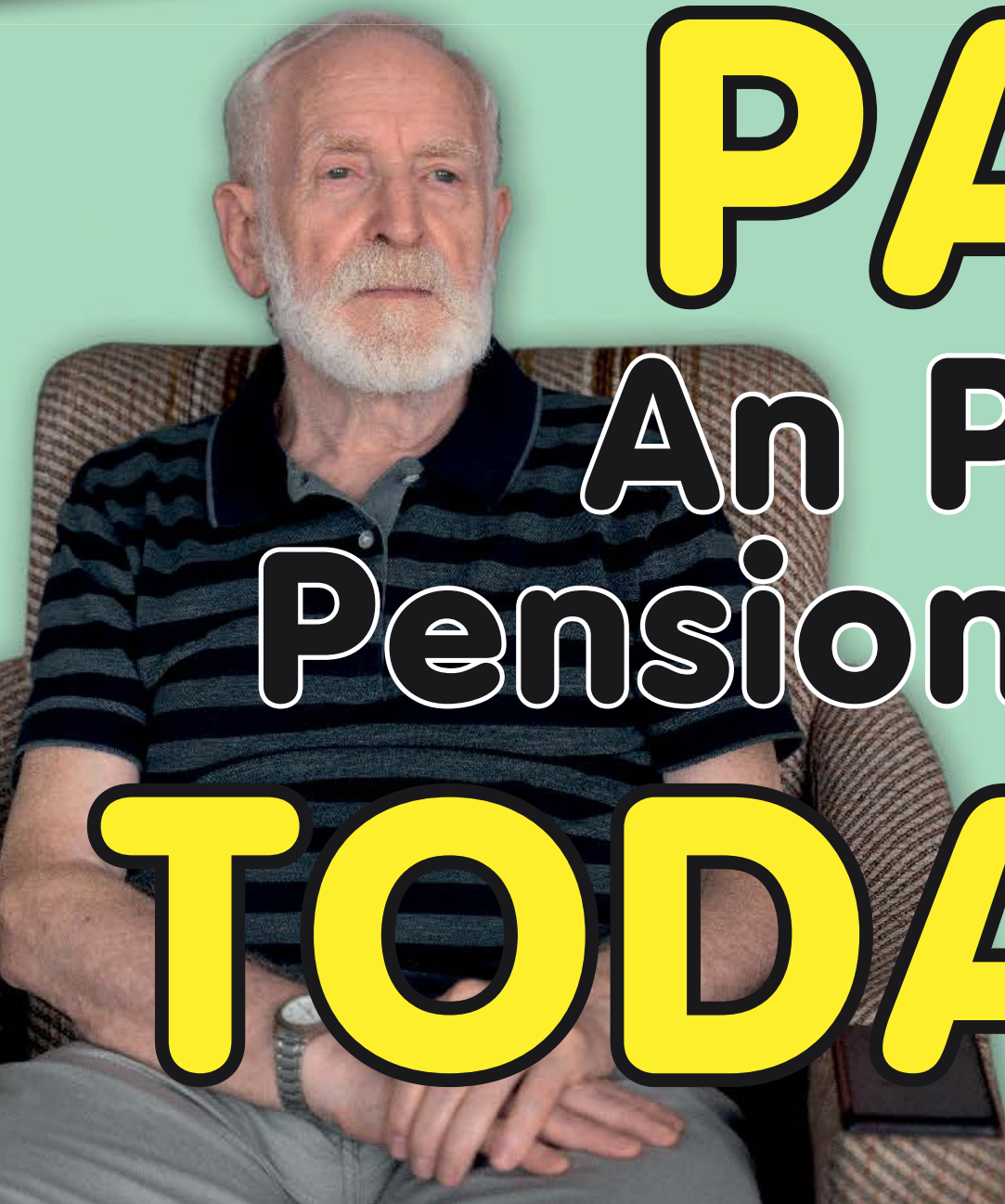
**DELAYED BY MINISTER**

**STOP THE  
DELAY, MINISTER!**

**PAY**

**An Post  
Pensioners**

**TODAY**



# Postal Regulation

## 1. Introduction

The Communication Regulation (Postal Services) Act 2011 was transposed into Irish law in August 2011. This represented the final step in the opening of the postal market in Ireland to full competition.

## 2. Universal Service Obligation (USO)

The USO guarantees that all Irish citizens can receive mail five days a week at the same price, irrespective of location in conjunction with easy access to a Postal outlet. The guarantee of a daily postal service to every address throughout the entire country is enshrined in the legislation and given that the USO is the cornerstone of the postal network, this legal guarantee is critical. The Third Postal Directive on which the Irish legislation is based provided for this guarantee in law.

The funding of the USO and An Post's financial strategy remains a major issue for the Union, not least because both are inextricably linked and have a consequential impact on pay and conditions of employment for our members.

## 3. Postal Universal Service Provider Designation(s) after 1 August 2023

An Post's designation as Universal Service Provider ceased on 1st August 2023. ComReg decided that there should be a new designation after that and ComReg invited submissions from those interested in being designated as the Universal Service Provider. They published the response in March 2023 with only one response received from An Post and as a result the draft decision was to designate An Post as the USP. An Post sought this designation for 12 years. However, ComReg decided to designate it for a minimum of 3 years and a maximum duration of 5 years.

*ComReg - USO Provider after 1 August 2023  
(only available in the online version of this report)*

**Consultation Paper - Postal Universal Service Provider Designation(s) 1st August 2023**

*ComReg - An Post Submission  
(only available in the online version of this report)*

**An Post Submission to be USO Provider**

## 4. ComReg Consultation on Proposed Postal Strategy Statement 2024 – 2026

Every two years ComReg is required to set out its strategy for postal regulation. Its last strategy statement was published in December 2021. In September 2023 it set out its proposed Strategy Statement for public consultation. In its strategy statement ComReg set out its views on the changing context, including digital transformation, competition, postal service users and legislative developments. It advised that digital transformation continued to see a reduction in letter volumes and an increase in parcel traffic. It referenced research published by ComReg which found that post remains important to users with strong support for the daily delivery of both letter and parcel post.

As part of the Strategy Statement consultation respondents were asked to state if they agreed with the following three goals and six strategic objectives. In addition they were asked if there was



anything that should be added to or omitted from the Postal Strategy Statement and if there was anything ComReg should be doing to promote the development of the postal sector and to facilitate the development of competition and innovation in the market.

Goals	Objectives
<b>Goal 1:</b> Ensure a universal postal service	<b>Objective 1:</b> Assess the reasonable needs of postal service users. <b>Objective 2:</b> Monitor compliance with universal postal service requirements.
<b>Goal 2:</b> Promote and protect the interests of postal service users	<b>Objective 3:</b> Empower postal service users by ensuring the availability of accurate and appropriate information. <b>Objective 4:</b> Protect postal service users by ensuring the availability of complaints and redress procedures.
<b>Goal 3:</b> Promote the development of the Postal Sector	<b>Objective 5:</b> Promote the development of the postal sector by providing research data and information. <b>Objective 6:</b> Promote the development of the postal sector by delivering our legal mandate.

The consultation closed on the 26th October 2023 and at the time of writing the outcome has not been published.

*The details of the postal strategy statement consultation can be accessed by clicking the link below:  
(only available in the online version of this report)*

**[ComReg Proposed Postal Strategy Statement 2024 – 2026](#)**

## 5. Parcel Data For Ireland 2018 – 2021

In November 2022 ComReg published a report which shared data on Irish parcels. This report was based on the data collected from 7 declared Parcel Delivery Service Providers under the European Cross Border Parcel Regulation. The 7 Providers are An Post, DPD, DHL, Fedex (integrated with TNT), UPS (integrated with Nightline), Fastway and GLS. The key findings are as follows:

- Total Revenue Collected was just under €1billion;
- Significant Growth in Parcel Revenue continued – 26% revenue growth from 2020 to 2021;
- Total parcel volume is 162 million pieces;
- Domestic parcel delivery revenue doubled from 2018 to 2021 - €208.9m to €420m with 89 million domestic parcels delivered in 2021;
- 72% increases in inbound parcel deliveries from abroad with €349.7m in revenue in 2021 compared to €203.6m in 2018;
- 11 million outward parcel deliveries in 2021.

*The full report can be accessed by clicking the link below:  
(only available in the online version of this report)*

**[ComReg Report on Parcel data for Ireland 2018 – 2021](#)**

## 6. Parcel Data For Ireland 2018 to 2022

This report was published in October 2023 and provides insights and data on the change in Irish

parcel deliveries pre- and post-COVID-19. The data collected is on the same basis as 2018 to 2021 using the same 7 providers. Some of the key findings are:

- The COVID-19 pandemic and resultant lockdowns increased parcel deliveries in 2020 and 2021; With the return to normality in 2022, there was a decrease in both parcel revenue and parcel volumes compared to 2021;
- Despite the decrease in the past year, parcel delivery in Ireland is still up from the pre-COVID-19 pandemic years, 2018 and 2019;
- Comparing 2022 to 2019 (pre-pandemic):
  - parcel delivery revenue has increased by almost €300m (by just over a half, 52%).
  - Parcel volumes has increased by 32 million parcels (30% increase), mainly in the domestic segment.
- Total parcel revenue was €875m for 2022 which was a decrease in total revenue of 9% (c.€87m) compared to 2021;
- Total parcel revenue has decreased for the first time for the period 2018 to 2019. Previously there was 26% revenue growth from 2020 to 2021, and 32% revenue growth from 2019 to 2020 with 4% from 2018 to 2019;
- Total parcel volumes were 138.9m for 2022 which was a decrease in total parcel volume of 14% (c.23m) compared to 2021;
- Total volume has decreased for the first time with a reduction of 14%. Previously there was a 46% growth from 2019 to 2020, slowing to 4% growth from 2020 to 2021. The growth from 2018 to 2019 was 17%;
- Domestic parcel delivery revenue decreased compared to 2021. Revenue reduced by €55.9m (13%) from €420m in 2021 to €364.10m in 2022. This was driven by a decrease in domestic volumes of 5.5m (6%) from 88.5m in 2021 to 82.97m in 2022;
- Inbound parcel deliveries from abroad declined significantly in 2022 by c.16.9m parcels (a 27% volume decline) with revenue decreasing because of this by c.€28m, from €349.69m in revenue in 2021 to €321.8m in 2022. This is a reverse in trend to previous years when volumes grew by 74% from 2018 to 2021. Inbound volumes in 2022 were 45.3 million, down significantly from 62.2 million inbound parcels in 2021;
- Outbound parcel delivery is the smallest segment with only 10.64 million parcels for delivery abroad in 2022. This has remained relatively static over the last five years. When comparing to pre-pandemic levels, there is minimal change in 2022 compared to 2019; however, in terms of revenue, this has increased by 20% (an additional €31m revenue).

*The full report can be accessed by clicking the link below:  
(only available in the online version of this report)*

**[ComReg Report on Parcel data for Ireland 2018 – 2022](#)**

## 7. *ComReg reports An Post's performance for next-day delivery of mail in 2022*

In July 2023 ComReg published the report by Ipsos MRBI on its monitoring of the quality of the universal postal service as provided by An Post for 2022. The findings were as follows:

- An Post delivered 85% of single piece priority mail throughout the State on the next working day following the day of posting. This is a 1% increase on the 2021 result but is 9% below the regulatory standard;
- An Post delivered 98.3% of single piece priority mail within three working days following the day

of posting, again marginally above the 2021 result (98.2%) but still below the 99.5% regulatory standard;

- In the period January 2022 to November 2022 (excluding the month of December), An Post delivered 87% of single piece priority mail on the next working day which represented no change from the 2021 result for this period;
- For the month of December 2022, the overall next-day delivery performance stood at 61%, which was a 2% increase on the 59% performance of December 2021.

*The full report can be accessed by clicking the link below:  
(only available in the online version of this report)*

**[ComReg report on An Post's performance for next-day delivery of mail in 2022](#)**



**BETTER IN A  
TRADE UNION**  
=

**DATA**  
CWU DIGITAL+TECHWORKER ALLIANCE

*Andy Keehan, Postman, Dublin Postal Delivery Branch*

# Partnership & Joint Working

## 1. Partnership

The Company provides business updates and strategic direction to the Union on an ongoing basis, which creates a shared understanding of the challenges and opportunities facing An Post and its staff. Joint Working Groups examine requirements in the different areas as detailed below.

## 2. Health & Safety

### 2.1 Safety Consultation and Participation

An Post manages its legal requirements under Health & Safety Legislation through an Occupational Health & Safety Management System (OHSMS). This is a framework that allows the Company to consistently identify and control its Health & Safety risks, reduce the potential for accidents, help achieve compliance with Health & Safety legislation and continually improve its performance.

In 2022 the Company achieved the international workplace occupational Health & Safety standard ISO 45001:2018. Corporate Policy Statement signed by the CEO and a Safety Task Procedure Manual identifying the risks within each office is available at offices. Health & Safety legislation stipulates employers must make arrangements for employee consultation and participation. These arrangements allow employees to be consulted on the steps taken to safeguard their safety, health and welfare together with checking the effectiveness of safeguards. The Consultation process in place includes:

- JCC Health & Safety Sub-Committee;
- Safety Committees;
- Safety Representatives.

As part of its commitment to Health & Safety, An Post ensures that Occupational Health & Safety information is provided and communicated to include the Safety Statement, Occupational Health & Safety Policy, Safety Training, Staff Safety booklets, Staff Briefing notes, Company Circulars and Safety Notice Boards.

*Details of the consultation arrangements can be accessed here:  
(only available in the online version of this report)*

**Health & Safety Committee Terms of Reference**  
**JCC Report Number on Safety Committees in An Post**

### 2.2. Safety Representatives

Section 25 of the Safety Health & Welfare at Work Act 2005 entitles employees to select a Safety Representative to represent them on safety and health matters in consultations with their employer. There is a large number of Safety Representatives playing an important role in the consultation process. To ensure Safety Representatives have the knowledge and skills to perform their role effectively, the Union concluded agreement on training and provision of information.

*Details of the agreement on training and provision of information can be accessed here:  
(only available in the online version of this report)*

**JCC Report on Safety Representatives in An Post**

### 2.2.1 Safety Representatives Regional Forum

A regional Safety Representatives forum was established to:

1. Allow for collaboration between Safety Representatives;
2. Receive information from the Company on reportable accidents, occupational diseases and dangerous occurrences;
3. Receive training and information on the specific risks in An Post particularly in relation to transport;
4. Provide information on any relevant changes in Health & Safety legislation.

The first meeting of 26 Representatives was held in CWU Head Office where presentations were made by Noel Lacey, Health & Safety Manager An Post, Pat Kenny and Joan Cahill from the Health & Safety Authority. At the time of writing we are in the process of organising the second meeting.

### 2.3 Personal Protective Equipment (PPE)

Section 8 of the Safety, Health and Welfare at Work Act 2005 places a duty on employers to supply PPE where risks cannot be eliminated or adequately controlled. The Union understands the key role PPE provides in protecting our members from injury and the provision and review of PPE is a constant item on our agenda. Once the requirement to wear PPE is established there is then a duty on all staff to correctly use it, to report any defects or damage. All Staff members including casuals and Managers are expected to wear PPE where it is prescribed.

#### 2.3.1 Safety Footwear

Every few years the Company is required to tender for new Safety Footwear. As part of the tendering process we agreed to trial the various types of available footwear. The tendering process shortlisted 6 companies and we have agreed to conduct trials in Crumlin DSU and Galway DSU, with a separate trial in the Dublin Mails Centre to determine whether safety shoes should be made available to staff working in Mail Centres.

#### 2.3.2 Replacement PPE

Regulation 66 of the Safety, Health and Welfare at Work Act (General Application) Regulations 2007 places a responsibility on employers to ensure that any PPE provided must be maintained at all times in good working order and they should be replaced when worn or faulty.

Following discussions with the Company and the introduction of the choice of footwear we reviewed the process for issuing replacement or alternative footwear as there may be times when for medical or other reasons the Safety Boots/Shoes may not be suitable. The agreed process provides for:

- The wearing of the safety footwear for a period of time to allow for a breaking in period;
- The replacement of the safety footwear by alternative safety footwear sourced by the Staff member, providing they comply with the safety standard specifications which will be provided by their Manager;
- A refund of up to €80 or the cost price whichever is lower.

If safety footwear is damaged/faulty this should be reported to the Line Manager in the first instance. The employee should continue to wear the safety footwear until a replacement is provided. The Manager will contact a dedicated email address and advise them of the requirement to replace faulty footwear. Replacement footwear will normally be provided within 7 days of the request.

*The details of the process for sourcing alternative and replacement footwear can be accessed by clicking the link below:  
(only available in the online version of this report)*

**GSP Circular 16 2022 Process for sourcing Alternative Safety Footwear**



## 2.4 Cancer Awareness and Sun Cream

Skin Cancer is the most common cancer in Ireland with almost 12,000 people diagnosed every year. Recent research conducted by the Irish Cancer Society found that 90% of the days between April and September had a UV level, high enough to do damage to the skin. It is important for anyone who works outdoors to be aware of sun protection.

We agreed to work closely with the Irish Cancer Society to raise awareness of the risk by developing a communications campaign commencing with the provision of protective sun cream to all outdoor workers. Both the Union and the Company are involved in the SunSmart campaign, which is the HSE's National Cancer Control Programme (NCCP). As part of this campaign, sunscreen dispensers and wide-brimmed hats were distributed to several DSUs in 2022. The pilot covered a 12-week period during the summer. The sunscreen dispensers also displayed a UV index. This index is very important for those who work outdoors, as it indicates the strength of the sun's UV rays so that you know when to protect your skin. If the index displays at 3 or above, then skin protection is needed.

Outdoor workers can protect their skin from the sun by following the Healthy Ireland SunSmart 5 S's:

1. **Slip** on clothing that covers your skin, such as long sleeves, collared t-shirts;
2. **Slop** on sunscreen on exposed areas. Use sunscreen SPF minimum 30 or higher. Apply 20 minutes before going outside and re-apply every two hours – more often if perspiring;
3. **Slap** on a wide-brimmed hat;
4. **Seek shade** - especially if outdoors between 11am and 3pm when UV rays are at their strongest. If possible, schedule outdoor work before 11am or after 3pm;
5. **Slide** on wraparound sunglasses to protect your eyes.

As part of the communications campaign, we are working on developing a policy which will highlight the following:

- The need to cover-up;
- The requirement to protect the head;
- Check the UV index – if its higher than 3 then burning is likely;
- It is not just when the sun is shining that you need to be careful.

## 2.5 Defibrillators

We have agreed that defibrillators will be supplied to all Company Offices over the next three years and this rollout has commenced with 53 supplied to date and a further 20 to be installed this year.

## 2.6 Display Screen Equipment Assessment

Under the Safety, Health, and Welfare at Work (General Application) Regulations 2007, employers are required to carry out an analysis or risk assessment of employee workstations. They are also required to train employees in the use of workstations before commencing work with display screen equipment and whenever the organisation of the workstation is modified. There are four stages in the risk assessment:

1. Initial consultation with the employee;
2. Observation of the employee working at the computer workstation;
3. Identification of the issues that need to be addressed;
4. Reviewing the implementation of the action plan.

The legislation does not apply to Laptops or, for example, employees working for short periods at a non-standard workstation.

With the move to the EXO there was a requirement that these assessments take place. The Company are also obliged to assess the workstations of those working remotely. In the past these assessments

took place in person, as requested. Given the level of assessments required and the requirement to assess remote workers, we agreed to a remote assessment process by a competent third party as it would be more efficient in terms of resources and cost. They could also be carried out at a time that suits the employee.

Assessments will be carried out with employees either:

1. At an EXO Workstation – standard set up;
2. Remote Workstation – Hybrid;
3. Sit/Stand Workstation – for those who have been medically assessed.

The assessment will be supplemented by advice from the remote provider LCE and information on the intranet.

## 2.7 Driver Issues

### 2.7.1 Professional Driver Training Programme

The Professional Driving Programme provided by the Irish School of Motoring has trained 1,000 drivers since March 2023 with an expectation to complete the three-year programme in March 2024. The contract is up for tender and we have commenced discussions with the Company on what future driver training should be. We believe that future training should be targeted at driver behaviour which would make the training more targeted and smarter. Discussions are ongoing.

### 2.7.2 Driver Safety Issues

Driver rollaways continue to be a cause of concern to the Company and the Union, as these safety breaches have potential for serious injury or fatalities to either drivers or pedestrians. The main reason for rollaways is the failure by the driver to engage the handbrake correctly. As an added safety device the Company installed alarm buzzers in all vans. The basis for the installation of the buzzers was set out in a GS circular which can be accessed at the link below.

*GS Circular GSP 18-22 Driver Rollaways  
(only available in the online version of this report)*

**GSP Circular 18 2022 Driver Rollaways**

## 2.8 Accident Statistics

At the Health & Safety Committee the Company provide the Staff side with regular updates on accident statistics. These are provided in two formats. The first is Lost Time Accidents (LTAs) and the second HSA reportable accidents (>3 days) (IRIs).

The accident frequency rate for LTAs for the second quarter of 2023 is 1.37 per 100,00 hours worked compared to Q1 2023 when it was 2.3 per 100,000 hours worked. The rate for 2022 was 1.97 per 100,000 hours worked.

The accident frequency rate for IRIs for the second quarter of 2023 was 0.91 per 100,000 hours worked compared to Q1 2023 when it was 1.7 per 100,000 hours worked. The rate for 2022 was 1.43 per 100,000 hours worked.

The accident severity rate which is the number of days lost per 100,000 hours worked was 22 in quarter 2 2023 compared to 47 in quarter 1. The rate for 2022 was 28.48 per 100,000 hours worked. Slips, trips, and falls and manual handling still account for most workplace.

### 3. Diversity and Equality

The CWU is committed to Equality and Diversity and progresses issues via the JCC Diversity Sub-Committee. Set out below is a summary of the main issues under discussion or agreed at the Committee.

#### 3.1 Menopause Policy

Following discussions with the Company, agreement was reached on the introduction of a Menopause Policy. It recognises that the composition of the Irish workforce is changing with more women working and staying longer in employment. Menopause is a natural transition that will affect every woman and symptoms vary for each person, from mild to debilitating. Menopause needs to be normalised, acknowledged and accepted. The Policy highlights this, and by having conversations about menopause and its impact on an individual level, along with the challenges faced by women experiencing it, we can move closer to a more inclusive and supportive workplace.

The policy encourages women who may be experiencing difficulties with the menopause to speak to their GP or seek assistance through An Post's occupational health service. It outlines the practical supports that are available to employees including:

- Communications;
- Facilities;
- Environmental factors;
- Breaks;
- Flexibility around the taking of breaks;
- Flexibility over dress codes;
- Change of Duties;
- Performance;
- Sick Absences;
- Flexible Working Arrangements;
- Medical Appointments and Support;
- Awareness training for Managers;

The policy outlines the important role the Manager will play in its implementation and guidelines have been provided to them on how to respond to employees' requests for supports. The policy is monitored and reviewed on a regular basis to reflect our employees' needs, changes to best practice and legislation. Details of the policy can be accessed at the link below.

***Menopause Support Policy***  
***(only available in the online version of this report)***

**Menopause Support Policy**

#### 3.2 Disability Issues

Under the Disability Act 2005, the Company has several legal responsibilities one of which is to report the number and percentage of employees with disabilities in the workplace. An Post, as a commercial Semi-State organisation, has a disability employment target of 3% of its total employee population to comply with the 2005 Act. This is due to increase to 6% by 2024.

The Company reported to the Monitoring Committee for the Department of Communications, Energy and Natural Resources that the percentage of employees declaring themselves as having a disability under the definition contained within the Disability Act for 2022 is 4.22%. While this is above the average it is below the figure for 2021 of 4.39%.

While the Union remains supportive of the good work An Post does regarding disability, we contend that they should do more at recruitment level to employ people with disabilities and we have continued to raise this at Committee level. We believe that the Company should recruit people with disabilities as part of their Graduate Programme.

### 3.2.1 Disability Inclusion Policy

During the past year we also reviewed the Disability Policy. The Company presented us with a revised version of the policy which primarily addressed changes in the language used. We also agreed to rename it the Disability Inclusion Policy. Most revisions were acceptable to the Staff Side, but we did have some concerns which we raised with the Company. Following discussion, we have agreed some amendments to the policy which addressed the Staff Side concerns. These included clarifications on the following:

#### Disproportionate Burden

To determine whether an accommodation will result in a 'disproportionate burden' to the Company, considerations include:

- The financial cost of the accommodation;
- The resources available to the Company;
- The possibility of securing external funding/support;
- The costs and impact on business productivity.

### 3.2.2 Reasonable Accommodation Passports

As part of the discussions on the review of the Disability Inclusion Policy we also sought the introduction of Reasonable Accommodation Passports. This is a concept developed by the TUC in the UK and is supported by both ICTU and IBEC. They are designed for disabled employees who require workplace adjustments or accommodations. It is a written record of accommodations or workplace adjustments that have been agreed between the employee and their employer. They are 'live' confidential documents about changes to work, with a built-in review period to ensure they reflect the current situation for the employee in the workplace. It will ensure reasonable accommodations are put in place and kept up to date, in line with changes in job role or in the employee's needs. For some individuals who have fluctuating needs, additional steps can be spelt out regarding short-term flexibility required within the overall reasonable accommodation passport framework.

### 3.2.3 Reasonable Accommodation Policy

To provide for reasonable accommodation passports and to provide more information to employees on how reasonable accommodations would work, both the Company and the Union agreed to the introduction of a Reasonable Accommodation Policy. It is important that our members have a good understanding of how reasonable accommodation can assist disabled employees. The purpose of the new Reasonable Accommodation Policy is to support a disabled employee, should they require an accommodation so as to facilitate them in their role.

Under the Disability Act, employees can choose whether or not to disclose a disability. The policy supports and encourages employees who wish to disclose their disability, as it recognises that they may be anxious about such a disclosure. When disclosing their disability, employees do not need to share their medical history and only those who need to know and can assist in putting supports in place will be informed.

The policy sets out how reasonable accommodation passports will be utilised which will reduce the requirement to discuss any accommodation when new line managers are appointed.

*Details of the policies and the Union's communication can be accessed below:  
(only available in the online version of this report)*

**GSP Circular 06 2023 Disability Policies**

**An Post Disability Policy Booklet V5**

**An Post Reasonable Accommodation Policy Booklet V5**

### 3.3 Work-Life Balance and Miscellaneous Provisions Act

The Work-Life Balance and Miscellaneous Provisions Act 2023 was signed into law on 4 April 2023. The Act introduces a range of measures which provide greater flexibility for employees seeking to balance their family life, work life and caring responsibilities. The Act makes five important changes to employment legislation.

#### 1. Domestic Violence Leave

The Act introduces a new form of leave for victims of domestic violence which allows for five days' paid leave. In August this year the Government announced that victims of domestic violence would receive their full pay if they are required to take the leave.

However, prior to the introduction of the legislation we had already agreed a policy on Coercive Control and Domestic Violence which provides for access to up to 2 weeks of special paid leave to facilitate legal meetings, court attendance or other occurrences related to domestic abuse and coercive control. This will be granted on a case-by-case basis between the employee and local management following consultation with the Company Occupational Support Services.

#### 2. A right for relevant parents and carers to request flexible working arrangements for caring purposes.

The Act gives an employee a right to request a flexible working arrangement for the care of a child, spouse or civil partner, a cohabitant, a parent, a grandparent, a sibling, and any person who lives in the same household. For the purposes of the Act, a child must be less than 12 years of age or 16 years if the child is suffering from a disability or long-term illness.

Employers must consider the request and must provide reasons if refused. To request this leave, an employee must have at least six months continuous service before a period of flexible working arrangements can commence. A review of flexible working is due to take place after two years and this review will include a consideration of whether the right to request flexible working should be extended to all workers.

#### 3. Statutory right to request remote working arrangements for all employees.

The Act introduces a statutory right for all employees to make a request for remote working arrangements and for such requests to be dealt with in a prompt and transparent manner. The Act encompasses the former Right to Request Remote Work Bill.

We had previously agreed a Remote Hybrid Working Policy in An Post. The agreed approach for staff with a five-day liability is a hybrid model, which enables them to work 2 days in the office and 2 days remotely with the fifth day determined if it could be worked remotely or not within a reasonable time-frame. This general guideline does not prevent an employee applying for more or less remote working and each case will be considered on its merits.

#### 4. Enhanced breast-feeding rights.

The World Health Organisation in its guidelines recommended that Breastfeeding breaks should be available until the child's second birthday. This is in line with recommendations from the Health Service Executive already implemented in the Civil Service. This matter was under



discussion with the Company prior to the implementation of the Act. The Act amends the Maternity Protection Act 1994 and extends the current breastfeeding facilitation period from 26 weeks to 104 weeks following childbirth. Employers must also provide appropriate facilities in the workplace to enable a breastfeeding employee to return to work.

If employers cannot provide the facilities in the workplace, then employees can have their working hours reduced, without loss of pay, to facilitate breastfeeding. If you are working and breastfeeding, you are entitled to take 1 hour off work each day as a breastfeeding break for 2 years after birth. This can be taken as 1 x 60-minute break, 2 x 30-minute break or 3 x 20-minute break. Breaks can be longer or more frequent if agreed. We are in the process of finalising the arrangements with the Company.

## 5. Unpaid leave for medical purposes

The Act provides that an employee is entitled to five days unpaid medical leave in a twelve-month period to provide “significant care or support for a serious medical reason” for a person that is in a specified relationship with an employee. This was introduced on 3 July 2023. The leave does not have to be taken all at once but can be taken as single or multiple days. The person must need significant care or support for a serious medical reason. We have yet to finalise the details with the Company.

### 3.4 Parents Leave

Parent’s Leave is a statutory entitlement for parents, with the intention of allowing parents spend more time with their child or adopted child during their first year. When introduced, this provided for two weeks’ paid leave. This increased to 5 weeks in April 2021 and to 7 weeks in July 2022. This leave can be taken within 2 years of the child’s birth. This leave is unpaid but those availing of Parent’s Leave may qualify for Parent’s Benefit. An Post does not currently top this up, but this is the subject of discussion between the Union and the Company. It was announced in budget 2024 that this leave will be extended by 2 weeks to 9 weeks from August 2024.

### 3.5 Dignity at Work

In 2022 we agreed a new Dignity at Work Policy which reflects the changes recommended by the Health & Safety Authority in the “Code of Practice for Employers and Employees on the Prevention and Resolution of Bullying at Work”. We also addressed concerns raised with us by members.

The policy sets out several ways to deal with complaints i.e., initial informal process, second informal process and formal process. Mediation is no longer a part of the investigation process. Instead, the new policy outlines that mediation may be available at any stage of the informal or formal processes or as an outcome of such processes.

If providing advice to members, Union Representatives should, in the first instance, explain the difference between bullying and harassment. There is a mistaken tendency by some to use these terms in the one sentence which can result in this interchangeability leading to a misunderstanding of which one the issue relates to. They are legally distinct concepts and therefore a behaviour can be either bullying or harassment, but not both. It is important when advising members that we remember this. From a Union point of view, we will be approached by members about issues or concerns they have in the workplace. They may be seeking advice, looking for guidance or sometimes they will be looking for guidance on how to handle a particular issue. Sometimes a case may be neither bullying or harassment, such as a one-off incident, and it may be more appropriate and quicker to have this dealt with as a workplace grievance. The policy sets out in detail what is meant by bullying and harassment and provides additional information on what constitutes bullying and harassment.

The new agreed policy is an important piece of work, and our priority now is to ensure that employees

are aware of it and that Managers and Union Representatives receive the necessary training. This continues to be the subject of discussion at the JCC Committee.

*The new policy can be accessed at the link below:  
(only available in the online version of this report)*

**An Post Dignity at Work Policy V3**

### 3.6 Review of Domestic Violence and Coercive Control Policy

As detailed above the Work-Life Balance and Miscellaneous Provisions Act 2023 was signed into law on 4th April 2023. The Act introduced a new form of leave for victims of domestic violence which allows for five days paid leave. As a result we reviewed the agreed policy to ensure that it was in line with the legislation. As part of the review we agreed to rename the policy as the Domestic Violence Policy. We have also agreed to retain the ten days and the section on confidentiality has been expanded to include issues relating to the retention of records.

*The amended policy can be accessed at the link below:  
(only available in the online version of this report)*

**An Post Domestic Violence Policy – Agreed Revision**

### 3.7 Gender Pay Gap Report

In October 2019, An Post launched its first Gender Pay Gap Report and Action Plan when An Post announced that its gender pay gap was 3.71%. In 2023 for the third year running they have announced a zero-pay gap and are the first Company to report this for three years in a row. They also announced for the first time that the zero hourly median was also zero and that the number of female employees had increased by 7%.

The Company has committed to working closely with staff and the Group of Unions to develop a fully diverse and inclusive workplace. We have welcomed the report and the ongoing efforts of An Post management to address the gender pay gap. We continue to engage with the Company in a positive manner, and we have agreed to examine such issues as the representation of women at an operative level as well as at middle and senior level in addition to looking at bonus structure and performance related pay.

### 3.8 Equality, Inclusion and Diversity Policy

During the course of the year, we also reviewed the Equality Policy. The main areas that we reviewed were the language and legislation. We also agreed to change the policy name to “Equality, Inclusion and Diversity Policy”. A copy of the revised policy can be accessed at the link below.

An Post ***Equality, Diversity & Inclusion Policy***  
*(only available in the online version of this report)*

**An Post Equality Diversity & Inclusion Policy**

### 3.9 Other Items Under Discussion

#### 3.9.1 Term Time Review

Term time working provides for special leave for the purposes of allowing working parents or primary carers to match their working arrangements to the main summer holidays of their children or to care for a person who resides with them and who has a disability of such a nature as to give rise to the need for care on a continuing or frequent basis.

During COVID-19 term time was suspended and as a result we put the review on hold. In 2023 Term Time Leave resumed and a total of 704 employees availed of the leave. The Company advised that filling these vacancies was extremely challenging and they may need to reduce the number of staff allowed to take the leave in 2024. In addition, the Company has confirmed that grandparents who are primary carers can apply for Term Time Leave, and this will be considered along with other applications. The review is ongoing.

### 3.9.2 Sabbatical Leave

Discussions are ongoing with the Company for the introduction of a Sabbatical Leave Scheme. Sabbatical Leave is unpaid leave whereby staff can apply for 1,2,3,6 to a maximum of 9 months off. Schemes like Term Time allow for periods of up to three months off in certain circumstances and Career Breaks allow for unpaid leave of over 12 months. In addition, the unpaid special leave arrangements only apply in certain circumstances and the circular given effect to it was issued in 1979. We are hopeful that we will finalise this during the early part of 2024.

### 3.9.3. Part-Time Working

We have agreed to prioritise discussion in relation to the introduction of a part time work policy. Agreement on the introduction of Work Sharing several years ago has alleviated some concerns but we still have issues that need to be addressed. Of primary concern is the requirement that staff who apply for part-time work do not have the option of returning to full-time work after a period. We have agreed that the Union would set out in writing its concerns and how they could be addressed and at the time of writing this is being prepared.

## 4. Attendance Support and Management Process

### 4.1 Background

Irregular employee attendance continues to be a significant cost issue for the Company. Each 1% at Company level costs approximately €3 – 4m annually. To address the high level of absence we agreed to the introduction of the ASMP process. While looking at the underlying reasons for the high level of sick leave, the process also provides protections and supports to employees who experience attendance issues. There is a high level of absence in the Company at the moment and we believe that by addressing Union concerns around absence management, there can be a significant saving for the Company, in addition to strengthening the supports for staff.

### 4.2 Terms of Reference

The agreement on the introduction of ASMP provided for the establishment of a Sub-Committee, which would meet bi-monthly and examine issues such as the underlying reasons for absence. The Union is concerned at the lack of meetings in this area, following the retirement of some key HR Managers. This we believe is hindering opportunities to reduce sick leave. This matter is ongoing.

*A copy of the terms of reference of the Attendance Management  
Sub-Committee can be accessed here:  
(only available in the online version of this report)*

**Joint Attendance Working Group Terms of Reference**

### 4.3 Sick Pay Arrangements

In 2016, as part of the Labour Court Finding LCR21206, revised sick pay arrangements were introduced. Under these arrangements an employee who is absent from work arising from illness from the 1st July 2016 may have access to paid sick leave, subject to the following limits:

- (i) A maximum of 92 days sick leave on full pay in a year;
- (ii) A further maximum of 91 days sick leave on half pay.

This would be subject to a maximum of 183 days' paid sick leave in a rolling four-year period. Where an employee has exhausted 183 days' paid sick leave in a rolling four-year period and is absent because of illness again, they may be granted Temporary Rehabilitation Remuneration (TRR). TRR was formerly referred to as 'Pension Rate of Pay' and will continue to be calculated in the same way. An employee must have 5 years' continuous service to qualify for the payment of TRR.

*Details of the Scheme can be accessed here:  
(only available in the online version of this report)*

**GSP Circular 35 2016 Revision of Sick Pay Scheme**

#### 4.4 Critical Illness Protocol (CIP)

In recognition of the fact that, sometimes, a longer period of sick leave can be required to address a critical illness or serious physical injury, there is provision for the following to apply in exceptional circumstances:

- (i) A maximum of 183 days on full pay in a year;
- (ii) A further maximum of 182 days sick leave on half pay.

This would be subject to a maximum of 365 days' paid sick leave in a rolling four-year period. Where an employee has exhausted 365 days' extended sick pay under the Critical Illness Protocol, they may be granted Temporary Rehabilitation Remuneration (TRR) for a further period of 12 months.

We still have concerns about how this issue is managed. Decisions on whether someone can qualify for Critical Illness should be made quickly and without any delay. Critical illness applies where:

- (i) The employee is medically unfit to return to his/her duties or (where practicable) modified duties in the same grade;
- (ii) The nature of the medical condition has at least one of the following characteristics:
  - (a) Acute life-threatening physical illness;
  - (b) Chronic progressive illness, with long-established potential to reduce life expectancy;
  - (c) Major physical trauma ordinarily requiring corrective acute operative surgical treatment;
  - (d) In-patient hospital case of 2 consecutive weeks or greater.

Branch Secretaries and Committee Members should remain vigilant when it comes to critical illness and remain in touch with members on long-term sick leave, ensuring they apply for Critical Illness if and when relevant. If there are difficulties or delays Regional Officers should be informed. In the event that someone is turned down for Critical Illness, we have agreed an appeals process with final adjudication by the Monitoring Group.

#### 4.5 Issues of concern to the Union

##### 4.5.1 Long-Term Sick Leave

We have also raised concerns with the Company relating to the high number of staff on sick leave, with some of them not contacted by the Company for months. It appears to the Union that once they have gone on TRR (pension rate of pay), the Company no longer have an interest in reviewing or actively managing their status. This is currently under review with the Company.

##### 4.5.2 Reduced Pay

We continue to highlight CIP concerns with the Company in relation to the correspondence issued by the Company when members go on reduced pay. While some of the concerns have been addressed,

we believe the Company should highlight the Critical Illness Protocol in any correspondence, as a lot of members may not be aware that they can apply for it.

The Union is also aware that members can have a decision made in relation to CIP at a late stage and as a result receive arrears of CIP. While the Union is of the view that instances where this happens should be the exception rather than the rule, we do believe that when it happens the correspondence from the Company should reference the new pay arrangements that apply, including when reduced pay applies, how long it would continue and when TRR would apply, if relevant.

#### **4.5.3 Ill-health Retirement Process & Fitness Assessments**

We have requested the Company to outline how the ill-health retirement process works once the CMO recommends ill-health retirement, as there appears to be an inordinate delay in finalising these cases.

The Company are also using an external Company for fitness assessments. This is not part of the ASMP process and we have asked to Company to set out what their role is, what decisions are made by them, and how they can be appealed.

#### **4.5.4 Delays Meeting Occupational Health or OHA**

We are still receiving complaints from members about delays in accessing either the CMO or Occupational Health. It is our belief that where the delays are down to the failure of the Company to meet them within a reasonable period, and as a result the employee is delayed resuming work, then the employee should be put on full pay, pending any meeting.

### **4.6 Current Position**

The absence level for 2023 was 7.82% which is slightly down on the figure for 2022.

## **5. Uniform and Workwear**

A Joint Working Group review is working on an ongoing basis regarding issues relating to the provision of Uniforms and Workwear.

### **5.1 Uniform Application Process**

We have agreed an improved process for ordering uniform items and this has proven to be very successful. Information is input by the IAOS into an online portal.

### **5.2 Uniform and Workwear Distribution 2023**

Given the success of the online portal, the distribution of the uniform packs commenced at the end of March and ran until mid May. The returns portal opened in June and there was no issues reported.

### **5.3 Uniform and Workwear Distribution 2024**

The application process for 2024 commenced in June 2023 using the IAOS and the online portal. Staff were encouraged to order only what they need in order to reduce waste and as a result, there was a 28% reduction in the number of orders received. The distribution is planned to start on the 1st April but this could be delayed for a couple of weeks due to disruption in the Red Sea.

### **5.4 Other Issues under discussion**

#### **5.4.1 HGV Trousers**

We have agreed to trial special trousers for HGV drivers, given the nature of their work, and this is underway at the time of writing in Lifford, Cork CDC and the DMC. An update will be provided to Conference.

#### **5.4.2 Holster and Pan**

We have asked the Company to examine the feasibility of providing a holster for the scanner and a pocket for the pen when the Company are tendering next for the uniform.



## 5.5 Retail Workwear

We continue to highlight the requirement to provide workwear in a timely manner. However, this is linked to having the order forms returned also in a timely manner. The Company has also encouraged to only order the items they require.

We also agreed to the provision of a body warmer for staff, given the requirement for ventilation in offices. While we had a preference for a fleece, we agreed to the body warmer on a trial basis and also agreed that we would survey staff on its use, particularly during cold weather.

*Links to information on Retail Workwear:  
(only available in the online version of this report)*

**GSP Circular 13 2022 Uniforms Application Deadline**

**GSP Circular 04 2023 Retail Workwear**

## 6. Accommodation

### 6.1 Introduction

The Joint Accommodation Committee was established to provide a forum where the Union and the Company could discuss and engage constructively on matters relating to accommodation. As part of the agreed process the Company would take into account the Union's views in relation to the prioritisation of expenditure in the refurbishment or replacement of Company accommodation. The Committee meets on a quarterly basis.

### 6.2 Health & Safety

Section 8 of the Safety, Health and Welfare at work Act requires the Company to ensure, so far as practical, the safety, health and welfare at work of all its employees. This includes the design, provision and maintenance of safe workplaces. In addition, Chapter 1 of Part 2 of the Safety Health and Welfare at Work (General Application) Regulations 2007 deals with the physical environment and also sets out the facilities which should be provided as standard facilities for a premises used as a workplace.

We have reminded the Company of its legal responsibilities under the legislation, particularly the requirement to manage and conduct work activities so as to ensure the safety, health and welfare of employees. When dealing with accommodation issues the Union intends to use the legislation, where possible, to improve the facilities for staff.

### 6.3 Transformation Agreement

It was agreed as part of the Transformation Agreement that in tandem with the redesign of DSUs, the consolidation of DSOs and DSUs will proceed. The programme of consolidations will be shared with CWU HQ yearly with updates provided at the Joint Accommodation Committee, as required, to ensure that there is timely notification of any planned consolidations.

### 6.4 Update

The Union is aware that conditions in some offices are unacceptable and pose a risk to the Health & Safety of staff. We also recognise that difficulties will arise as we transition from letters to parcels. However, it is important that Branches do not allow conditions to become unsafe and that, with the assistance of Safety Representatives, issues of concern are brought to the attention of Management. If no progress is made, then reports are made to Head Office through the Regional Officers.

#### 6.4.1 Planning Timelines

We have, on a regular basis, raised concerns in relation to planning guidelines and the Company has set out the following process that is involved in bringing properties to completion:

1. The process of securing planning approval from a Local Authority can take up to 9 months whether a change of use or a new application is involved. This period allows for further information requests by the Local Authority, but not for any appeal to An Bord Pleanála.
2. If at the end of the 9 months there is an objection to the Local Authority decision, it can be an additional 4 months before An Bord Pleanála makes a decision. Even if the decision is favourable, a waiting period of one month is provided for by An Board Pleanála.
3. In such circumstances it is always prudent to allow for a longer timeline. Any contraction in the planning approval process timeline, will of course allow for earlier delivery of the build.
4. Where a change of usage is involved, the Company allow 3 months for the fit out to be completed.
5. If a new DSU is involved, there is additional time allowed at the start of the process – a thorough feasibility examination of scheme, layout, ground and engineering surveys, pre-planning and planning due diligence, negotiations, approvals, legals is required. This adds at least 6 months to the timeline for any build.
6. Once planning is approved, the Company is required to tender for construction (which can take up to 3 months) and the build itself can take up to 9 months to be completed assuming that there are no unknown issues.

Set out below is an update on offices under discussion at the Joint Accommodation Committee.

#### **6.4.2 Bantry**

In September 2023 the accommodation issues in Bantry were finally addressed with the move to their new office.

#### **6.4.3. Tralee**

The Board have approved the acquisition of a new site for Tralee DSU which will include the consolidation of some DSUs the details of which have yet to be finalised. The new site is based at Monavalley and is subject to a planning application for a change of use. The landlord has applied for the change of use permission and has been issued with a Further Information Request which the Company responded to early this year. This is a standard part of the process and was expected.

#### **6.4.4 Dungarvan**

The An Post Board has approved the required capital spend that will provide a new site in Dungarvan. This office remains a priority for Company and the Union. At the time of writing we have received confidential details which confirms that the process is progressing. We have requested the Company to provide a full update which we can share with the members and the Company have confirmed that they will do this as soon as possible.

#### **6.4.5 Ballina**

The Board of An Post has approved the spend on a new building for Ballina DSU. Planning permission was granted and the tender for construction work went out in February 2023. The full occupancy of the building is expected in Quarter 1 2024 and this will include the consolidation of a number of DSOs.

## **7. Training and Development**

The Training and Development Sub-Committee was established to review and agree the provision of training to include both career development and operational training. The Committee meets on a regular basis and set out below is a report on some of the issues under discussion.

### **7.1 Education Support Scheme**

The Education Support Scheme is available for employees who undertake courses that lead to a recognised qualification from an accredited College or Institution. Sponsorship is available up to 50% of the approved course fees. In the case of An Post's learning partners such as springboard and fetch they receive 100% support.

The Scheme is open to all employees who have successfully completed probation and completed 12 months within the Company and who wish to study for a recognised academic qualification. Employees undertaking these courses may be entitled to up to 5 days study leave and also exam leave.

If an employee voluntarily leaves An Post during the pursuit of a qualification that has been financially supported by the Company, then they must agree to reimburse An Post on a pro-rated basis according to the following related scale from the course completion date:

<i>Length of Service from Course Completion Date</i>	<i>Reimbursement Percentage %</i>
0-6 months	75%
> 6-12 months	50%

The Union is supportive of this initiative and encourages members to take up the various options available.

## 7.2 Safety Training

The table below sets out the safety training carried out from January to September 2023.

<i>Training Course</i>	<i>Trained YTD</i>	<i>2023 Target</i>
<b>Manual Handling</b>	3,542	3,000
<b>Fire Management</b>	119	60
<b>First Aid Responder</b>	109	101
<b>Power Stacker</b>	372	300
<b>Safety Representative</b>	19	10
<b>OHSMS</b>	44	40
<b>Safe Pass</b>	21	20
<b>Manual Handling Instructor</b>	10	8

## 7.3 Learning Pathways

The Union has highlighted at the Committee the requirement for the Company to continually develop and support members through their education programmes. This is particularly true as the Company continues to undergo Transformation. On foot of these discussions the Company has developed training and development courses that will support members as they strive to develop their skills and knowledge. They have called this programme “Learning Pathways” and it involves 5 specific learning pathways which target specific groups which is guided by grade. These include opportunities for personal, professional and management development.

*The details of the learning pathways can be accessed by clicking the link below:  
(only available in the online version of this report)*

**An Post Learning Pathways - March 2022**

## 7.4 Learning & Developments

The table on the following page sets out the level of training up to the end of October and also

compares it with 2022.

Green Institute and Personal Development (split male v female and compared to 2022)				
Programmes	Total Participants	Female	Male	2022 – Total Participants
Aspire	29	29	0	25
Elevate	55	10	45	47
IMI Strategic Leadership	34	14	20	33
Advance Mentees	19	6	13	25
Advance Mentors	19	6	13	25
NLI	91	39	52	N/A
Educational Support	81	33	48	39
Interviewing Skills	60	17	43	26
Interviewee Skills	113	50	63	47
CV Clinics	31	16	15	20
	525	216	307	282
		42%	58%	

# An Post General

## 1. Banded Hours, Appointments and Contracts

The Employment (Miscellaneous Provisions) Act 2018 which became effective on the 4th March 2019 impacted the terms and conditions of Postal Staff recruited after that date. The main change stipulates that certain information about their terms and conditions of employment must be provided by An Post within 5 days of commencement of employment.

### 1.1 Banded Hours Agreement

The Act also introduced the right for employees whose contract of employment or statement of terms does not reflect the reality of the hours they habitually work. In such circumstances, employees are entitled to request the Company to be placed in a band of hours which reflects the hours they have worked over a 12-month reference period. The Union concluded agreement with An Post the following bands of hours:

Band	From	To
1	3 hours	Less than 6 hours
2	6 hours or more	Less than 11 hours
3	11 hours or more	Less than 16 hours
4	16 hours or more	Less than 21 hours
5	21 hours or more	Less than 26 hours
6	26 hours or more	Less than 31hours
7	31 hours or more	Less than 35hours
8	37.5	

*Documents associated with this section can be accessed by clicking the link below:  
(only available in the online version of this report)*

**[Attachment to GSP Circular 16 2019 re Banded Hours](#)**

### 1.2 Appointments

The Monitoring Group has issued a number of Determinations setting out how staff would secure permanent appointments i.e.,

- Temporary staff with over two years' continuous employment with the Company will be appointed subject to the condition that they are required for ongoing work requirements;
- Where temporary staff have intermittent broken employment during the two-year period which generally does not exceed four weeks in any year, they may be considered for appointment where the other conditions are met.

In addition to the above, where a vacancy exists, then they will be filled without the requirement for the individual to wait two years. Where an employee is employed against a vacancy then they can be appointed once they complete their six-month probationary period.



*Documents associated with this section can be accessed by clicking the link below:  
(only available in the online version of this report)*

**198 – 2016 - Monitoring Group Findings LCR 21206**

**255 - 14 March 2019 - Monitoring Group Determination Staffing Arrangements**

### 1.3 Contracts

The way the Company administers the issuing of contracts remains a serious concern for the Union. There are too many instances whereby staff on fixed-term or specific purpose contracts or staff employed by the Company on long-term casual contracts, are not provided with their correct contracts, as stipulated in Section 8 (2) of the Protection of Employees (Fixed Term) Work Act 2003.

To address the Company shortcomings, we agreed to establish a Project Team to examine the contractual status of all staff. Its terms of reference are:

1. Identify all the employees within the Company who are temporarily employed, analyse their written contracts, and establish if the contract accurately reflects their working arrangements;
2. Where contracts do not reflect their working arrangements to correct these by issuing a new contract following the normal approvals;
3. Where contracts do not match the working arrangements to identify how or why this happened for the purpose of identifying and implementing improved process controls;
4. Having consulted with operations on their future requirements for flexibility in relation to employment contracts to make recommendations in relation to the Employment Contracts we should offer in the future and in what circumstances.

The Company has advised that this is a significant piece of work, as some 1500 contracts require review. We have raised our concerns about the slow progress and the abject failure by An Post to correct the problem in the issuing of new contracts. An update will be provided to Conference.

## 2. Agreed Policies

Since Biennial Conference 2022, the Union has reviewed and agreed a number of policies with the Company. The details of the policies reviewed and agreed are detailed below:

### 2.1 Review of Transfer Policy

Following the Labour Court Recommendation LCR21206 issued in April 2019, the Monitoring Group issued a Determination which required the Union and the Company to review and revise the terms of the Transfer Scheme to reflect changes required to ensure it is fit for purpose in a modern employment environment within a period of six months.

Following discussions, we secured an agreement on a voluntary transfer policy. This includes a provision that members on fixed term or specific purpose contracts can access the transfer list once they have completed six months' probation. This policy also addressed how vacancies should be filled by either utilisation of the transfer list or the appointment of a temporary member of staff.

We agreed to review the policy based on experience and we completed this review in August 2023. We addressed one area of concern in relation to the seniority of transferred employees. While the initial policy addressed how vacancies would be filled i.e., either from the transfer list or by appointment of temporary staff it did not address how the seniority of the transferee would be determined particularly in relation to temporary staff.

This has been addressed in the new policy by the insertion of the following clarification:

*If an employee transfers into an office and an existing employee in the office is later appointed,*

they will not go ahead of the transferee on the seniority list in circumstances where the transferee's date of application for inclusion on the list, precedes the employment of the existing employee in the office.

We are satisfied this addresses this issue in a fair and reasonable manner.

*Documents associated with this section can be accessed by clicking the link below:  
(only available in the online version of this report)*

**GSP Circular 15 2023 Review of Transfer Policy**

**Voluntary Transfer Policy updated 2023**

## 2.2 Remote Working Policy

Advances in technology has made it possible for many people to work from home. With the restrictions introduced by the Government to help slow the spread of COVID-19, thousands of workers were required to work from home including a substantial number of An Post Workers. In many cases this was their first experience of working remotely. Many workers have expressed an interest in continuing this type of working arrangement as it can reduce travel time and improve their work/life balance. In addition, many established norms relating to when, how and where work is carried out are being redefined.

In response, the Union and the Company accepted the requirement for a Voluntary Remote Working Policy which would provide for a range of options for staff. Following discussions, a new policy has been agreed. In finalising the policy, the Union's objective was to ensure it would be offered in a fair and transparent manner.

We agreed to introduce Hybrid Working on a "test and learn" basis while employees were returning to the GPO. This phase is now completed and the Company in mid-2023 commenced the formal application process. As part of its introduction, we are due to review the policy at regular intervals and at the time of writing a review is underway where the Union intends to address some concerns.

*Documents associated with this section can be accessed by clicking the link below:  
(only available in the online version of this report)*

**An Post Remote Working Policy**

## 2.3 Retirement Policy

Within An Post we have agreed that the Maximum Retirement Age (MRA) is 66 years of age. We finalised a retirement policy in September 2021 which explained the different retirement ages within An Post and set out how extensions to the Maximum Retirement Age (MRA) would be dealt with. We agreed to introduce this policy on a trial basis and review it two years after its introduction. At the time of writing this review has commenced and an update will be presented to Biennial Conference

*Documents associated with this section can be accessed by clicking the link below:  
(only available in the online version of this report)*

**Attachment to GSP 20-21 Retirement Policy - An Post**

## 2.4 Protected Disclosures Act

The Protected Disclosures Act 2014 became operational on 15th July 2014. The Act is intended to provide a robust statutory framework within which workers can raise concerns regarding potential wrongdoing that has come to their attention in the workplace, in the knowledge that they can avail

of significant employment and other protections if they are penalised by their employer or suffer any detriment for doing so. We agreed a policy in 2018. In July 2022 the Protected Disclosures (Amendment) Act was signed into law which amended the initial Act. As a result we reviewed the “Company Policy and Procedures for Raising Matters of Concern under the Protected Disclosures Act 2014”.

The amended policy included changes to confidentiality, how the report is acknowledged, and communications. The amended Act also provides for the establishment of the Office of the Protected Disclosures Commissioner, within the office of the Ombudsman. The Commissioner will have extensive powers to carry out their duties and will direct protected disclosures to the most appropriate body when it is unclear which body is responsible.

*Documents associated with this section can be accessed by clicking the link below:  
(only available in the online version of this report)*

**Policy and procedures for raising matters of concern (revised 2022)**

## 2.5 Review of CCTV Policy

We agreed the CCTV Policy in 2016 and while we have reviewed it informally on several occasions, we believed there was a requirement to formally review this policy again. CCTV are installed internally and externally at An Post premises for specific reasons which include security and the prevention of crime, health and safety and for investigating accidents. It will not be used for the day-to-day supervision of employees. All information recorded must be retained in secure locations.

The Company has advised that they intend to extend the policy to cover the installation and use of cameras in vans. The CCTV will be directed externally and will be used solely for safety and security reasons. As part of the review, we raised concerns regarding the placement of monitors in offices where visitors or “nosy parkers” to the office may have inappropriate access and this has been addressed in the new policy.

*Documents associated with this section can be accessed by clicking the link below:  
(only available in the online version of this report)*

**An Post CCTV Policy (February 2023)**

## 2.6 Review of Acting Up and Temporary Appointment Policies

In 2014 we agreed an Acting Up and Temporary Appointments policies to cover short time filling to higher grades. The Transformation Agreement contains the following provision:

*To bring consistency to acting up arrangements - acting up to management grades including the management grades referred to in this agreement will be on the basis of advancing from current rate of pay (including any productivity/change allowance) to 80% of the median of the higher grade or to a 5% increase whichever is greater.*

*(For the avoidance of doubt employees acting to PMD grades will have their acting allowance calculated by reference to the higher of either (i) 80% of the median of the relevant PMD grade, or (ii) the total of existing pay plus any productivity allowance, plus 5% of basic pay.*

*Historical calculation of acting allowances by reference to older promotional payscales or differentials will no longer apply, effective from the date of this agreement.)*

Given the above there is a requirement to review the policies in which we have raised a number of issues such as:

- Payment for Acting up on day off;

- Performance related pay;
- Incremental progression;
- Accumulated acting.

This review is ongoing at the time of writing and an update will be provided to Conference.

## 2.7 Recruitment and Selection Policy

In September 2023 we agreed a Recruitment and Selection Policy with the Company. The policy applies to all recruitment both internally and externally. The policy ensures recruitment and selection is carried out in accordance with legislation. Human Resources are responsible for the consistent application of the policy by ensuring that recruitment and selection procedures reflect best practice and are aligned with current and future employment legislation.

The policy will ensure that the interview is conducted fairly and that honest and constructive feedback to unsuccessful candidates at all stages of the recruitment process on request, at the end of the selection process. In considering experience required, due consideration will be given to relevant life experience. This will ensure candidates are objectively assessed prior to shortlisting for roles. Any unsuccessful candidate will be informed by the Company that they have been unsuccessful.

The policy further commits the Company to supporting every employee to reach their full potential by investing in their development and supporting them to develop in their career. Career development is the ongoing focus on enhancing skills to improve readiness for the next career step, which leads to job satisfaction and career success.

*Documents associated with this section can be accessed by clicking the link below:  
(only available in the online version of this report)*

**[An Post Recruitment Selection Policy](#)**

## 2.8 Volunteering Policy

An Post, as part of its commitment to the community, support educational initiatives through employees volunteering. In 2023 following discussions with the Company, we agreed a policy which would document the supports available to those volunteering in the community.

The Policy provides for paid leave for up to 20 hours per calendar year to support the Company Sponsored Volunteering Initiatives. These include volunteering for projects such as basic everyday reading writing and mathematics. Examples include the An Post “Time to Read” initiative which requires a commitment of one hour per week over 8 weeks or the An Post “Time to Count” initiative which requires a commitment of one hour per week over 6 weeks.

*Documents associated with this section can be accessed by clicking the link below:  
(only available in the online version of this report)*

**[An Post Volunteering Policy](#)**

## 2.9 Anti-Bribery and Corruption Policy

The Company operates a zero-tolerance approach to bribery or corruption. They will investigate all bribery or corruption activities that are discovered, suspected, or reported and they will take appropriate action against all parties either involved in or assisting with bribery or corruption. Earlier this year the Company presented the Union with a Anti-Bribery and Corruption Policy which will provide protections for whistle-blowers who disclose relevant information about wrongdoing in the workplace, while at the same time encouraging a culture of awareness and vigilance and to ensure

preventative and protective measures are in place to recognise and reduce the risk of bribery and corruption within the Company.

*Documents associated with this section can be accessed by clicking the link below:  
(only available in the online version of this report)*

**An Post Anti Bribery and Corruption Policy**

## 4. Communications

The manner in which the Company communicates the agreed policy documents is a key issue for the Union. There is an over-reliance on the An Post App and the intranet, which not all employees have access to or interest in. Our priority is to ensure that all employees regardless of where they work have equal access to communications and to policies once agreed with the Staff Side. We have established a Sub-Committee to examine this issue, but it is linked to the introduction of the new HRMS system.

The Company currently communicates using the following means:

- Post People App (a real time newsfeed app on employees' smart phones);
- Email;
- Company Circulars;
- Manager cascade (that is the passing of messages or information from senior management through the manager levels to all employees directly or indirectly reporting to them);
- Intranet;
- Posters & digital screens, including screensavers.

The Company will continue to use a combination of the above to ensure employees have access to policies etc. It is intended that all employees will have access to Company email and intranet (at work and remotely) where they will be able to access and read policies at their leisure. Until this happens the Company will continue to notify employees through Circulars.

*The Company has provided access to some Company policies on the Company website  
which can be accessed by following the link below:  
(only available in the online version of this report)*

**Working with An Post: Employee Policies**

As we review policies we are adding to the number that can access and the ones currently available at the above link are:

- Adverse Weather Policy;
- Dignity at Work;
- Disability Inclusion Policy;
- Domestic Abuse and Coercive Control Policy;
- Equality Diversity and Inclusion Policy;
- Menopause Support Policy;
- Reasonable Accommodation Policy;
- Retirement Policy;
- Statutory Leave available to parents.

## 5. Medical and Drug Refund Scheme

Revenue regards medical refunds under the Company scheme as benefit-in-kind and have advised the Company that where an employee receives refunds totalling more than €500 in any tax year



then this must be advised individually. Revenue has agreed the Company can increase an individual's gross pay on Revenue records and then show the tax as having been paid. This will not appear on pay slips but will appear on the My Revenue section of the [Revenue website](#) should they check.

The Medical and Drug Scheme is available to all grades up to Level 3. Membership of the scheme is €2 per week and employees may choose to opt out of the scheme at any time but once they opt out, they cannot re-join later.

The revised scheme is in operation since April 2022, and we agreed to review on an ongoing basis to ensure the scheme remains self-financing. At the time of writing, we have sought a further review as we have concerns such as access to GPs. We also need to examine the impact the changes to the GP visit card will have on the scheme, with an additional 215,000 people becoming eligible for it.

*Documents associated with this section can be accessed by clicking the link below:  
(only available in the online version of this report)*

**GSP Circular 10 2022 – Medical Drug Refund Schemes and Healthwave**

## 6. Corporate Centre-EXO relocation

The move to the EXO commenced at the end of March 2023 and continued until July 2023. The following Sections moved to the EXO:

- GTS, Digital, Security, Mails and Parcels including Customer Services, Internal Audit, Retail, Communications, HR, Data Privacy, Procurement, CTO Finance, Legal, Regulatory Affairs, Management Board and Property.

There are no An Post staff engaged on cleaning or patrols work. We are awaiting proposals from the Company to reduce the number of Cleaners/Patrols to reflect the scaled back operation required in the GPO.

The GPO remains in operation for some with the following functions remaining in place:

- Business Continuity, Central Operations including State Savings, Display Office, Occupational Health, Philatelic Bureau, and Cleaning/Patrols.

Preparations are underway on the upgrading of the GPO and facilities to improve the standard of accommodation and we have met the Company several times to discuss. The Company initially advised that staff could remain in the GPO for 2/3 years, but they now think this may be closer to 18 months. The public office and museum will remain in place even after all staff relocating have moved to the EXO or elsewhere.

*Documents associated with this section can be accessed by clicking the link below:  
(only available in the online version of this report)*

**GSP 05 2023 Relocation to EXO Building**

## 7. JCC

*Documents associated with this section can be accessed by clicking the link below:  
(only available in the online version of this report)*

**Update on issues under discussion at the JCC 2022 - 2024**



*Postal Branch Secretaries visit Headquarters to discuss the Transformation Agreement with An Post*

# Mails & Parcels

## 1. Introduction

The ongoing change in the profile of mail items continues to significantly impact the mails and parcel business and as a consequence way of working and employment conditions of our members. Accelerated growth in parcel/packet mail items in tandem with the downward slide of letters requires revamping all aspects of the operational processing, transport, and final mile operations.

Customer demands focus on reliability, speed and greater visibility of tracking, place high service offering requirements on An Post. Guaranteed delivery date and specified delivery time slots, together with real-time visibility with up to the minute tracking are the norm in terms of maintaining and securing business contracts. While An Post has been very successful in its drive to grow their share of the postal market in Ireland, considerable changes are on the horizon if further growth is to be achieved.

The Letter cash cow, starved of rightful price increases at the time of high letter mail volumes, has denied the Company much needed cash reserves for investment. COVID accelerated the letter decline and revenue drop. The failure of management to seek or receive recompense from government, has impacted negatively on cash reserves needed for future investment. The most recent increases in the price of the stamp have milked the very last possible cent to the extent the strategy has reached the law of diminishing returns.

Transformation and efficiency drive across all operational areas of the business are now the focus, the success of which will determine the medium to long-term viability of An Post. At the time of writing this report, McKinsey consultants were finalising and updating strategic plans for consideration by the An Post Board.

On the 14th February 2024, the General Secretary and Deputy General Secretary met with Peter Gornall and Florian Neuhaus of McKinsey Consultants. A summary of the key points made of the views and concerns of the Union are as follows.

- The CWU is broadly supportive of the CEOs strategy and is working with management towards successful implementation of its plans to transform the business;
- Successful management of change and resourcing must encompass that Life/Work Balance, aging work force, efficiency/productivity drive are all significant issues and hugely impact on what is a labour-intensive operation;
- An Post does not have the financial capability to finance from its own resources a single site processing centre;
- The existing structure supported by additional satellite processing centres is the preferred option;
- Rebalancing of parcel/packet and letter volumes should not be accelerated at the expense of one product over another;
- Letter mail quality, revenue stream remains the major financial pillar and further increase in the stamp price or reduced delivery days should be avoided;
- Movement to an alternate letter delivery model would be premature, regarded as a reduction of service and lead to both revenue loss and accelerate further letter volume reduction;
- Government should be vigorously pursued for financial support to ensure the essential services of the National Postal Service is maintained.

We will review at conference the outcome of the Board's deliberations and decide the Unions response to these.



## 2. DSU Redesign – Test and Learn

At the Biennial Conference in 2022 we examined the shifting landscape in Mails and Parcels and agreed to cooperate with the Company transformation programme on the basis of sharing the benefits and jointly addressing staff impact issues. Since the Company re-entered the parcels business in 2018 the Union has continued to push the Company to grow the business. It was also clear that the profile of mail will continue to change which will mean that we will need to continuously adapt the existing resources.

The Monitoring Group did recommend that An Post needed to revise its redesign process. A revised DSU Optimisation process was agreed which was parked while the Company prioritised and alternate Prio/Eco model which they subsequently shelved. The Company developed an enhanced route design model, which uses the most up to date information that enables a shorter route design process which was piloted in Ravensdale Road, Dublin, Drogheda and Kilmallock DSUs.

## 3. Mails Processing

Under the influences of McKinsey consultants international postal industry advisors, engaged at considerable costs, it is expected the Board will shortly finalise the development of its strategy for the next decade, taking into consideration the following key business components:

- Move to parity of letters and packets/parcels in processing/distribution;
- Alibaba, Amazon and JD.com, e commerce super giants push for growth;
- Addittional processing capacity for PEAK/Christmas;
- Single site Processing Centre versus Existing Sites;
- PMC parcel-lite automation;
- Letter Machinery life span.

## 4. Final Mile Operations – New Redesign Process

Following on from the test and learn process, a transformation agreement was concluded for a national route design programme utilising existing standards and methodology together with the live information systems. The financial benefits for members are detailed elsewhere in this report.

The requirement to redesign DSUs was accepted by the Union as the existing delivery was a letters based network and no longer fit for purpose. The ambitious Company programme commenced in June with a target completion of eighteen months with a 14-week local design period.

The agreement sets out that it is Management's responsibility to plan and organise the business and the Union's role to sense check and validate the accuracy as well as to ensure sufficient resources are in place to perform the work. The details of the design approach were included in Appendix 1 of the Monitoring Group Determination a copy of which can be accessed at the link below:

*Appendix 1 of the Monitoring Group Determination can be accessed by clicking the link below:  
(only available in the online version of this report)*

**Monitoring Group Determination - An Post Transformation Programme 2023 to 2026**

While the Company planned to have 35 offices implemented by Peak 2023 this did not prove possible notwithstanding the full cooperation and support of the Union. However, nineteen offices were implemented by November 2023.

In November 2023 the Union held a workshop involving the Branch Secretaries from these offices to review experiences under the following headings:

- Engagement Process;
- HR Issues;
- Volume Capture;
- Hit Rate;
- Processing/inward;
- Collections Schedules;
- Consolidations;
- Delivery Routes sequencing and late finishes;
- New Development;
- Duty competition;
- Training;
- Go Live Implementation;
- Local Review – Outcome;

The meeting was a constructive robust review which set the agenda for discussion with the Company for addressing the problems and applying the learnings for the next phase of designs. It is clear to the Union that while many aspects of the redesign approach have been positive there are several issues that we need to address particularly around the sequencing of mail and the Union raised the issues of concern with the Company as part of the agreed review process. An update will be provided to the Biennial Conference.

Obviously it would not be practicable to adequately progress the reviews in a meaningful way during the PEAK/Christmas period. However it became clear that An Post were not addressing the concerns and issues identified by the Union in a meaningful or expeditious manner. As a consequence at the end of February 2024 it was agreed to pause the National Route Design Programme schedule, in order to free up resources to fix the shortcomings. A detailed plan was developed to an agreed timeframe for completion at the end of March. On this basis the remaining Phase 2 offices would be progressed at the end of March with Phase 3 recommencing in April.

## 5. *Final Mile Transport*

The Union and the Company meet on a regular basis to review Transport related issues. The Company fleet is made up of the following:

- 2683 vehicles leased from LeasePlan
  - 62% Diesel/38% EV
- 642 Owned Vehicles
  - 100% diesel
- 654 Short Term Hires
  - Single supplier Holden – EVs being introduced

The Company intend to replace the remaining owned fleet with leased vans. They also plan to review the hired fleet this year with a view to also leasing as opposed to hire arrangements. They will also move from Maxi to Light-Medium vans, subject to market availability. We have agreed a fleet replacement plan as follows:

- Handover process document will be provided in advance;
- DSMs and Postal Operatives will be advised in advance;
- Vehicle Familiarisation for diesel light- mediums:
  - Postal Operative: 1 hour o/t to familiarise themselves with the new vehicle;
  - A self -declaration form to be completed;
  - If they advise they need more help the DSM will arrange for an ISM instructor to provide training.



## 6. HGV Apprenticeship Programme

As part of the agreement to introduce the HGV Driver Grade that the Company would advance proposals regarding an apprenticeship programme and future training of HGV drivers. Following the Transformation Agreement the Company confirmed they would agree and implement an apprenticeship programme by the end of September 2023. At that stage they would advertise it and invite applications from qualifying staff. Discussions are ongoing in relation to the detail of the programme but the following is agreed:

- Programme will run from February to September 3 each year;
- Nominees must have a full B licence;
- Training Programme will be 4 months for C Licence and 4 months for CE Licence;
- The Training Programme will include driving legislation, tail lift, dock leveller, rules of the road, dangerous goods awareness, power pallet/power stacker blended course, shunting, manual handling, practical demonstration and evaluation.

It is expected that this will be concluded prior to the Biennial Conference and an update will be provided there.

## 7. Christmas Arrangements

### 7.1 Christmas Arrangements 2022

The arrangements for Peak/Christmas 2022 were delayed as the Company failed to put forward proposals and it required the intervention of the Monitoring Group to finalise agreement. The Company attributed their delay to the economic uncertainty and the Royal Mail dispute potential impact on volumes. The Monitoring Groups determination confirmed the commencement date to be Saturday 10th December 2022 and that the overtime package should be broadly in line with 2021, with some adjustments which were advised in GS Circular 21/22. They also expressed their frustration that they were required to intervene late in the day and required the Company to conduct a review on Christmas/Peak '22 by 31st January 2023. The Monitoring Group would facilitate a meeting of the parties in February 2023 to discuss the outcome of the review.

### 7.2 Review of Christmas Arrangements 2022

Following the Monitoring Group Determination issued in 2022 and their direction to An Post to complete a review of Christmas Arrangements 2022 by the 31st January 2023 the Union sought views and observations together with any supporting documentation in respect of how the arrangements operated in their area. In all we received 7 submissions from Ballina, Bray, Castlebar, Kells, Monaghan, North Kerry and Portlaoise. The issues raised included:

- Agreement should be concluded earlier;
- After Christmas should be included as part of the arrangements;
- Casual staff should be paid overtime;
- Should be a delivery on Christmas Eve;
- There should be full deliveries on the Saturdays;
- Some DSMs tried to cut the agreed package;
- Company allegedly allowing breaches of Working Time Act and Tachograph Regulations;
- Confusion around shut down days in PMC;
- Lack of storage space in PMC;
- Company using hackers.

### 7.3 Christmas Arrangements 2023

As outlined above, the Monitoring Group advised of the requirement to complete the Christmas Arrangements by August 2023. While the Union recognised the economic uncertainty resulting in significantly reduced letter volumes it was our view that the trend in declining volumes was reversing,

and the addition of new contracts indicated a more positive position for the last quarter. Given this it was our expectation that similar processing and delivery arrangements as applied in 2022. The arrangements were eventually finalised in mid-November with essentially the same arrangements as the previous year with a nationwide commencement date of 9th December 2023.

#### 7.4 Review of Christmas Arrangements 2023

Following Peak 2023 we requested Branches to provide any feedback or observations in relation to how the arrangements operated in their area. We received 12 responses from the following Branches: Ballina Postal, Bray Postal, Carrick On Shannon Postal, Drogheda Postal, Dublin Postal Delivery Branch, Dundalk Postal, Ennis Postal, Letterkenny Postal, Mallow Postal, Naas Postal, Nth Wexford/Sth Wicklow Postal and the Western Regional Managers Branch.

While some of the responses dealt with local issues the following was also raised:

- There should have been a full nationwide delivery of all products on Saturday 23;
- The late notice on the arrangements for the 23rd was unacceptable;
- A high level of Christmas cards were delivered after Christmas ;
- The post-Christmas and Black Friday mail should be covered by separate arrangements;
- Recruitment of casuals is necessary to assist overloaded routes;
- Presentation of mail in DSUs lead to unnecessary double handling;
- Large amount of uncanceled stamps;
- Peak hours did not reflect the increase in Parcel volumes;
- Managers felt they were getting short changed working four Saturdays in December;
- Clerks felt all day opening on Saturdays was a waste as the public were not aware of the extended opening.

The following circulars were issued in relation to Christmas:

*Only available in the online version of this report.*

**GSP Circular 21 2022 - Peak-Xmas Arrangements 2022**

**Monitoring Group Determination Christmas Peak Arrangements 2022**

**GSP Circular 01 2023 - Mails & Parcels**

**GSP Circular 19 2023 - Peak Xmas Arrangements 2023**

### 8. Easter Arrangements 2022 and 2023

Agreement was concluded on the Easter Arrangements for 2022 and 2023. In 2022 the Company in our view prudently decided not to proceed with its intention to cease deliveries on Good Friday. This followed representations from the Union whereby on the previous two bank holidays, mail volumes were seriously out of kilter. While this decision was welcome the situation remained the same for those areas where there is no delivery on Good Friday. We highlighted to management the requirement to ensure there was sufficient resources in place on the following Tuesday. Branches were advised to ensure that agreement was reached in advance of delivery commencing as per agreements.

*The details of the GS Circulars issued can be accessed by clicking the link below:  
(only available in the online version of this report)*

**GSP Circular 09 2022 - Easter Arrangements 2022**

**GSP Circular 07 2023 - Easter Arrangements 2023**

## 9. Referenda Literature

On the 8 March 2024 two referenda took place on the concept of family in the constitution and recognition for care provided by family members. In advance of the referenda agreement was concluded with An Post for the delivery of mailings associated with the referenda. The Referendum Commission issued an information booklet which was delivered via the standard publicity post service with a 3c payment applying.

In relation to polling cards the Company advised that there would be a significant change to the presentation and processing of polling cards. The polling cards incorporated some additional information for voters in relation to both referendums which meant they were machinable and could be sorted to route. A 17c per household payment applied.

*The details of the GS Circulars issued can be accessed by clicking the link below:  
(only available in the online version of this report)*

**GSP Circular 04 2024 - Referendum Mailings**

## 10. Cleaners and Patrols

The Transformation Agreement provided for the engagement of third-party suppliers to perform Cleaners and Patrols work. This was agreed on the basis that the members concerned will have the following options available to them:

- Retirement at their normal retirement age;
- Option of moving to other locations in Dublin;
- Redeployment to other roles within An Post, subject to availability and suitability;
- Voluntary Severance .

In addition, any Cleaner or Patrol Person who wishes to remain can stay in their existing roles until they reach their normal retirement age.

The Company plan to launch an expression of interest survey commencing in Dublin and the provinces in quarter two. Staff who are employed as Postal Operatives but also cover part-time cleaner roles or patrol roles will not be included in the VS Scheme. An update will be provided to Conference.

*The Cleaners and Patrols document can be accessed by clicking the link below:  
(only available in the online version of this report)*

**GSP Circular 22 2023 - Cleaners & Patrols**

## 11. Company Initiatives

The Company appraised the Union's Collection & Delivery Group of a number of initiatives which were accepted on the basis their introduction was necessary to allow the Company to compete in tendering processes and secure additional contracts. They include:

- Post Alerts Message to Customers;
- Predicted Time Delivery Notification;
- DIB Stickers;
- LIDL Publicity Post;
- Digital Stamp;
- DIBs to Post Offices .

The details of these were included in GS Circular 17/22 which can be accessed at the link below:

*Documents can be accessed by clicking the link below:  
(only available in the online version of this report)*

**GSP Circular 17 2022 - Mails & Parcels update**

## 12. e-Trikes

Assistance was required from the Monitoring Group on the duty competition process for e-trike routes. The Union position was duties should be allocated on seniority regardless of the mode of transport and adjustments made to facilitate non drivers and the end of the process. The Monitoring Group supported the Company position, which applied in a previous Determination related to Cork in 2021 and also as they had set out in their finding in respect of payment of the new allowance. The nationwide application now ring fences e trike designed duties for non-drivers.

*A copy of the two Monitoring Group Determinations can be accessed by clicking the link below:  
(only available in the online version of this report)*

**Monitoring Group Determination - Allocation of E-Trike Delivery Routes**

**Monitoring Group Determination Cork DSU Reorganisation**

## 13. Manager Issues

### 13.1 Route Optimisers

During 2023 a new **Planning role** (formerly Route Optimiser) and **ISO** (Implementation Support Officer) was agreed at CM2 and CS1 level.

### 13.2 PAM's WTM Leader

Included in the agreement on Management Grading – DSM there is a commitment to engage on the Process Area Managers and Working Leader Roles. Due to other Transformation issues there is a delay in progressing these.





# Clerical & Administration

## 1. Introduction

The Retail Branch Offices saw a 20% decline in transactions and footfall after COVID-19 and in the last two years this has remained broadly flat which represents an ongoing challenge for the sustainability of the network. This year 6 Company offices will be converted to contractor status and the TV Licence model continues to be the source of much political speculation on how best to address the funding issues for RTÉ with little regard for the An Post employees who currently collect the Licence fee.

Not long after our last Conference in June 2022 the Government announced a 'once off' €30 million package over three years to support the contract post office network. The fund is administered by An Post and the method of disbursement was discussed with the Postmasters Union and its purpose is to prevent or decelerate the closure of contract post offices while they modernise and provide new services.

We continue to work through the matters arising from the move to the EXO and the ongoing Transformation Agenda is presenting issues that we are addressing in a number of areas. The increase in the Universal Clerk pay scale took effect from 1st January 2024.

## 2. Transformation Agreement

The Transformation Agreement between the Union and the Company provided for cooperation with the Company Change Programmes. The agreement is an enabling agreement which will facilitate changes at the pace required between 2023 and 2026. It includes a major transformation programme across all aspects of the Company's business nationwide. Changes will be implemented with staff impact issues dealt with under the existing Change Agreements.

The Transformation changes required in the Clerical Area are outlined in Appendix 3 of the Monitoring Group Determination. The Monitoring Group did acknowledge the significant transformation required by Clerks arising from the Transformation programmes and details of the pay arrangements are set out in the Chapter on Pay and Allowances. As part of the Transformation Agenda there is a provision to convert 6 offices, 3 in Dublin and 3 in the provinces, to contractor status. A key part of the agreement is also to provide a career path for Clerks. The Monitoring Group determination can be accessed at the link below:

*Documents can be accessed by clicking the link below:  
(only available in the online version of this report)*

**Monitoring Group Determination An Post Transformation Programme 2023 to 2026**

**GSP Circular 02 2024 -An Post Transformation Agreement Clerical Admin Retail**

## 3. Office Conversions

As highlighted above, the Transformation Agreement, provides for the conversion of 6 Company Retail Offices to contractor status. In late January the Company informed us of the six offices identified which are:

- New Ross
- Roscommon
- Tipperary
- Tallaght

- Phibsboro
- Rathmines

In advance of the announcement the Company briefed the Branch Managers and staff impacted and following this the Union was in touch with the Branch Secretaries concerned. The Union also attended meetings with the staff affected to discuss their next steps and the options available to them including:

- Voluntary Severance;
- Redeployment/Hybrid Working;
- Postmaster Contract.

Over the next few months, the Union will work closely with the staff impacted to ensure that their issues are dealt with in a fair and equitable manner. An update will be provided to the Conference.

## 4. *CAD Restructuring*

While the Company had advised the Union of its intention to review the operations of CAD the Transformation Agreement sets out that any review will include the role and remuneration of the CAD Team Leaders and Validators. Agreement was reached in November 2023 to undertake a pilot in this area. This pilot will take place in two DSUs and will include the IAO in both offices. The pilot will also review reporting, training, 'as is' processes and network validation. In conjunction with progressing this project, the CWU will ensure the commitment contained in the agreement to conduct a review of the role and remuneration of the CAD Team Leaders and Validators will be completed.

## 5. *Audit*

As part of the Transformation Agenda the Union and the Company have engaged in discussions on the reform of Operational Audit. This involves substantial changes to the way the work is done, the technology required, the audit responsibility and significant reductions in staffing levels. While there has been progress on many of the staffing issues, we have not been able to agree on the appropriate grade for the Audit staff particularly given the scale of change they will have to undergo. Consequently, we referred the outstanding issue to the Monitoring Group for a Determination and at the time of writing we are awaiting an outcome.

## 6. *EXO*

As detailed elsewhere in this report, the move from the GPO to the EXO was completed in July 2023. However almost immediately the Union became aware of issues with the workplace and the Union highlighted staff concerns initially with air conditioning and subsequently other issues including heating during the winter, windows leaking and issues with the water.

The Union was concerned not only with these issues arising in a new building but the lack of response from Managers to the genuine concerns of the staff concerned with them, receiving little or no feedback. The Company accepted that their response was inadequate and committed to setting up a Joint Working Group to address concerns such as those raised. In addition, the Company agreed to survey the staff on how the building is working for staff and their experience of the building to date. The outcome of this survey will be shared with the Union at this Sub-Committee. At the time of writing, we are in the process of finalising terms of reference for the Joint Group and we expect the Company to make a presentation of the outcome of the survey at the first meeting.

## 7. Clerical Stream Members Feedback Survey

As part of the consultation process on Branch Rationalisation, discussed at the last Biennial Conference and set out in GS Circulars a survey of Clerical members was conducted on how they believed the Union could best serve them. In addition to asking members what they believed their best Branch structure should be, we also asked members questions on career progression and training which would assist the Union in developing a career path for Clerical Members.

There are approximately 750 clerical members across the national Branch structures with a concentration of members in Dublin Clerks (371) and Cork Clerks (47). Around 320 Clerical members are distributed across 46 Branches all across the country. Some of these Branches have more than 20 clerical members some as few as one and the average is just over 7 per Branch. Broadly speaking the result is that in many of these Branches clerical issues are not always given the attention they deserve. Anecdotally we know that some Branches are active and inclusive of their clerical members while some struggle to represent them.

In all we received 310 responses with 54% expressing a preference for a Regional and Dublin Branch with 39% expressing a preference for a National Branch. Some other key points from the Survey:

- 52% agreed that An Post offer career progression opportunities with 35% disagreeing;
- In relation to challenges to career progression 43% cited geographical location as the biggest challenge with 38% citing getting experience;
- 40% agreed and 41% disagreed that An Post provided accessible training for career progression opportunities;
- Finally 60% indicated that they are notified of training and job opportunities that provide for career progression while 36% said that they weren't.

The full findings can be accessed by clicking the link below:

*Documents can be accessed by clicking the link below:  
(only available in the online version of this report)*

**CWU Survey of Clerical Members**

## 8. Retail Counters

IT stability at Post Office counters has proven to be challenging over the past two years. Due to the diverse and expanded range of products and services on offer, coupled with more stringent requirements in the financial services area in order to be fully compliant with Anti Money Laundering legislation, the IT systems have now to operate through a myriad of interfaces. This has resulted in counter staff experiencing an increase in the occurrence of delays in processing transactions, time outs, frozen screens and failed connections. The Union has flagged these issues to senior management on a consistent basis, particularly given the adverse impact it is having both on customer and staff confidence and the risk of reputational damage. More recently, we have been assured that the Company intend to carry out a full upgrade of the Riposte system over the next two years.

## 9. Retail Work Measurement

The Retail Work Measurement process has continued over the past two years with further reductions in staffing levels across the network. Revisions were carried out in Clonmel, Ennis, Letterkenny, Navan, Portlaoise, Rathmines, Sligo and Tullamore in 2022 with further revisions in Blanchardstown, Cork, Galway, and Limerick last year. However, the overall scale of cuts, relative to the COVID-19 years, has been less painful. Notwithstanding this, the process will undoubtedly continue to be used by the Company where business levels have dropped.

## 10. TV Licence

The question around the future of the TV Licence contract remains in abeyance with the debate continuing in Government circles. This hasn't been helped by the recent scandal surrounding RTE. This has made the job of the TV Licence Inspector, who already do a difficult job, more challenging. The Union was required to take issue with comments made by one prominent politician who, by his comments, made TV Licence Inspectors targets for doing their jobs and this was not acceptable to the Union.

TV Licence Inspectors have attracted unfair criticism for doing their jobs and given the ongoing controversy at RTE, An Post was obliged to issue guidance to staff on how to protect themselves while carrying out their normal days' work.

At the time of writing, there is a lot of speculation on the future of the TV Licence with a number of politicians stating a preference for exchequer funding and one party has introduced legislation to the Dáil call for the TV Licence to be scrapped and that an amnesty be provided for those who refuse to pay it. In effect, this has made the job of the TV Licence inspector almost impossible as it has signalled permission for non-payment from a major political party. The Union has written to the TD who proposed the legislation to outline our concerns and to seek a meeting to discuss the matter directly.

We continue to remind Government of the high number of employees involved in the collection of TV Licences and the requirement to take them into account when deciding on the future of the TV Licence contract. It would also remove a revenue stream from An Post which will only accelerate the deterioration of its services.

## 11. Managers Issues

### 11.1 Commerce Sales Team Restructuring

To ensure the Sales function could best meet the needs of the business requirement to grow volumes and drive revenue a review was carried out and discussions commenced in August 2022. Agreement could not be reached, and the matter was referred to the Monitoring Group for a determination. The Union did share the Company's objective to create a world class Sales Team but outlined that issues such as increased work load, the extension of on-call, seniority, acting up and the operation of the PMD process needed to be addressed. The Monitoring Group determined that the Company proposals should be implemented by the end of March 2023 and the issues raised by the Union should be progressed through the normal IR engagement process. A copy of the determination can be accessed at the link below:

*Documents can be accessed by clicking the link below:  
(only available in the online version of this report)*

**[Monitoring Group Determination Commerce Sales Teams Restructuring](#)**

### 11.2 G.T.S. Data Base Administration (DBA)

Workloads and the filling of vacancies have been longstanding issues for our members in the DBA area. As these issues were raised the Company decided to engage Ernest & Young to undertake a review of the area. The CWU agreed to 1:1 engagement with our members in the DBA team area. Key areas of the review included the evaluation of current challenges faced by DBA staff and recommendations to improve staff challenges and business alignment. The report was finalised in June 2023 and presented to An Post Management.

In August 2023 the Company met with the CWU and outlined their intention to take steps to address immediate improvements in the DBA function in line with their future organisational needs and to clarify the role of the DBA team. The Union welcomed the report as a positive step towards dealing with workloads and the filling of vacancies including additional resources. The Company is also committed to ongoing learning and development for staff in the area. The changes will include:

- More focussed work and capacity management;
- The DBA function will require dedicated members delivering projects only;
- 2 additional resources will be recruited on a permanent basis to the DBA team;
- All positions across DBA/DEVOPS/APS will be filled within a targeted 6 months (dependent on current market availability of candidates, if skills not available within An Post).





# An Post Subsidiaries

## An Post Insurance

In 2022 the An Post Insurance Branch wanted to explore options to help ease the cost-of-living crisis that members in the Branch, like everywhere else, were facing.

Following the failure of discussions with the Company on the use of vouchers as a way to offer some support to members the Branch decided, with the assistance of Head Office, to conduct a 'Cost-of-Living' survey to give everyone in the Branch a chance to give direct feedback on their lived experience of the crisis. The survey was issued to members by email and by text message and before long it was circulating among non-members also. Some of the non-members completed the survey and also joined the Union as a result, thanks to the good work of the Branch.

The survey got a very strong response, and the results were compelling and speak for themselves. It was clear that the cost-of-living increases are having a direct impact on members' disposable income with the vast bulk struggling to pay rent/mortgage, food and energy bills.

As well as this, over 85% of respondents agreed that the cost-of-living crisis is having a negative impact on their mental health.

The results were shared with An Post Insurance management and after some discussion the Company agreed to provide staff with a €500 One4All voucher.

Subsequently an issue arose relating to the payment of tax on the agreed voucher. This came about as a result of specific Revenue rules that cannot be avoided due to other vouchers (of a smaller value) being paid by the Company earlier in the year. It was agreed that this would be reviewed by the business and a satisfactory outcome was achieved.

## Pay

At the time of writing, we are approaching the conclusion of the current pay agreement which will expire 31st March 2024. The Branch is due to meet with the Company soon to progress this agenda with a view to reaching agreement on a new pay deal.

*Documents can be accessed by clicking the link below:  
(only available in the online version of this report)*

**Cost of Living Survey Results**

## Printpost

Printpost is a wholly owned subsidiary of An Post, it has two sites, one in Tallaght in Dublin (it's largest site) and the other in Portlaoise.

Over the last two years the Union has concluded two pay deals with the Company which was 2.5% from the 1st January 2022 with the second deal worth 2.5% from 1st January 2023. There was also a €1,000 once of payment consisting of a €500 One 4 All Voucher and €500 in pay.

For the last number of years Printpost have been exploring the option of moving to a larger scale site operation. However, we will engage fully with the Company if and when they make a decision on this.

Pay discussions for 2024 are ongoing.

## *An Post Commerce Business Solutions*

An Post Commerce Business Solutions is the new name for Billpost. Over the last few years, there has been a transformation in the type of work performed by our Members in Kilrush.

As part of this change our members accepted roster changes as part of a pay deal (73% in favour), the Union also agreed a severance package for a number of Members. These changes in attendance hours have enabled the Company to tender for new contracts.

As part of the pay deal, new employees can now reach the maximum of their pay scale in three years, this was previously 8 years.

The new rosters have been introduced and appear to be working well, there has also been a recruitment drive into the Company for the first time in many years. This new pay model is reflected in an updated Collective agreement between the Company and the CWU.

The Company have also recently introduced an enhanced EAP scheme for our members.

# Private Sector

## IO Systems

### 1. Introduction

IO Systems is engaged on a contractual basis by An Post to service the automation machinery at the four Mail Centres. It is a subsidiary of Okamoto Kogyo of Tokyo and is based in Athlone.

### 2. Pay Increases

The issue of pay in IO Systems was dealt with previously at Arbitration by Mr. Phil Flynn who determined as follows:

***“While accepting the constraints within which the Company finds itself, in one’s view a limitless pay freeze situation is not sustainable. In this regard, one is aware that CWU is currently engaged in pay discussions with An Post. Accordingly, it is proposed that the necessary variation be made to IO Systems/An Post Contract to facilitate the applications to IO Systems personnel of whatever general pay increase emerges for An Post staff.”***

Notwithstanding the above the Union was required in June 2022 to advise the Company that we would withdraw from pilot arrangements in the DPH and DMC unless we received confirmation of a payment date for the first 2.5% effective from 1st January 2022. Shortly afterwards the Company confirmed that the pay increase including back pay would be included in the September 2022 pay run.

In 2023 the 2.5% increase effective from 1st January 2023 was paid in February 2023.

### 3. Issues

Following the installation of the new automation in the DPH IO systems staff were requested to undertake the maintenance of the machinery. In addition, following the renewal of the contract with An Post the Company advised of changes they wished to make to the shift arrangements in the PMC. These issues remained under discussion for some considerable time. In June 2021 following a Mediation Hearing the mediator proposed that the Company plan be implemented and monitored for a period of six months which included the Christmas period and in an addendum to the finding he proposed that technicians should receive an ex gratia payment of €750 in January 2022 on the basis of cooperation with the trial.

#### 3.1 PMC shift

In Portlaoise the Company sought to realign the shift structure in PMC with the AMC. The Union did not accept this as the current shift arrangement was implemented following a binding process arising from the dispute in 2015.

This issue was discussed at mediation on a number of occasions without any progress. Finally the Mediator issued a Determination in June 2023 which provided for the following:

- 3 Technicians rotating on a 12-hour schedule – 5 x 24 attendance on three-week cycle.
- 2 Technicians who cover Day shift and annual/sick leave.

A number of questions arose in relation to the interpretation and application of the Determination and the Mediator issued clarifications in November 2023 in relation to the application of the shift pattern:

- The revised shift pattern to operate as at AMC and previously at CMC;

- The staff contractual obligation is an average weekly commitment of 39 hours with overtime payments applying to hours in excess of this as required by the Company;
- Operation of the roster does not generate overtime; the Day Tech moves to cover the absence, working the rostered hours and attracting the appropriate shift payment;
- Where there is a requirement to work extra hours as part of the roster, a reduction in attendance on the following shift(s) should apply and be agreed at local level;
- In situations where attendances are changed at short notice, exceptional overtime payments can apply. In such circumstances no banking of hours will apply;
- The application/allocation of annual leave is not changed by this Determination. The main two-week holiday period should be finalised as per the Company/Union Agreement, preferably before April, to facilitate Management in arranging leave cover. Leave agreed before April should be guaranteed and covered by the Day Technician;
- The balance of annual leave beyond the two weeks should be subject to application by staff and the granting of the time sought be at the discretion of the Company with management making every reasonable effort to facilitate staff wishes. Cover in this situation should, to the maximum extent possible, be provided by the cover Technician but not be solely or unreasonably subject to cover Tech availability;
- Issues arising in relation to shift working should be managed and agreed at local level. Referral to a higher level should take place only in exceptional circumstances.

### 3.2 Maintenance Plan DMC

The trial period set by the Mediator expired on the 16th January 2022. The Company indicated that it wished to continue the trial and the Union was agreeable to this on the basis that the 3% payment was addressed. The Company agreed to pay the amount agreed with the Mediator to allow for further time to consult. During this period the Branch Secretary prepared detailed analysis of the issues of concern to the Company, the Union and the mediator and despite our best efforts we were unable to finalise. In August 2023 the mediator following further meetings issued a Determination which provided for the following:

- Recruitment of a Graduate as an extra resource to perform Day Technician functions on a salary of €38k;
- Technicians to undertake the following new work:  
Maintenance of Boom Conveyors in DPH and powered pellet trucks and stackers in the DMC/Parkwest/Greenogue/Baldonnell and ATU centres.
- Union cooperate in immediate introduction of obligatory Clock in/Out System;
- Payment of an annual voucher to the value of €1,000 to all relevant DMC technician staff;
- A joint review of the operation, including any health and safety aspects, take place in February/March 2024.

As with the PMC the Mediator was required to issue clarifications in relation to his Determination and he clarified the following:

1. The introduction of an automated clock-in/out system is a health and safety requirement. The Company confirms this to be its exclusive purpose; information gathered will not be shared with An Post. Furthermore, it will not impact on attendance flexibilities currently in place.
2. Determination 2/23 requires Technicians to undertake maintenance of Boom Conveyors in DPH and powered pellet trucks and stackers in DMC/Parkwest/Greenogue/Baldonnell and ATU centres.

Concerns arose at possible implications of this in the context of increased volumes, functions, and standards generally and notwithstanding the staffing and financial proposals contained in the Determination.

Cooperation with the introduction of normal ongoing change is a requirement of current Union/ Company agreements. This, is subject to availability of physical or skill capacity. In the particular new work situation, this is qualified as requiring the Technician to provide first look maintenance and minor repair, time and training permitting. Where significant repair/fix is deemed necessary, this to be carried out by IO Systems Athlone. Ultimately it should be a decision for the Technician in conjunction with local management.

### 3.3 General

The Mediator also clarified the following:

- Any reduction of machine routines and its impact on 'Operations' at any Mail Centre is a matter for An Post and IOS. The impact of such changes on IO staff should be monitored and assessed by a Company/Union group on an annual basis commencing April/May 2004. Such review should include any health and safety impact;
- In recognition of any consequent impact on the provincial centres, the Company to issue a once off €250 voucher to staff in AMC and PMC;
- Subject to confirmation of acceptance of the Determinations in question and related clarifications, the Bonus to be paid in the next payroll and the vouchers before Christmas.

At the time of writing a number of issues remain under discussion between the Union and the Company and an update will be provided to Conference.

## UPS

### Engagement Structures & Activist Training

The below emergency motion was passed at our last Conference in relation to the treatment of members in UPS.

***"This Conference instructs the incoming NEC to condemn the actions of UPS management in its harsh, unfair, and punitive treatment of our members in UPS and to fully support a ballot for industrial action, up to and including strike action, should it be necessary."***

In response to the motion, the Union conducted a survey of staff to gain an understanding of the issues that they were experiencing in their workplace so that the findings could be presented to Company management.

The survey was extremely well supported, and the findings highlighted, in a coherent manner, the difficulties that members in UPS were encountering at work. CWU officials alongside Local Representatives from Dublin, Cork and Shannon met with senior UPS management and brought them through the survey findings with a view to addressing the concerns of members.

Following this engagement and the compelling findings within the survey, Company management acknowledged that there were difficulties that needed to be addressed and agreed a new process of weekly engagement between CWU Representatives and local management.

The purpose of this engagement is to resolve issues at the local level in the first instance and to facilitate a clear and structured way of addressing concerns that arise for members. Any issues that are not resolved at this level will then be referred to Union Head Office and UPS senior management for resolution. Additionally, it has also been agreed that a CWU Representative will attend the CHSP meetings to raise and address concerns that emerge in relation to Health & Safety.

As part of this process, the Union reached agreement with the Company on the release of the committee to attend Union training so that local CWU Representatives were equipped with the necessary knowledge and skills to utilize the engagement structures effectively.



The UPS Finglas Branch Committee attended CWU Head Office for two separate training days. The first day of training covered the all the key components that are required to run an effective Branch Committee. This included how to conduct effective meetings with Company management. The roles and responsibilities on each member of the committee and what their function is in ensuring that the Branch conducts its business in an effective way for Members was also covered.

From a Representative perspective, all attendees were brought through how to conduct representations in grievance and disciplinary procedures. The second day covered the key components of Organising within the Branch, with a particular focus on member participation and involvement as a prerequisite to power.

The training was delivered within the context of the agreed engagement structures mentioned above. The training and the engagement structure means that the UPS Finglas Branch are now empowered to address Members' issues locally on a day-to-day basis.

*Documents can be accessed by clicking the link below:  
(only available in the online version of this report)*

**[UPS Survey Findings 2022](#)**

### Collective Agreement 2023

Building on the new agreed process for engagement set out above, the Union was successful in negotiating a new Collective Framework Agreement with UPS Ireland. The agreement comprehends the traditional areas where CWU previously had a presence in Dublin, Cork and Shannon but also expands into new areas as set out below:

- Athlone
- Cork Unit 1 & 2
- Dublin Furry Park
- Dublin Unit 3 & 5
- Galway
- Shannon
- Sligo
- Waterford

At the national level, the new agreement provides a structured framework for engagement and consultation between CWU and UPS on a collective basis regarding pay and terms and conditions. The agreement also provides for structured weekly engagement at the local level between CWU Representatives and UPS management.

The following workgroups within the above areas are comprehended by the agreement:

- Administration
- Warehouse
- Helpers
- Bikers
- Drivers
- Feeder Drivers

Overall, the agreement is a positive development and provides a solid foundation for good industrial relations between CWU and UPS and provides the CWU the platform to continue making improvements to our members' terms and conditions. It also presents an opportunity to grow the presence of our Union within the Company as the agreement provides for access to staff through Union inductions.

*Documents can be accessed by clicking the link below:  
(only available in the online version of this report)*

**Joint Communication UPS & CWU December 2023**

**UPS - CWU Agreement October 2023**

### Pay Agreement 2022

The Union concluded a one year pay agreement with no strings attached which provided for a 5.5% pay increase. The agreement comprised of a 2.2% increase effective from 1st April 2022 and a further 3.3% pay increase effective from 1st October 2022 to 31st March 2023. The pay proposal was at the upper end of the pay guidance issued by the Irish Congress of Trade Unions for 2022 and was accepted by the majority of members by way of ballot.

*Documents can be accessed by clicking the link below:  
(only available in the online version of this report)*

**Communications issued on Pay Ballot - 4th August 2022**

### Redundancy Restructure 2023

In January, UPS announced that there were to be a number of redundancies across the operation. Following that announcement, the CWU sought a comprehensive business update from the Company to outline the rationale for its decision. As part of that process, the Company cited falling parcel volumes, Brexit, the war in Ukraine and the energy crisis as the key factors that were driving the decision. The CWU ensured that all redundancies were voluntary, and the selection criteria was based on seniority. The Union secured assurances from UPS that it would honour the terms of six weeks per year of service for those who were in scope. The process is complete in Shannon and Dublin. In Cork, the timeline was initially projected for July 2023 due to the amalgamation of the two Cork buildings. However, that date has been put back due to delays related to the building. We want to acknowledge the role of the local Representatives in representing and guiding their members through an extremely difficult process and stressful time.

*Documents can be accessed by clicking the link below:  
(only available in the online version of this report)*

**CWU letter to UPS regarding the Redundancy Announcement**

**Company Response to CWU**

### Pay Agreement 2023

The Union concluded a one year pay agreement which provided for a 5% pay increase effective from the April 1st, 2023, and comprehends Drivers, Helpers and Pre-loaders. As part of the agreement, sick pay for incidental absences was reduced to ten days per calendar year, while the long-term sick pay (i.e. over two weeks) remained at up to twenty weeks.

The pay deal, which was achieved in the extremely challenging context of the Company's announcement in January 2023, reported above, that there were to be a number of redundancies across the UPS operation, was accepted by the overwhelming majority of members.

*Documents can be accessed by clicking the link below:  
(only available in the online version of this report)*

**Communications Issues on Pay Ballot 2023**

The Union wishes to acknowledge the pivotal role that the local Representatives have played in both the day to day running of their Branches and their contributions to pay negotiations.

## DPD

### DPD Athlone - Pay 2022

The Union lodged a pay claim with DPD management in September 2022. Following discussions, Company management tabled a pay proposal that provided for a 6% pay increase over two years to your Union. Given the high level of inflation at that time, attempts were made to improve the Company's proposal by the Union.

However, Company management expressed their belief that their proposal was fair and generous. As a result, the proposal went to ballot without the endorsement of the DPD Branch Committee and was subsequently rejected by members by a majority of 2:1 in a turnout of nearly 70%.

Following re-engagement, a new, improved pay proposal which provided for an 8% increase over 29 months and included €2,500 in tax free vouchers was put to ballot in December 2022. The pay deal also included improvements to the statutory sick pay scheme. The improved proposal was accepted by the majority of Members.

*Documents can be accessed by clicking the link below:  
(only available in the online version of this report)*

**DPD Athlone - Pay Proposal December 2022**

### DPD Athlone - Member Survey 2022

The DPD Branch Committee conducted a survey of members because of several complaints in relation to the process and availability of the SGS Upgrades. The survey results were presented to Company management and following engagement a new process was rolled out. In addition to an increased opportunity for achieving an upgrade, the new method includes auto enrolment rather than having to apply and a clearer and more transparent process.

*Documents can be accessed by clicking the link below:  
(only available in the online version of this report)*

**DPD Survey 2022**

**DPD Athlone New SGS Upgrade Process 2023**

### DPD Athlone - Collective Agreement

The current Collective Agreement between the CWU and DPD dates back to 2000 and only comprehends the night operation in the Athlone Hub. Given that the DPD Ireland of today is a vastly different place to the Interlink Ireland of 23 years ago, the Union has sought a review of our agreement to reflect that change and expand our representation rights to the day operation in Athlone. Regrettably, the Company has resisted this review to date. However, the Union is continuing in its efforts by leveraging our relationship with UNI Global Union and the global framework agreement that exists between UNI and Geopost, who are the French owners of DPD.

*Documents can be accessed by clicking the link below:  
(only available in the online version of this report)*

**Letter to DPD Athlone regarding Collective Agreement**

## DPD Kerry 2022

While DPD directly employ their staff in their main sorting HUB in Athlone, they adopt an outsourcing model when it comes to their 36 Delivery Depots across the country. This means that there are potentially 36 different employers for each Depot which fractures the employment relationship and presents challenges from an Organising perspective.

Notwithstanding those challenges, workers from the DPD Delivery Depot in Tralee embarked on an organising campaign to improve their pay, and terms and conditions and to gain Union recognition and full collective bargaining rights.

The campaign began in March 2022 with several activists attending Organising training and identifying their campaign issues of pay, sick pay, and collective bargaining. Following the training, activists began to build the power they required to win by engaging in one-to-one conversations with their co-workers on the campaign issues and encouraging them to back the campaign by joining the Union.

Having built up a critical mass of workers into the Union, CWU activists in Tralee began to collectivise the issues by conducting several surveys and petitions, all of which were extremely well supported, that were then presented to Company management.

The campaign in Tralee was characterised by a high level of participation among workers from start to finish. This includes the identification of the campaign issues, the development of the strategy, on the ground worker to worker engagement and full participation in the negotiations.

The campaign resulted in a ground-breaking collective bargaining agreement, the first of its kind in a DPD delivery depot being signed in October 2022, a 20% pay increase and the implementation of a sick pay scheme.

As part of the agreement a number of efficiencies were agreed including, an 8am start time and route flexibility. The efficiencies were agreed to facilitate the implementation of daily route optimisation software called CARTO. The software designs and determines routes and route sequencing on a daily basis based on volume, traffic congestion and weather and is set to become a feature in all DPD Delivery Depots.

The Union wishes to acknowledge the immense level of commitment and solidarity that was fostered and demonstrated throughout the campaign by all CWU members in DPD Kerry. A special mention to the Committee of Ken Rice, Denis Harty and Con Barret who were front and centre of the campaign and have normalised and embedded the Union by maintaining the CWU presence and power post campaign.

*Documents can be accessed by clicking the link below:  
(only available in the online version of this report)*

**Industrial Relations News - Article**

**Communications regarding Pay Ballot Result - 10th October 2022**

**Collective Agreement - DPD Kerry**

## DPD Clare 2023

In May 2023, workers from the DPD Depot in Clare embarked on a campaign to organise their workplace following the success of their colleagues in the DPD Kerry Depot. Several activists attended training to begin to lay the foundations for their campaign and the strategies they would adopt to achieve their campaign goals.

The campaign has seen CWU Members in Clare take several collective actions, including participating in two surveys and two petitions, all of which were extremely well-supported and were presented to Company management.

CWU officials alongside local activists, John O'Donoghue, Emily Cleary and Eddie Walsh, have met with DPD management and set out the issues that they wish to progress, as follows:

- Pay
- Sick Pay
- Collective Bargaining

At the time of writing, the Union is due to meet the Company with a view to progressing matters for members.

*Documents can be accessed by clicking the link below:  
(only available in the online version of this report)*

**[Letter to the Company regarding Clare Depot](#)**

**[DPD Clare Cost of Living Survey Oct 2023](#)**

## *Sodexo*

The CWU represents members employed by Sodexo at two An Post locations: the Dublin Mails Centre and GPO, Dublin. The Union had been advocating for a Living Wage for our members in Sodexo for some time. The Food Service Assistants (FSAs) were all earning minimum wage rates, which at that point was set at €10.60 per hour. After a prolonged effort spanning over two years, the Union succeeded in securing a living wage for the FSAs. From the 1st of January 2023, all FSAs – in both the DMC and GPO – will be paid the indicative Living Wage as recommended by the Low Pay Commission, which was set at €13.10 per hour for 2023. In addition, the FSAs will receive a retrospective payment as it was agreed that the Company would apply a rate of €12.17 per hour which was back dated to the 8th of August 2022. This agreement will be formalized in the legal contract between An Post and Sodexo, ensuring future linked Living Wage increases. Finally, there was a consequential review of pay for some of the higher grades, resulting in further pay increases.



*DPD Tralee*

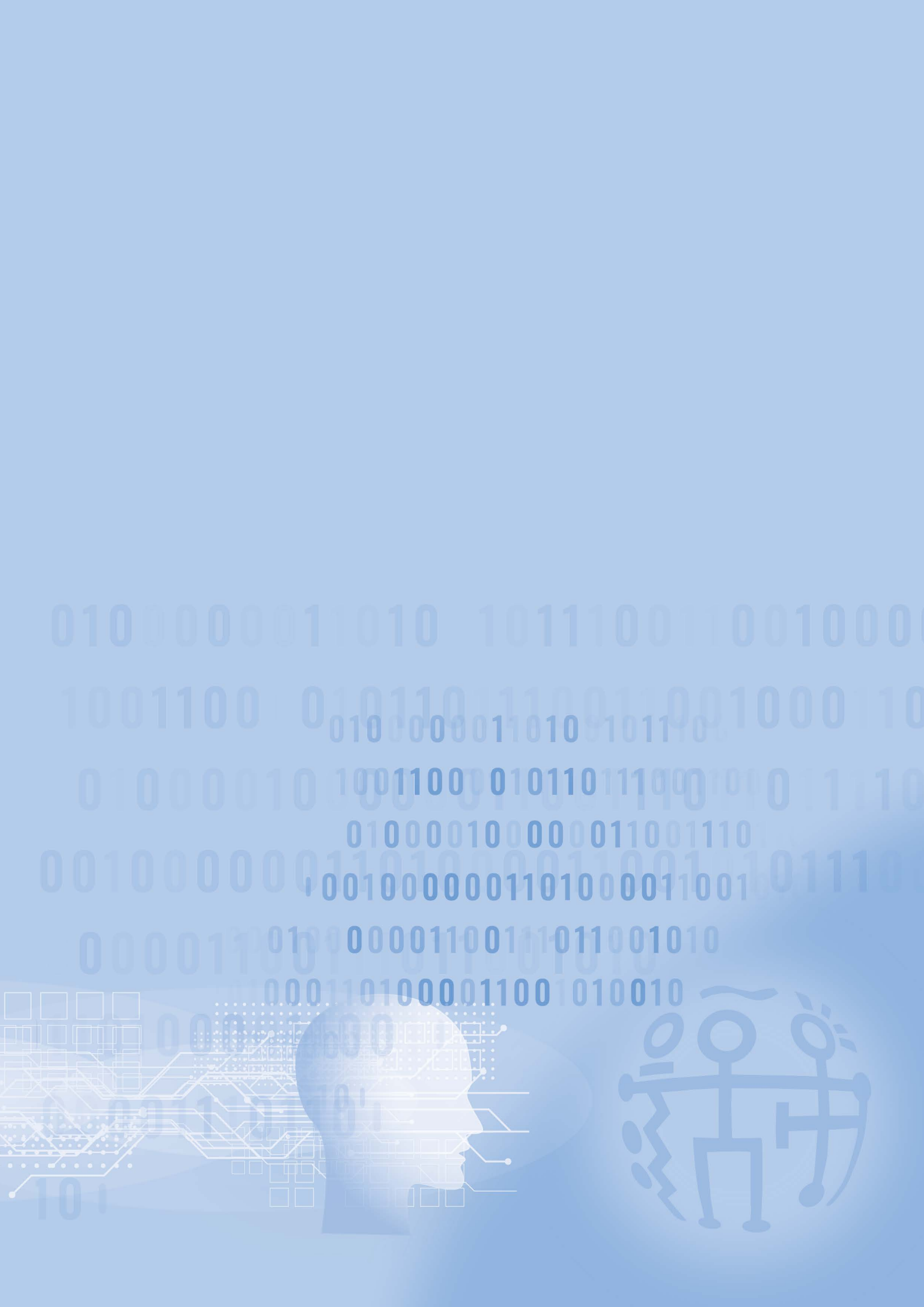




# eComms







# eir Pay & Bonus

## Pay

At the time of writing, we are in the last four months of the current pay agreement, a three-year deal for 6%, 2% each year for 2021, 2022 and 2023, that was recommended for acceptance by the NEC and accepted by almost 90% in a ballot of members in November 2020. In the uncertainty of the COVID pandemic it is perhaps unsurprising that the deal was so strongly endorsed by members in a ballot, but the economic climate would change dramatically over the coming years. A combination of demand driven inflation during the pandemic combined with Russia's invasion of Ukraine and the weaponisation of gas prices has generated conditions for a cost-of-living crisis that took hold in 2022 and has lasted into 2023.

At the Biennial Conference 2022 we debated a motion on engaging with eir on a 'special cost-of-living increase', and while this motion was defeated the Union did bring the message back to the Company and in early 2023 some discussions took place on whether something could be done on pay to address the inflation challenge. These discussions did not lead to a resolution. The company and its owners decided not to proceed with any measures that would have helped to alleviate the cost-of-living pressure members were, and still are, feeling.

As a result, the Union undertook the 'eir Cost-of-Living Survey' (see below) which gave all eir members the opportunity to give direct feedback on the challenges they face meeting the increased cost-of-living. This message has also been delivered at every AGM around the country.

While it is not the job of eir, or any other employer, to 'fix' inflation, they have a role to play in helping their staff financially when they are struggling with an unprecedented inflationary spike. Many other companies across the country have done this through additional tax-free vouchers and additional pay increases but eir, despite having the means to do so, opted not to take any substantial or meaningful steps to ease the burden on their staff during this period.

The General Secretary set out a clear pay agenda in his interview with the Irish Times and in circumstances where the Company remains very successful there should be some recognition of the events of the last two years. Since the start of the year we have had intensive discussions with the Company on a new pay deal and most recently, at the time of writing, these were attended by the General Secretary and the CEO, Mr Oliver Loomes. All efforts to date have failed to find any scope for agreement, with a considerable gap between the two organisations remaining.

The Executive meeting in March decided that, given all efforts to reach agreement directly through dialogue have been exhausted without a positive outcome, the matter will be referred to the Workplace Relations Commission (WRC) for conciliation. Whatever comes out of this process will be brought back to the Executive for consideration. They will consider the outcome carefully before deciding on the appropriate course of action, whether that is a ballot on a pay deal or potentially a ballot for industrial action. Whatever decision is taken it is clear that eir members will have to demonstrate the kind of solidarity that delivers a clear message to eir management.

*Documents can be accessed by clicking the link below:  
(only available in the online version of this report)*

<https://www.irishtimes.com/business/work/2024/01/05/its-particularly-hard-work-in-circumstances-where-the-likes-of-amazon-wont-respond-to-a-phone-call/>

eir *Cost-of-Living Survey*

The Union conducted a ‘Cost-of-Living’ survey of our members in eir towards the end of 2023 and the findings were stark. Members sent a clear signal in their responses on just how big an impact the cost-of-living crisis has had on their ability to make ends meet.

These findings are not surprising given that the Company has resisted efforts by the CWU to negotiate measures, in early 2023, that would have alleviated some of the financial pressure members are under. This is all the more frustrating for our members as we have seen many other large, successful and profitable companies in the same league as eir take swift action to allow pay agreements to be reviewed to provide extra help.

Instead, the Company has opted to continue to pay massive dividends to investors with almost €2 billion paid out to investors since Xavier Neill took over the Company.

*Documents can be accessed by clicking the link below:  
(only available in the online version of this report)*

**Cost of Living Survey**

## eir JCC

The Joint Conciliation Council (JCC) has undergone a number changes among the Group of Unions Representatives. Denis Keane (Fórsa) has moved to a new position in his organisation and has been replaced by Derek Kelleher (Fórsa), who is assisted by Jim Sheridan (Fórsa).

Outlined below are the claims and their status as processed via the JCC. Some of the claims are generated following motions to the Biennial Conference, some by opportunities that present themselves on foot of changes in the workplace, and others are driven by changes to the legislation. These include changes to the Minimum Wage and most recently changes to the sick leave entitlements, following the introduction of the Statutory Sick Pay scheme (SSP) under the Sick Leave Act (2022).

*Documents can be accessed by clicking the link below:  
(only available in the online version of this report)*

### Sick Leave Cover Note

## Staff Side Panel Report

Six JCC meetings were held since Conference 2022 as well as two JCC Diversity meetings. The following claims were lodged, and the responses were as indicated:

1. **The Staff Side seeks to have a remote working allowance of €3.20 per day paid to all qualifying staff** – Claim Ref. No 220922(a) The Union has submitted this claim at the JCC. The Company has stated that it is not prepared to pay this allowance. This claim was rejected.
2. **The Staff Side seeks to have the Company extend paid health insurance to all employees and their families** – Claim Ref. No 220922(b) The Union has submitted this claim at the JCC. The Company have rejected the claim on the basis of the costs involved.
3. **The Staff Side seeks to have a full scale review of the Field Technician/NRT Ts&Cs** – Claim Ref. No 220922(c) CWU NRT survey completed. Terms and conditions are included in pay discussions with the Company.
4. **The Staff Side seeks to have eir draw up a policy process for Death in Service that will lay out a clear, transparent and timely procedure to be applied following an employee's death** – Claim Ref. No 220922(d) The Company have accepted this claim and will share the agreed procedure when finalised.
5. **The Staff Side seeks a substantial increase in the mileage rates paid by the Company** – Claim Ref. No 220922(e). The Union submitted this claim at the JCC, however the claim was rejected.
6. **Bereavement Leave** – Claim Ref. No. 250123(a). In discussions with the Company.
7. **16 Weeks' Paid Parental Leave** – Claim Ref. No. 250123(b). In discussions with the Company.
8. **Reasonable Accommodation** – Claim Ref. No. 250123(c). The Union has engaged with the Company on this through the JCC Diversity Subcommittee and we have discussed the Union's recommendations around reasonable accommodation. The Company noted same and has committed to proactively addressing issues with employees as they arise.
9. **Minimum wage** – Claim Ref. No. 260123(a). This claim was agreed and has been implemented See Agreed Report No. 650.
10. **FLM/Som Pay Banding** – Claim Ref. No. 260123(b). Movement in the bands is included in current pay discussions with the Company.

11. **Compensation voucher for victims of store robberies** – Claim Ref. No. 260123(c). This claim is rejected, however the Company have agreed to review cases where necessary to ensure the employee is not at a financial loss incidents of this nature.
12. **Procedures for Retail staff in the event of store robberies** – Claim Ref. No. 260123(d). This claim has been agreed and implemented. See Agreed Report No. 651.
13. **Retail staff training to deal with aggressive or violent incidents** – Claim Ref. No. 260123(e). This claim has been agreed and implemented. See Agreed Report No. 652.
14. **Retirement information to be posted to staff due to leave** – Claim Ref. No. 030523(a). This claim has been agreed and implemented. See Agreed Report No. 653.
15. **Pre-retirement course to be made available to staff over 60** – Claim Ref. No. 030523(b). Agreed, all staff currently being accommodated. See Agreed Reports Nos. 645 and 654.
16. **Emergency callouts to be paid at double time** – Claim Ref. No. 030523(c) Rejected. This claim was submitted to the JCC. The claim was rejected, the Company are satisfied the current process is adequately compensated.
17. **Payroll to process revenue remote allowances** – Claim Ref. No. 030523(d) Rejected by the Company based on the requirement for employees to submit supporting documentation would generate too much work for HR – Company did commit to publishing a step-by-step guide on the HR portal to assist staff wishing to avail of these reliefs.
18. **Enhanced Pension Benefit for certain staff** – Claim Ref. No. 030523(e) In discussions with Company.
19. **Seek an increase in eir's contribution to eircom Pension Fund No. 2** – Claim Ref. No. 030523(f) The Company have rejected the claim on the basis that, actuarially, the Company's contribution to the fund have been found to be sufficient.
20. **eir to provide better quality tools to staff** – Claim Ref. No. 030523(g). This claim was agreed. The Company is satisfied that the procurement process of new tools/equipment is of the highest standard but willing to look into any specific case that suggests otherwise.
21. **Increase in the NRT payment** – Claim Ref. No. 030523(h). This claim has been agreed and implemented. See Agreed Report No. 647.
22. **Increase in A/L for NRT/NFTs** – Claim Ref. No. 030523(i). This claim is lodged and at the time of writing the Company have not made a decision.
23. **Review of the NRT Model** – Claim Ref. No. 030523(j). CWU NRT survey completed. Terms and conditions are included in pay discussions with the Company.
24. **Transfer list for NRTs** – Claim Ref. No. 030523(k). With the Company. Recruitment of new apprentices should reduce the need for long term deployment.
25. **HQ of new apprentices** – Claim Ref. No. 030523(l). In discussions with the Company, the revised recruitment policy of targeting specific areas should help address this.
26. **New Apprentice scheme** – Claim Ref. No. 030523(m). This claim was agreed. New apprentice programme agreed for 2023 and 2024 also Core Trainee Techs recruitment to continue. See Agreed Report No. 655.
27. **Review the 1 in 4 requirement in the NRT Rota** – Claim Ref. No. 030523(n). Included in pay discussions with the Company.
28. **NRT payment to be pensionable** – Claim Ref. No. 030523(o). Currently the DC scheme allowances are not included in the scheme. Further discussions with the Company required.
29. **Review the Sunday cover requirement in the NRT Rota** – Claim Ref. No. 180723(a). Included in pay discussions with the Company.

30. **Reopening of the eir bundle scheme to retired members** – Claim Ref. No. 180723(b). This claim is agreed, the Company to liaise with the Union on implementation details.
31. **Relocation Payment for Proposed Move to HSQ2** – Claim Ref. No. 111023(a). This claim has been agreed and implemented. See Agreed Report No. 648.
32. **Minimum Wage '24** – Claim Ref. No. 301123(a). This claim has been agreed and implemented. See Agreed Report No. 656.
33. **Mobile Field Ops** – Claim Ref. No. 301123(b). This claim has been agreed and implemented. See Agreed Report No. 649.

*Documents can be accessed by clicking the link below:  
(only available in the online version of this report)*

[JCC Agreed Report No. 645 Company funded Pre-Retirement Courses](#)

[JCC Agreed Report No. 646 Retail Covid Bonus](#)

[JCC Agreed Report No. 647 Increase in NRT Payment](#)

[JCC Agreed Report No. 648 Collective Agreement on relocation of employees to HSQ](#)

[JCC Agreed Report No. 649 Meteor Field Ops](#)

[JCC Agreed Report No. 650 Minimum Wage](#)

[JCC Agreed Report No. 651 Procedures for Retail staff in the event of store robberies](#)

[JCC Agreed Report No. 652 Aggressive customer training for Retail Staff](#)

[JCC Agreed Report No. 653 Retirement Checklist](#)

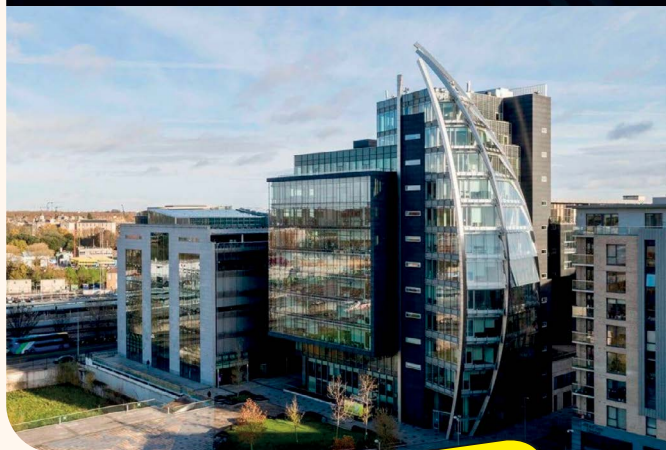
[JCC Agreed Report No. 654 Extension of Pre- Retirement Course](#)

[JCC Agreed Report No. 655 Extension of Apprentice Programme](#)

[JCC Agreed Report No. 656 Minimum Wage 2024](#)

[eir Graded Pay Scales 2023](#)





**Q.** What's the fastest round trip from City West to Heuston?

**A.** Join eir

# eir Superannuation Schemes

## 1. *eir Superannuation Scheme*

Member benefits are funded by the eir Superannuation Fund (Superannuation Fund) and the eir No.2 Superannuation Fund (No.2 Fund)

- The Superannuation Fund is responsible for benefits earned from 01 January 1984. In 2022 the Actuary confirmed that the Fund has sufficient assets to meet its statutory Funding Standard liabilities and has a stable surplus on a going concern basis.
- The No. 2 Fund is responsible for benefits earned before 01 January 1984. This fund is exempt from the Funding Standard and receives quarterly funding from the Minister for Finance to provide for benefit payments. Market movements do not affect the No. 2 Fund.

### Superannuation Fund resilient in challenging market conditions

The past two years have been challenging from an investment perspective. Higher inflation and the consequent rise in inflation rates resulted in a sharp correction in investment markets during 2022. The Russian invasion of Ukraine, which drove energy and commodity prices higher, contributed to this market weakness. Further unsettling events included the former UK Prime Minister's Autumn budget and the banking shock in the US and Switzerland. The current crisis in the Middle East is also impacting the investment/economic environment.

The Superannuation Fund has shown its resilience in the face of these market challenges. The outcome for the Superannuation Fund was a sharp fall in asset values at the end of the year. However, this was matched, in line with expectations, by a similar fall in Fund liabilities due to the high levels of protection built into the Fund's investment strategy.

The Superannuation Fund continues to meet and significantly exceed the minimum reserves required on a statutory basis. The No.2 Fund receives regular funding from the Minister for Finance and is therefore immune from the effects of interest rate, investment, and inflation movements.

### Pension Increases

The fund is financially healthy primarily because of the sacrifices of members under the Pension Accord and very prudent management by the Trustees. This has enabled the eircom Superannuation Fund to continually de-risk its assets. With the financial strength of the Fund, the CWU approached the Company with a view to securing a pensionable increase over and above the 2% pay increase applied on the 01 July 2022. Following discussions, the Company exercised its power under the Trust Deed to increase pensions as follows:

**Pensioners and Deferred** – provide an exceptional one-off 1% increase of pension in the case of pensioners, or 1% of benefits in the case of deferred.

**Actives** – provide an exceptional one-off 1% transfer from non-pensionable pay to pensionable pay.

For Pensioners and Deferred, the increase took effect from 01 July 2022. Actives' pensionable pay was adjusted also.

In line with the pension Accord, the 2% increase from July 2023 received Ministerial approval in November 2023. It is expected that increases, including backdating to July 2023, will be processed in early 2024.

## Membership

MEMBERSHIP			
	31-Mar-22	31-Mar-23	Change
<b>Active</b> – members who are currently in service with eir	1,141	1,036	-105
<b>Deferred Members</b> – members who are former employees	1,993	1,587	-406
<b>Pensioners</b> – those in receipt of benefits from the scheme	12,304	12,530	2,236
<b>TOTAL</b>	<b>15,438</b>	<b>15,153</b>	<b>-285</b>

### Delay in Ministerial sign-off

Increases in pensionable pay secured by the CWU, which subsequently apply to pensioners, have encountered unacceptable and unnecessary delays in securing Ministerial approval. Each year, approval to apply the agreed increases sought in full compliance with the *Code of Practice 16/2001* for the Governance of State Bodies on Remuneration and Superannuation in a timely manner. Regrettably, approval for the payment of the increases is subject to an unacceptable and inordinate delay. The process requires two signatures: The Minister for Environment, Climate & Communications, and the Minister for Finance. Over recent years an additional group, New Economy and Recovery Authority (NewERA), has become involved, resulting in further scrutiny and delays. To address this, the General Secretary commenced a campaign to highlight this issue and also sought assistance through the Irish Congress of Trade Unions.

The increase from July 2023 was agreed by the Company and then received Ministerial approval in November 2023, demonstrating an improvement in sign off timelines.

### Trustee Retirement

Jim Browne decided to resign as Trustee of the eir Superannuation Scheme. We in the CWU would like to acknowledge, with sincere appreciation, his valuable contribution as a pension trustee over many years. The financial strength of the fund is testament to the careful and many times hard decisions taken by the trustees in the interest of its membership. Jim's input has ensured the continued payment of pensions and entitlements for pensioners now and into the future.

Jim has decided to remain as a trustee on the No.2 Fund. Ian McArdle, Deputy General Secretary, has replaced Jim as the Scheme's Trustee.

We would also like to thank the Scheme's Chairperson, Brian Duncan, who retired recently. We appreciate his good work and guidance on behalf of our members. The CWU welcome the appointment of Michael Madden as Chairperson, who has a wealth of experience and who is also the Chairperson of the An Post Superannuation Scheme.

### Defined Contribution Scheme

The Scheme is established under a trust and is constituted and governed by the Trust Deed and Rules. It has been approved by the Revenue Commissioners under Section 774 of the Taxes Consolidation Act 1997. It is a defined contribution scheme with its own legal identity, and is totally separate from the principal employer eir Limited, and from the participating employers. The Trustees have the responsibility of ensuring that the Scheme is properly managed in accordance with the trust documents. The Scheme is registered with the Pensions Authority, registration number PB315546.

The value of the Scheme's net assets decreased from €133,578,792 at the start of the year to €131,693,969 at the end of the year. (for year ended June 2022). The decrease was accounted for by net additions from dealings with members €5,500,356, offset by negative net returns on the Scheme's investments of €7,385,179.

## Membership

The profile of the Scheme membership is as follows:

	30/03/ 2021	Joiners	Re-Joined Scheme	Leavers	Active to Deferred	30/06/ 2022
<b>Active Members</b>	1,406	89	3	-36	-121	1,341
<b>Deferred Members</b>	707	15	-3	-59	121	781

There are no members in receipt of pension benefits under the Rules of the Scheme which are being paid from the resources of the Scheme.

## Member Information

On joining the Scheme, each new member is given a copy of the Explanatory Booklet outlining the benefits being provided for themselves and/or their dependents under the Scheme.

Active and deferred members receive benefit statements each year with details of their contributions and the details of the value of their individual holdings in their selected funds. Members can also, on request, receive a copy of the Trustee's report and financial statements every year.

## Queries

Enquiries about the scheme generally, or about an individual's entitlement to benefit, should in the first instance be sent to:

*Phelim Kelly*  
*Irish Life Assurance plc*  
*Irish Life Centre*  
*Lower Abbey Street*  
*Dublin 1*  
*Email : code@irishlife.ie*

## Retirement Process

Following motions to Conference a **Retirement Process** was agreed with the Company that includes pre-retirement courses and notifications commencing seven months prior to retirement date. A letter will be issued outlining the number of actions the individual needs to take. The letter also includes information detailing the action required at each step.

The recent WRC decision concerning an eir employee extending his retirement age has generated several queries through Branches to Head Office. The case findings point to unique circumstances to the individual's work and conditions. At this time the NEC are reviewing the WRC decision with the intention of bringing the strongest case forward on behalf of our member/s who have received a refusal from the Company to extend their retirement age.

*Documents can be accessed by clicking the link below:  
 (only available in the online version of this report)*

**GSE Circular 06 2022 – Pre Retirement Course**

**Retirement Process Guide**

**GSE Circular 04 2023 – Defined Benefit Pension Increase**

**GSE Circular 04 2023 - Attachment**

**GSE Circular 07 2023 – Defined Benefit Pension Increase**

ADAM  
CORE NETWORK  
TECHNICIAN

I think it's just, it's worth being in the union.

**BETTER IN A  
TRADE UNION**

**DATA**  
CWU DIGITAL+TECHWORKER ALLIANCE

*Adam Kavanagh, Dublin No. 1 eir Core Network Technician*



# eir Networks

## 1. Fibre Networks Ireland - FNI

At Conference 2022 the creation of Fibre Networks Ireland (FNI) was reported. We were assured this development would not affect our members' terms and conditions. The employment status of eir staff would not change in any way. To put it in simple terms, eir provides support and services to FNI to build, maintain and rollout the network through either their own staff or Circet but that in either case, these staff remain in their current employment and their management structures remain unchanged. The transaction went through the European Competition Authority and was completed/approved in 2022. To date we have had no instances of any change to members' terms and conditions. We will keep the matter under review.

### FTTH Roll Out

February 2023 eir announced it had passed a record one million homes and businesses across Ireland with its new high-speed fibre-to-the-home (FTTH) network, meaning that Ireland is on its way to becoming one of the most fibre-connected countries in the world.

eir has committed to rolling out its FTTH Broadband network, which is capable of speeds of up to 10GB per second, to 1.9 million front doors, or 84% of homes and businesses, by the end of 2026. Ireland, was the 8th most fibre-connected country in the EU in 2022 (measured by Eurostat).

The roll out programme will be completed two years ahead of the Government's target to achieve nationwide high-speed broadband coverage of speeds more than 1,000 MB per second. It is expected that National Broadband Ireland, which is also rolling out FTTH, will deliver fibre connections to the remaining 16% of premises in the country by 2028, resulting in total fibre coverage before the end of the decade.

eir state they have invested billion euro to date with another €250 million of investment planned each year to the end of 2026. Approximately a quarter of a million additional premises will gain access to the high-speed fibre to the home during each remaining year of the roll-out.

### Fibre Priorities 2024

The Ireland Fibre network (IFN) programme continues as a top priority in 2024 having surpassed the 1 million homes passed milestone in 2023. The strategy remains to enable all premises outside of the National Broadband Plan (NBP) Footprint to avail of high-speed broadband via FTTH technology.

Upgrade of the core fibre backbone continues at pace under the National Fibre Network (NFN) programme. As of early 2024 only two rings remain to be completed (8 & 9) and 8 is currently at design stage.

Bespoke Fibre Connections to Business Customers continues to be a high priority, with 2023 seeing significant progress in reducing the backlog of pending orders. A renewed customer focus on engagement with regular updates has resulted in significant progress around the reduction of customer delay issues, while at the same time progressing fluid work through to completion, delivering shorter overall lead times and enhanced customer service.

Serving New Housing Developments with FTTH has been eir's strategy since 2015 and each year the number is growing in line with the increased boom in construction activity. While open eir is facing increased competition from other network providers in this area, it continues to be a dominant provider of choice for builders and Developers. Forecast for 2024 is again an increase in building activity with an increased incidence of Apartment-type Dwellings evident in the overall homes to be built forecasts.



Upgrade of existing mobile service backhaul to fibre-based technologies continues to be a priority for both mobile operators (including eir mobile and the TETRA blue light service)

All the above initiatives are against a backdrop of increased regulation of Physical Infrastructure (ducts, pole and exchange co location) in an effort to introduce more competition in the telecommunications marketplace.

## 2. FAST

### Fault Levels

Fault recovery following Christmas were at the quickest level compared to previous years circa 2300 by the 21st of January. This increased to 5800 following the storms in January. The storm occurrence is at the highest level since 2018 contributing to the fault levels also.

FTTH rule of thumb suggests that a required “truck roll” to a copper line is once in every 5 years compared to one in 20 years for a FTTH line.

### Deployment

**Process** – The deployment process is determined by the Company’s capacity planning. **Capacity Planning** is determined by two elements.

- **Demand** – fault levels.
- **Supply** – Resource availability.

When analysing **demand**, the following factors are gathered.

- **Current fault volumes per workstack**
- **Production capacity per work stack** (availability based on e-tips etc.)
- **Overtime plans** – plans for overtime in areas.
- **Forecasted Fault arrivals** – based on past analysis, weather forecasts etc.
- **Storm weather** – factors in an additional 10-15%

**Demand analysis determines how many resources are needed.**

**Supply** analysis determines resource availability. Resources include any planned overtime. Following demand and supply analysis workstacks are identified with resource deficits and surpluses. The required number of staff from surplus areas are deployed to the deficit areas. Where the deployment is greater than 100km overnight subsistence arrangements apply.

**Note:** NRT contract includes the following “*will be required to move at short notice to any other part of the country and stay there for as long as is required to complete an assignment*”.

### Deployment levels

Figures show that in 2023 there was 486 deployments. This accounts for 2.3 deployments per tech or 9 deployments per week. The high fault months accounted for 387 of the deployments or 1.8 per tech and 16.1 per week.

### Call-outs

Current Data shows 495 call-outs in 2023 (some data missing for February/March).

- 161 technicians had one call-out
- 50 technicians had two call-outs
- 23 technicians had 3 call-outs
- 11 technicians had 4 call-outs
- 7 technicians had 5 call-outs
- 4 technicians had 6 call-outs
- 3 technicians had more than 6 call-outs

Note – where a call-out is logged but does not issue is not included in above breakout.

## Rota

The 1 in 4 Rota requirement for NRTs has a huge impact on our members' work life balance. The CWU are committed to bringing change to the Rota liability to ensure our members have a better balance between their work and home life. It is expected that any changes will be included in any future pay agreement.

### Rota Arrangements – Christmas cover

Every year in mid-July the rota is moved back by one week. Therefore, some Technicians get their week off from the rota in July and they will then cover the Christmas. This arrangement helps share the rota requirement for Christmas.

NRT rota and 24 x 7 call out schedule - example.

- 1) NRT Technicians scheduled to be on the 24 x 7 call out rota from Monday 17th to Sunday 23rd July will skip that week. (These technicians will cover Christmas)
- 2) NRT Technicians scheduled to be on the 24 x 7 call out rota from Monday 24th to Sunday 30th July will shift backwards 1 week and now be on call from the 17th to 23rd July.
- 3) The rota will shift backwards by 1 week for all NRT technicians from Monday 17th July.

### NRT – Former Apprentice

Stephen Elliott and Sean Tighe were elected to the National Executive Council and a NRT subgroup was established to address issues in this area.

The Sub-Group focussed on a number of Former Apprentice (NRT) issues raised including the following.

### Review of the impact of the NRT model

A survey was conducted the results of which are summarised below. (include Survey summary)

### Assignments outside home areas

Assignments are based on business requirements. Where a member is assigned outside their home area, they should mail their relevant FLM/SOM to record their request. Moves are considered approximately every year. New apprentice programmes should address this issue going forward. The CWU will monitor this and ensure that our members requesting a return nearer their homes will be facilitated as quickly as possible.

### Continuation of the apprenticeship programme

The Company announced the recruitment of 55 apprentices in 2023 with a further 24 to commence in 2024.

### 1 in 4 Rota

There was a reduction in the one-in-four rota liability for NRT members. Currently under review with Company.

## 3. Rota Payment/allowance increase.

### Agreement

Following on from discussions the CWU successfully negotiated a 25% increase (€500) in the payment for Rota attendance. Also included in this agreement was the facility to choose vouched expenses (Company expense Policy) where members are experiencing financial difficulty on deployment. It is the Union's view that this option will be the exception rather than the rule and normal subsistence arrangements will be followed.

## NRT Payment

Ex-Apprentices currently in receipt of a €2K NRT payment will receive an increase of €500. The effective date is 01 July 2023.

*Documents can be accessed by clicking the link below:  
(only available in the online version of this report)*

**GSE Circular 03 2023 NRT Payment Deployment and Drop Points**

## Deployment

NRT technicians will be eligible to claim vouched expenses when they are deployed for 1 week or greater once Pre-Approved by the FLM. The process and payment of vouched expenses is as per existing Company policy through ODOO.

## NRT Survey Results

The sub-group conducted a survey of NRT members. A summary of the findings were;

146 respondents from a total of 220

- The reduction in the 1 in 4 rota would be of most benefit to the NRT (former apprentice)
- Pay parity with the COT grade is widely sought.
- The remuneration of the NRT liability is unfair.
- Deployment is not being used in the most equitable logical way.
- There is a lack of communication in eir.

*Documents can be accessed by clicking the link below:  
(only available in the online version of this report)*

**GSE Circular 06 2023 – External Recruitment  
Former Apprentice Survey**

## CORE

### HSQ Move

Reversing a decision taken in 2018 when the Company decided to move from 1HSQ to City West, it was announced in the summer of 2023 that the Company planned to move back to Heuston (2HSQ). As such staff in City West and Cherrywood, including eir evo, have now re-located under one roof at the rear section of what was once an office for the Company.

The move took place after extensive engagement with a working group comprised of management, Union members and Representatives that met regularly to discuss issues arising from the move, including the relocation of the SMC to a suitable section of the new building along with reserved parking to accommodate the 24/7 nature of the work.

The move proceeded in the latter half of 2023 without significant issues and a relocation payment was also agreed as part of the process.

*Documents can be accessed by clicking the link below:  
(only available in the online version of this report)*

**Relocation Payment Communication**

## Meteor FOPs

Following extensive representations by the CWU and the Dublin No.1 Branch, and after recent negotiations the following improvements have been agreed for the Meteor FOPS group of workers.

On call	Increase on call to those in scope to €364.73 (21% increase)
Vouched to subsistence	Moving employees in scope from vouched expenses to subsistence Day Rate Category 1 - €15.88

In conjunction with the above the group will be taking on additional duties.

## Trainee Technician Programme

In line with the Collective Agreement formed under Project Diamond, the Company launched the eir Trainee Technician Programme within the CTO function. Since the start of the Trainee Technician Programme there have been 32 new recruits taken into the business across field and centre roles. Whilst there have been some issues with training in the first year, the general feedback has been positive, and it has been encouraging to see all the new recruits join the Union and get involved with their branch.



# eir Apprentice Programme

## Apprentices

In 2023 - 55 apprentices were recruited 54 remain. 24 additional apprentices will commence at the end of March or early April 2024. An interesting point is that 12 of the new apprentices are assigned to Dublin teams demonstrating the reduction in our membership numbers in the Dublin area and the requirement for resources in the area.

The recent recruitment process focused on areas where the level of faults demanded. This approach, supported by the CWU, will reduce the requirement for deployment and mobility across teams and reinforces the CWU position to continue the recruitment of apprentices in the future.

## Level 6 Certificate

The Telecommunications & Data Network Technician Apprenticeship Level 6 Higher certificate in Telecommunications and Data Network engineering.

Involves eight modules over two years all in TU Dublin

**Year One** *Network installation Health & Safety, Telecommunications Technology and service restoration, Electrical principles and Customer service* which also includes five weeks work-based learning and exams for each module.

**Year Two** *Broadband & Wireless skills, Optic fibre installation. Optic fibre maintenance & commissioning, Personal & Professional development.* This year also includes five weeks work-based learning with exams for each module. Where driving is not an option Hotels bed & breakfast and evening meals are provided

Initially the apprentice involves working with a buddy technician and then moving towards working on their own .

Internal training includes Copper and fibre. Drop Wire erection of both copper and fibre. FTTH, Multi dwelling units, carriers, safe practices, driver training with regular team meetings and site visits.



# CWU Sligo-Galway Branch supporting Better In A Trade Union Campaign!



**BETTER IN A  
TRADE UNION**  
=



## eir Customer Service Centres

Following detailed negotiations with eir management, a new collective agreement for pay increases for non-managerial members in the Contact Centres was agreed for 2024.

From January 2024, increases have been agreed for all members in scope, including base pay increases of between 9.2% and 10.5%, depending on service.

For new agents, consolidating variable pay, this represents a 5.7% increase on their total potential pay for 2024 versus 2023.

A full breakdown, depending on service, bonus/commission model and role, can be found in the attached link.

*Documents can be accessed by clicking the link below:  
(only available in the online version of this report)*

**[eir Customer Service Pay 2024](#)**

### Trainers

In addition to increases for in-scope members in the centres, a separate agreement was reached on Pay for Trainers in the Customer Service Centre area, amounting to approx. 16% increase, as follows:

- Original base salary = €30,000 + STIP 10%
- New base salary = €35,000 + STIP 10%
- Effective 1st January 2024, in line with pay cycle
- Impacted staff will be out of scope for additional July 2024 increase but in scope for future increases

### Waterford Centre

Following the opening of the Customer Service operation in Waterford, the Seán Connolly District Branch constituted a Call Centre Section in 2022.

### Inductions

Due to the nature of contact centre work, there is a natural churn of staff across the four eir Contact Centres. On average, new groups of workers are hired every four to six weeks. The Union has an agreed slot to meet with these new workers during their training period. Training on how to conduct Union inductions for new starters forms part of the Organising Training for Branches. Having completed the training, Branch and Section Committees are now conducting their own induction sessions with great success.

*Documents can be accessed by clicking the link below:  
(only available in the online version of this report)*

**[GSE Circular 01 2024 Contact Centre and Retail Pay Increases](#)**



# eir National Managers' Branch

## Vouched expenses

Daily Vouched expense limit was increased from €12.00 to €13.20. A 10% increase that was in line with JCC Subsistence agreement.

## Expense Policy

Revenue guidelines, on the Company expense policy, led to a review and proposed updated policy. There is a requirement for the Company to comply with the new revenue guidelines on **Enhanced Reporting Requirements (2024)**.

This is a new requirement from the Revenue to report on travel and subsistence (in the same manner as PAYE is reported on). The Company needs to report on vouched and unvouched expense claims. Currently via expenses everything is vouched, this will be continued. Unvouched subsistence that goes through payroll (Field employees) will be reported to Revenue.

Gift vouchers- there is a requirement that in advance of ordering gift cards, Company payroll needs to be made aware so any BIK liability can be flagged, and payroll will keep a record of all cards issued. The ordering of cards needs to go through the PO process and not expenses.

Odoo will be updated to capture the changes. Reminders will be included to ensure correct categories are used in claims. The Company also intend to audit expenses claims to ensure compliance with the policy.

## Electrical Vehicles EVs provided as Company Cars

eir is now offering Electrical Vehicles (EV) as company cars. (Please note that employees cannot opt to have a tow bar fitted in an EV).

- (a) Employees can avail of EV if:
- (b) Own their residence.

e-Station is the current provider of electric charging points.

The Hyundai Tucson **Commercial** as an option for our Company Car drivers.

## Pay and Pensions

We are currently in the final phase of the current pay deal and in discussions on its successor. Movement through the bands for Front Line Managers and Service Operation Managers is included in pay discussions with the Company.

In line with the Accord the CWU were successful in ensuring the inclusion of the recent pensionable pay increases to our management members. There was an issue with the transfer of some of the pensionable elements, however, we have and will continue to work on these issues through to success with the Company.

Promotions into management grades continue with 5 Service Operations Management (SOM) positions advertised in early 2024.

- 1 Position in Service Delivery
- 1 position National Design and Build
- 3 positions in FAST

This could lead to other vacant positions depending on who is successful in filling the positions.

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TRADE UNION**





# eir Retail/FOTS

## 1. eir Retail

### *Pay & Remuneration*

#### COVID-19 Bonus

In November 2022, the CWU secured agreement from the Company for the payment of a COVID-19 Bonus of €250 to retail staff employed at the beginning of the pandemic. Following representations, the Union further secured this bonus for ex-Synchro staff who had recently TUPE'd to eir.

#### Pay Increases in line with Revised Minimum Wage Rate

In 2023, arising from recommendations of the Low Pay Commission and following the introduction of the new minimum wages rates, the CWU engaged with eir management and sought increases in line with the revised rates. For some of our members in Retail, the increase represented a 6% uplift. The Irish Congress of Trade Unions (ICTU) nominees for the commission includes CWU Head of Organising, Fionnuala Ní Bhrógáin, who made representations on behalf of the workers we represent in eir, among others.

*Documents can be accessed by clicking the link below:  
(only available in the online version of this report)*

**GSE Circular 01 2023 – Pay Increase eir Retail**

#### Pay Increase 2024

Following detailed negotiations with eir management, the CWU secured a new collective agreement for pay increases for members in the Contact Centres and Retail (non-managerial).

Notwithstanding the expectation that progress on pay would not materialise until later this year, significant increases have been achieved effective from 1st January 2024 for all members in scope. Increases of over 7% were successfully secured for retail staff. The increases are comprised of improvements to base pay and consolidation of a portion of the variable/bonus/commission pay into fixed pay. Managers in eir Retail stores will be comprehended by the national pay agreement currently under negotiations.

Following successive increases in recent years, this agreement is part of the continued efforts by the Union to improve pay and conditions for staff in Retail.

*Documents can be accessed by clicking the link below:  
(only available in the online version of this report)*

**GSE Circular 01 2024 – Contact Centre and Retail Pay Increases**

### *Store Visits & Survey*

As reported at the last Conference, 70 Retail stores were visited by CWU Organisers and Rachel Carton, Dublin No.1 Branch in spring 2022. As part of these visits, a survey of our retail members was conducted. The results of the survey highlighted 2 main issues, a loss of contactless payments facilities was having a negative impact members' ability to make sales and an interest in establishing a Members' Forum to discuss issues effecting retail staff.



*Documents can be accessed by clicking the link below:  
(only available in the online version of this report)*

**GSE Circular 07 2022 eir Retail Survey results**

Copies of the survey results were collated into a booklet and distributed to the eir Branches. Members of the eir Branches conducted a further round of store visits to engage with members on the results. Branches reported positive feedback from members on the survey results.

*Documents can be accessed by clicking the link below:  
(only available in the online version of this report)*

**Attachment to GSE Circular 07 2022**

Following engagement with the Company on the results of the survey. An agreement was reached to reinstate contactless payment facilities in all eir retail stores.

*Documents can be accessed by clicking the link below:  
(only available in the online version of this report)*

**CSE Circular 09 2022 – eir Retail Contactless Payments**

## ***Retail Forum***

Following a motion from the Vodafone Branch at BDC 2022 and the results of a survey of our members in eir Retail, work began on establishing a Retail Forum Group. The purpose of this forum was to facilitate direct engagement with our members in eir Retail and discuss issues affecting them. Following an inaugural meeting in April 2023, the Union are happy to report that Retail Forum Group has become a regular function and meetings are taking place on a frequent basis.

## ***Changes to accessories target***

eir management proposed a change to the accessories commission model for our members in retail. Under the new model, members would be paid a 5% commission on all accessories sold and a €10 payment for accessories exceeding €100. Our understanding is that this change would have a positive impact on our members' earnings as they would be paid commission on every accessory sold without having to hit a target threshold. The CWU and members of the Retail Forum Group are monitoring this new model to ensure that members' earnings are not negatively impacted.

## ***Targets***

In June 2023, a number of store visits were conducted by CWU Industrial Organisers. Many members highlighted an issue with their targets. Staff highlighted that store targets set by the Company had hit an unobtainable level and resulted in members losing out on commission payments. The solution proposed by members was the re-introduction of a targets review mechanism, previously used by the Company a number of years ago, which monitored stores not reaching targets for three consecutive months and adjusted the targets accordingly. The CWU are in talks with the Company on the re-introduction of this model or a similar review system that would align targets with footfall, headcount and stock levels.

## ***Pay Parity for ex-Synchro managers***

During a recent Retail Forum Group meeting, an issue was raised by a group of ex-Synchro managers

who have learned that they are paid less than some of their colleagues performing the same role. Further to this, the Company recently externally advertised a manager's role on a higher salary. This was raised individually by our members but eir management have refused to resolve the issue. These members have now organised their colleagues on this issue and are running a Union campaign to escalate this further through their Union.



# eir Health & Safety

## *Introduction:*

The National Health & Safety Committee in eir meets on a regular basis, mainly monthly to consider a wide range of matters concerning Health & Safety and wellness issues. This Committee is a sub-group of the JCC and comprises of representatives from Management and the Unions represented at JCC

## *The NHSC Committee*

There have been changes to the Committee since the last BDC as some Committee members have left the Company the current members are:

- John Dunleavy CWU,
- Tom Sheehan CWU,
- Pascal Connolly CWU (Secretary),
- Kate Waddell Fixed Access Operations,
- Allan Rochford Director of Core Field, Facilities & EHS
- Donie Pardy Head of Environment, Health and Safety (Chairperson)
- Andrew O'Neill Health and Safety Unit

## *Meeting Agenda and Structure*

The Committee held sixteen meetings to date since the last BDC report.

## *Health, Safety, Environment:*

A Health, Safety, Environment and Well-being page is available on eir space which is accessible by all eir staff.

There were approximately 250 items of correspondence and issues dealt with by the secretary and Committee which entail a large range of items referred by Branch Secretaries and Safety Representatives which resulted in many action points for different members of the Committee.

Where items are referred relating to new equipment or work practices, a risk assessment is carried out by the EHS unit and the results of these assessments are considered by the Committee and where appropriate new accident prevention guidelines are issued or updated.

If an emergency EHS issue arises, safety alerts or a safety bulletin can be issued depending on what type of issue is involved.

Appendix one provides a greater overview of some of the activities involved.

## *Safety Managers Report:*

The safety Manager reports at every NHSC meeting, providing latest accident statistics, statistics for the Lone Worker Alert System, the most up to date COVID-19 figures in eir and any H&S issues that may have arisen since the previous meeting he also updates the Committee on the on-going health and wellness programme.

## *eir Wellness Programme:*

eir introduced a Company-wide wellness programme in 2017 to reduce instances of sickness, absence and injury, and to improve levels of wellbeing and employee engagement in the workplace. The NHSC

support this programme ensuring its successful implementation on a national basis. eir Wellness is a rolling agenda item at the NHSC, a wellness sub-group was also set up with Carol Scheffer CWU equality officer and members of the NHSC to further support the wellbeing programme.

Fostering a greater awareness of physical and mental health some of the achievements since BDC 2022 include:

- One-to-one consultations Finance, Ergonomics, Health and Fitness;
- Agile Working Policy and Ergonomics for Remote Working;
- Educational Live Seminars;
- Nutritionist – Digital Consultations;
- Physio/Nutrition/Onsite Seminars;
- Cancer Awareness;
- Healthy Mind Workshops;
- Employee Assistance Programme re-Launch;
- EAP – Manager Information Sessions;
- CWU/eir Green ribbon Campaign;
- New Mental Health Promotion Officer (MHPO) Fergus Maher;
- Cognate Health;
- Occupational Health;
- Wellbeing Series;
- Consultations (1:1);
- Vaccination Promotion/Winter Protection;
- Digital Gym;
- Health Promotion;
- Mental Wellbeing Support Programme;
- Mental Health Framework;
- Home and Office Working ergonomics;
- eir Wellness – Health Checks;
- Medbase replaced Laya as the new online occupational health portal;
- eir Wellness Healthcoach;
- EAP Report.

### *Areas of Focus 2023/2024*

As we move away from COVID-19 issues a refocus of some of the main items of focus for the NHSC for the coming year or so will be the LWAS and Safety Representatives. A sub-group was set up to look at the LWAS and eir IT was in the process of developing an APP but ran into some technical difficulties. It was then decided to go for an off the shelf solution eir in conjunction with the NH&SC initiated a trial which started in the last Week of Sept 2023. Approximately 100 participants took part in the trial of an easy to use Lone Worker solution which could be fully integrated into eir via the Stay Safe Lone worker application and hub software. A service which is part of Eco Online Global the existing EHS software supplier. The Stay Safe's solution is at the forefront of Lone Worker protection, and marrying it with existing EHS software suite seems to be an attractive concept.

### *Lone worker Alert Trial Update:*

GDPR, Security, Letter of Intent, Training Plan, Three Week Trail, Consultation and Engagement have all been finalised. At this time the consultation and engagement piece has yet to be finalised before training for the new lone worked starts and the new lone worker app is introduced.

The eir wellness programme will also be a main topic of discussion at the NHSC and has been

embraced very well by all the staff of the Company be they field or office based staff. Its continued success will be a priority for the NHSC.

A big focus will also be on revitalising the Company Safety Representatives and names for training has been submitted to the eir H&S unit for 2024.

## Summary

Some of the main items discussed since the last BDC were LWAS, Safety Representatives, eir Wellness and Winter PPE of which a report regarding a field trial is attached.

The eir wellness programme will also be a main topic of discussion at the NHSC and has been embraced very well by all the staff of the Company be they field or office-based staff. Its continue success will be a priority for the NHSC.

A big focus for the Committee is now going be on revitalising the Company Safety Representatives and names for training has been submitted to the eir H&S unit for 2024.

## Appendix One

Below is a general overview of some of the activities discussed at the NH&SC since last BDC:

- COVID-19, LWAS, Flu Vaccination, NH&SC Escalation's, New Boots field Trial;
- Dangerous Occurrences, HSA Inspection Campaign, Traffic Management;
- Ergonomics for Remote Working, Dangerous Plant Reports, Mental Health;
- Physio/Nutrition/ Onsite Seminars, Plastic and Packaging from Logistics;
- Pre-retirement Courses, IFN Role out, Asbestos Training, Wellness;
- Workers Memorial Day, Three Piece Ladder Retro fit, Disconnect to Reboot;
- NBI Furniture on eir Poles, Employee Assistance Programme;
- EAP - Manager Information Sessions, EAP Report eir, Mental Health Strategy;
- Work Positioning System/ Safety Harness, Safety Representatives;
- National Standards Authority Audit in eir 2022, Winter PPE Field Trial;
- Cleaning of toilets and washing facilities in eir buildings and exchanges;
- Storage of poles at Ballinrobe AEH, Cracks in Poles, Opel hybrid master vans;
- NBI Fibre on the back of eir hooks, Painting of Mast in Rathedmond Sligo;
- Static Type C Traffic Management, Ford Ranger, CORE Apprentice's;
- Split pins on carriageways 500/600, PPE-Clothing List, Winter Protection PPE;
- Retail store in Castlebar, Verbal and Physical confrontation;
- Technical Training, Working at Height Familiarisation, WPS, Pole Test;
- Ladders (Two and Three piece) Front Line Manager – Coaching Programme;
- Toolbox Talks, Alerts, Bulletins, Field Safety Check Programme;
- Wooden rollers, Risk Assessment, Workspace One Configuration;
- New fitted vans for field techs, Risk Assessment's, eir Healthcoach;
- Fibre erected under ESB high tension power lines, Wooden Rollers;
- Status Red weather warnings, Creosote, Driving for Work;
- Lift in the Administration Building, Rathedmond Sligo, Kneeling pads, Knee pads.

## Defibrillators:

Following discussions at the ENH&SC automated External Defibrillator units have been increased across eir office locations; employees will now have faster access to life-saving defibrillators in:

- Bianconi Citywest
- Cherrywood (Managed by building)



- Churchfield, Cork
- Roaches Street, Limerick
- Admin Building, Rathedmond, Sligo
- Waterford, Tycor

### Winter PPE Sub-Group:

Following requests from technicians via National Safety Representatives and the NHSC to introduce winter clothing items, a sub-group of the ENH&SC was set up to trial winter PPE. Following the trial, ENH&SC agreed the recommendations from the sub-group which were:

- That the “Regatta base layer” be introduced;
- That the “Regatta winter hat” be introduced.
- That the “Regatta fingerless gloves” be introduced.
- That the “Snood” be introduced
- That the “Orn” work trousers be introduced (Replacing Regatta, to be reviewed in future, **No change to Item code**)

**These Items were all introduced and are now stores items**

# eir Transport & Facilities

## Transport Update

In 2023 Transport delivered

- 30 New 3.5t Aerial Platforms
- 5 New Fibre Jointing vans

The Company also agreed with Hyundai Ireland to again offer the Hyundai Tucson Commercial as an option for our Company Car drivers. The first of these have been delivered in Q1 24.

In 2024 an additional 10 new 3.5t Aerial Platforms will be delivered.

## Services

In terms of service, the motor industry is currently experiencing a shortage of mechanics and therefore a reduction in capacity. eir, along with all fleet operators are feeling the impact of this on vehicle turnaround times. The Company are working closely with LeasePlan and their Suppliers to ensure vehicles are turned around in an acceptable time frame. If a vehicle is off the road for a longer period than expected, FLMs should raise this via an escalation to LeasePlan at [eir@LeasePlan.ie](mailto:eir@LeasePlan.ie) and copy Wayne Hopkins.

There has also been a trend of DPF filters becoming full and requiring service. The Company have now put a comprehensive service program in place to have these filters removed and cleaned as well as further checks on other items such as the turbo and EGR at the time the vehicle is off the road. In order to assist in reducing the occurrence of DPF filters becoming full, drivers are asked to reduce idling times as much as possible - please switch your engine off when parked and working at cabinets, exchanges, customer premises etc..

## Facilities

After approximately 14 years eir decided to move Facilities Management services from MITIE (previously DALKIA) to another provider.

The rationale for the decision was in the interests of enhanced service provision across the full suite of Facilities Management service including but not limited to cleaning, security, planned and reactive maintenance.

## Employee Impact

The proposal was with the transition to a new provider in process, roles (cleaning, security, maintenance) currently being done by eir employees would be moved to the new provider.

Employees impacted had the following 3 options presented to them:

1. TUPE
2. Remain eir employee in alternative roles (need to decline TUPE)
3. Voluntary leave (need to decline TUPE)

Transition dates proposed for December 31st 2023.

After extensive negotiations –

- 10 of 16 employees in scope availed of the VL option.
- None availed of TUPE.
- The remaining 6 were accommodated in their existing roles.

### Drop point

eir currently has 6 drop points (DPs) which operated below capacity as a result of reduced internal build work & reduced locker deliveries over the last number of years following retirements.

The DP Manager in Cork retired in 2022. Cork DP Manager position was backfilled by interview in 2022. The DP Manager in Galway retired in May 2023; Galway is then be served from the adjacent DPs of Limerick, Sligo & Dublin

The main DP function in Galway was closed. A delivery location was retained at Galway to carry out onward deliveries. Lids & Boxes & Developer Duct was still be retained in Galway for issue.

Limerick DP Mmanager was assigned to replace the SAP stock materials controller who retires in August. The Limerick DP was retained but managed by the Cork DP Manager.

*Documents can be accessed by clicking the link below:  
(only available in the online version of this report)*

**GSE Circular 03 2023 – NRT Payment Deployment and Drop Points**

### Odoo

The **Telecom's Sectoral Executive** received an update of the migration of ediary/cdiary to ODOO in October 2022. The following points were outlined.

- The Odoo system was designed to replace **eDiary functionality**.
- A **mobile app** was developed and launched to all eDiary users.
- Both the web version and app have been built **to mirror the look and feel** of eDiary/cdiary
- The system was configured with **consistent input**, feedback, and coordination with key business and CWU stakeholders.
- Rigorous testing on the system was undertaken for **15 months** to ensure it operated exactly as eDiary did.
  - Pilot testing was conducted by groups of representative pilot employees (90 in total) nominated by business areas and the CWU.
  - The app and web versions are now active, and staff are using them without issue.

The rollout of the new system was supported by line managers and **system champions** who have been nominated from across the business areas and CWU. System champions were trained in the system. Daily calls were held to provide support and communication. The new system was constantly tested for the period of transition The Company proactively sought feedback (through appropriate channels) on improving the system where possible. Any issues identified were addressed and resolved.

Odoo was rolled out in November/December 2022.

## eir Equality

The Union has been meeting with the Company through the JCC Diversity Sub-Committee to progress our agenda. This agenda will range from work life balance enhancements to addressing issues under the nine grounds of employment equality. We have also been involved in developing various policy updates in line with best practice measures and changes in legislation.

The Union's agenda is also driven by motions submitted to BDC and we have submitted claims for progression with the Company in that regard.

The following report will provide an update on the work done to date to drive our agenda in eir.

### *Right to Disconnect*

In line with the *Code of Practice for Employers and Employees on the Right to Disconnect* developed by the Workplace Relations Commission, the Union has concluded discussions with eir on Right to Disconnect guidelines. The right to disconnect refers to the right of employees to disconnect from their work and to not respond to work related activities outside of normal working hours. This applies to all employees including agile workers.

While many will associate the right to disconnect with remote working, the Union was keen that there be separate guidelines on the right to disconnect as this applies to all workers.

Employees who feel that their right to disconnect is not being respected or that their workload is such that they are not able to disconnect at the end of their normal working day are encouraged to raise this informally in the first instance. The Union can also provide necessary advice.

### *Gender Pay Gap*

As in previous years, the Union has continued to engage with the Company on their gender pay gap report which is now a legal requirement for companies with more than 250 employees to report on.

The gender pay gap is the difference in the average hourly wage of men and women across the workforce. It compares the pay of all working men and women, irrespective of their role, whether they are full or part-time, their length of service and experience.

eir has made progress in this area. In effect eir has halved the gender pay gap in the last two years and we were pleased to advise that the gap now stands at 5.5%, down from 7.2% last year, and 11.2% in 2021 which is a good achievement.

The Union will continue to work with eir on the reporting which also includes the development of initiatives to progress women in the organisation.

### *Bullying and Harassment Guidelines*

The Union has been working with the Company on their dignity at work charter with a view to ensuring it meets the needs of our members.

The Union sent a comprehensive set of proposals to the Company for their review which were discussed at the most recent meeting of the JCC Diversity Sub-Committee. We are close to concluding the policy and will communicate same to our members accordingly.

### *Breast Check*

In association with the Company and Breast Cancer Ireland, the Union has rolled out lunch and learn sessions on breast cancer awareness to all four call centres, the last being the Limerick call centre on February 16th.

The sessions were well received by attendees and any other areas who wish to avail of same can contact Carol in Union Head Office.

We also believe there is a need to have sessions on other health topics which will be progressed through the eir wellness team.





## Current Claims

The following claims have been lodged through the JCC Diversity Sub-committee and discussions are ongoing.

- Extended bereavement leave in line with civil service arrangements
- Extension of the definition of family within the bereavement leave policy
- 16 weeks paid parental leave
- Implementation of reasonable accommodation measures for disabled employees

## New Claims

In November 2023, the Union submitted a claim for the implementation of a menstrual health policy. This was in recognition of the importance of providing a supportive and inclusive work environment for those who are experiencing problematic periods which can have a negative impact on their personal and working life. In that regard the Union is seeking various workplace supports including awareness raising initiatives, flexible working, and risk assessments.

At the same time the Union submitted a claim in support of family carers. This was based on the additional challenges for employees when it comes to taking on the role of caring for a vulnerable loved one while continuing to work. This can be further compounded if the employee is also caring for children or is in loco parentis. With these additional responsibilities it can be difficult if not impossible to maintain a healthy work life balance. The Union has suggested various supports and flexibilities that could be put in place to support family carers.

We will keep our members updated on the progress on all claims that have been submitted.

## Future Developments

The Union has written to the Company regarding the requirements of the Work Life Balance and Miscellaneous Provisions Act 2023. The legislation has introduced a number of statutory provisions for employees to support more progressive work life balance and to support staff with caring requirements. It is important therefore that all provisions are implemented in Company policies.

## Conclusion

The Union will continue to work closely with the Company through our traditional structures. We continue to present the Company with best practice measures from the various European projects which we have been involved in as these give us a lot of scope to enhance our agenda.

The Union recommends that members refer to the relevant Company circulars and their Branch Representative for further information.

Finally, our wellness team consisting of Union and Company Representatives have continued to meet regularly. The wellness team has worked jointly with the Company to promote Company advice and various services. The Union encourages members to make the most out of the Company EAP and monthly bulletins are issued highlighting upcoming events that members can avail of.

As always, we will keep our agenda under review, and welcome feedback from Branch Representatives and members.





# Regulation

Since 2022, the relationship between eir and the Commission for Communications Regulation (ComReg) has been marked by a series of significant developments, reflecting the evolving landscape of telecommunications in the country. eir has remained under close regulatory scrutiny by ComReg and most recently the issue of wholesale fibre broadband pricing has been to the fore.

## *Complaint to the EU Commission*

In December 2023 eir lodged a complaint with the European Commission about ComReg's decision to restrict its ability to offer discounts for its wholesale fibre broadband service over the next five years. ComReg has designated eir as having "significant market power" (SMP) in the market for wholesale access to fibre broadband in November. The decision means eir would be obliged to provide products and services at regulated wholesale prices to rivals who do not have networks or who have insufficient network coverage of their own.

The regulator argues that this is designed to allow other operators to compete in providing retail fibre broadband services by ensuring that eir is restricted in its "ability and incentive to potentially engage in anticompetitive behaviours", to deny other providers access to its network and to "engage in pricing and other behaviours which could restrict or distort competition".

In essence, the decision puts a floor on what eir is permitted to charge for access to its wholesale fibre broadband network while other operators would be able to undercut it on pricing. Approximately 25% of the Company's revenue is generated from its wholesale products. The Company complained that ComReg's market analysis did not take into account plans by Virgin Media and Siro to invest in their own fibre-to-the-home (FTTH) networks over the five-year period.

This follows a High Court challenge eir has taken over a ComReg decision in 2018 it says limits its ability to compete in the wholesale broadband market.

## *High Court Challenge*

The High Court challenge is over a regulatory decision that eir maintains limits its ability to compete in the wholesale broadband market. The Company has claimed that ComReg is imposing a prohibition on it which prevents it from offering promotions or discount schemes for certain fibre-to-home (FTTP) products. The Company says ComReg is relying on a November 2018 decision it made to prohibit discounts even though that decision did not provide for any such prohibition. The regulator denies the claims.

In its challenge, eir wanted the court to annul a direction made by ComReg on October 26 that the Company comply with the alleged prohibition, which eir says does not exist. It has the effect of directing the Company to refrain from publishing and implementing two discount schemes which it notified to the watchdog in June 2023.

## *EU Commission Intervention*

In mid-December 2023, the European Commission told ComReg its plans and the basis for regulating eir in the wholesale broadband market were overly conservative and it had failed to fully take a forward-looking account of factors such as the wholesale broadband services offered by eir's competitors.

The EU Commission took the view that ComReg's analysis of competition has underestimated the fact that Virgin Media and Siro are continuing to build their own broadband networks to compete

with eir and requiring three operators to be present in an area before it lifts regulatory restrictions is not appropriate.

On January 23rd 2024 ComReg issued its framework for the regulation of wholesale broadband markets and this confirmed that it had *'relaxed the current obligation which banned wholesale pricing discounts and so, subject to pre-approval from ComReg, Eircom may now offer discounted prices for wholesale FTTP broadband services.'*

## **Copper Switch Off**

In November 2023 Comreg laid out a framework which will enable eir to switch off its remaining copper network around the country. While eir wants to proceed at pace to a copper switch off the regulator estimates 1.8 million premises still have a copper connection and that these customers will have to be protected.

The regulatory framework decision setting out the process will ensure customers who have no choice but to migrate from a copper service will not have to pay extra one-off charges as they migrate. eir will also have to offer alternative services on its modern network of comparable quality to the copper services before switch-off of the copper network. There will also need to be a clear timetable for the phased switch-off of legacy equipment in over 1,200 exchanges, with a minimum time from notification to closure of 18 months.

Other operators will also have to be given sufficient time to engage with their customers around the migration before the copper network is switched off, including where necessary extra time for vulnerable customers to access alternative services. Competition will also have to be safeguarded through the provision of the same conditions for all service providers including eir's retail arm.

This process had been the subject of some scrutiny from the EU Commission. The Commission's director general for Communications, Networks, Content and Technology, Roberto Viola, had criticised aspects of the draft plan including delays in finalising it. It was felt the process was too slow and that expecting eir to carry some of the costs associated with the switch off were disproportionate.

## KN Circet

The CWU formally submitted a pay increase for our KN membership. We are awaiting a response from the Company. Initial discussions with the Company suggest that average earnings have increased by circa 20% in 2023 compared to 2022. The Company have presented us with data that, they say, supports their position. The KN Branch will update members on any progress with discussions. To commence a campaign to achieve better pay and conditions for our KN membership, a survey was designed and conducted. The results will be shared with members and the Company.

### *Job Codes*

You will be aware that back in 2021 the Company introduced a new rate card that was to address all work activities in the network and reward “effort”. The codes have proved beneficial to our membership. In October 2023 some members contacted the Branch to say that the Company was changing the codes. The KN Branch met the Company and they stated that they will not be changing the codes, however there will be close monitoring of how and when codes are used. They also stated that the hoist code for D Poles POI – HDP will be removed and the assist code for hoists will remain.

### *Bonus*

The quarterly Bonus targets are proving difficult to achieve. This can be down to several factors including doable work, volumes of work, travel distance etc. The Company is exploring other bonus options. When they have considered their options, they will let us know. Their bottom line is that no matter what bonus is implemented the trigger for any bonus is achieving targets set by operators/clients.

### *Disciplinary Process*

Over the past number of months, a growing number of our members have found themselves becoming involved in the Company’s disciplinary process. Whether that be at investigation stage or formal disciplinary stage. It is worth pointing out that if a member is requested to attend a disciplinary meeting whether online or in person, they are entitled to have a Union Representative attend the meeting also. It is important that members request this option.

### *Saturdays*

Some queries from members asking about the requirement to work Saturdays. In 2021 the Company changed the requirement from a 1 in 4 to a requirement to do 10 Saturdays throughout the year. This is not to say you can’t do more than 10, however, there is a requirement to work a minimum of 10 Saturdays.

### *Branch Structure*

The future of the Branch structure needs to move as follows:

#### **Members**

Local engagement, with members and management. Resolution of issues, escalation of issues communication with members. Involvement resulting in building relations and experience. Regular feedback and interaction.

#### **Committee/Representative Meetings**

Discuss and prioritise issues, communicate and develop agendas to take to management. Gather information and prepare reports.

### Branch Secretary

Take issues to weekly meetings. Feedback on decisions. Effective engagement/involvement and communications with Representatives and members.

### Headquarters

National Officer can take unresolved issues to senior management and communicate/update Branch Secretary on progress/decisions.

All above requires continuous feedback in both directions.

# Vodafone

## *Vodafone Retail*

The Branch continues to put huge effort into engaging and organising the retail stores which has seen a very positive and enthusiastic response from retail staff.

Since Conference 2022, the Branch Secretary has visited the store on a number of occasions and surveyed members to get a sense of possible issues. These visits have proved to be an invaluable organising tool as retail staff have provided the agenda for the Branch to engage with the Company. Although membership increases on the back of these visits, its vital to do them regularly as staff turnover in the retail sector can be high.

Getting staff organised in retail has proven very successful. Since our last Conference, the Branch has successfully negotiated two pay rises for retail staff. The first a 16% increase in January 2023 and then a further 8% in Jan 2024. Add this to a 6.6% increase achieved just before last Conference in April 2022, retail membership have seen a 30.6% increase in their salary over 2 years.

Although there has been great success in retail, the Branch also encountered difficulties. During store visits, members reported Union-busting activities from their area managers which had to be addressed with HR. Following discussion with Union the Company agreed to issue guidance and educated their management on the positive relationship between the Company and the CWU and the benefit maintaining this into the future.

In October 2023, the Company also announced the franchising of two existing Vodafone stores to a franchise partner. This is an area the Branch will be keeping an eye on going forward.

## *Vodafone Mountainview*

Mountainview has seen a reduction in staff over the past 2 years. Also the introduction of remote working means that opportunities to organise the workforce have been difficult.

Members have reported an increase in workload since moving to remote working. The Branch has worked with internal teams since last Conference and have had success highlighting issues to management.

The most notable instance was an issue with a new team being deployed to handle site issues. No escalation point resulted in a difficult bedding in period for the new team and an increased workload for some of our members both in Vodafone and Obelisk. The Branch worked with HR to identify escalation points on both sides. Although some issues still remain, the intervention of the Branch has gone some way in resolving the issue.

## *Obelisk*

With the years passing, we have an increasing number of our Obelisk members approaching retirement age. In June 2022 the Branch was approached by a number of members during the year asking for clarity around retirement as their contract stated a retirement age of 65. The Company were reluctant to allow members to work beyond 65. The Union outlined the strong desire of some members to work on and outlined the benefits this would give the Company. The Union also highlighted the legal risks associated with not having a clear policy on this from an employer perspective.

In September 2022 the Company did produce a policy allowing members to work beyond 65 on a fixed term contract basis and some members have availed of this.



The most recent pay agreement in Obelisk concluded in April 2023. Negotiations on a new deal started in March 2023 but arising from staff changes on the Company side the process has proved difficult and has taken much longer than should otherwise have been the case.

Although negotiations have been challenging, at the time of going to print, the Branch have a proposal they feel worthy to put to a ballot of members. Members are balloting on a two year pay proposal totalling a 9%, 4.5% per year, with the first phase of 4.5% backdated to 1<sup>st</sup> April 2023 and the second phase payable from 1<sup>st</sup> April 2024 for 12 months.

# PhoneWatch

## Pay

In late 2022, CWU Officials and the PhoneWatch Branch entered negotiations on a 2023 pay agreement for our members in PhoneWatch. Following a lengthy negotiation process, the below pay proposal was put to a ballot and accepted by our members in PhoneWatch.

### 2023

- An overall pay increase of 4.5%
- €500 once-off gift card
- €2 increase to daily subsistence rate for field staff (also applies to over-time rate)
- KPI alignment to % base salary increase for field staff

Following negotiations over the last couple of months, a ballot for a new agreement for 2024/2024 is underway. The PhoneWatch Branch are recommending in favour and if accepted by the members, the following increases will apply.

### 2024

- Basic pay increase of 3.75%, backdated to 1st of January 2024
- An additional Annual Leave Day on Good Friday each year (anyone rostered to work in the ARC will receive a day in lieu)
- Increase to KPI Banding of 3.75% for field staff
- Increase to Field Ops On-Call Allowance from €114 to €140
- Increase to ARC shift allowance of 3.75%, backdated to January 2024

### 2025

- Basic pay increase of 3% from 1st January 2025
- A further increase of 0.75% from 1st of May 2025
- Increase of KPI Banding of 3.75% for applicable staff
- Increase to Field Ops On-Call Allowance from €140 to €150
- Increase to ARC shift allowance of 3.75%

## Opt Out

A small number of CWU members in PhoneWatch are currently on what is referred to as “old contracts”. These members were employed by PhoneWatch prior to the takeover by Sector Alarms in 2013. Shortly after the takeover the Company introduced a “new contract” into PhoneWatch based on a system of reward/commission based on targets set for Installation/Service and Upgrades. Some of our members on the “old contracts” who are not natural salespeople are struggling to meet targets and find themselves subjected to a performance-based disciplinary process.

To address this issue, CWU Officials and the PhoneWatch Branch are in the process of negotiating an agreement for members. The agreement will allow members to opt-out of the commission-based pay model on a once-off permanent basis.



# American Airlines

## Pay

In March 2022, CWU Officials and CWU Representatives entered into discussions on a new pay agreement for our members in American Airlines. Following these negotiations and the below pay proposal was put to a ballot and overwhelmingly accepted by the members.

A three year pay agreement from 1st April 2022 – 31st March 2025. Basic pay increases for Year 2 and 3 of agreement would be calculated on inflation + 1.5%.

- 2022 – 4.5% increase to the base rate of pay
  - An early shift premium – extra €3 per hour from 05.00 to 06.59
- 2023 – 10.3% increase to the base rate of pay
  - €25 dry cleaning allowance per month
  - Commitment to annual review of medical insurance (VHI)
- 2024 – negotiations underway (inflation + 1.5%)

## Security of hours

During the winter months, American Airline members face potential cuts to their hours due to a downturn in flights. This results in a significant loss of earnings for our members, many of whom have to take up a second job during the off-season. Following engagement between local management and CWU Representatives, members successfully secured a minimum of 6 hours per day for the Winter Schedule in 2022 and 2023. This not only further enhances the above pay agreement but gives financial security to our members. Negotiations for securing hours for the Winter Schedule 2024, will take place over the coming months.

## Acting Allowance for Team Leaders

Members were paid an acting allowance of €6.90 per day for the Acting Team Leader Role. The Union secured an increase of €2.50 per hour and a guarantee of 8 hours per shift while fulfilling this duty. This represents a very positive increase from €6.90 to €18.75 per day.



## BT ECAS (999)

CWU members in ECAS, otherwise known as the 999 service, are campaigning to organise and unionise their workplace, achieve Union recognition and win improvements to their terms and conditions of employment. The ECAS contract is a state contract which BT Ireland won the rights to after a public tendering process. It operates across two sites in Ballyshannon and Navan.

The campaign began in November 2022 when the CWU was contacted by operators from ECAS in relation to what they described as a “toxic” culture within their workplace where concerns around bullying by management were not being adequately addressed. Following several meetings, a number of CWU activists from ECAS attended CWU Head Office for organising training and campaign planning. The key issues that the operators are campaigning to address have been identified and are as follows:

- Union recognition
- Pay
- On Call Allowance
- Lead OP Position
- Majors Policy
- Availability of Annual Leave

The campaign has involved numerous members meetings and several collective actions including surveys and petitions to management. All these actions were extremely well supported, and Union membership has continued to grow as the campaign has progressed.

Local Representatives and officials from CWU Head Office have communicated the issues to BT management and sought to meet to progress matters on several occasions.

BT’s response to those requests has been extremely intimidating and included serious Union-busting tactics such as workers being summoned to onsite meetings where senior BT management warned that unionising their workplace was an “act of self-harm”.

Notwithstanding the intimidatory tactics that have been adopted by BT, the campaign has seen significant success in terms of improvement to the Lead Op, On Call allowance and pay. The Company have tried to attribute these increases to their own internal engagement mechanism. However, staff are under no illusions that these wins were achieved through the power that workers have built through their Union and the pressure they have put on Company management.

After a year of campaigning and given BT’s absolute refusal to engage with the Union, workers were left with no choice but to conduct a ballot for industrial action up to and including all out strike action.

The ballot was supported by 82% of members.

The overwhelming support for the ballot for industrial action in the face of managements approach is a testament to the character and resolve of CWU members in ECAS who are fighting to have their voice heard by their employer.

At the same time, the operators understand the essential nature of the work they do and are eager to act responsibly and maturely by making every effort not to cause any undue disruption to what they recognise as a vital public service. Therefore, to exhaust every avenue possible before taking any action mandated by the ballot, Members decided to refer the matter to the WRC conciliation services.



Regrettably, BT also refused that invitation. It is deeply concerning to the CWU that a Company who are operating a state contract and receiving state funds can simply refuse to engage with the industrial relations machinery of the state.

The treatment of the ECAS operators raises fundamental questions about the process of public procurement in Ireland.

This is particularly relevant in the context of the forthcoming EU Directive on Adequate Minimum Wages which will be transposed into Irish law in November 2024. That directive has an objective of 80% collective bargaining coverage within the state once it comes into operation.

Given the acceptance and acknowledgment at a European and Governmental level of the important role that Trade Union recognition and collective bargaining plays in our society, BT's attitude toward their staff is reprehensible and contrary to the shifting political and social consensus.

Essentially, the plight of the ECAS workers is an example of all that is wrong with the current legislative landscape when it comes to workers' rights in Ireland. This example should serve to inform how the EU directive is transposed into Irish law and provision should be made within the legislation that all state contracts that are awarded to employers must include a provision which makes Union recognition, access to Organise workers and collective bargaining a prerequisite to the awarding of a state contract.

In the meantime, CWU members in ECAS are continuing their fight and at the time of writing are engaged in a political campaign to bring pressure on BT to engage with the CWU through the WRC. If unsuccessful, and having exhausted all avenues available to them, members will consider how to action the clear mandate that they have for industrial action.

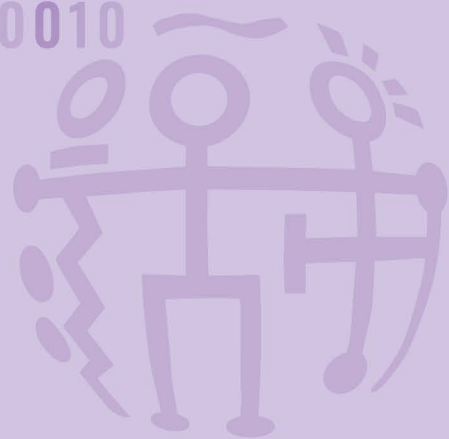
*Documents can be accessed by clicking the link below:  
(only available in the online version of this report)*

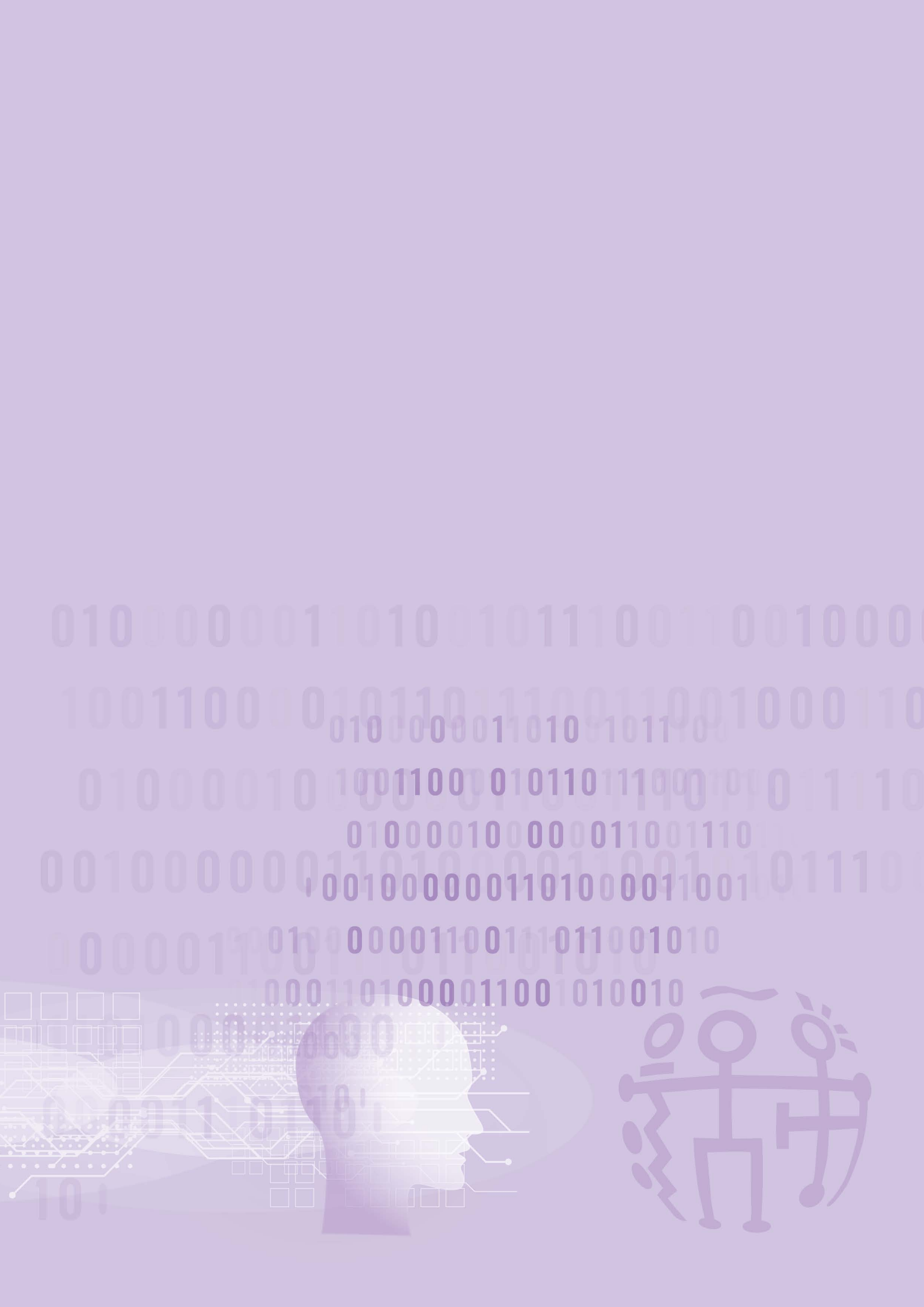
**Letter to BT Management Regarding ECAS workers**

**Tensions at 999 call centres as workers 'bid' for holidays 18 months in advance.pdf**



# Status of Motions Passed at Biennial Conference 2022





# Motions Passed and Remitted at General Conference 2022

## CHAPTER 3 – ORGANISING AND CAMPAIGNING

### *Motions Passed*

#### **Motion 1**

Conference condemns the ongoing occupation of Palestine, blockade of Gaza, and the abhorrent crime of apartheid being committed by the Israeli state in the Occupied Palestinian Territories and Israel itself. Trade Unions must play a leading role in supporting Palestinians in their peaceful struggle for self-determination. Therefore, Conference instructs the incoming NEC to actively campaign for the introduction of the Occupied Territories Bill and conduct an awareness-raising campaign within our Union around the consumer boycott, as tangible acts of solidarity with our brothers and sisters in Palestine.

**WATERFORD POSTAL BRANCH**

#### **Status:**

The situation in the middle east has deteriorated to a horrifying level. Through our affiliates UNI Global and ICTU, the Union continues to support the campaign, which is ongoing.

#### **Motion 2**

Conference condemns any system which allows ordinary working people to fall through the poverty safety net. Conference instructs the incoming NEC to commence, in conjunction with other progressive Unions and the ICTU, a national campaign under the heading of “Work Must Pay” that utilises all tactics available, including political engagement and, if necessary, mass national demonstrations, in order to secure legislation which would see a Living Wage as a basic entitlement for workers in Ireland.

**DUBLIN POSTAL CLERKS BRANCH**

#### **Status:**

The Union is actively involved in the campaign for a living wage, with National Officer Fionnuala Ní Bhrógáin on the Low Pay Commission.

#### **Motion 3**

Climate change is the single biggest issue we all have to face as a planet, as a country, and as workers. As well as supporting a just transition, the CWU should reflect on its own contribution to combating climate change. Conference instructs the incoming National Executive Council to conduct a review of the environmental impact of the CWU, identify opportunities to lower its carbon footprint, including the use of solar energy, remote working/meetings, and electric vehicles, and to create an environmental policy to ensure that environmental impact is kept as minimal as possible.

**VODAFONE BRANCH**

#### **Status:**

The CWU has installed two beehives on the roof of Union Headquarters. We have also installed solar energy panels and low emission lighting. We intend to install electric vehicle charge points. Further initiatives are also in place to reduce the use of paper.. The facilities for holding remote meetings have been completely updated. Representatives are encouraged to use public transport where possible when travelling on Union business.

## Motion 4

Organising and recruitment is an essential part of the new CWU strategy and we should recognise the challenges that make this task difficult, especially in call centres and retail. Organising these workers should be treated as an ongoing concern as turnover of staff in these areas is high and motivating and engaging members, younger members in particular, to get more involved in the Union is not easy. Conference instructs the incoming National Executive Council to set up a 'Retail/Call Centre Organising Forum' to exchange common experiences and ideas regularly among these groups of workers to develop strategies to improve our organising campaigns.

### VODAFONE BRANCH

#### **Status:**

The Union established a Retail/Call Centre Organising Forum. The CWU Seminar held in Waterford, was dedicated to organising, recruitment and retention, together with focusing on best use of resources.

# Motions Passed and Remitted at Postal/Courier Occupational Conference 2022

## CHAPTER 10 – PAY PENSION AND ALLOWANCES

### *Motions Passed*

#### **Motion 5**

That Conference instructs the incoming NEC to seek to have pay progression while acting-up to a higher duty in An Post based on reaching each year on an accumulative basis, rather than the current system of progressing each year on a continuous basis.

**DUBLIN MAILS MANAGERS' BRANCH**

#### **Status:**

The Union lodged this claim at the JCC and is participating in a joint review the Acting-up policy.

#### **Motion 6**

Mindful of the fact that some delivery duties are now performed on an e-trike, Conference instructs the incoming National Executive Council to seek agreement with An Post to introduce an allowance for e-Trike use.

**DUBLIN POSTAL DELIVERY BRANCH**

#### **Status:**

The Union secured an allowance of €15 per week paid to those using e-trikes, following the implementation of the new design at each DSU.

#### **Motion 7**

Conference instructs the incoming National Executive Council to seek agreement with An Post for an increase on the Eating-on-Route Allowance to reflect the recent increases in CPI and inflation.

**DUBLIN POSTAL DELIVERY BRANCH  
CORK POSTAL BRANCH**

#### **Status:**

Eating on Route Allowance is reviewed on a biennial basis with the most recent review due to be finalised in January 2024. The review takes into account changes in the Consumer Price Index for food and non-alcoholic beverages over the previous two-year period. Since the last review, the impact of inflation has caused CPI to increase substantially. The Union has sought payment of the increase due since 1st January 2024, however the Company has identified a revenue issue that would make the full amount taxable if paid. Discussions are ongoing.

#### **Motion 8**

Conference acknowledges the pay inequality that exists in grades throughout An Post because of various productivity agreements. Conference further acknowledges the ongoing agreement around the continued 50:50 sharing of savings achieved and particularly the potential savings to be achieved during the proposed HQ relocation. In the event of these savings being achieved, Conference instructs the incoming NEC to seek a comparative pay rise equal to the percentage value of the consolidation of Change Allowances achieved for other grades, for the grade of Clerk.

**DUBLIN POSTAL CLERKS BRANCH**

#### **Status:**

The Union agreed a revised Universal Pay Scale with a 2% increase in pay on each incremental point



with 3% at the max of the scale, effective from the 1st of January 2024. These increases are fully pensionable. A further review of the pay scale will take place with the aim of reducing the number of increments in addition to increasing the starting pay.

### Motion 10

Conference instructs the incoming National Executive Council to pursue An Post for the reintroduction of the thirteen (13) week overtime average payment for all staff while on Annual Leave.

#### DUBLIN POSTAL AMALGAMATED BRANCH

#### Status:

The Union lodged this claim which the Company rejected on the basis the estimated cost of conceding this claim is €2.6m. Accordingly the claim was disagreed.

### Motion 11

Cognisant of the disparity in pay between members of staff in An Post that have a Change Allowance and those that do not, Conference instructs the incoming National Executive Council to seek further consolidation of the Change Allowance, in addition to seeking additional increments to the basic pay of all staff.

#### DUBLIN POSTAL AMALGAMATED BRANCH

#### Status:

As part of the Transformation Agreement staff not in receipt of the Change Allowance will receive the following payments:

- A 3% change allowance effective from 1st July 2024.
- Additional 2% change allowance effective from 1st January 2025.
- The 3% will be consolidated on 1st January 2025; and
- The 2% will be consolidated on 1st January 2026.

### Motion 12

Conference recognises the impact that the Pension Accord is having on our current pensioners and also the impact on future pensions as a result of that Accord, and in particular, increases in pensionable pay being linked to CPI, which is having a severe impact on pensionable pay.

Conference also recognises that, as part of the current pay deal, there is a commitment to conclude the review of the pension scheme.

Therefore, Conference instructs the incoming National Executive Council to seek from An Post the abolition of pensionable pay being linked to CPI so that any future increases in pay are pensionable.

#### DUBLIN MAILS MANAGERS' BRANCH

#### Status:

The review of the Pension Accord was completed with the assistance of the Labour Court and provided for increases in pensionable pay, pensionable allowances, and a decrease in actuarial reductions.

### Motion 13

Conference notes that the current Pension Accord expires in 2023. This Conference instructs the incoming National Executive Council to seek from An Post the removal of the actuarial adjustment that is currently applied to both the pension and lump sum of members that retire before their normal retirement age.

#### DUBLIN POSTAL AMALGAMATED BRANCH

#### Status:

The review of the Pension Accord was completed with the assistance of the Labour Court and provided for increases in pensionable pay, pensionable allowances, and a decrease in actuarial reductions.

## Motions Remitted

### Motion 9

Conference instructs the incoming National Executive Council to actively pursue An Post for pay parity for staff not in receipt of the C&D Allowance so that all postal staff are on the same money.

**LETTERKENNY POSTAL BRANCH  
KILLARNEY/SOUTH-KERRY POSTAL BRANCH**

#### Status:

As part of the Transformation Agreement staff not in receipt of the Change Allowance will receive the following payments:

- A 3% change allowance effective from 1st July 2024.
- Additional 2% change allowance effective from 1st January 2025.
- The 3% will be consolidated on 1st January 2025; and
- The 2% will be consolidated on 1st January 2026.

## CHAPTER 14 – PARTNERSHIP & JOINT WORKING

### Motion 14

Conference instructs the incoming National Executive Council to seek agreement with An Post that members involved in an Accident on Duty should receive full pay and all due allowances for the duration of the sick absence associated with any such Accident on Duty.

**DUBLIN POSTAL DELIVERY BRANCH**

#### Status:

Currently staff involved in an accident on duty receive full pay for six months and half pay for a further six months. While the Company is not prepared to change this, it remains under discussion.

### Motion 15

Conference instructs the National Executive Council to seek agreement from An Post to provide more durable, heavy-duty uniforms for HGV drivers.

**CORK POSTAL BRANCH**

#### Status:

A trial of heavy-duty trousers commenced early in the New Year and the results should be available in advance of Conference.

### Motion 16

Conference instructs the incoming National Executive Council to seek an agreement with An Post that there will be no further implemented changes (realignments, redesigns, etc) at DSUs where there are accommodation issues and that such changes will not take place in these DSUs until the accommodation issues are dealt with properly and they are fit for purpose.

**NORTH-KERRY POSTAL BRANCH**

#### Status:

The Union reviews accommodation issues at the JAC and on a case-by-case basis is supportive Branches who highlight accommodation issues as part of realignments or redesigns.

### Motion 17

Conference instructs the incoming National Executive Council to seek from An Post a review of Occupational Health Services so it can made fit for purpose and be of a standard which fulfils the needs of members.

**KELLS POSTAL BRANCH**

#### Status:

A review of Occupation Health is ongoing.

## CHAPTER 15 – AN POST GENERAL

### Motion 18

Mindful of the fact that An Post is filling senior management positions with personnel from the private sector, this Conference instructs the incoming National Executive Council to insist with An Post management that those personnel are made fully aware of the long-standing relationship that the Company has with the CWU and that agreement with the CWU is necessary to progress any new changes.

#### DUBLIN POSTAL DELIVERY BRANCH

#### Status:

The Union has made it clear to the Company of the requirement to adhere to agreements and the Company has confirmed that it will.

### Motion 19

An Post senior management has stated its intention to move the Company HQ from the GPO to a new office location in Dublin and, in conjunction, introduce new ways of working for all staff involved. Conference instructs the incoming NEC to seek, in line with the ICTU policy, a pilot four-day working week for staff affected by this proposed relocation and the subsequent changes to their ways of working.

#### DUBLIN POSTAL CLERKS BRANCH

#### Status:

The Union has lodged this claim at the JCC and is seeking a pilot take place in the EXO. The Company response is that it has introduced hybrid working which reduces the time required to attend in the office. It has agreed however to consider it further, once hybrid working is bedded in.

### Motion 20

Conference acknowledges the ever-changing labour landscape and employers' attempts to erode decent jobs through the use of exploitative business practices. Conference instructs the incoming NEC to oppose, by any means necessary, any future An Post Company plans that involve bogus self-employment, the gig economy, or the outsourcing of clerical, mails processing or last-mile delivery work which currently is or can be carried out by our members.

#### DUBLIN POSTAL CLERKS BRANCH

#### Status:

This is Union policy, and the Company remains supportive of this.

### Motion 21

Conference instructs incoming National Executive Council to seek agreement with An Post for a 'Post-COVID Strategy' for all mail streams, with particular focus on letter volumes.

#### GALWAY POSTAL BRANCH

#### Status:

Discussions are ongoing with the Company to grow mail volumes.

### Motion 26

Conference instructs the incoming National Executive Council to pursue An Post to make available to all members a HR manual outlining all the benefits and entitlements as part of their employment.

#### DUNDALK POSTAL BRANCH

#### Status:

The Union is seeking that all staff, regardless of where they work, should have access to all their HR information. Discussions are ongoing.

### Motion 27

Conference instructs the incoming National Executive Council to request from An Post an increase in Bereavement Leave in line with Civil Service departments.

**SLIGO POSTAL BRANCH**

#### Status:

The Union lodged this claim at the JCC and sought similar arrangements to those introduced in the Civil Service. The Company rejected the claim, as it was cost increasing. However they acknowledge, not all staff are able to return to work immediately following a bereavement. While it does not wish to increase the limits in all cases, it agreed to refer for review by a Sub-Committee.

### Motion 28

Conference instructs the incoming National Executive Council to engage with An Post to update the Adverse Weather policy so that, when a Red Weather Warning is issued by Met Éireann, all services within that area are suspended for the duration of the Red Weather Warning.

**WEST-CORK POSTAL BRANCH**

**CORK POSTAL BRANCH**

#### Status:

A review of the Adverse Weather Policy was completed in November 2021 and red weather warnings encompassed by the review. The Company and Union are obliged to adhere fully to this policy.

### Motion 29

Conference instructs the incoming NEC to seek to have the An Post policy on voluntary transfer for working locations (Mails & Parcels) extended to all our members in Mails & Parcels.

**DUBLIN MAILS MANAGERS' BRANCH**

#### Status:

The Union has lodged this claim at the JCC. As part of the Transformation Agreement we agreed to examine career development and progression for the Clerical/Management Group.

### Motion 30

Conference instructs the incoming National Executive Council to address the gross disparity nationally regarding Christmas overtime in An Post and bring a new proposal to the Company that gives all members of the Union equality.

**KILKENNY POSTAL BRANCH**

#### Status:

Christmas/Peak arrangements was finalised with the assistance of the Monitoring Group in 2022. The agreement contained for the first time a minimum 45 hours for all delivery staff nationwide. In 2023 this minimum was increased with specific focus on redesigned offices.

### Motion 31

Conference instructs the incoming National Executive Council to secure from An Post an agreement that the national Christmas arrangements be concluded far earlier in the year.

**KILKENNY POSTAL BRANCH**

#### Status:

In line with the Monitoring Group Determination in 2022, discussions commenced on arrangements for 2023 with arrangements finally agreed in early November 2023.

## *Motions Remitted*

### **Motion 22**

Conference instructs the incoming National Executive Council to ensure that An Post shows staff their Annual Leave entitlement on their payslips.

**WEST-CORK POSTAL BRANCH**

#### **Status:**

The Union is seeking that all staff regardless of where they work should have access to all their HR information, which would include annual leave. Discussions are ongoing.

### **Motion 23**

Conference instructs the incoming National Executive Council to engage with An Post to have all hours of agreed overtime bankable and used as days in lieu up to ten (10) days.

**BIRR/ROSCREA POSTAL BRANCH**

#### **Status:**

The Union has lodged a claim at the JCC for the option of using any overtime to accrue leave in lieu. However the Company has rejected this claim.

## **CHAPTER 15 – MAILS AND PARCELS**

### **Motion 32**

Mindful of the fact that rural duties receive multiple items of election/referendum material for individual households, Conference instructs the incoming National Executive Council to seek agreement with An Post that these duties are given extra resources for processing of this material during election/referendum campaigns.

**DUBLIN POSTAL DELIVERY BRANCH**

#### **Status:**

Under discussion for the upcoming European/Local Elections.

### **Motion 33**

Conference instructs the incoming National Executive Council to ensure that An Post's new DSU redesign process includes resources that are required to enable members to complete their deliveries within their scheduled finishing time.

**DUBLIN POSTAL DELIVERY BRANCH**

#### **Status:**

As part of the agreed redesign process Branches have input to the Company plans. A review of the first tranche of offices implemented is underway.

### **Motion 34**

With the new scanners now in place for over two (2) years, Conference instructs the incoming National Executive Council to pursue An Post to have a review of the scanners and identify any errors or upgrades that may need addressing.

**DUNDALK POSTAL BRANCH**

#### **Status:**

The Union has engaged with the Company to ensure that all upgrades to scanners have taken place and that all changes to procedures in the use of the scanners are flagged with members. It has to be acknowledged that complaints in relation to scanners have decreased.

**Motion 35**

Conference instructs the incoming National Executive Council to seek to ensure that all new fleet vehicles, either bought or hired by An Post, are fitted with both an automatic gearbox and air conditioning.

**KILMALLOCK & DISTRICT POSTAL BRANCH****Status:**

The Union is discussing the specifications for new vans with the Company. We have agreed to meet quarterly to review all transport related issues. It is the Company's long term intention over time to have a fully automatic fleet.

**Motion 37**

Conference instructs incoming National Executive Council to seek agreement with An Post to reintroduce Riposte arrangements in DSUs.

**GALWAY POSTAL BRANCH****Status:**

The Union has raised this with the Company, who do not see any requirement to revisit this.

**Motion 38**

Conference instructs the incoming National Executive Council to explore with An Post all options associated with Home Garaging with a view to securing an outcome that is sustainable and of mutual benefit to both the Company and our members.

**CARRICK-ON-SHANNON POSTAL BRANCH****Status:**

The Union has represented to the Company, and their response is a desire to phase out Home Garaging over time.

**Motion 41**

Conference instructs the incoming NEC to seek permission from An Post to allow staff access and use of Company charging stations.

**WATERFORD POSTAL BRANCH  
GALWAY POSTAL BRANCH****Status:**

The Union has raised this with the Company and it is giving this some consideration.

**Motion 42**

Conference instructs the incoming National Executive Council to seek an agreement with An Post that a duty holder has the right to refuse an unreasonable request from management to move off their duty to cover any absence leave without further consequences to them from the Company.

**NORTH-KERRY POSTAL BRANCH****Status:**

The Union is supportive of the content of the motion, and this remains under discussion with the Company.

**Motion 43**

Conference notes the aspirations that members have to become HGV Drivers and existing Drivers that wish to upskill their licence. This Conference instructs the incoming NEC to seek from An Post the rollout of a HGV Apprenticeship Programme and make it available to all members.

**DUBLIN POSTAL AMALGAMATED BRANCH****Status:**

The Company has advanced proposals for an apprenticeship programme with the Union which is currently under discussion.



**Motion 44**

Conference instructs the incoming National Executive Council to seek from An Post a waiver on re-direction fees for staff who are affected by the Mica/Pyrite crisis and who will have to relocate during the demolishing and re-building process of their family homes.

**LIFFORD/INISHOWEN POSTAL BRANCH**

**Status:**

The Union has lodged this claim at the JCC. The Company is not prepared to concede the claim which has been disagreed.

*Motions Remitted***Motion 36**

Conference instructs the incoming NEC to have An Post immediately cease the reduction of vertical slot benches by way of inserting double slots where there were single slots, as this practice is making work more difficult for Postal Operatives.

**WATERFORD POSTAL BRANCH**

**Status:**

Under the test and learn process the Company has agreed to share any information on the layout of benches with the Union.

## CHAPTER 15 – CLERICAL, ADMINISTRATION & RETAIL

**Motion 45**

That this Conference recognises the flexibility of An Post Retail staff in maintaining services where absence is regularly absorbed or business spikes during Peak increases workload within opening hours, and therefore instructs the incoming National Executive Council to negotiate tangible recognition of same from An Post by way of One4All vouchers or other reward, calculated by reference to notional serving hours warranted against measurement standards versus actual hours worked during Peak, or where absence is absorbed.

**CARLOW POSTAL BRANCH**

**Status:**

This is the subject of discussion with the Company.

**Motion 46**

Conference instructs the incoming National Executive Council to pursue with An Post sufficient licences for the current Workflow Application System or a new system that is fit for purpose to process State Savings work.

**GALWAY POSTAL BRANCH**

**Status:**

The Company is reviewing State Savings and this will be subject of discussion with the Company as part of that process.

## CHAPTER 15 – AN POST SUBSIDIARIES

**Motion 47**

Conference notes that An Post is in the process of moving its Headquarters to the EXO Building. This Conference instructs the incoming NEC to ensure that all Sodexo staff, both in the GPO and DMC, are paid a Living Wage in advance of this move.

**DUBLIN POSTAL AMALGAMATED BRANCH**

**Status:**

Agreement concluded for members in Sodexo.

# Motions Passed and Remitted at eCommunications Occupational Conference 2022

## CHAPTER 21 – EIR NETWORKS

## CHAPTER 22 – APPRENTICE PROGRAMME

## CHAPTER 23 – RETAIL/FOTS

## CHAPTER 27 – TRANSPORT & FACILITIES

### *Motions Passed*

#### **Motion 48**

Conference recognises the disparity between the Annual Leave entitlements of COTs and that of NRT/NFTs (former apprentices). Conference instructs the incoming National Executive Council to amend this disparity and seek to increase with eir the Annual Leave entitlements of NRT/NFTs to that of their COT colleagues.

**DUBLIN NO.2 BRANCH**

#### **Status:**

JCC Claim 030523 (i) – This claim is lodged and at the time of writing the Company have not made a decision.

#### **Motion 49**

Conference instructs the incoming National Executive Council to conduct a root and Branch review of the NRT model within eir with a view to:

- (a) Assessing the impact of deployment on our members
- (b) Assessing the impact of being on-call on our members
- (c) Reassessing the need for the current one-in-four rota
- (d) Renegotiating the remuneration for NRT liabilities, as it is unjustifiably low

**DROGHEDA DISTRICT BRANCH**

#### **Status:**

JCC Claim 030523 (j) – CWU NRT survey completed. Terms and conditions are included in pay discussions with the Company.

#### **Motion 50**

Conference instructs the incoming National Executive Council to seek a clear and transparent process to be implemented for members that work as NRT Technicians within eir who wish to return home after long-term periods of deployment.

**CORK DISTRICT BRANCH**

#### **Status:**

JCC Claim 030523(k) – with Company. Recruitment of new apprentices should reduce the need for long term deployment.

**Motion 51**

Conference instructs the incoming National Executive Council to ensure that all future Apprentices, on successful completion of their training by eir, are permanently headquartered within 100km of their home address with their agreement.

**SLIGO DISTRICT BRANCH**

**Status:**

JCC Claim 030523(l) – In discussions with Company, the revised recruitment policy of targeting specific areas should help address this.

**Motion 52**

Conference instructs the incoming National Executive Council to ensure that all future Apprentices employed by eir and who join the CWU be given the option to join their local Branch.

**SLIGO DISTRICT BRANCH**

**Status:**

Agreed. Head Office to implement on the basis of input from Branches.

**Motion 53**

Conference instructs the incoming National Executive Council to ensure that the Company continue with the Apprenticeship Programme in order to address the retirement/pension cliff the eir is facing.

**SEÁN CONNOLLY WATERFORD DISTRICT BRANCH**

**Status:**

JCC Claim 030523(m) – Agreed. New apprentice program agreed for 2023 and 2024 also Core Trainee Techs recruitment to continue.

**Motion 54**

Conference instructs the incoming National Executive to ensure that home location, family circumstances, and work/life balance within eir play a key role in determining Apprentice assignment to teams.

**SEÁN CONNOLLY WATERFORD DISTRICT BRANCH**

**Status:**

JCC Claim 030523(l) – In discussions with Company -the revised recruitment policy of targeting specific areas should help address this.

**Motion 55**

Conference instructs the incoming National Executive Council to review the requirement for NRT staff (former Apprentices) to work a one-in-four rota. In developing/agreeing a new rota schedule, consideration should be given to enhanced work/life balance.

**GALWAY DISTRICT BRANCH**

**Status:**

JCC Claim 030523(n) – Included in pay discussions with the Company.

## CHAPTER 19 – eir JCC

### *Motions Passed*

**Motion 56**

Conference instructs the incoming National Executive Council to negotiate with eir to have the Working from home Tax Free allowance of €3.50 paid to all staff that can avail of this facility.

**EIR NATIONAL MANAGERS' BRANCH**

**Status:**

JCC claim 220922(a) – The Union has submitted this claim at the JCC. The Company has stated that it is not prepared to pay this allowance. The claim is rejected.

**Motion 57**

Conference instructs the incoming National Executive Council to seek to elevate all NFT staff and former Apprentice NRT staff to the grade of COT1 and move them to the relevant pay band once they have reached their maximum salary through increments.

**DROGHEDA DISTRICT BRANCH**

**Status:**

JCC claim 220922(c) – included in current pay discussions with the Company.

**Motion 58**

Conference instructs the incoming National Executive Council to ensure that all emergency call-outs be paid at double time.

**SLIGO DISTRICT BRANCH**

**Status:**

JCC Claim 030523(c) – The Union has submitted this claim at the JCC. The Company are satisfied the current process is adequately compensated so reject this claim.

**Motion 59**

Conference instructs the incoming National Executive Council to negotiate with eir to have the relevant Revenue allowances/reliefs for remote/agile working catered for by the Company payroll at source so that members would automatically receive the relevant benefits.

**DUBLIN NO.1 BRANCH**

**Status:**

JCC Claim 030523(d) - The Union has submitted this claim at the JCC - Rejected by the Company based on the requirement for employees to submit supporting documentation would generate too much work for HR – Company did commit to publishing a step-by-step guide on the HR portal to assist staff wishing to avail of these reliefs.

**Motion 60**

Conference instructs the incoming National Executive Council to engage with eir with a view to reviewing the pay/bonus/allowance structure in the OECC to make it more beneficial to the staff there.

**DUBLIN NO.1 BRANCH**

**Status:**

Pending. Company-wide pay negotiations are currently ongoing.

**Motion 61**

Conference instructs the incoming National Executive Council to negotiate with eir to seek to ensure that NRT Technicians have the opportunity to progress to the same maximum pay scales as the COT1. NRT Technicians carry out the same range of duties as the COT1 and therefore should have the opportunity to achieve the same maximum wage. All NRT Technicians should have the opportunity to progress to this maximum wage within five (5) years.

**LIMERICK DISTRICT BRANCH**

**Status:**

JCC claim 220922(c) – Pay parity is included in pay discussion with the Company.

**Motion 62**

Conference instructs the incoming National Executive Council to engage with eir to provide a comprehensive health insurance package for all employees and their families.

**CORK DISTRICT BRANCH**

**Status:**

JCC claim 220922(b) – The Union has submitted this claim at the JCC. The Company have rejected the claim on the basis of the costs involved.

**Motion 63**

In light of the immense importance of the health and wellbeing of staff and in order to reduce staff churn, Conference instructs the incoming National Executive Council to negotiate with eir a fully-paid health insurance plan for all employees.

**LIMERICK DISTRICT BRANCH**

**Status:**

JCC claim 220922(b) - The Union has submitted this claim at the JCC. The Company have rejected the claim on the basis of the costs involved.

## CHAPTER 19 – PAY AND BONUS

### *Motion Passed*

**Motion 65**

Conference instructs the incoming National Executive Council to ensure that the FLM and SOM pay band, min and max, move in line with annual pay awards across the Company and that the NEC acquire from the Company its plan on delivering on its commitment of movement for FLMs and SOMs to the max of their pay band within 4-5 years.

**EIR NATIONAL MANAGERS' BRANCH**

**Status:**

JCC Claim 260123(b) – Movement in the bands is included in current pay discussions with the Company.

### *Motion Remitted*

**Motion 66**

Conference instructs the incoming National Executive Council to negotiate a once-off salary increase of 10% for all CWU members. The once-off increase is to help combat the cost of living due to inflation running at nearly 5% this year.

**EIR NATIONAL MANAGERS' BRANCH**

**Status:**

Remitted.

## CHAPTER 20 – eir SUPERANNUATION

### *Motions Passed*

**Motion 67**

Conference instructs the incoming National Executive Council to seek an enhanced pension benefit between age 60 and the qualifying age for a contributory state pension for those members of staff

that are also members of the eircom Defined Benefit Pension Scheme but paying Full-Rate PRSI contributions. As Full-Rate PRSI contributors, their pensionable salary is reduced by twice the value of the contributory state pension as per scheme rules. However, this leaves a shortfall for retirees between age 60 and the qualifying age for a contributory state pension.

#### CORK DISTRICT BRANCH

##### **Status:**

JCC Claim 030523(e) – In discussions with Company.

##### **Motion 68**

Conference instructs the incoming National Executive Council to negotiate with eir an increase to their yearly contribution to the Eircom Pension Fund No.2, to ensure the Fund has the monies available to increase pension payments to at least match cost of living increases.

#### LIMERICK DISTRICT BRANCH

##### **Status:**

JCC Claim 030523(f) - The Union has submitted this claim at the JCC - The Company have rejected the claim on the basis that, actuarially, the Company's contribution to the fund have been found to be sufficient.

##### **Motion 69**

Conference instructs the incoming National Executive to make the NRT (former Apprentice) allowance/payment DC pensionable.

#### DUBLIN NO.2 BRANCH

##### **Status:**

JCC Claim 030523(o) – Currently the DC scheme allowances not included in scheme. Further discussions with Company required.

##### **Motion 70**

Conference instructs the incoming National Executive Council to seek agreement with eir on a policy process for Death in Service, that will lay out a clear, transparent and timely procedure to be applied following a worker's death.

#### DUBLIN NO.1 BRANCH

##### **Status:**

JCC Claim 220922(d) – The Company have accepted this claim and will share the agreed procedure when finalised.

## CHAPTER 20 – eir CUSTOMER SERVICES

### *Motion Remitted*

##### **Motion 71**

Conference instructs the incoming National Executive Council to negotiate with eir that the present two (2) year loyalty bonus offered to call centre staff be made permanent.

#### SLIGO DISTRICT BRANCH

##### **Status:**

Remitted on the basis of negotiations for an expedited pay agreement for the Call Centres, which was delivered. Seeking a re-instatement or re-negotiated loyalty bonus remains the Union position.



## CHAPTER 26 – HEALTH & SAFETY

### Motion 72

Conference instructs the incoming National Executive Council to ensure that the tools (testing, etc) are to a standard that is expected for our members in eir to undertake their daily work.

**GALWAY DISTRICT BRANCH**

#### Status:

JCC Claim 030523(g) – Agreed. Company is satisfied that the procurement process of new tools/ equipment is of the highest standard but willing to look into any specific case that suggests otherwise.

## CHAPTER 28 – EQUALITY

### Motion 73

Conference recognises that the current bereavement leave in eir is inadequate, therefore Conference instructs the incoming National Executive Council to engage with eir management to increase Bereavement Leave to such levels as enjoyed by our colleagues in the Civil Service.

**DUBLIN NO.2 BRANCH**

#### Status:

JCC claim 250123(a) – In discussions with Company.

### Motion 74

Conference instructs the incoming National Executive Council to negotiate with eir to have sixteen (16) weeks paid parental leave for all employees to be taken within the first 104 weeks (2 years) of the child's birth.

**CORK DISTRICT BRANCH**

#### Status:

JCC claim 250123(b) – In discussions with Company.

### Motion 75

Conference instructs the incoming National Executive Council to negotiate with eir such changes to its Bereavement Policy that would extend the definition of immediate relative to cover inclusion of siblings-in-law, so that members would be granted leave in the event of the death of a sibling-in-law.

**DUBLIN NO.1 BRANCH**

#### Status:

JCC claim 250123(a) – In discussions with Company.

### Motion 76

Conference instructs the incoming National Executive Council to engage in discussions with eir management as a matter of urgency to seek to attain meaningful employment within eir for our members who have unfortunately become differently abled as a result of injury or illness.

**DUBLIN NO. 2 BRANCH**

#### Status:

JCC claim 250123(c) was submitted to the Company. The Union has engaged with the Company on this through the JCC Diversity Subcommittee and we have discussed the Union's recommendations around reasonable accommodation. The Company noted same and has committed to proactively addressing issues with employees as they arise

## CHAPTER 30 – KN/CIRCET

### Motion 77

Conference, mindful of the high levels of non-fluid work and “no replays” dispatched to the field (that seriously impacts the earning potential of our members), instructs the incoming National Executive Council to pursue a reduction in overall levels of non-fluid work.

**KN NETWORKS**

#### Status:

With the Company. Current demand levels making it difficult to implement a solution.

### Motion 78

Conference instructs the incoming National Executive Council to negotiate a % pay increase in line with inflation for our KN Branch Membership.

**KN NETWORKS**

#### Status:

Pay claim lodged – await Company response, survey issued to commence member campaign.

### Motion 79

Conference instructs the incoming National Executive Council to pursue a Call-out Allowance and minimum payment for our KN Network members who are requested to respond after-hours to network emergencies.

**KN NETWORKS**

#### Status:

The Company has rejected this claim.

## Emergency Motions Passed at Biennial Conference 2022

### EMERGENCY MOTION NO.1

Due to the extraordinary rise in inflation, our members will be financially worse off after this pay agreement.

To offset the financial loss, Conference instructs the incoming NEC to pursue An Post for an additional payment to all its members.

**Proposed by: DUNDALK POSTAL BRANCH**  
**Seconded by: CORK POSTAL CLERKS BRANCH**

#### Status:

The Union secured agreement with An Post i recognition that the cost-of-living crisis is continued into 2023 and to support the transformation programme a once off payment in November 2023, of a tax free €750 voucher, pro rata for part time staff.

### EMERGENCY MOTION NO.2

This Conference instructs the incoming NEC to condemn the actions of UPS management in its harsh, unfair, and punitive treatment of our members in UPS and to fully support a ballot for industrial action, up to and including strike action, should it be necessary.

**Proposed by: UPS BRANCH**  
**Seconded by: DUBLIN POSTAL DELIVERY BRANCH**

#### Status:

The strategic approach as outlined at Conference was successful and all issues addressed to the satisfaction of the Union.

# The Value Added Benefits of being a Member of the CWU



## SOCIAL BENEFIT FUND

This fund provides financial support to 'In Benefit' members who pay a 1% subscription and have gone on to reduced pay due to a long-term sick absence at the following rates:

Full-Time (up to 37.5hrs)	Part-Time 1 (up to 30hrs)	Part-Time (up to 23hrs)
€120 per week	€80 per week	€40 per week

This means after continuous membership contributions of one year, an "In Benefit" member on **half pay or pension rate of pay/ TRR** as a result of illness/injury may be eligible to claim financial assistance from the Social Benefit Fund. Such Sickness Benefit may be paid for a **maximum of 12 months in any period of 4 years** in accordance with the above rates, based on weekly hours of employment.

## MORTALITY FUND

This scheme provides financial assistance to members, or a member's family who have suffered a bereavement. An "In Benefit" member may be paid €685 on the death of their spouse/civil partner. The estate of an "In Benefit" member may be paid €5,080 on their death.

## CHILDREN'S BENEFIT SCHEME

In the event of a member's death in service, a sum of €20 per week (paid monthly) may be paid in respect of each child registered with the Scheme, until that child reaches the age of 18 years. The scheme is a FREE benefit to all members.

## LEGAL AID

Assistance is provided to "In Benefit" members of the Union in certain circumstances and subject to certain conditions in relation to:

- Offences under Road Traffic Acts
- Compensation claims
- Inquests
- Wills
- Certain legal advice

## MEDICAL FUND

The medical fund is an optional extra for members and costs €3 per week. Members may claim for themselves, their spouse/civil partner, and their children up to the date of their 18th birthday, at the following rates:

- Dental Grant Up to €305
- Optical Grant Up to €152
- Surgical & Medical Appliances Up to €152

The annual cost works out at €156, and the annual potential benefit is €609.

## EDUCATIONAL GRANT SCHEME

This Scheme is aimed at providing support to members and their families at various stages of their education. A draw is held annually by the National Executive Council and financial assistance is paid out to successful applicants at the below rates.

### THIRD LEVEL EDUCATION

Four grants of up to €2,000 x 4 years of study (Max)

#### Second Level Education

Thirty grants of €400

#### Primary Level Education

Thirty grants of €350

#### Gaeltacht Course

Twenty grants of €350

## HARDSHIP FUND

This fund is overseen by the Finance Committee and provides financial assistance on a case-by-case basis to members who are experiencing financial difficulties in their life.

## MEDISAN FUND

The Medisan Fund is an independent entity that is run in conjunction with the CWU. The cost of membership is €1.50 per week. The fund provides financial assistance for a number of specified illnesses in the following way:

- Income assistance during periods of reduced pay
- Assistance towards consultations and drugs
- Assistance towards the cost of counselling and therapy
- Assistance towards the cost of convalescence
- 50% match up of VHI shortfall (up to a specified maximum)

## ROWLAND HILL MEMORIAL FUND

The fund is administered by an independent and voluntary body of Trustees and provides financial assistance to those in need due to age, poverty, and infirmity. The suggested minimum subscription is 90 cent per week.

# Communications Workers' Union

## 12th Biennial Conference 2024

### The Galway Bay Hotel, Salthill

Wednesday 17th & Thursday 18th April 2024

## Standing Orders Reports

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# Notes for Delegates

<b>ADMISSION TO CONFERENCE</b>	Before leaving home, make sure that you have your Delegate Pack.
<b>REGISTRATION</b>	Registration will take place from 6:00pm to 8:00pm on Tuesday, 16th April 2024 in the Galway Bay Hotel, Salthill.
<b>SUBSTITUTE DELEGATES</b>	If you are a Substitute Delegate, be sure that you have a letter from your Branch Secretary confirming this.
<b>OPENING OF CONFERENCE</b>	Conference opens at 9.30am on Wednesday 17th April 2024. Delegates are requested to be in the Conference Centre by 9.00am to ensure that all Delegates are seated before Conference opens.
<b>OCCUPATIONAL CONFERENCES</b>	Delegates should note that all Occupational Conferences will be held in the Galway Bay Hotel, Salthill, on Wednesday 17th & Thursday 18th April 2024. The Postal/Courier Occupational Conference and the eComms Occupational Conference will commence at 2.00pm on Wednesday 17th April 2024 and at 9.00am on Thursday 18th April 2024.
<b>STANDING ORDERS</b>	Delegates should read the Standing Orders carefully in order to avoid misunderstandings at Conference. If in doubt about any Standing Order, please consult the Standing Orders Committee, which will be available to Delegates from 6:00pm to 8:00pm at the Galway Bay Hotel, Salthill, on Tuesday 16th April 2024 and during the hours of Conference.

# 12th Biennial Conference 2024

Conference will commence at 9.30am on Wednesday 17th April 2024 in the Galway Bay Hotel, Salthill, Galway, when the President of the Union takes the Chair.

The President shall call by Rule, as per Rule 4, for the election of Tellers.

Jim McCarron, Chairperson, Standing Orders Committee.

*"I would like to welcome all the delegates to our 12th Biennial Conference here in Galway. I propose that the Agenda and Standing Orders Reports for this Conference, Nos. 1, 2, 3, 4 and 5 be adopted. Delegates please note that all Reports will be moved as one."*

Danny Hoare, Vice-Chairperson, Standing Orders Committee, to second.

The Standing Orders Committee requests that Delegates study carefully the recommendations set out in the Reports ***and if there is any matter on which they require information or about which they wish to raise any query, they should communicate with the Chairperson, Standing Orders Committee, at Union Head Office.***

The Standing Orders Committee will also be available to assist Delegates during Conference in the Standing Orders room.

Delegates who wish to see the Standing Orders Committee regarding any matter they wish to raise in connection with the Standing Orders Reports can do so between the hours of 6.00pm and 8.00pm on Tuesday 16th April 2024 in the Galway Bay Hotel, Salthill. To expedite Conference proceedings, each session of Conference will commence at the times agreed in Standing Orders Report No.2.

**Queries or information on the enclosed Standing Orders Reports should reach me as soon as possible, but not later than 6.00pm on Tuesday 16th April 2024, otherwise it will be assumed that the recommendations are acceptable to Delegates.**

## ***Standing Orders Committee, Biennial Conference 2024***

**The members of the Standing Orders Committee for 12th Biennial Conference 2024 are:**

Jim McCarron (Chairperson); Danny Hoare (Vice-Chairperson); Seán McDermott; James Moore, David Stapleton, Pat Delaney.

May I, on behalf of the Standing Orders Committee, welcome all Delegates to the 12th Biennial Conference 2024 of the Union and express the Standing Orders Committee's wish that Conference will be a success.

Yours fraternally,

**Jim McCarron**

***Chairperson***

***Standing Orders Committee***



# CWU 12th Biennial Conference, Galway 2024

## Standing Orders Committee

### Report No.1

## GENERAL CONFERENCE

**VENUE:** The Galway Bay Hotel, Salthill Galway

**DATES:** Wednesday 17th & Thursday 18th April 2024

Jim McCarron, Chairperson of the Standing Orders Committee, will present a report on the Committee's work, the Conference Agenda, Standing Orders for the government of Conference proceedings and will move:

*"That the proceedings of the Standing Orders Committee be accepted and that the Agenda and Standing Orders now presented be accepted to form the Agenda and Standing Orders for this year's Biennial Conference."*

Danny Hoare, Vice-Chairperson, Standing Orders Committee to second.

## Standing Orders

1. The Conference shall commence at 9.30am on Wednesday 17th April 2024 when the President of the Union, Mr Ivor Reynolds, shall take the Chair. The President shall preside over all general sessions of Conference. If the President, for any reason, is indisposed, Mr Frank Donohoe, Vice-President, shall take the Chair. If for any reason both the President and Vice-President are indisposed, a member of the National Executive Council shall take the Chair.
2. **BUSINESS OF CONFERENCE**
  - 2.1 The confirmation of minutes of the general sessions of the preceding Biennial Conference.
  - 2.2 Consideration of the Executive Report of the National Executive Council and of all propositions to be dealt with under the appropriate chapters of the Executive Report.
  - 2.3 Consideration of the audited accounts of the CWU and all reports connected therewith.
  - 2.4 Elect a National Executive Council.
  - 2.5 Elect a President and Vice-President.
  - 2.6 Elect a Standing Orders Committee for Conference 2026 as per Rule 4.4.
  - 2.7 Settle any other business which may be properly brought before Conference.
3. Conference will be conducted subject to the orders of business and other orders issued by the Standing Orders Committee.

4. In the event of the business of any item on the agenda being completed within the timetable, or in the event of any item being deferred pending the result of a card vote, Conference shall proceed immediately to the next item as outlined in the timetable. In the event of that item being completed within the timetable, Conference shall return to the unfinished business of the earliest uncompleted item of the agenda. If this is completed, Conference shall proceed to the next unfinished items in the order they were taken and if these are completed, Conference shall proceed to the next item on the agenda as outlined in the timetable.
5. **Procedures contained herein for speeches and motions shall apply to both General and Occupational Conferences.**
6. **All reports and documents which have been given to Delegates prior to the assembly of Conference shall be taken as read.**
7. **PROCEDURES FOR SPEECHES AND MOTIONS**
  - 7.1 The Reports standing in the name of the National Executive Council shall be moved chapter by chapter, where appropriate, by the Chairperson and in calling out the heading of a chapter the Chairperson shall be deemed to be formally moving the acceptance of that chapter. The Chairperson will call for a seconder from the floor of Conference.
  - 7.2 Following the moving and seconding of chapters of the National Executive Council Report, Motions, Amendments and Addenda to Motions relating to the chapters will be moved and seconded. The Motions, Amendments, Addenda and chapters will then be open for debate. A General Officer or a member of the National Executive Council may reply to the debate. The sponsoring Branch of a Motion has the right to reply. The Motions, Amendments, Addenda and chapters will then be voted on.
  - 7.3 Not more than one (1) item on the agenda shall be before Conference at any time.
  - 7.4 When further information on any chapter standing in the name of the National Executive Council is to hand, the information shall be given to Conference on behalf of the National Executive Council by one (1) of the General Officers or by a member of the National Executive Council immediately as the chapter is called. Questions on further information shall be answered on behalf of the National Executive Council under the direction of the Chairperson by one (1) of the General Officers or by a member of the National Executive Council.
  - 7.5 No Motion or Amendment shall be spoken upon except by the mover until it has been formally moved and seconded.
  - 7.6 The mover of a Motion, who must be a Delegate from the sponsoring Branch or the Chairperson of Conference, shall be allowed to speak for not more than five (5) minutes. Any other Delegate will be allowed to speak for not more than three (3) minutes on the business before Conference, except by the special permission of Conference. The sponsoring Branch's right to reply will not exceed three (3) minutes.
  - 7.7 A Motion to refer back or reject a chapter or part thereof of the National Executive Council Report shall be in order. The mover shall have the right to reply.
  - 7.8 When addressing Conference, Delegates must announce their name and name of their Branch. Delegates shall confine themselves strictly to the subject under discussion. If two (2) or more Delegates desire to speak at the same time, the Chairperson shall decide which Delegate has priority.

## 8. VOTING

- 8.1 Voting on all matters before Biennial Conference shall normally be by a show of hands of the accredited Delegates present. Following the announcement of a result from a show of hands any twelve (12) Delegates may rise immediately and demand a card vote. A card vote must then be taken. The Chairperson/Vice-Chairperson of the Standing Orders Committee will request the Delegates present and voting to indicate either for or against on the appropriate card as indicated by the Chairperson/Vice-Chairperson of the Standing Orders Committee.
- 8.2 The Standing Orders Committee shall be responsible for counting and recording the card vote of each Branch accredited and voting. Their decision on the result recorded on any vote will be final.
- 8.3 The voting strength of a Branch on a card vote will be in accordance with the accredited membership of the Branch, as circulated to Conference.
- 8.4 In the event of any item before Conference being the subject of a card vote, the result of which is necessary to enable Conference to proceed with other associated items, Conference will proceed to the next item of the National Executive Council Report unaffected by the card vote result or proceed as per paragraph 4 of this report. When the card vote result is announced, Conference will return to the original item provided it is within the timetable for that item or if it is not within the timetable for that item, Conference will later return to this item in preference to all other unfinished business.

## 9. PROCEDURE

- 9.1 Any Delegate who has not spoken on the matter before Conference may move that the Motion now be put, on the seconding of which the Chairperson of Conference may, without discussion, immediately put this to a vote. In the event of it being carried, Conference will proceed to vote on the question itself, subject to the right of one (1) of the General Officers to give any pertinent information and the mover's right to reply.
- 9.2 Any Delegate who has not spoken on the matter before Conference may move that Conference proceed to the next business, on the seconding of which the Chairperson may, without discussion, immediately put the Motion to a vote. In the event of it being carried, Conference shall at once proceed to the consideration of the next item on the agenda.
- 9.3 A Delegate wishing to question the proceedings of Conference may rise on a point of order and when called upon they shall state the procedural point in exact terms, whereupon the Chairperson shall immediately give a ruling or refer the matter to the Standing Orders Committee for decision.
- 9.4 Where National Executive Council Supplementary Reports are submitted to Conference, it shall be in order for a Delegate seeking an explanation thereon to rise on a point of information and the question shall be put and replied to in precise terms. ***Delegates wishing to raise questions on the Accounts should, to avoid delays at Conference, submit their queries in writing to the General Secretary by 12 noon on Friday 12th April 2024.***

## 10. BALLOTS – NATIONAL EXECUTIVE COUNCIL, PRESIDENT/VICE-PRESIDENT & STANDING ORDERS COMMITTEE

### 10.1 Election of National Executive Council

The National Executive Council shall be elected at Biennial Conference by a ballot vote

of the accredited Delegates in accordance with the Rules of the Union. Ballot papers for the election of the National Executive Council will be distributed to one (1) accredited Branch Delegate at registration on Tuesday 16th April 2024, or in the event of late registration, ballots can be collected from a member of the Standing Orders Committee no later than the opening of Conference at 9.30am on Wednesday 17th April 2024.

The ballot for the National Executive Council will close at 10.20am on Wednesday 17th April 2024.

#### 10.2 **Election of Standing Orders Committee**

The ballot for election of the Standing Orders Committee for the 2026 Biennial Conference will be held in accordance with Rule 4. Ballot papers for the election of the Standing Orders Committee will be distributed to one (1) accredited Branch Delegate at registration on Tuesday 16th April 2024, or in the event of late registration, ballots can be collected from a member the Standing Orders Committee no later than 1.00pm on Thursday 18th April 2024.

The ballot for the Standing Orders Committee will close at 2.20pm on Thursday 18th April 2024.

#### 10.3 **Election of President**

Nominations for the position of the President of the Union will be invited from the floor of Conference. Only members of the National Executive Council can be nominated as per Rule 6. Election of the President will be by card vote based on the membership of Branches represented.

#### 10.4 **Election of Vice-President**

Following announcement by the Standing Orders Committee of the nominations received for the position of President, nominations for the position of Vice-President will be invited from the floor of Conference. Only members of the National Executive Council can be nominated as per Rule 6. The election of the Vice-President will be by card vote based on the membership of the Branches represented.

### 11. **BALLOTS/CARD VOTES – GENERAL**

11.1 Counting of ballots and/or card votes for NEC, President, Vice-President and Standing Orders Committee shall be conducted by the Standing Orders Committee.

11.2 Results of all ballots and/or card votes will be given by the Chairperson/Vice-Chairperson of Standing Orders Committee to Conference.

### 12. **SUSPENSION OF STANDING ORDERS**

The Chairperson of Conference may accept a motion for the suspension of Standing Orders provided it is submitted in writing to them by a proposer and seconder who are Delegates to Conference. The request must clearly, but briefly, state the nature and urgency of the business, the number of the Standing Orders affected and the length of time, not exceeding ten (10) minutes, they desire such suspension to last. The Chairperson shall immediately submit the request to the Standing Orders Committee and after the Standing Orders Committee has reported to Conference, the motion shall be put to a vote.

A motion to suspend Standing Orders will require the consent of two-thirds of the Delegates present and voting. In the event of Standing Orders being suspended, no subsequent motion for the variation of the timetable to compensate for time lost by the suspension of Standing Orders or discussion of such suspension shall be admissible.

**13. EMERGENCY MOTIONS**

Emergency Motions may be submitted to the Standing Orders Committee on behalf of a Branch, with the Branch Representative's signature, or on behalf of the National Executive Council, with a General Officers' signature. The Motion must be submitted in writing on the authorised form, available from the Standing Orders Committee prior to 13.00pm on Thursday 18th April 2024. A decision on the validity of such Motions shall be made by the Standing Orders Committee and the decision presented to Biennial Conference. Amendments to Emergency Motions will not be accepted.

**14. GENERAL**

- 14.1 On the final day of Conference, reports and decisions taken at the Occupational Conferences will be circulated for adoption by the General Conference.
- 14.2 The decision of the Chairperson on any matter not covered by Standing Orders will be final.

# CWU 12th Biennial Conference, Galway 2024

## Standing Orders Committee

### Report No.2

## HOURS OF GENERAL AND OCCUPATIONAL CONFERENCES

#### General Conference

It is recommended that Conference adjourns not later than 1.00pm on Wednesday 17th April 2024. Conference will reassemble at 2.00pm on Thursday 18th April 2024 and conclude not later than 5.30pm.

#### Postal/Courier Occupational Conference

In accordance with Rule 4.3, this Occupational Conference will be held in the Galway Bay Hotel, Salthill, Galway on Wednesday 17th April 2024 at 2.00pm and will recommence at 9.00am on Thursday 18th April 2024 and conclude not later than 1.00pm.

#### eComms Occupational Conference

In accordance with Rule 4.3, this Occupational Conference will be held in the Galway Bay Hotel, Salthill, Galway on Wednesday 17th April 2024 at 2.00pm and will recommence at 9.30am on Thursday 18th April 2024 and conclude not later than 1.00pm.

#### Standing Orders Reports – Occupational Conferences

Standing Orders Reports for Postal/Courier Occupational Conference will be moved for adoption, according to Rule 4.3, at 2.00pm on Wednesday 17th April 2024.

Standing Orders Reports for the eComms Occupational Conference will be moved for adoption, according to Rule 4.3, at 2.00pm on Wednesday 17th April 2024.

***NB: The above timetable will be rigidly adhered to***



# CWU 12th Biennial Conference, Galway 2024 Standing Orders Committee

## Report No.3 GENERAL CONFERENCE

**VENUE:** The Galway Bay Hotel, Salthill Galway

**DATES:** Wednesday 17th & Thursday 18th April 2024

The Standing Orders Committee has ruled no Motions out of order.

### Composited Motions

Motion No. 19

Motion No. 22

Motion No. 45

# CWU 12th Biennial Conference, Galway 2024 Standing Orders Committee

## Report No.4 GENERAL/OCCUPATIONAL CONFERENCES

**VENUE:** The Galway Bay Hotel, Salthill Galway

**DATES:** Wednesday 17th & Thursday 18th April 2024

Candidates for election to the National Executive Council who wish to withdraw from the ballot must do so no later than 9.30am on Wednesday 17th April 2024.

Candidates wishing to withdraw must inform the Standing Orders Committee in writing.

# CWU 12th Biennial Conference, Galway 2024

## Standing Orders Committee

### Report No.4

## GENERAL CONFERENCE – TIMETABLE

**VENUE:** The Galway Bay Hotel, Salthill Galway

**DATES:** Wednesday 17th & Thursday 18th April 2024

The Standing Orders Committee recommends the following timetable and that the National Executive Council Report – General and Associated Motions be taken and decided on in the order and at the times shown herein:

### Wednesday 17th April 2024

09.30 – 09.40	<b>Conference Opening Ceremony</b>
09.40 – 09.45	<b>Election of Tellers</b>
09.45 – 09.50	<b>Adoption of Standing Orders</b>
09.50 – 10.10	<b>Presidential Address</b>
10.10 – 10.20	<b>NEC Ballot</b>
10.20 – 10.30	<b>Confirmation of Minutes of the General Sessions of Conference 2022</b>
10.30 – 10.45	<b>Item 1 – Introduction of National Executive Report by General Secretary</b> Chapter 1 – Foreword NEC Report
10.45 – 11.30	<b>Item 2 – Trade Union Organising &amp; Campaigning</b> Chapter 2 – Trade Union Organising & Campaigning NEC Report Motion No. 1 Motion No. 2 Motion No. 3
11.30 – 12.00	<b>Item 3 – Communications</b> Chapter 3 – Communications NEC Report
12.00 – 12.30	<b>Item 4 – Equality &amp; Diversity</b> Chapter 4 – Equality & Diversity NEC Report

12.30 – 13.00

**Item 5 – Health & Safety**

Chapter 5 – Health & Safety

NEC Report.

Motion No. 4

**Wednesday 17th April 2024, 10:45 – 11:30**

**Trade Union Organising & Campaigning**

- 1 Conference instructs the incoming National Executive to seek from An Post, in addition to any upcoming legislation implemented under the Adequate Minimum Wages Directive and in line with Company policy on providing decent employment under the United Nations Sustainable Development Goals, that any new Post Office contracts issued to Postmasters must include collective bargaining recognition and representative rights for the CWU.

**DUBLIN POSTAL CLERKS BRANCH**

2. Conference notes the ongoing conflict and genocide in Gaza and understands that members who have examined their own conscience may wish to abstain from handling Israeli mail. In light of this, this Biennial Conference instructs the incoming National Executive Council to fully support members who conscientiously object to handling of any such mail and for the Union to engage with An Post Management to ensure that An Post employees, whereas, the handling of mail from Israel may be a matter of personal concern for do not face any disciplinary action for choosing to refuse to do so.

**DUBLIN POSTAL AMALGAMATED BRANCH**

3. Conference instructs the incoming NEC to continue its support of the Right To Organise campaign, together with SIPTU, Mandate, FSU, and other unions, to achieve the strongest possible transposition of the EU Directive on Adequate Minimum Wages. A strong transposition of the directive could protect union activists on the ground against companies using union busting activities but the only way to achieve this is through a strong campaign of political engagement with the support of other groups in society. A successful Right To Organise campaign would provide workers with a more level playing field when organising their workplace, provide better protections against unfair dismissals and better access for workers to their trade union all of which will help to grow the trade union movement.

**VODAFONE BRANCH**

**Wednesday 17th April 2024, 12:30 – 13:00**

**Health & Safety**

4. Conference instructs the incoming NEC to conduct a review to identify opportunities to promote mental wellbeing among our membership, this could include working with NGOs, using our social media platforms and signposting members to where they can get support.

**VODAFONE BRANCH**

# Thursday 18th April 2024

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14.00 – 14.10	<b>Item 6 – Status of Motions passed at Biennial Conference 2022</b>
14.10 – 14.20	<b>Ballot for Election of Standing Orders Committee</b>
14.20 – 14.30	<b>Nominations for Election of President</b>
14.30 – 15.00	<b>Item 7 – Finance</b> Chapter 6 – Finance NEC Report
15.00 – 15.45	<b>Item 8 – Union Structure &amp; Organisation</b> Chapter 7 – Union Structure & Organisation NEC Report Rule Change – Rule 5.3, 5.18
15.45 – 16.00	<b>Nominations for Election of Vice-President</b>
16.00 – 16.30	<b>Item 9 – Training &amp; Education</b> Chapter 8 – Training & Education NEC Report
16.30 – 16.50	<b>Item 10 – Retirement Benefits</b> Chapter 9 – Retirement Benefits NEC Report
16.50 – 17.10	<b>Emergency Motions</b>
17.10 – 17.15	<b>Ratification of Conference Report and Decisions</b>
17.15– 17.30	<b>CLOSING CEREMONIES</b>
17.30	<b>General Conference Concludes</b>

Thursday 18th April 2024, 15:00 – 15:45

## Union Structure & Organisation

### Rule Change

#### EXISTING RULE

**Rule 5.3** The structure of the National Executive Council will be as follows:

(a) *eComms Sector*

Up to a maximum of sixteen (16) members from the eComms sector as determined by the following formula:

Seven (7) seats for the first 2,500 “In Benefit” members within the eComms sector

One (1) additional seat for each complete 300 members, up to 4,000 “In Benefit” members

One (1) additional seat for each complete 500 “In Benefit” members above 4,000

The election for the eComms sector will be so ordered to ensure:

One (1) Reserved Seat – Women

One (1) Reserved Seat – Managers

*(b) Postal/Courier Sector*

Up to a maximum of sixteen (16) members from the Postal/Courier sector as determined by the following formula:

Seven (7) seats for the first 2,500 "In Benefit" members within the Postal/Courier sector

One (1) additional seat for each complete 300 members, up to 4,000 "In Benefit" members

One (1) additional seat for each complete 500 "In Benefit" members above 4,000

The election for the Postal/Courier sector will be so ordered to ensure:

One (1) Reserved Seat – Private Sector

Two (2) Reserved Seats – Women

One (1) Reserved Seat – Managers

**Proposed Changes****Rule 5.3 (a)**

*Delete "One (1) Reserved Seat – Women" and insert new line after Managers "Proportional representation based on gender will be applied in that the election must result in the selection of at least 20% of either gender on the panel."*

**Rule 5.3 (b)**

*Delete "Two (2) Reserved Seats – Women" and insert new line after Managers "Proportional representation based on gender will be applied in that the election must result in the selection of at least 20% of either gender on the panel."*

**NEW Rule to read as follows:**

**5.3** The structure of the National Executive Council will be as follows:

*(a) eComms Sector*

Up to a maximum of sixteen (16) members from the eComms sector as determined by the following formula:

Seven (7) seats for the first 2,500 "In Benefit" members within the eComms sector

One (1) additional seat for each complete 300 members, up to 4,000 "In Benefit" members

One (1) additional seat for each complete 500 "In Benefit" members above 4,000

The election for the eComms sector will be so ordered to ensure:

One (1) Reserved Seat – Managers

Proportional representation based on gender will be applied in that the election must result in the selection of at least **20% of either gender on the panel.**

*(b) Postal/Courier Sector*

Up to a maximum of sixteen (16) members from the Postal/Courier sector as determined by the following formula:

Seven (7) seats for the first 2,500 "In Benefit" members within the Postal/Courier sector

One (1) additional seat for each complete 300 members, up to 4,000 "In Benefit" members

One (1) additional seat for each complete 500 "In Benefit" members above 4,000

The election for the Postal/Courier sector will be so ordered to ensure:

One (1) Reserved Seat – Private Sector

One (1) Reserved Seat – Managers

Proportional representation based on gender will be applied in that the election must result in the selection of at least **20% of either gender on the panel.**

**EXISTING RULE****Rule 5.18**

A member will only be permitted to serve one (1) term on the National Executive Council utilising a Reserved Seat for Women.

**Proposed Changes**

*Delete existing rule 5.18*



# CWU 12th Biennial Conference, Galway 2024

## Standing Orders Committee

### Report No.1

## OCCUPATIONAL CONFERENCE – POSTAL/COURIER

**VENUE:** The Galway Bay Hotel, Salthill Galway

**DATES:** Wednesday 17th & Thursday 18th April 2024

Danny Hoare, Vice-Chairperson of the Standing Orders Committee, will present a report on the Committee's work, the Conference Agenda, Standing Orders for the government of Conference proceedings and will move:

*"That the proceedings of the Standing Orders Committee be accepted and that the Agenda and Standing Orders now presented be accepted to form the Agenda and Standing Orders for this year's Postal/Courier Occupational Conference."*

David Stapleton, Standing Orders Committee, to second.

## STANDING ORDERS

1. The Occupational Conference shall commence at 2.00pm on Wednesday 17th April 2024.
2. **BUSINESS OF CONFERENCE**
  - 2.1 Consideration of the Executive Report of the National Executive Council dealing with matters related to Postal/Courier services, and of all propositions to be dealt with under the appropriate sections or sub-sections of the Executive Report.
  - 2.2 Settle any other business which may be properly brought before Conference.
3. Conference will be conducted subject to the orders of business and other orders issued by the Standing Orders Committee.

In the event of the business of any item on the agenda being completed within the timetable, or in the event of any item being deferred pending the result of a card vote, Conference shall proceed immediately to the next item as outlined in the timetable. In the event of that item being completed within the timetable, Conference shall return to the unfinished business of the earliest uncompleted item of the agenda. If this is completed, Conference shall proceed to the next unfinished items in the order they were taken and if these are completed, Conference shall proceed to the next item on the agenda as outlined in the timetable.

All reports and documents which have been given to Delegates prior to the assembly of Conference shall be taken as read.

# CWU 12th Biennial Conference, Galway 2024

## Standing Orders Committee

### Report No.2

## POSTAL/COURIER OCCUPATIONAL CONFERENCE – TIMETABLE

**VENUE:** The Galway Bay Hotel, Salthill Galway

**DATES:** Wednesday 17th & Thursday 18th April 2024

The Standing Orders Committee recommends the following timetable and that the National Executive Council Report – Postal/Courier and Associated Motions be taken and decided on in the order and at the times shown herein:

## Wednesday 17th April 2024

14.00 – 14.10	<b>Election of Tellers, Adoption of Standing Orders</b>
14.10 – 15.30	<b>Item 1 – Pay, Pension &amp; Allowances</b> Chapter 10 – Pay, Pension & Allowances in An Post NEC Report and Associated Motions Motion No. 5 Motion No. 6 Motion No. 7 Motion No. 8 Motion No. 9 Motion No. 10 Motion No. 11 Motion No. 12 Motion No. 13 Motion No. 14 Motion No. 15 Motion No. 16 Motion No. 17 Motion No. 18 Motion No. 19 Motion No. 20 Motion No. 21

15.30 – 15.45	<b>Item 2 – Regulation</b> Chapter 11 – Regulation NEC Report Motion No. 22
15.45 – 16.45	<b>Item 3 – Partnership &amp; Joint Working Groups</b> Chapter 12 – Partnership & Joint Working NEC Report and Associated Motions Motion No. 23 Motion No. 24 Motion No. 25 Motion No. 26 Motion No. 27 Motion No. 28 Motion No. 29 Motion No. 30 Motion No. 31 Motion No. 32 Motion No. 33 Motion No. 34 Motion No. 35
16.45 – 17.30	<b>Item 4 – An Post General</b> Chapter 13 – An Post General NEC Report and Associated Motions Motion No. 36 Motion No. 37 Motion No. 38 Motion No. 39 Motion No. 40 Motion No. 41 Motion No. 42 Motion No. 43

**Wednesday 17th April 2024, 14:10 – 15:30**

## **Pay, Pensions & Allowances**

- Mindful of the fact that members on delivery are spending more time on the road and loading vans in uncovered areas, this Conference instructs the incoming NEC to seek agreement with An Post management to introduce a rain/wet allowance to compensate members for the weather conditions they have to endure.

**DUBLIN POSTAL DELIVERY BRANCH**

- Conference instructs the incoming National Executive Council to engage with An Post with a view of seeking Long Service Increments (e.g. LS1 and LS2 after 3 and 5 years respectively) when service is deemed satisfactory at the maximum increment by those in certain grades e.g. Clerical, IAO, Postal Operative, etc.

**CORK CLERKS BRANCH**

7. That this conference applauds the efforts by the Union in increasing the percentage of the wages that is pensionable but also notes with concern that there is a gap between the pay and pension and instructs the incoming National Executive Council to engage with An Post to reinstate the direct link between pay and pension.

**DUBLIN MANAGERS BRANCH**

8. Conference recognises the achievement last year in securing increases in our pension and pensionable allowances in An Post. However, Conference recognises that there are still shortfalls in our pensionable pay. Therefore, Conference instructs the incoming National Executive Council to seek from An Post the full restoration of our pensionable entitlements that prevailed prior to the pension accord.

**DUBLIN MAILS MANAGERS BRANCH**

9. Conference instructs the incoming National Executive Council to seek through An Post to have the medical refund scheme extended to pensioners.

**DUBLIN MAILS MANAGERS BRANCH**

10. That Conference instructs the incoming National Executive Council to seek a full review of the Managers PMD.

**DUBLIN MAILS MANAGERS BRANCH**

11. Conference instructs the incoming National Executive Council to engage with An Post with the aim of seeking agreement in relation to amendments in the Pension Accord that were imposed on Pensioners and Employees during the past number of years.

The abolition are as follows:

- Increases to Pensionable remuneration and to Pensions payments will be limited to the lesser of Actual Pay increases, if any, or the increase in the Consumer Price index of 2%.

The incoming National Executive should also try to secure restoration of pensionable pay to 100%.

**CASTLEBAR POSTAL BRANCH**

12. Conference instructs the incoming National Executive Council to seek agreement with An Post that an allowance is sought for post office clerks who have to go onto the public floors to upsell or to obtain people's details to promote An Post products.

**WATERFORD POSTAL BRANCH**

13. Conference instructs the incoming National Executive Council to negotiate with An Post to have Nurses' Fees included in the Medical Refund Scheme.

**NORTH WEXFORD/SOUTH WICKLOW BRANCH**

14. Mindful of the difficulty of getting by on basic pay in the succeeding weeks to Annual Leave, Conference instructs the incoming National Executive Council to seek from An Post an overtime average payment for all An Post staff while on Annual Leave.

**NAAS POSTAL BRANCH**

15. That this Conference instructs the incoming National Executive Council to seek agreement with An Post, that when your GP or Consultant deems a member of staff fit to return to work, they be able to resume their duties with immediate effect. If a member of staff is kept off by Occupational Health or the Chief Medical Officer after receiving a certificate of fitness from their medical practitioner or Consultant, that member of staff should be entitled to full pay from the date of certified certificate of fitness as they are available for work but are being kept off work at the Company's request.

**NORTH KERRY POSTAL BRANCH**

16. Conference instructs the incoming National Executive Council to seek from An Post that holders of a driving duty within a DSU/DSO be given a “benefit in kind” option for those who do not have home garaging/ring fencing.

#### **MONAGHAN POSTAL BRANCH**

17. That this Biennial Conference congratulates the outgoing National Executive Council and instructs the incoming National Executive Council to engage with An Post in a review of the current PMD Process to ensure that going forward the process is clear, transparent and fit for purpose. This should include the following:
  1. A clear and transparent process whereby An Post have to provide justification when they do not pay their part of the bonus with a clear appeal process.
  2. A default rating of exceeding expectations where the Company fails to follow the agreed process in relation to the yearly plan and 6-month review.
  3. Transparency on how a person’s ratings are determined.
  4. An independent appeals process

#### **DUBLIN MANAGERS BRANCH**

18. Conference instructs the incoming National Executive Council to review with An Post the objectives of The Pension Accord, considering its relevance and necessity in light of the current financial stability of the pension fund.

Given the restoration of financial parity within the fund after enduring a decade of financial hardship and sacrifices by both pensioners and employees, it is proposed that all pensionable pay be reinstated to 100% of reckonable service pay, aligning with pre-Accord criteria.

In conjunction with this restoration, it is proposed to abolish certain provisions of the Accord, including limitations on increases to pensionable remuneration and pension payments, which are currently capped at the lesser of actual pay increases, the Consumer Price Index increase, or 2%. Furthermore, the incoming National Executive Council is urged to pursue additional measures to safeguard the interests of pensioners and employees, seeking to ensure fair and equitable pension benefits moving forward.

#### **SOUTHERN REGION MANAGERS BRANCH**

19. Conference congratulates the Union on the good work done in the recent Transformation Agreement that will provide for the consolidation of 5% of the change allowance (productivity pay) into the basic pay of Postal Operatives and Postal Sorter by 2026. Given the positive financial impact that this will have on their overtime and allowances; conference instructs the incoming NEC to engage with An Post, to ensure parity among workers in C&D and Mails Processing, by applying the Consolidation of Change Allowance Agreement to all staff working in the mail centres.

#### **DUBLIN POSTAL AMALGAMATED BRANCH**

#### **PORTLAOISE POSTAL BRANCH**

20. This Biennial Conference instructs the incoming National Executive Council to seek from An Post that employees wishing to opt out of C.S.P.S can do so.

#### **DUBLIN POSTAL AMALGAMATED BRANCH**

21. Conference instructs the incoming National Executive Council to obtain independent legal opinion on the legality/illegality of the 2013 Pension Accord with reference to the 1983 Post and Telegraphs Act, Section 46 Superannuation, and share said opinion with the membership.

#### **WESTPORT POSTAL BRANCH**

**Wednesday 17th April 2024, 15:30 – 15:45**

## **Regulation**

22. Mindful of the fact that An Post has been designated as the Universal Service Provider, this Conference instructs the incoming NEC to ensure that An Post management adhere to their full responsibilities as the Universal Service Provider which includes the USO (Universal Service Obligation). This guarantees that all Irish citizens can receive mail five days a week at the same price irrespective of location. The guarantee of a daily postal service to every address throughout the entire country is enshrined in the legislation and given that the USO is the cornerstone of the postal network, this legal guarantee is critical.

**DUBLIN POSTAL DELIVERY BRANCH  
NORTH WEXFORD/SOUTH WICKLOW BRANCH**

**Wednesday 17th April 2024, 15:45 – 16:45**

## **Partnership & Joint Working Groups**

23. Due to climate change, rainfall during the summer months is becoming more prevalent. The current raingear is satisfactory for winter conditions, but it is not fit for purpose during the warmer rainy weather. Therefore, Conference instructs the incoming NEC to seek agreement with An Post management to provide lighter raingear for the summer months.

**DUBLIN POSTAL DELIVERY BRANCH**

24. Mindful of the fact that many members have been injured whilst loading CMVs (most notably head injuries), this Conference instructs the incoming NEC to seek agreement with An Post management to examine ways to alleviate the hazards related to such injuries.

**DUBLIN POSTAL DELIVERY BRANCH**

25. This Conference instructs the incoming NEC to insist that the An Post management adhere to Red Weather Alerts issued by Met Éireann and give clear and timely guidance to staff.

**DUBLIN POSTAL DELIVERY BRANCH**

26. This Conference instructs the incoming NEC to seek agreement with An Post management to alter the wording of the generic letter that is sent to members who have entered the ASMP process. The current wording in the letter includes a “warning of dismissal”. This causes undue stress to our members, and the wording should be changed to alleviate such stress.

**DUBLIN POSTAL DELIVERY BRANCH**

27. Conference instructs the incoming National Executive Council to seek for An Post to pay all staff in full while unfit to work as a result of an accident while on duty for An Post.

**MALLOW BRANCH**

28. This Conference notes with serious concern the increasing absenteeism in An Post. There are many factors contributing to this e.g. ageing workforce, increased productivity, occupational injuries and poor access to health services. An Post Occupational Health Services do not meet the requirements of members to deal with these and other challenges. Therefore, this



Conference instructs the incoming National Executive Council to conduct an urgent review with An Post to ensure best practice is in place in the provision of occupational services for the management of health and wellbeing of staff.

#### **GALWAY POSTAL BRANCH**

29. Conference instructs the incoming National Executive Council to seek from An Post the addition of a headlight to the PPE/Uniform allocation for postal operatives. Dark mornings and evenings along with hazardous and stormy conditions can cause visibility and safety issues. The addition of the headlight will help with visibility and prevent accidents including falls, slips or trips over debris.

#### **LONGFORD POSTAL BRANCH**

30. Conference instructs the incoming National Executive Council on the ordering of uniforms for Postal staff, that there should be more flexibility regarding the number and types of items that can be ordered. For example, there should be an option of ordering two high-vis jackets, and/or two pairs of footwear. Furthermore, staff should be able to order uniforms every 6 months.

#### **MONAGHAN POSTAL BRANCH**

31. Conference instructs the incoming National Executive Council to get a commitment from An Post to provide a 2nd pair of work shoes/boots.

#### **GALWAY POSTAL BRANCH**

32. Conference instructs the incoming National Executive Committee to seek an agreement with An Post so that local arrangements can be put in place with staff during weather warnings/conditions.

#### **KELLS POSTAL BRANCH**

33. The Conference instructs the incoming National Executive Council to seek from An Post an examination of the trousers supplied as part of the Uniform distribution to make them more suitable for the wearer. Both from a comfortable and practicable point of view.

#### **ENNIS POSTAL BRANCH**

34. The Conference instructs the incoming National Executive Council to seek from An Post an examination of the standards to change with the changing of postal deliveries.

#### **ENNIS POSTAL BRANCH**

35. This Biennial Conference instructs the incoming National Executive Council to negotiate with An Post to amend the criteria for eligibility to avail of Term Time, and extend the scheme to include employees who are Grandparents who wish to also take Term Time to care for their grandchildren.

#### **DUBLIN POSTAL AMALGAMATED BRANCH**

**Wednesday 17th April 2024, 16:45 – 17:30**

**An Post General**

36. Conference notes the failure of An Post management to provide contracts of employment to staff in a timely manner which is contrary to employment legislation. These delays are unacceptable and leave vulnerable members in limbo. Conference condemns An Post for their failure to address this issue and for the flagrant breaches of employment legislation. Conference

therefore instructs the incoming National Executive Council to conduct a review with An Post of the contractual status of all temporary staff with a view to seek the appointment of all staff where An Post has breached their employment rights and, where An Post refuse, refer any outstanding cases to a third party.

#### **GALWAY POSTAL BRANCH**

37. This Conference instructs the incoming NEC to negotiate with An Post that when annual leave sheets are circulated for signature for the summer leave period that the Postal Operative is informed of their total holidays per year including any shut down days, the amount of leave they can avail of and how much leave remains for the winter leave period.

#### **WEST CORK POSTAL BRANCH**

38. In the interest of improving member's knowledge and understanding of company policies, terms of employment and entitlements, Conference instructs the incoming National Executive Council to seek intranet access for all An Post staff.

#### **NAAS POSTAL BRANCH**

39. Conference instructs the incoming National Executive Council to seek to have the capping of 3 days in lieu removed for DSMs and other CWU Managers grades who are capped at 3 days in lieu. As in line with other Managers' grades within An Post who are not capped, there should be a banking system of extra hours worked that can be converted into days in lieu once the threshold of 7.30 hours has been worked up.

#### **WESTERN REGIONAL MANAGERS BRANCH**

40. Conference instructs the incoming National Executive Council to ensure a proper review of the managerial structure in the An Post Cork Distribution Centre and seek assistance from an industrial engineer if necessary to identify a proper managerial system needed to manage this site of the former Cork Mail Centre. Further to that this review should include a review of the grading structure within the CDC comparable to those in other mail centres and sites of that size. The CDC is a hybrid between a mail centre and super DSU and the current management structure is below the grading level appropriate to the work being performed currently by working leaders and one DSM.

#### **SOUTHERN REGION MANAGERS BRANCH**

41. Conference instructs the incoming National Executive Council to engage with An Post to request the removal of Postal Operatives work such as registered locker work and sorting office work from the DSM3 grade/role. This work is not managerial and is being performed by the Postal Operative grade throughout the country in DSUs that are managed by a DSM1 or a DSM2. It should be recognised by An Post that since the creation of the original DSM3 grade the role requirements have now evolved and changed and continue to do so and have become more challenging for the DSM3 grade who do not have Working Leaders or Indoor Administrative Operatives to fall back on or to delegate work to. The removal of this non managerial work from the DSM3 grade should be made as a matter of urgency.

#### **SOUTHERN REGION MANAGERS BRANCH**

42. This conference instructs the incoming National Executive Council to seek to the review the Company Medical Scheme to provide for the following:
  1. The acceptance of prescriptions written by other doctors.
  2. The acceptance of prescriptions written by consultants.
  3. The acceptance of prescriptions for medical devices.

#### **CARLOW POSTAL BRANCH**

43. Conference instructs the incoming National Executive Council, to seek that the Company reimburse the costs of eyewear (glasses) to all An Post employees. Originally Clerks received an extra payment due to the use of VDUs. Postal Operatives now are using handheld scanners daily, and driving at varied hours, dark mornings and evenings and nights.

**WEST CORK POSTAL BRANCH**

# Thursday 18th April 2024

09.00 – 11.00	<b>Item 5 – Mails &amp; Parcels</b> Chapter 14 – Mails Processing & Parcels NEC Report and Associated Motions Motion No. 44 Motion No. 45 Motion No. 46 Motion No. 47 Motion No. 48 Motion No. 49 Motion No. 50 Motion No. 51 Motion No. 52 Motion No. 53 Motion No. 54 Motion No. 55 Motion No. 56 Motion No. 57
11.00 – 12.00	<b>Item 6 – Clerical, Administration &amp; Retail</b> Chapter 15 – Clerical & Administration NEC Report and Associated Motions Motion No. 58 Motion No. 59 Motion No. 60 Motion No. 61
12.00 – 12.30	<b>Item 7 – An Post Subsidiaries</b> Chapter 16 – An Post Subsidiaries NEC Report and Associated Motions Motion No. 62
12.30 – 13.00	<b>Item 8 – Private Sector</b> Chapter 17 – Private Sector – Sodexo – UPS – DPD – IO Systems NEC Report

Thursday 18th April 2024, 09:00 – 11:00

## Mails & Parcels

44. Conference instructs the incoming National Executive Council to agree with An Post that when members are on short term sick leave or individual days' leave, that their routes are delivered

in their absence by reserves or on overtime if necessary and not left compiled for multiple days to be delivered by our members on their return to work.

#### **CORK POSTAL BRANCH**

45. Conference instructs the incoming National Executive Council to agree with An Post that the late finish agreement is to be utilised for exceptional heavy mails on individual days only. For continuous heavy mail on deliveries, late finish should be optional, and members should not be required to work beyond their scheduled working time for prolonged periods or consecutive days allowing for adherence to the Company's existing work life balance policies.

#### **CORK POSTAL BRANCH**

#### **DUNDALK POSTAL BRANCH**

46. Conference instructs the incoming National Executive Council to pursue An Post to have a suitability study done on all vans in delivery offices.

#### **DUNDALK POSTAL BRANCH**

47. Conference notes that An Post currently categorise "no signature required" parcels (large ones) as packets which means the standard agreed for delivering them is less. These large products do not fit through the letter box and the Postal Operative is required to wait for the doorbell to be answered the same as if it was a parcel requiring a signature. This Conference therefore instructs the incoming NEC to review the standards with An Post with a view to addressing this.

#### **WEST CORK POSTAL BRANCH**

48. This Conference notes the changing profile of mail which has resulted in lower letter volumes and much higher parcel/package volume. These changed circumstances no longer merit a physical count of letters to warrant a late finish by the Manager. Therefore this Conference instructs the incoming National Executive Council to conduct a review of the Cessation Of Late Finish Agreement with An Post with a view to agreeing a formula for payment on the extra volume which is in the main barcoded.

#### **GALWAY POSTAL BRANCH**

49. Conference instructs the incoming National Executive Council to seek agreement with An Post that technology is updated on delivery scanners so as when you P scan at the customer's door that the scanner indicates that a D scan has not been performed and the Postal Operative can then D scan and then P scan to finish.

#### **WATERFORD POSTAL BRANCH**

50. Conference instructs the incoming National Executive Council to seek agreement with An Post that the Eircode finder is available on all Delivery scanners or at a work station in Mail Centres

#### **WATERFORD POSTAL BRANCH**

51. In recognition of the damaging effect that separate Dublin and Provincial peak arrangements has on the reputation of the Union amongst Provincial branch members, Conference instructs the incoming National Executive Council to seek a singular national peak arrangement from An Post.

#### **NAAS POSTAL BRANCH**

52. This Conference instructs the incoming National Executive Council to have HGV drivers recognised by the RSA as professional drivers in this country. All HGV drivers must undertake CPC courses to avail of driver cards; this also allows drivers to work hours applied to the vehicle tachograph.

Currently in the Clonmel office 4 drivers hold this card, unfortunately 3 are postal operatives and when they drive the truck it is not on the HGV rate. One duty is collections and a HGV run to the PMC and this duty does not get the HGV rate.

In summing up we are requesting that all HGV drivers whether or not they are appointed to the HGV duty be paid the proper rate when they are doing a HGV run. It is important that the Company acknowledge the skill and responsibility undertaken when a driver embarks on his or her driving directive.

**CLONMEL POSTAL BRANCH**

53. This Conference instructs the incoming National Executive Council to engage with An Post to look into the feasibility of allowing postal members to home garage CMVs, in cases where it is practical and not proven to be a cost to An Post. Many members run a car solely for attending work and there is most likely a benefit under the green agenda to take several private vehicles off the road.

**CLONMEL POSTAL BRANCH**

54. Conference instructs the incoming National Executive Council to enter talks with An Post regarding returning transport arrangements to a local level with local garages instead of a central basis as is being used now.

**LETTERKENNY POSTAL BRANCH**

55. Conference instructs the incoming National Executive Council to pursue from An Post a review of the Christmas peak arrangements in relation to the increase in the volume of parcels and packets. With regard to the peak arrangements, we feel these need to be revisited with a view to having earlier starting dates.

**TULLAMORE POSTAL BRANCH**

56. Conference instructs the incoming Postal NEC to seek agreement with An Post that as new technologies and or revised methods of work measurement including route assessment that are introduced by An Post to redesign duties in the final mile, processing, Administration or Retail that CWU staff employed in the appropriate work are fully trained in any new methodologies to advise and assist Local Representatives with the Company's systems rollouts thereby complimenting guidance from CWU Headquarters and Executive.

**WATERFORD POSTAL BRANCH**

57. Mindful of the importance of up-to-date training resources, this Conference instructs the incoming National Executive Council to see updated collection and delivery manuals for all Postal Operatives at An Post.

**NAAS POSTAL BRANCH**

**Thursday 18th April 2024, 11:00 – 12:00**

**Clerical, Administration & Retail**

58. Conference acknowledges the inadequate training currently being provided for new members commencing employment in the Clerk grade. Conference instructs the incoming NEC to seek from An Post an immediate review of Clerical/Retail training with a view to ensuring our members receive the necessary training required to confidently carry out their roles.

**DUBLIN POSTAL CLERKS BRANCH**

59. Conference instructs the incoming NEC to engage with An Post, to ensure seniority, as is set out in current standing agreements, remains the overall deciding factor in any future allocation of vacant/new Clerk roles within An Post.

**DUBLIN POSTAL CLERKS BRANCH**



60. That Conference instructs the incoming National Executive Council to seek an agreement with An Post, that management communicate and proactively engage in a reasonable and timely manner with TV licence staff and their representatives when issues around TV staff working conditions and welfare are brought to their attention, particularly health and safety issues that arise as a result of the nature of their work. It asks that a proper support structure be put in place for TV Licence inspectors including that of their future employment.

**NORTH KERRY POSTAL**

61. This Conference instructs the incoming National Executive Council that no further retail offices should be converted to contract status and in as much as possible all retail staff be allowed to remain in their existing locations and, where warranted, proper refurbishment be carried out at all company retail offices to bring them up to a satisfactory standard of accommodation.

**NORTH KERRY POSTAL**

**Thursday 18th April 2024, 12:00 – 12:30**

## **An Post Subsidiaries**

62. Conference acknowledges the inequality around pay and conditions for our members working in wholly owned subsidiaries of An Post when compared to those working in the core An Post business. Conference instructs the incoming NEC to seek a substantial improvement to these members' terms and conditions in line with those of An Post employees.

**DUBLIN POSTAL CLERKS BRANCH**

### **13.00 Postal/Courier Occupational Conference Concludes**

# CWU 12th Biennial Conference, Galway 2024

## Standing Orders Committee

### Report No.1

## OCCUPATIONAL CONFERENCE – eCOMMS

**VENUE: The Galway Bay Hotel, Salthill Galway**

**DATES: Wednesday 17th & Thursday 18th April 2024**

Jim McCarron, Chairperson of the Standing Orders Committee, will present a report on the Committee's work, the Conference Agenda, Standing Orders for the government of Conference proceedings and will move:

*"That the proceedings of the Standing Orders Committee be accepted and that the Agenda and Standing Orders now presented be accepted to form the Agenda and Standing Orders for this year's eComms Occupational Conference."*

Pat Delaney, Standing Orders Committee, to second.

## STANDING ORDERS

1. The Occupational Conference shall commence at 2.00pm on Wednesday 17th April 2024.
2. **BUSINESS OF CONFERENCE**
  - 2.1 Consideration of the Executive Report of the National Executive Council dealing with matters related to eComms services and of all propositions to be dealt with under the appropriate sections or sub-sections of the Executive Report.
  - 2.2 Settle any other business which may be properly brought before Conference.
3. Conference will be conducted subject to the orders of business and other orders issued by the Standing Orders Committee.
4. In the event of the business of any item on the agenda being completed within the timetable, or in the event of any item being deferred pending the result of a card vote, Conference shall proceed immediately to the next item as outlined in the timetable. In the event of that item being completed within the timetable, Conference shall return to the unfinished business of the earliest uncompleted item of the agenda. If this is completed, Conference shall proceed to the next unfinished items in the order they were taken and if these are completed, Conference shall proceed to the next item on the agenda as outlined in the timetable.

All reports and documents which have been given to Delegates prior to the assembly of Conference shall be taken as read.

# CWU 12th Biennial Conference, Galway 2024

## Standing Orders Committee

### Report No.2

## eCOMMS OCCUPATIONAL CONFERENCE – TIMETABLE

**VENUE:** The Galway Bay Hotel, Salthill Galway

**DATES:** Wednesday 17th & Thursday 18th April 2024

The Standing Orders Committee recommends the following timetable and that the National Executive Council Report – eComms and Associated Motions be taken and decided on in the order and at the times shown herein:

## Wednesday 17th April 2024

14.00 – 14.10	<b>Election of Tellers, Adoption of Standing Orders</b>
14.10 – 15.15	<b>Item 1 – eir Networks</b> Chapter 21 – eir Networks Chapter 22 – Apprentice Programme Chapter 25 – Retail/FOTS Chapter 27 – Transport & Facilities NEC Report and Associated Motions Motion No. 63 Motion No. 64 Motion No. 65 Motion No. 66 Motion No. 67
15.15 – 15.30	<b>Item 2 – eir National Managers' Branch</b> Chapter 24 – eir National Managers' Branch NEC Report and Associated Motions Motion No. 68 Motion No. 69 Motion No. 70

15.30 – 16.15	<b>Item 3 – eir JCC</b> Chapter 19 – eir JCC NEC Report and Associated Motions Motion No. 71 Motion No. 72
16.15 – 17.00	<b>Item 4 – Pay &amp; Bonus</b> Chapter 18 – eir Pay & Bonus NEC Report and Associated Motions Motion No. 73 Motion No. 74 Motion No. 75 Motion No. 76 Motion No. 77 Motion No. 78 Motion No. 79 Motion No. 80 Motion No. 81 Motion No. 82 Motion No. 83
17.00 – 17.30	<b>Item 5 – eir Superannuation Schemes</b> Chapter 20 – eir Superannuation Schemes NEC Report and Associated Motions Motion No. 84 Motion No. 85 Motion No. 86 Motion No. 87

**Wednesday 17th April 2024, 14:10 – 15:15**

**eir Networks**

63. Conference instructs the incoming National Executive Council to examine with eir the call out process for our COTs and NRT/NFTs to ensure members are not receiving unwarranted phone calls from private numbers at night whether they are on the call-out rota or not and to ensure each call-out is properly resourced.

**DUBLIN NO. 2 BRANCH**

64. Conference instructs the incoming National Executive Council to ameliorate the plight of the NRT by negotiating with eir to:

- (a) Have all subsistence paid in advance of deployment.
- (b) Seek a substantial increase in all subsistence rates in line with Revenue guidelines.
- (c) Move all former Apprentices' pay from bi-weekly to weekly.
- (d) Agree corporate room rates with as many Hotel chains nationwide as possible.

**DROGHEDA DISTRICT BRANCH**

65. Conference instructs the incoming National Executive to engage with eir on removing the 3 year restriction on Trainee Technician mobility within the Company, to facilitate career progression.

**DUBLIN NO 1 BRANCH**

66. Conference instructs the incoming National Executive to engage with the Company to address the disparity between the 18 month training contract and the demonstrated competency and productivity of the trainee technicians. This should allow for productivity to be rewarded by pay progression following a 12 month time frame.

**DUBLIN NO 1 BRANCH**

67. Conference instructs the incoming National Executive Council to negotiate with eir to change the working week of newly qualified NRT Technicians and apprentices from Friday to Thursday to Monday to Sunday.

**LIMERICK DISTRICT**

**Wednesday 17th April 2024, 15:15 – 15:30**

**eir National Managers' Branch**

68. Due to the extraordinary rise in inflation; there is dissatisfaction among our members where the base increase has fallen below the market norms. Conference instructs the incoming National Executive Council to engage with eir to open discussions in relation to salary increments for each of our members. Employees should have the facility where their base pay is increased by a percentage based on the number of years in service. By accumulating and storing the knowledge gained, eir retains what has made them the number 1 fibre/broadband provider in Ireland. In addition, sharing this information throughout the organisation will not only improve performance but will improve morale and well-being within the Company. The base pay increase should be calculated based on the current CPI (Customer Price Index).

**eir REGIONAL MANAGERS BRANCH**

69. Conference instructs the incoming National Executive Council to engage with eir to seek extra annual day's leave for five of years in service.

**eir REGIONAL MANAGERS BRANCH**

70. Conference instructs the incoming NEC, in line with the eir's continued commitment to 'Go Green', the option of an electric vehicle at the next change of vehicle for all CWU members should be afforded to them. It is widely known that an Electric Vehicle may not suit each individual meaning the option would not force any individual into a situation they didn't choose.

**eir REGIONAL MANAGERS BRANCH**

**Wednesday 17th April 2024, 15:30 – 16:15**

**eir JCC**

71. Conference instructs the incoming National Executive Council to negotiate with eir an increase in annual leave for all CWU members in eir.

**GALWAY SLIGO DISTRICT BRANCH**

72. Conference instructs the incoming National Executive Council to seek agreement with eir to provide an Enhanced Health Insurance plan for all CWU members in eir.

**GALWAY SLIGO DISTRICT BRANCH**

**Wednesday 17th April 2024, 16:15 – 17:00**

## **Pay & Bonus**

73. Conference instructs the incoming National Executive Council to engage with eir any future external hires into the Access Network, separate to the Apprentice Program to ensure a defined recruitment process which includes a defined pay structure with full regard to existing staff entitlements.

**CORK DISTRICT BRANCH**

74. Conference instructs the incoming National Executive Council to engage with eir to increase the allowance paid to NRT technicians.

**CORK DISTRICT BRANCH**

75. Conference instructs the incoming National Executive Council to negotiate with eir an improved Staff Offer in line with eir's competitors. Staff at Vodafone and Three pay €5 per month for a similar bundle that eir currently charges its staff €29.99 per month.

**CORK DISTRICT BRANCH**

76. Conference recognises that the current PMR bonus scheme in eir is inadequate, therefore Conference instructs the incoming National Executive Council to engage with eir management to ensure employees get a pro-rata bonus for the time they work in the year that they retire or leave the Company.

**DUBLIN NO 2 BRANCH**

77. Conference instructs the incoming National Executive to negotiate with eir voluntary exit packages for long term sick employees who unfortunately due to their medical circumstances may never return to their workplaces.

**DUBLIN NO 2 BRANCH**

78. Conference instructs the incoming National Executive Council to negotiate an agreement with eir to look to provide free health insurance from the Company. At the minimum the Company should provide an allowance/subsidy to any employees who takes out health insurance.

**SEÁN CONNOLLY BRANCH**

79. Conference instructs the incoming National Executive Council to negotiate with eir to seek a pay agreement in line with the recent public sector pay deal 10% over 2•5 years and this pay deal be fully pensionable.

**LIMERICK DISTRICT**

80. Conference instructs the incoming National Executive to negotiate with eir on an increase in the Annualised On Call allowance.

**DUBLIN NO 1 BRANCH**

81. Conference instructs the incoming National Executive to continually review Trainee Technician Pay in eir , to mitigate inflationary effects.

**DUBLIN NO 1 BRANCH**



82. Conference instructs the incoming National Executive Council to negotiate with eir as a matter of urgency that the performance management bonus be paid out to any staff member who has reached their targets for it in the previous year, regardless if they are in service at the date of payment or not. If targets have been met there should not be any reason to withhold the bonus regardless of retirement, career break or leaving the Company for any reason.

**GALWAY SLIGO DISTRICT BRANCH**

83. Conference instructs the incoming National Executive Council to negotiate with eir so that anyone acting in a higher position is paid the rate for that position while acting in the position.

**GALWAY SLIGO DISTRICT BRANCH**

**Wednesday 17th April 2024, 17:00 – 17:30**

## **eir Superannuation Schemes**

84. Conference instructs the incoming National Executive Council to engage in discussions with eir management as a matter of urgency to review the existing eir retirement policy to allow employees who wish to work beyond 65 years of age to do so.

**DUBLIN NO 2 BRANCH**

85. Conference instructs the incoming National Executive Council to renegotiate the Pension Accord in eir with a view to removing the limits on pay increases that qualify as defined benefit pensionable pay. The economic environment has moved from low and negative inflation to one of high inflation resulting in pensioners having less purchasing power and active pensions being less than 50% of pay/salary.

We endured a number of years with no pay increases, and years where increases did not match inflation. The pension scheme allowed for annual pay increases all through this time. At a minimum this should be viewed as an accrued benefit and built into the way future pay increases are treated for DB pensions.

**SEÁN CONNOLLY BRANCH**

86. Conference instructs the incoming National Executive Council to negotiate with eir another special pension increase in excess of what is due under the pension accord, to try and recover pension value after the current period of high inflation and cost of living crisis.

**LIMERICK DISTRICT**

87. Conference instructs the incoming National Executive Council to negotiate with eir to ensure that better access and information on retirement and pensions for members who are nearing or thinking about retirement be provided by the Company. In this regard the incoming National Executive should also negotiate that a point of contact in eir, HR be made available after a member retires to help resolve any issues regarding payments, taxes and any other issues that may be encountered following a member's retirement.

**GALWAY SLIGO DISTRICT BRANCH**

# Thursday 18th April 2024

09.30 – 10.15	<b>Item 6 – eir Customer Service Centres</b> Chapter 23 – eir Customer Service Centres NEC Report
10.15 – 10.30	<b>Item 7 – Regulation</b> Chapter 29 – Regulation NEC Report
10.30 – 10.45	<b>Item 8 – Vodafone</b> Chapter 31 – Vodafone NEC Report
10.45 – 11.00	<b>Item 9 – PhoneWatch</b> Chapter 32 – PhoneWatch NEC Report
11.00 – 11.15	<b>Item 10 – Health &amp; Safety</b> Chapter 26 – eir Health & Safety NEC Report and Associated Motions Motion No. 88 Motion No. 89
11.15 – 12.00	<b>Item 11 – Equality</b> Chapter 28 – eir Equality NEC Report
12.00 – 12.30	<b>Item 12 – KN Circet</b> Chapter 30 – KN Circet NEC Report and Associated Motions Motion No. 90 Motion No. 91 Motion No. 92 Motion No. 93

Thursday 18th April 2024, 11:00 – 11:15

## Health & Safety

88. Conference instructs the incoming National Executive Council to work with eir to create a National PPE Field Testing Sub Group designed to rigorously test all PPE. This group should be populated by Engaged Field Technicians with a clear reporting structure to both the CWU and eir Health & Safety Committee.

**DROGHEDA DISTRICT BRANCH**

89. Conference instructs the incoming National Executive Council to negotiate with eir that all toilets and facilities in eir exchanges and eir offices are cleaned and maintained on a as need and regular basis.

**GALWAY SLIGO DISTRICT BRANCH**

Thursday 18th April 2024, 12:00 – 12:30

KN Circet

90. Conference instructs the incoming National Executive Council to seek agreement with Circet that allows for time off for Committee representatives to attend at least 2 committee meetings per year.

KN CIRCET BRANCH
91. Conference instructs the incoming National Executive Council to engage with the Company to deliver more work life balance policies for members in KN/Circet.

KN CIRCET BRANCH
92. Conference instructs the incoming National Executive Council to seek agreement from Circet to deliver a transparent and achievable bonus model for our administration, Managers and field members.

KN CIRCET BRANCH
93. In light of increase in food price inflation conference instructs the incoming National Executive Council seek agreement from Circet to increase subsistence rates across the Company.

KN CIRCET BRANCH

12.30 eComms Occupational Conference Concludes

# Branch Voting Strength 2024

Postal/Courier Sector	
An Post Insurance	44
An Post Commerce Business Solutions	16
Athlone Postal	208
Ballina Postal	76
Ballinasloe Postal	54
Birr/Roscrea Postal	48
Bray Postal	115
Carlow Postal	89
Castlebar Postal	54
Castlerea & District	52
Cavan Postal	61
Carrick-on-Shannon Postal	71
Claremorris Postal	41
Clonmel Postal	51
Cork Clerks	46
Cork Postal	435
Cycle Couriers	1
Data Ireland	1
Donegal South-West	56
DPD Athlone	105
DPD Clare	21
DPD Couriers	1
DPD Galway	5
DPD Kerry	27
Drogheda Postal	92
Dublin Mails Managers	137
Dublin Managers Branch	246
Dublin Postal Amalgamated	920
Dublin Postal Clerks	379
Dublin Postal Delivery	1253
Dundalk Postal	112
Ennis Postal	137
Enniscorthy Postal	65

Fastway Couriers	4
Galway Postal	256
GLS	1
Kells Postal	62
Kilkenny Postal	90
Killarney/SthKerry Postal	101
Kilmallock & District	40
Letterkenny Postal	97
Lifford/Inishowen	66
Limerick Postal	212
Longford Postal	58
Mallow Postal	128
Monaghan Postal	63
Mullingar Postal	123
Naas Postal	203
Navan Postal	70
Nenagh Postal	40
Nightline	17
North-Kerry Postal	128
Nth Wexford/Sth Wicklow Postal	84
Portlaoise Postal	305
Postal Maintenance Branch	28
PrintPost	11
Roscommon Postal	30
Sligo Postal	104
Southern Regional Managers Branch	129
Thurles Postal	48
Tipperary Postal	49
Tuam Postal	32
Tullamore Postal	65
UPS Ballymount	1
UPS Cork	34
UPS Finglas	63
UPS Shannon	17
UPS Sligo	1
UPS Waterford	7

Waterford Postal	187
West-Cork Postal	91
Western Regional Managers	126
Westport Postal	43
Wexford Postal	70
Wheels We Deliver	1

eComms Sector	
3 Ireland	26
ABIT Communications	3
Accenture	18
Apple	1
BAM FM Ireland	1
BT Ireland	69
Bulgari	1
Call Centre Branch	133
Chill Insurance	1
Ciscom	1
Clare Distribution Services	3
Cloud 10 Beauty	1
Cork Branch	174
Cork General	3
Cornmarket Group	3
Covalen	3
Covidien	2
DATA Branch	2
DEBRA Ireland	1
Delcom	1
Dell Ireland	1
DHL Global Forwarding	1
Digital River Ireland	1
Drogheda Branch	86
Dublin No.1	378
Dublin No.2	174
eComms	10
eir Managers Branch	134



FDK Engineering	1
Galway Branch	107
IBM	9
Imagine Broadband	1
Infosys BPM	1
Intrum Justitia	1
Ipsos MRBI	1
Ivertec	1
Kedington Branch	12
Killalee Ltd	1
KNN Contractors Branch	570
Limerick Branch	169
Lufthansa InTouch	2
Lumen	1
MCI	5
PhoneWatch	96
PLK Engineering	1
Portlaoise Branch	84
Qualtrics	1
Relate Care	2
Rhenus Logistics	1
Rigney Dolphin Waterford	2
Sabeo	1
Seán Connolly Waterford District	106
Secto Services	8
Sligo Branch	256
Spectrum	1
Susquehanna	1
Synchro	8
Sysdig	1
Telecom External Contracts	5
Temple Recruitment	1
Twilio	5
Uplift	1
Verizon Connect	2
Vodafone	174

General	
CWU	7
Dublin Professional & Mgrs	15
First Tech Credit Union	5
FM Downes	8
Halligan Insurances	6
Unemployed Branch	1

# NEC Nominations 2024

## Postal/Courier Sector – General Panel

NAME	BRANCH
Thomas Behan	Naas Postal
Jason Caulfield	Waterford Postal
Elaine Cockburn	Clonmel Postal
Frank Donohoe	Dublin Postal Delivery Branch
Ken Good	Letterkenny Postal
Tony Harnett	Kilmallock & District Branch
Des Hopkins	Cork Postal
Paul Kennedy	Galway Postal
Anthony McCrave	Dundalk Postal
Deirdre Medlar	Ballina Postal
Ellen Moore	Portlaoise Postal
James Moore	Dublin Postal Amalgamated Branch
Seán O'Donnell	Dublin Postal Delivery Branch
Tara Ravenhill	Athlone Postal
David Sheehy	Dublin Postal Clerks Branch
Michael Wall	North Kerry Postal

## Postal/Courier Sector – Women's Panel

NAME	BRANCH
Gill Burns	Nenagh Postal
Karen Malone	Dublin Managers
Maxine Scanlon	Southern Regional Managers

## Postal/Courier Sector – Managers' Panel

NAME	BRANCH
Martin Duffy	Western Regional Managers
Ken Colgan	Dublin Managers

## Postal/Courier Sector – Private Sector Panel

NAME	BRANCH
Maurice Noonan	Postal Maintenance Branch
John O'Donoghue	DPD Clare

## eComms Sector – General Panel

NAME	BRANCH
Pascal Connolly	Sligo Galway District
Alan Dempsey	KN Branch
Stephen Elliott	Drogheda District
Adam Farrell	Dublin No 2
Tom Hayes	Limerick
Frank Joyce	Seán Connolly Branch
Adam Kavanagh	Dublin No 1
Shane Murphy	Vodafone
Tom Sheehan	Cork District

## eComms Sector – Women's Panel

NAME	BRANCH
Sabrina Kirwan	Limerick District
Caroline Schween	Vodafone
Ciara Wade	Sligo Galway District

## eComms Sector – Managers' Panel

NAME	BRANCH
Fiona Woods	eir National Managers Branch

# Standing Orders Nominations 2024

## Postal/Courier Sector

NAME	BRANCH
Paul Darcy	Dublin Postal Amalgamated Branch
Andrew Keehan	Dublin Postal Delivery Branch
Robert Kent	Naas Postal
Tom Prendergast	Portlaoise Postal

## eComms Sector

NAME	BRANCH
Enda Moran	Sligo Galway District
Joel Potts	Drogheda District

# Delegates to Conference 2024

## eComms Sector Delegates

NAME	BRANCH
Donal O'Driscoll	Cork District
Mike Boland	Cork District
Alanna Cotter	Cork District
Bernard Foley	Drogheda District
Joel Potts	Drogheda District
Adam Kavanagh	Dublin No 1
Gerard Smith	Dublin No 1
David Stack	Dublin No 1
Abiola Olayokun	Dublin No 1
Will Meegan	Dublin No 1
Patrick Feeney	Dublin No 2
Yvonne Heffernan	Dublin No 2
Adam Farrell	Dublin No 2
Anthony Farrelly	Dublin No 2
Gerard O'Sullivan	KN Networks
Paul Davy	KN Networks
Darren Rigney	KN Networks
Liam Williams	KN Networks
Sabrina Kirwan	Limerick District
James Crowley	Limerick District
Jeremiah Daly	Limerick District
Fiona Woods	National Managers Branch
Maureen Conway	National Managers Branch
Aidan Byrne	National Managers Branch
John McEvoy	Phonewatch
Patrick Moran	Sligo Galway District
James Monaghan	Sligo Galway District
Deborah Flannery	Sligo Galway District
Enda Moran	Sligo Galway District

Paul McKelvey	Seán Connolly District
Patrick Sheridan	Seán Connolly District
PJ McNicholas	Seán Connolly District
Diarmuid Gorman	Seán Connolly District
Cian McCormack	Sligo Galway District
Brian Lowery	Sligo Galway District
Ciara Wade	Sligo Galway District
Caroline Schween	Vodafone
Stephen Caulfield	Vodafone
Tracy O'Brien	Vodafone

## Postal/Courier Sector Delegates

NAME	BRANCH
Paula Thornton	An Post Insurance
Gareth Daly	Athlone Postal
Peter Conlon	Athlone Postal
Caroline Heavin	Athlone Postal
Anthony Clogher	Athlone Postal
Michael Brannelly	Ballina Postal
John Armstrong	Ballina Postal
Ann Marie Murray	Ballinasloe Postal
Colum McCann	Ballinasloe Postal
Tom Murtagh	Birr/Roscrea Postal
Darren Clucas	Bray Postal
Barry Keogh	Bray Postal
David Kelly	Carlow Postal
Ray Timmons	Carlow Postal
Eddie Heslin	Carrick On Shannon
Gerry Goldrick	Carrick On Shannon
Noel Feeney	Castlebar Postal
Seán Murphy	Claremorris Postal
David Looby	Clonmel Postal



Ann Kenneally	Clonmel Postal
Paul Madden	Cork Clerks
Jason Radford	Cork Postal
Gavin O'Neill	Cork Postal
Diarmuid Cogan	Cork Postal
Brian Hallahan	Cork Postal
Breffini Jones	Cork Postal
Deirdre Dorney	Cork Postal
Denis McCarthy	Cork Postal
Daniel Rose	Donegal South West
Paul Crawford	Donegal South West
Patrick Finnerty	DPD Athlone
David Cassidy	DPD Athlone
John O'Donoghue	DPD Clare
William Caddell	Drogheda Postal
Maurice Clutterbuck	Drogheda Postal
Joseph Ruddock	Dublin Mails Manager
Pat Hawkins	Dublin Mails Manager
Ken Colgan	Dublin Managers
Karen Malone	Dublin Managers
Des Lernihan	Dublin Managers
Gary Langan	Dublin Managers
Sean Carey	Dublin Managers
Brian Ryan	Dublin Postal Amalgamated
Graham Coventry	Dublin Postal Amalgamated
Anthony Larkin	Dublin Postal Amalgamated
Paula Martin	Dublin Postal Amalgamated
Therese Dunne	Dublin Postal Amalgamated
Dermot Walsh	Dublin Postal Amalgamated
John Seagrave	Dublin Postal Amalgamated
Lesley Sheridan	Dublin Postal Amalgamated
Katie McMillan	Dublin Postal Amalgamated

Paul Darcy	Dublin Postal Amalgamated
David Sheehy	Dublin Postal Clerks
David Meehan	Dublin Postal Clerks
Joe Daly	Dublin Postal Clerks
Seán Berry	Dublin Postal Delivery Branch
Seán Boylan	Dublin Postal Delivery Branch
Keith Butler	Dublin Postal Delivery Branch
Gary Conroy	Dublin Postal Delivery Branch
Karl Donohoe	Dublin Postal Delivery Branch
Richard Edgeworth	Dublin Postal Delivery Branch
Michael Lonergan	Dublin Postal Delivery Branch
Derek Lordan	Dublin Postal Delivery Branch
Joe McDonald	Dublin Postal Delivery Branch
John McGuirk	Dublin Postal Delivery Branch
Greg Mulhall	Dublin Postal Delivery Branch
Brian Mullins	Dublin Postal Delivery Branch
Sindy Nestre	Dublin Postal Delivery Branch
Seán O'Donnell	Dublin Postal Delivery Branch
Paul Syder	Dublin Postal Delivery Branch
Joseph Ward	Dublin Postal Delivery Branch
Mark Gilmore	Dundalk Postal
Sean McKenna	Dundalk Postal
Jacqueline McNamara	Ennis Postal
Flan Enright	Ennis Postal
Padraig O'Connor	Enniscorthy Postal
Robert Byrne	Enniscorthy Postal
Carmel Higgins	Galway Postal
Damien Corcoran	Galway Postal
Barry Haddock	Galway Postal
Tom Walsh	Galway Postal
Claire Brady	Kells Postal
Roisin Doughty	Kells Postal

Arno Kourthout	Kilkenny Postal
John McClean	Kilkenny Postal
Tony Harnett	Kilmallock Postal
Pat Barrett	Kilmallock Postal
Ken Good	Letterkenny Postal
Liam O'Grady	Letterkenny Postal
Michael Gallagher	Lifford/Inisowen Postal
Seamus McLaughlin	Lifford/Inisowen Postal
Ray Neville	Limerick Postal
Niall McGowan	Limerick Postal
Dermot Leddin	Limerick Postal
Maryse O'Connor Mackessy	Limerick Postal
Neil Quinn	Longford Postal
Paddy Creamer	Longford Postal
Tim Noonan	Mallow Postal
Jerry O'Brien	Mallow Postal
Brian McCarville	Monaghan Postal
Mary McGinnity	Monaghan Postal
Ray McDonnell	Mullingar Postal
Gordon Ward	Mullingar Postal
Robert Kent	Naas Postal
Brian Mullarkey	Naas Postal
Radoslaw Pyciarz	Naas Postal
Thomas Behan	Naas Postal
Gill Burns	Nenagh Postal
Teddy Murphy	North Kerry Postal
William O'Sullivan	North Kerry Postal
Kevin Molloy	North Wexford/South Wicklow
David Fitzpatrick	North Wexford/South Wicklow
Tom Prendergast	Portlaoise Postal
Eddie Burtenshaw	Portlaoise Postal
Clare Delaney	Portlaoise Postal

Don White	Portlaoise Postal
Andries Slabbert	Portlaoise Postal
Maurice Noonan	Postal Maintenance Branch
Gerard Kehoe	Roscommon Postal
Patrick Bohan	Sligo Postal
Gerard Lynch	Southern Regional Managers
Maxine Scanlon	Southern Regional Managers
Paul Hurley	Southern Regional Managers
Dick Ryan	Thurles Postal
Jer Harnett	Tipperary Postal
Michael Ryan	Tipperary Postal
Gerry Connolly	Tuam Postal
Brendan Curley	Tullamore Postal
Paul Sheehy	Tullamore Postal
Keith O'Neill	UPS
Stuart Carey	UPS
Donal Feehan	UPS
Laurence Mullen	UPS
Chris Jones	Waterford Postal
Anthony Horan	Waterford Postal
Peter O'Dwyer	Waterford Postal
Ray Crowley	Waterford Postal
Breeda Galvin	West Cork
Lucinda Ross	West Cork
William Bell	Western Regional Managers
Martin Duffy	Western Regional Managers
Paul Farren	Westport Postal
Eamonn Healy	Wexford Postal
Brian Martin	Wexford Postal

# NEC Delegates

NAME	SECTOR
Ivor Reynolds	eComms
John Dunleavy	eComms
Frank Joyce	eComms
Tom Sheehan	eComms
Thomas Hayes	eComms
Rachel Carton	eComms
Pascal Connolly	eComms
Seán Tighe	eComms
Shane Murphy	eComms
Alan Dempsey	eComms
Stephen Elliott	eComms
Gerry Perry	eComms
Jason Caulifield	Postal/Courier
Frank Donohoe	Postal/Courier
Anthony McCrave	Postal/Courier
Willie Mooney	Postal/Courier
Vinny Kilroy	Postal/Courier
Gerry Sexton	Postal/Courier
Michael Wall	Postal/Courier
Adrian Scanlon	Postal/Courier
Des Hopkins	Postal/Courier
Deirdre Medlar	Postal/Courier
Ellen Moore	Postal/Courier
Paul Kennedy	Postal/Courier
Tara Ravenhill	Postal/Courier
Elaine Cockburn	Postal/Courier
Norita Dawson	Postal/Courier Observer

# Standing Orders Delegates

NAME	SECTOR
Jim McCarron	eComms
Pat Delaney	eComms
Seán McDermott	eComms
James Moore	Postal/Courier
David Stapleton	Postal/Courier
Danny Hoare	Postal/Courier



## Notes

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**BETTER  
IN A TRADE  
UNION**

