



**RISE
ORGANISE
UNIONISE**

**CWU 13th Biennial
Delegate Conference**

May 2026, Sligo

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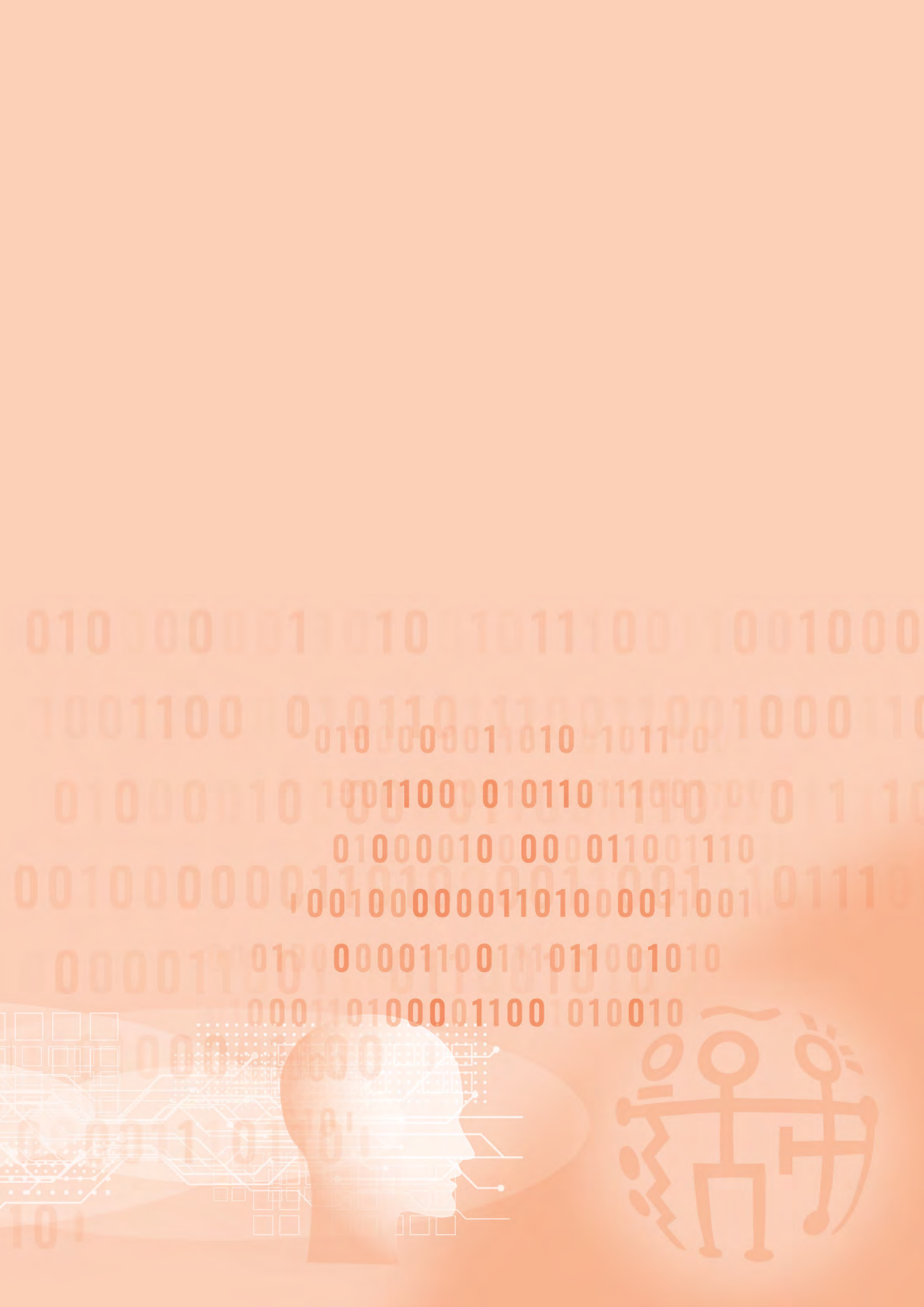
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General





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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 or speak to a member of CWU Head Office staff at the Biennial Delegate Conference.

Foreword

It gives me great pleasure to extend a very warm welcome to all delegates and guests, to the 13th CWU Biennial Delegate Conference. We gather in the Clayton Hotel, Sligo, formerly the ground of St Columbas Hospital, originally opened in 1855 — a most apt setting where we can de-stress and reflect against the backdrop of Benbulbin mountains, the final resting place of W.B. Yeats.

Sligo has a deep-rooted connection to the Irish Trade Union movement. Serving as the site of a landmark 1913 Sligo Dock strike, a significant precursor to the Dublin lock-out, led by Jim Larkin. A victory for workers rights, marred by the tragic death of a striker Robert Dunbar.

Constance Markievicz was a pioneering revolutionary socialist and feminist, fighting for workers rights and full equality for women.

As Minister for Labour she established arbitration tribunals as a support for better wages and conditions for workers.

At the Irish Women Workers Union inaugural meeting in 1911 she said, *“The union would not only give women a greater voice in the workplace but also improve their overall status in society”*.

The rallying cry of the 1913 Sligo Dock Strike was,

“The great only appear great, because we are on our knees. Let us Rise!”

Our Conference theme, **‘Rise, Organise, Unionise’**, is our rallying call to all workers. Workers need to respond and assert their power and capacity to influence their wages, working conditions and to have a say in decisions affecting their lives.

Our colleagues in Covalen are a shining light for us all by their focussed determination in the fight to secure union recognition and representation in the face of a system of industrial relations that supports the employers right to veto organising and collective bargaining.

This worker led campaign, bolstered by the support of the full resources of CWU is a credit to the work of our organisers and an inspiration to us all that low-paid workers will put their jobs potentially at risk to stand up for their beliefs.

Those that attended the pickets in December and January are mightily impressed and energised by their enthusiasm.

Our fight in 2026 is, sadly, as relevant today and it was to the dock workers and tram workers 113 years ago.

How we organise ourselves determines the outcome of the challenges we face. In this respect we have made significant organisational changes in both personnel and structures. We have achieved real progress across all of the companies securing very good agreements for members and retired members. All of these have been documented in the various chapters of this report, which I am confident will allow us build on our achievements to date and to face future tests.

Over the next few days, with your input and support we will formulate policies, within the trade union movement and help shape the impact of our members in their workplace.



*Seán McDonagh
General Secretary,
Communications
Workers' Union*

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In your free time do sign up for the guided tour of the *Footprints of Westlife* by lifelong fan and enthusiast Christy Brannigan. Alternatively, there are several trains departing Seán MacDiarmada station.

On behalf of the Officers and the National Executive Council, I sincerely thank all delegates and our representatives, for their invaluable work on behalf of the CWU. Wishing you a successful and enjoyable conference.

A handwritten signature in black ink, appearing to read 'Seán McDonagh', written in a cursive style.

Seán McDonagh
General Secretary

Trade Union Organising & Campaigning

The period under review has been one of significant change and strategic focus for the Union. Structural developments within our traditional sectors, alongside the rapid growth of employment in digital and technology industries, have reshaped the landscape within which the CWU operates. In response, the Union has pursued a deliberate strategy centred on organising, diversification and strengthening our presence in emerging sectors, while continuing to consolidate our position in established employments. This approach is delivering results. Membership has stabilised and begun to grow, new organising footholds have been established, and sustained campaigning has secured important political and legislative progress. The work undertaken during this Conference period demonstrates that the CWU is successfully adapting to the changing world of work and building the foundations for future growth and strength.

Membership – Stabilisation and Strategic Growth

Against this backdrop of structural change, membership trends during the Conference period reflect both the challenges facing the Union and the effectiveness of the strategic response adopted.

In common with many established unions in mature sectors, the Union experienced contraction arising primarily from structural change within legacy employments, particularly in telecommunications. By December 2024, total in-benefit membership stood at 11,124.

This reduction reflected structural change within key employments rather than any diminution in the relevance of the Union. Nonetheless, it presented a strategic challenge which required a deliberate and forward-looking response.

As at 31st December 2025, total in-benefit membership stands at 11,519, representing growth of 395 members during 2025.

This return to growth is significant. It marks a stabilisation of overall density during the Conference period and demonstrates that the strategic decisions taken by Conference and the National Executive Council are delivering results.

An Post

Membership stood at 7,835 in late 2024 and increased to 7,926 by the end of 2025. This reflects steady consolidation in a core employment and continued branch-level organising activity.

eir

Membership stands at 1,350 at December 2025, reflecting ongoing structural contraction within the Company. While modest gains were made during 2025, overall numbers continue to be influenced by workforce reductions. The Union remains focused on growth in strategic areas, maintaining density and strong representation in this employment.

Tech and New Sectors

The most significant development during this Conference period has been the growth in 'other' membership.

At December 2024, this category stood at 1,550. By December 2025, it had increased to 2,242 — growth of 692 members in a single year. This figure includes Vodafone, Cirtet and others but, significantly, a high proportion of digital, technology and business process outsourcing workers.

Without this expansion into new sectors, overall membership would have remained under considerable pressure. Instead, the Union has diversified and expanded into sectors central to the future of communications work.

This growth is not incidental. It is the direct result of the NEC's decision to invest in additional organising capacity, including the recruitment of two dedicated organisers and the implementation of a focused strategy in the tech sector.

Strategic Implications

The membership data for this Conference period tells a clear story:

- Some legacy sectors continue to experience structural contraction.
- Investment in organising has offset that contraction.
- Diversification into tech and digital sectors is now essential to the Union's long-term strength.
- the Union has moved from defensive consolidation toward measured growth.
- Infill recruitment must continue to be a focus

The decision to invest in organising resources has proven correct — not only in numerical terms, but in strategic positioning. The CWU is strengthening its presence in emerging sectors while maintaining its historic base.

The challenge for the next period will be to build on this stabilisation and convert strategic footholds into sustainable, density-based power.

Infill recruitment remains a strategically critical component of the Union's organising approach. While expansion into new sectors is essential, maintaining and strengthening density within existing employments is equally vital to preserving collective strength and bargaining power. Infill is not treated as a separate or isolated activity, but as an integral part of all Union work. Across each employment, branch structures, representatives and officials must continue to identify opportunities to recruit new entrants, engage non-members and ensure that Union membership keeps pace with workforce change. This work is reflected throughout the sectoral reports indicating that organising is embedded within the day-to-day industrial, representational and campaigning activity of the Union.

Organising in the Tech Sector – Building Power in New Industries

The organising of workers in the technology sector has been a central strategic priority of the Union during this Conference period. The growth of employment in digital platforms, content moderation, artificial intelligence and business process outsourcing presents a both a challenge and an opportunity for the CWU.

These sectors are characterised by younger workforces, high levels of job insecurity, rapid technological change and, in many cases, the absence of established union structures. Workers often operate in environments deliberately designed to isolate them from one another and from traditional forms of collective organisation.

Recognising this challenge, the Union has implemented a focused organising strategy, supported by the establishment of DATA – the Digital and Techworker Alliance – and by the recruitment of dedicated organising resources.

This strategy is delivering measurable results.

Building Union Presence and Structures

The Union has established and expanded membership across a number of major multinational employers in the technology and business process outsourcing sectors.

In Teleperformance, one of the largest global outsourcing firms, the Union secured a formal agreement providing for Union access, induction facilities, paid release for representatives, and the integration of CWU communications within Company systems. This agreement provides an essential foundation for sustainable Union organisation within the Company, and work is ongoing to translate these provisions into fully-operational workplace structures.

Similarly, in Cornmarket, the Union secured formal recognition, providing access to workers and enabling the development of representative structures. This recognition establishes an important platform upon which the Union can continue to build membership, organisation and collective strength.

In TikTok, organising activity has accelerated in response to ongoing restructuring, job insecurity and the growing impact of artificial intelligence on content moderation roles. Workers have begun to form organising groups, participate in workplace surveys and engage collectively with the Union to address workplace concerns. These developments represent important early steps in building sustainable Union structures within the Company.

Across the sector more broadly, workers have engaged with the Union through organising meetings, training programmes, surveys and collective actions, laying the groundwork for long-term Union presence.

Covalen – A Case Study in Worker-Led Organising

The most significant development in the tech sector has been the organising campaign in Covalen, a business process outsourcing company providing services to major global technology platforms, notably Meta.

Through systematic organising, worker-to-worker engagement, and the development of representative structures, membership grew rapidly.

Workers organised collectively around workplace issues including health and safety, working conditions and job security. Five CWU members were elected as Employee Safety Representatives, asserting workers' statutory rights and establishing formal representation within the workplace.

As the campaign developed, workers undertook collective action to assert their interests, including presenting signed letters to management and organising around workplace changes impacting terms and conditions.

In December 2025, following continued employer resistance, members voted overwhelmingly in favour of industrial action. Strike action was subsequently undertaken with strong participation and visible solidarity.

The industrial action represented a significant milestone — demonstrating that workers in the tech sector, often portrayed as difficult or impossible to organise, are prepared to act collectively to defend their interests.



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Despite significant redundancy programmes undertaken by the employer, union membership has remained stable and worker engagement has continued to strengthen.

The Covalen campaign has established a clear precedent: that collective organisation and collective action are both possible and effective in the technology sector.

Building a Sustainable Techworker Movement

Alongside workplace organising, the Union has worked to consolidate democratic structures within the tech sector through the development of the Digital and Techworker Alliance (DATA) Branch.

A key milestone in this work is the convening of a national Techworker Forum and the establishment of formal democratic branch structures for tech sector members within the CWU. This initiative brings together members from across multiple companies and subsectors, providing an opportunity for workers to share experiences, identify common priorities and participate directly in shaping the future direction of their union.

Crucially, this marks the transition from initial organising and recruitment toward the establishment of permanent, worker-led union structures. The formation of dedicated branch structures will ensure that tech workers are fully integrated into the democratic life of the Union and are equipped to sustain and expand organising efforts across the sector.

These developments represent an important step in embedding the Union's presence in the technology sector and ensuring that the organising gains made during this period are consolidated and strengthened. DATA is now moving from an organising initiative to an established and permanent part of the Union's structure.

Strategic Impact

The organising work undertaken in the tech sector represents a decisive step forward in implementing the Union's long-term organising strategy.

Membership growth in the sector has contributed significantly to the stabilisation of overall Union membership. More importantly, the CWU has established itself as a credible and visible union for technology workers in Ireland.

Experience across the sector has demonstrated that while access agreements and recognition provide essential foundations, it is the development of strong workplace organisation and collective strength that ultimately enables workers to secure meaningful and lasting improvements.

The success of campaigns such as Covalen demonstrates that, even in sectors previously considered difficult to organise, workers will join and build their union when provided with the support, structure and confidence to do so.

This work will continue to be a central priority in the coming period, as the Union builds sustainable power in the industries that will shape the future world of work.

Respect at Work – from Campaign to Government Action

The period under review has seen one of the most significant developments in Irish industrial relations in a generation.

On 5th November 2025, the Government published Ireland's *National Action Plan to Promote Collective Bargaining (2026–2030)*. The publication of this plan represents a major milestone in the Respect at Work campaign and a critical step in the implementation of the EU Adequate Minimum Wages Directive.

The Respect at Work campaign, driven by the CWU together with SIPTU, Mandate and the FSU, brought together workers across the country with a clear and focused demand: real and meaningful change in workers' rights in Ireland.

Thousands of members supported the campaign. Workers lobbied their Local Representatives, secured political pledges and delivered almost 20,000 petition signatures to Government. That collective effort ensured that commitments contained in the Programme for Government were not quietly deferred or diluted.



It is notable that Ireland published its Action Plan before the outcome of the European legal challenge to the Directive. Many EU member states chose to delay. In Ireland, sustained pressure from unions — combined with the determined work of the ICTU negotiating team — ensured that the Government proceeded.

The Action Plan – Key Measures

The Action Plan contains 22 measures designed to promote collective bargaining. While the full implementation process lies ahead, several commitments have the potential to significantly alter the industrial relations landscape if delivered in substance and not merely in form.

Legal Protections for Trade Union Representatives

The Plan commits to examining and strengthening legal protections for Trade Union Representatives. For too long, representatives in Ireland have operated with weaker statutory protections than their counterparts in many other EU states. Addressing this imbalance is essential if workers are to organise without fear of victimisation.

Public Procurement as a Lever

The inclusion of Collective Bargaining considerations within public procurement processes marks a potentially transformative shift. The CWU has long argued that companies benefiting from public contracts should respect Collective Bargaining and the industrial relations machinery of the State. The exploration of a pilot in this area signals movement in that direction.

Digital and Physical Access

Access to workers — particularly in non-unionised, private sector and remote workplaces — is fundamental to organising. The commitment to engage on both digital and physical access acknowledges the realities of the modern workplace and the barriers currently faced by workers seeking representation.

Exploring Tax Measures

The Plan also commits to exploring alternative tax options to promote collective bargaining, opening the possibility of positive incentives for employers who engage constructively.

Taken together, these measures provide an ambitious framework. If implemented effectively, they could materially shift the balance toward fairness and give a meaningful worker voice in Ireland.

The Next Phase

However, publication is not implementation. The business lobby has already signalled resistance. Each measure will require vigilance, mobilisation and continued political engagement to ensure that the spirit and letter of the Directive are respected.

The Respect at Work campaign has moved the debate. It has secured a framework. The next stage is delivery.

The CWU will continue, alongside our sister unions and the Irish Congress of Trade Unions, to ensure that this Action Plan results in stronger protections, real access and measurable growth in collective bargaining coverage.

Conclusion

The work outlined in this chapter reflects a Union actively responding to change and shaping its own future.

Through deliberate investment in organising, the CWU has stabilised membership and established a growing presence in sectors that will define the future of communications work. The development of sustainable organising structures in the technology sector, alongside continued strength in our traditional employments, demonstrates that the Union is adapting to a changing industrial landscape.

At the same time, coordinated campaigning has delivered meaningful political progress. The publication of the National Action Plan to Promote Collective Bargaining represents a significant opportunity to strengthen workers' rights and remove long-standing barriers to union organisation.

The challenge now is to build on these foundations — to deepen organisation in emerging sectors, consolidate recent gains and ensure that the CWU continues to grow its influence and capacity to represent workers effectively.

The CWU enters the next phase as a Union that is organising, growing and building power for the future.

Pension Campaign – Defending the Rights of Retired Members

Approximately 20,000 CWU pensioners across An Post, eir and those retired on health grounds are directly affected by delays in securing Ministerial approval for agreed pension increases and related superannuation measures. These increases were negotiated and agreed but require formal approval through Government processes before they can be implemented.

It is important to emphasise that these pension increases are part of an established and carefully managed process. Pension adjustments for An Post and eir pensioners arise on an annual basis, reflecting long-standing arrangements designed to maintain the value of pensions over time. However, the requirement for Ministerial approval at multiple levels has increasingly resulted in delays and uncertainty. This has become a recurring issue, requiring ongoing engagement by the Union to ensure that agreed increases are implemented in a timely manner and that pensioners are not left waiting for entitlements that have already been secured through procedures that are grounded in collective agreements and conscientious and methodical financial decision making.

While Ministerial approval remains a statutory requirement, the necessity for such extensive oversight has become increasingly difficult to justify. The pension schemes are independently governed, subject to robust regulatory supervision by the Pensions Authority, and overseen by Trustees, actuaries and company boards who have full legal responsibility for their administration. The State has no ongoing financial liability for the schemes, which are financially sound and operate within established governance frameworks. Notwithstanding these safeguards, additional layers of administrative review have developed over time, resulting in delays that serve no clear financial or regulatory purpose. This has contributed to a situation where agreed and fully funded pension increases are subjected to prolonged approval processes, creating uncertainty for pensioners and necessitating repeated intervention by the Union.

The Union has engaged intensively with Government, Ministers and public representatives to secure the necessary approvals and ensure that retired members receive the benefits to which they are entitled. This engagement has taken place at the highest political levels and has been supported by sustained campaigning and mobilisation.

As a result of this pressure, approval has been secured from the Minister of State for the An Post pension increase, representing an important step forward. However, further Ministerial approval remains outstanding before the increase can be implemented. At the time of writing, no equivalent approval has been secured in respect of eir pensioners or those retired on health grounds.

The Union has made clear that these delays are unacceptable. Pensioners, who gave decades of service, should not be subjected to uncertainty or denied timely access to agreed entitlements.

Member Mobilisation and Public Demonstration

The campaign has been marked by strong and visible mobilisation by pensioners and members.

A major demonstration was held at Dáil Éireann on Tuesday 10th February, bringing together large numbers of pensioners and supporters to demand immediate Government action. With around 3,000 in attendance, the demonstration sent a clear message to political decision-makers that the Union will not allow these issues to be ignored or indefinitely delayed.

This mobilisation has been accompanied by ongoing political engagement, public advocacy and direct communication with Government.

Continuing the Campaign

The Union will continue to apply political and industrial pressure until all outstanding approvals are secured and pensioners receive their full entitlements.

This campaign reflects the Union's fundamental commitment to its retired members — both during their working lives and in retirement. The CWU will continue to defend the rights of pensioners with the same determination that it brings to all aspects of its work.

Communications

As the premier Union for the tech, postal, telecommunications, and call centre sectors, it is vital that we keep our members well-informed about their rights, benefits, and any developments affecting their jobs. This is particularly relevant in sectors like postal, courier, telecoms, and tech, when change comes hard and fast. This ranges from delivery schedules, automation to technological upgrades, or restructuring, which can impact roles. Clear communication ensures members understand these changes and know how the Union will respond.

We have had some clear messages since the last BDC which form the pillars of our work as follows:

- Fair pay and decent conditions whereby we emphasise wins, successful negotiations, and ongoing campaigns.
- Promoting collective power so that those in our traditional and non-traditional areas understand that “when we act together, we win.” This also includes collective responsibility to support the CWU agenda.
- Respecting and creating awareness of dignity at work from anti-bullying, to work-life balance, to health and safety and employment rights. Members need to know what we are doing in these areas that are critical to their day-to-day working lives.
- Positioning CWU as a modern, inclusive Union that ensures all have access to Union services.

CWU Communications Strategy

We have identified a very clear communications strategy which has stood the test of time, but has been flexible enough for us to respond to our emerging membership which requires a different level of communications intervention. The strategy identified the 5 steps below:

1. Identifying objectives;
2. Developing our message and Union mission;
3. Ensure effective timing;
4. Enhancing media and communications channels;
5. Review and monitor;

We have grown in many areas, so we need to be aware of our key audiences, from current members to potential members including young workers, migrant workers and so on. This means that we must have timely, practical communication tools. It also means that we must engage with media & policymakers, Journalists, TDs, and Senators.

Our Union relies on collective action, which only works if members are united. Effective communication helps:

- Spread awareness of campaigns, negotiations, or industrial action.
- Encourage participation in votes, meetings, and strikes.
- Foster a shared understanding of goals and challenges.

Union Website

We reported on the survey of the NEC and branch secretaries on how we could enhance the website, which was incorporated.

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 presented to the NEC.

We are conscious that not all of our members will be on social media, therefore it is critical that

our website fills the gap with the latest news and innovations. We have enhanced the functionality of the website considerably with increased downloadable content and with the latest news being posted regularly.

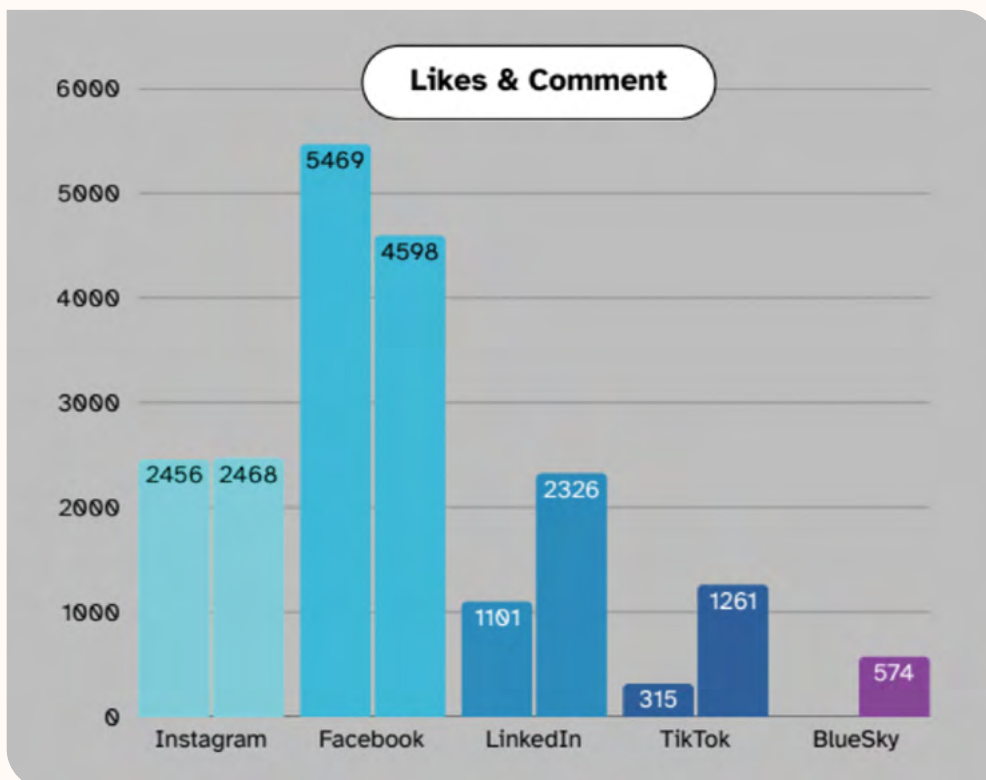
We also added a new campaigns section to the website and our section on employment rights is updated regularly in line with changes in employment law. The section is in an A to Z format and covers questions from our members' perspective on rights and entitlements.

CWU Social Media Channels

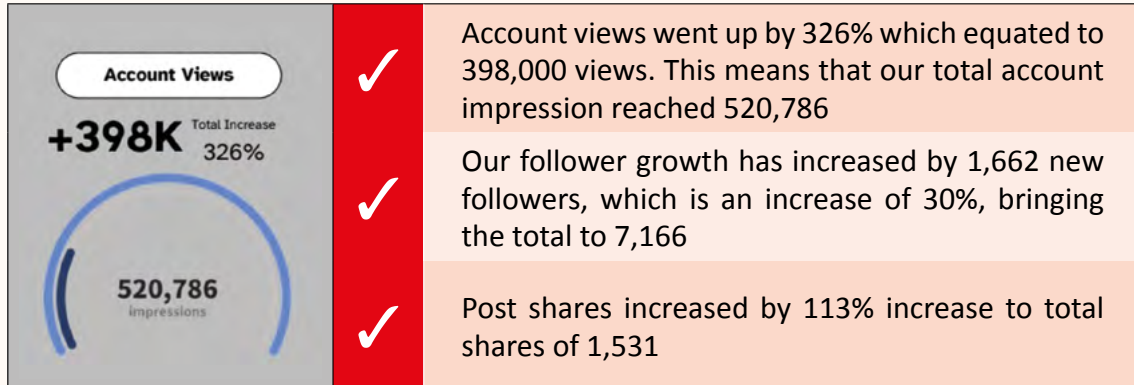
Our social media survey informed us as to what platforms, content and other activities we should enhance which led to a full analysis of our platform engagement. When it comes to our social media reporting, we base our analytics on many areas but below are the key ones:

Page and Profile Reach:	How many <i>unique people</i> saw our pages or profile, for example "How many different individuals did we show up in front of?"
Average Engagement Rate:	How much people interact with our content compared to how many saw it. Interactions include likes, comments, shares, saves, clicks, etc. In other words, we analyse if people are actually engaging with what we post.
Post Reach:	How many <i>unique people</i> saw a specific post. If 100 different people saw our post, our post reach is 100.
Post Impressions:	How many total times a post was viewed including repeat views. If someone sees our post 3 times, that counts as 3 impressions.
Total impressions (Website)	This refers to how many times a user saw a link to our site in search results.

The graph below shows our growth across all our social media platforms. While Facebook and Instagram remain the strongest engagement drivers, TikTok and LinkedIn saw the biggest jump between 2024 and 2025.



The above analytics illustrate a year of overall successful communications and an improvement in the Union's visibility, engagement and reach. We had over half a million views on our social media content and profiles, respectively. There was a significant increase in our follower count across both our established platforms (LinkedIn, TikTok, and Instagram) and emerging platforms (BlueSky). Lastly, the number of people viewing our content has increased considerably, with our accounts and content reaching over 200,000 people respectively.

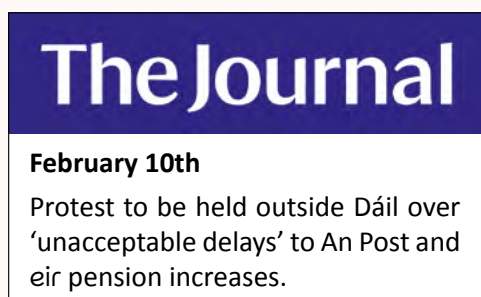


The above success could not be achieved without the hard work and dedication of Siobhan Kenny our Digital Organiser. We also acknowledge the work of Organisers, John Bohan and Shane Murphy, for their proactive and engaging approach to communications for the tech sector.

Promoting CWU Campaigns

When we see the success of the Pensions Campaign and the strike in Covalen over Union recognition, redundancy terms and role recognition. We needed to engage with the general public, especially during campaigns and disputes, so that we positioned ourselves as the only voice of workers in the communications and tech sectors.

To support our campaigns, we ensured that we had proactive press releases tied to campaigns, and other wins. We also ensured that we had the support of other organisations such as UNI Global Union, TDs as well as Senators who were briefed on key issues happening for members of our Union. This was supplemented by opinion pieces in the Irish Times, Independent, Journal.ie, the IRN and on RTÉ News. We also ensured that our social media channels were utilised in full to get our message out. We had significant coverage as follows:



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December 1st

Hundreds fear losing jobs at Irish outsourcing firm Covalen.

THE IRISH TIMES

January 6th

Workers at outsourcing firm Covalen to take strike action.

**Irish Examiner**

January 6th

Workers strike at outsourcing firm Covalen over proposed redundancies.

Business Post

January 6th

Protest to be held outside Dáil over 'unacceptable delays' to An Post and eir pension increases.

THE IRISH TIMES

January 14th

Workers at Meta subcontractor Covalen to strike for two days.

CWU Launches New DATA Logo – Same Mission, Stronger Identity

At the beginning of this year, we introduced a new logo for the Digital and Techworker Alliance (DATA) to strengthen the visual connection between DATA and the wider Union. The redesign incorporates the CWU's iconic graphic, while maintaining the previous DATA logo's colour palette. This change was driven by feedback from tech sector members, who preferred the CWU's established visual identity. The new logo aims to reinforce DATA's visibility across campaigns, social media, events, and merchandise, symbolising a blend of tradition and innovation, as the Union expands into more digital and tech workplaces. At the time of writing, the Union was planning on launching the logo at the inaugural Tech Sector AGM on February 28th.

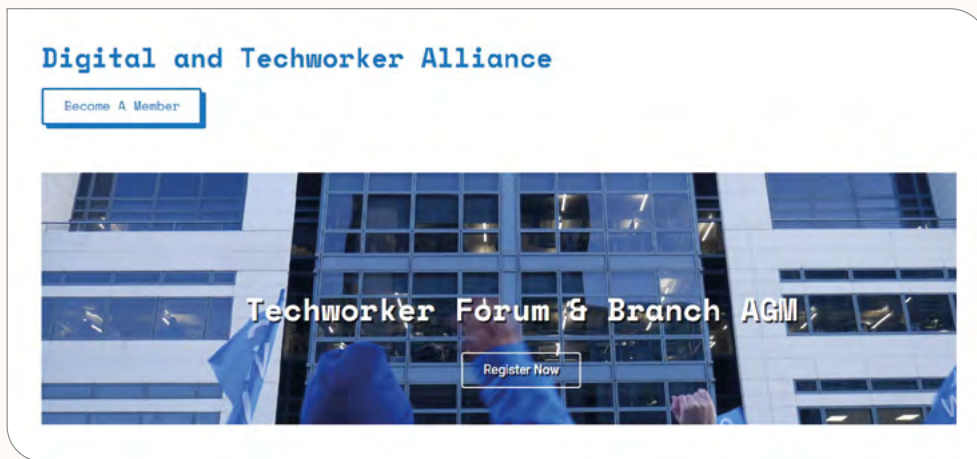
Further information can be found on www.datacwu.ie

DATA

CWU DIGITAL+TECHWORKER ALLIANCE

**Review of DATA Website**

We are currently in the process of doing a review of the DATA website. For tech workers, our website along with our social media platforms is often the first impression of our Union so our review ensures that our mission and values are clearly communicated.



The DATA website has strengthened our reputation as the Tech workers Union, so all our information is relevant, contains the latest news, highlights employee rights, makes it easy to navigate, and join our Union. It provides details on our most recent campaigns, developments in the Tech sector, and gives assistance on organising and strengthening our Union in the workplace.

Conclusion

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 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 communications@cwu.ie.

Equality & Diversity

Equality Report 2026

Introduction

The CWU Diversity and Equality Committee has continued to drive a robust and comprehensive equality agenda, recognising that equality is not an optional extra but a fundamental Trade Union issue. The promotion of equal rights, fair and safe working conditions, and dignity at work are central pillars of the CWU's purpose and values.

It has also been a challenging time as we have seen Donald Trump's sustained attacks on Diversity, Equity and Inclusion (DEI) programmes. We have seen many Tech-based companies where we have members, claw back on their commitment to DEI which means we must redouble our efforts as equality is not an ideology, it is a human right.

In line with the nine protected grounds outlined below, the CWU is unequivocal in its commitment to defending members against discrimination. Where discrimination occurs, as per one of these grounds, the Union will provide appropriate supports, representation, and advocacy where necessary to protect members' rights.

We further believe that workplaces must be genuinely inclusive, enabling all workers to participate fully and reach their potential. Equality in practice requires proactive measures, not just good intentions. This includes, among many initiatives, meaningful work-life balance arrangements, reasonable accommodations and the development of company policies that are accessible and transparent. By advancing equality and inclusion, Trade Unions strengthen collective solidarity, improve working conditions for all, and help build workplaces rooted in respect, fairness, and dignity.

Our equality agenda is based on employment equality legislation that prohibits discrimination on the nine 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 9 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 nine grounds of employment equality legislation are the cornerstone of our work. From this foundation, we collectively bargain for strong workplace policies that improve the working lives of our members. Employment equality is driven by the CWU Diversity and Equality Committee, which is committed to securing fair, respectful, and dignified employment for all members.

The members of the committee are as follows:

1. Stephen Elliott, eir Drogheda District

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2. Adam Farrell, eir Dublin No 1
3. Sabrina Kirwan, eir Limerick District
4. Deirdre Medlar, Ballina Postal
5. Tara Ravenhill, Athlone Mails Centre
6. Maxine Scanlon, Cork Managers
7. Fiona Woods, eir Managers

The CWU is represented on the ICTU Disability Committee, the ICTU Women's Committee as well as the UNI Europa Women's Committee. National Officer, Carol Scheffer, is currently the President of both the UNI Europa Women's Committee and UNI World Women's Committee.

ICTU Women's Committee	ICTU Disability Committee
Sabrina Kirwan	Gillian Burns
Tara Ravenhill	Fiona Woods

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 have also been involved in other UNI projects that have enhanced our own agenda.

Our National and European committee networks are invaluable, providing us with access to top-tier programs and best practices that we can bring to our employers. The results of our Union projects and campaigns have given us concrete resources that have greatly strengthened our diversity and equality agenda in recent years.

Members who want to learn more about our work can find regular updates in the Union magazine, on social media, and on our website.

Equality Updates 2024-2026

Equality Representative Training

Our Equality Representative Course continues to be popular with many Branches. It is an 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 Branch level.

We held one course in October 2024, and our most recent course was held in June 2025. Both were heavily subscribed and were attended by a variety of Branches across the Telecom and Postal/Courier sectors.

The Equality Representative plays a vital role in supporting the Branch Secretary on equality-related issues. This position focuses on the nine grounds of discrimination under employment equality law, tackling key issues like work-life balance, statutory and non-statutory leave, disability in the workplace, and more.

Equality Representatives are responsible for reporting back to their committee as needed. The Equality Representative ensures that the committee stays informed about new initiatives or developments, strengthening our collective ability to advance equality at local level. This network of Representatives is crucial in embedding equality into every corner of our workplaces. The course is normally held once a year and we look forward to welcoming new Representatives again this year.



Equality Representatives 2025.

Continues Work with Breast Cancer Ireland

The CWU was delighted to once again work with Breast Cancer Ireland to roll-out lunch and learn sessions. The purpose of the sessions is to raise awareness of breast health and to emphasise the importance of early detection.

Our work with Breast Cancer Ireland is a continuation of our commitment to the health and wellbeing of members.

We have worked with An Post, and eir to host a series of Breast Cancer Awareness talks across numerous locations.

Alarmingly, every 29 seconds someone in the world is diagnosed with breast cancer, which is why we partnered with Breast Cancer Ireland to deliver these sessions.

Breast Cancer Ireland gives valuable information on the signs and symptoms of breast cancer in these sessions which includes when and how to seek professional medical advice and provides resources and support for anyone affected by breast health issues. In addition, they have a demonstration on a mannequin of how to conduct a self-breast check.

We have worked closely with eir and An Post which was very successful and our thanks to both employers for hosting. In eir, we covered all the call centres and HSQ and in An Post we covered the EXO, Limerick DSU, Dublin Mails Centre, Portlaoise Mails Centre, Cork Distribution Centre, Athlone Mails Centre and Castlebar DSU.

What was covered:

- Expert-led talk on breast health, including how to perform self-examinations.



Breast Cancer Awareness EXO.

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- Information on the signs and symptoms of breast cancer.
- Guidance on when and how to seek professional medical advice.
- Resources and support for anyone affected by breast health issues.

Talks are open to all employees working in and around the locations listed and we strongly encourage our members to attend when it is on offer.

CWU Represented on the Steering Committee of UNI Project on Remote Work



ARCO Steering Committee.

The CWU hosted over 20 Trade Unionists from across Europe at a two-day workshop, which outlined potential benefits and risks of remote work to gender equality, diversity, equity and inclusion and Trade Union strategies to address these.

The participants from the ICTS and finance sectors met in Dublin on 29-30 May 2024 for the second workshop of the UNI Europa EU-funded project ARCO (“Addressing Remote work through Collective bargaining and Organising”).

Based on group work, research, UNI affiliates’ good practices and findings by Eurofound (the EU Agency for the improvement of living and working conditions), the participants developed a shared understanding of how the broader societal shift towards remote working can both benefit and harm workers.

The participants were clear that only through collective bargaining can Trade Unions negotiate supportive frameworks on remote work that support workers’ mental health, safety, work-life balance and privacy.

The benefits of remote work – for women in particular – include higher participation rates in the workforce, a better work-life balance and improved health outcomes. On the other hand, social isolation – slower career progression, the invisibility of workers, threats of domestic violence, and a lack of enforcement of the right to disconnect, can all harm remote workers.

It was outlined that Trade Unions should address these issues when negotiating collective agreements on remote work. To improve the mental health of remote workers, for instance, both staff and managers should be trained on mental health risks and the right to disconnect. Likewise, collective bargaining agreements need to include clear and transparent rules regarding the surveillance of workers.

Female workers often carry the burden of unpaid care work and therefore are likely to use remote work to balance private care obligations and work. It is important to break these traditional and stereotypical division of roles. Trade Unions should encourage such a cultural shift at all levels (company, sectoral, national), by negotiating increased parental leave for men or partners.

The increase of domestic violence during the Covid-19 pandemic posed a real threat for remote workers and there is a need to address this as a work-related issue. Trade Unions should negotiate prevention and support measures to break the taboo for victims of domestic violence.

Likewise, third-party violence is a challenge for remote workers that are confronted with cyber-bullying or attacks even at their homes.

On the positive side, remote work is also an inclusive tool providing people that otherwise would not work in a traditional environment with new opportunities, for instance people with disabilities or women re-integrated into the labour market after a career break.

The workshop allowed UNI affiliates to hear perspectives and practices from across the continent and discuss joint solutions to the opportunities and challenges posed by remote work. The final report was launched in Antwerp with recommendations and good practices measures.

CWU Participates in the Government Review on the Right to Request Remote Work.

Members have been advised that the right to request remote working arrangements was established under the Work Life Balance and Miscellaneous Provisions Act. The Act also provides a right to request flexible working arrangements for parents and carers. The right to request remote working came into effect for all employees on 6th March 2024.

Under the legislation, a statutory review of the remote working provisions must take place within two years of commencement. As part of this process, the Department, supported by external consultants, launched a public consultation and representative survey to examine how the legislation is operating in practice.

The Act further requires engagement with both employee and employer representatives. The CWU was nominated by ICTU to participate in this review, with Carol Scheffer representing the Union in a one-to-one interview with the Department.

The consultation assessed key issues including awareness of the right to request remote working, workers' experiences of the legislation, and the practicality of its procedures. It also examines employer obligations and implementation challenges, the effectiveness of protections relating to termination, abuse and penalisation, dispute resolution mechanisms, and the level of protection afforded to employees under the Act.

The Union has already negotiated robust Remote Work Policies in both eir and An Post prior to the legislation being enacted. That said, we believe that the legislation itself needs to be strengthened, as there is a lack of clear objective, justified criteria to refuse requests which are based mainly on broad business interests.

We also believe that mandatory consultation with employees should take place before decisions are made. At the time of writing the review was ongoing.

CWU Supporting LGBTQ+ Workers

The Pride at Work Conference 2025 was held on August 28th at the Convention Centre in Dublin. The CWU and a number of other Unions took a stand at the Conference to highlight our work and to let the LGBTQ+ community know that they are better off in a Trade Union.

2025 marked momentous anniversaries in the journey towards equality for LGBTQ+ people and their families, such as: the Marriage Referendum, and the Family and Children Relationships Act.

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The Conference featured a variety of sessions including panel discussions on presentations from some key-note speakers. It highlighted the importance of diversity and equality initiatives, as well as the challenges that are continually faced by the LGBTQ+ community.

The CWU is also part of the UNI LGBTQ+ network who meet regularly to discuss relevant issues. The network recognises that Trade Unions have a vital role to play in fostering equal, safe, and welcoming workplaces. Diversity is not always visible. Around 45% of LGBTQ+ workers hide their identity at work, often or always fearing negative consequences.



This continues to be a concern for Trade Unions, however together with employers, Trade Unions work to eliminate discrimination and ensure that every worker regardless of sexual orientation or gender identity, is treated with dignity and respect and is fully protected from third-party violence and harassment. A safe and healthy working environment is a fundamental worker's right.

Stamp Out Sexual Harassment Campaign

The Union was pleased to be able to launch our campaign at the CWU Spring Seminar. The CWU opposes all forms of workplace discrimination, as per the nine grounds of the Employment Equality legislation and this includes the unacceptable behaviour that is sexual harassment. As part of our commitment to the wellbeing of our members, we have accordingly developed our "Stamp Out Sexual Harassment" campaign.

Aims of the Members' Toolkit

The toolkit has been designed for members who have queries or concerns around sexual harassment. The aims are as follows:

- It addresses the key issues such as identifying sexual harassment, liaising with Union Representatives, addressing complaints and getting the necessary supports.
- To help members identify what sexual harassment is, to know how complaints should be dealt with, to understand its impacts and effects, and to prevent sexual harassment and protect workers.
- TU outline roles and responsibilities towards the prevention of sexual harassment.



Defining Sexual Harassment

Sexual harassment in the workplace is not only unacceptable, but also illegal and must be treated with all due severity. *"The Employment Equality Act 1998- 2015 (EEA) defines sexual harassment as any form of unwanted verbal, non-verbal or physical conduct of a sexual nature which has the purpose or effect of violating a person's dignity and creating an intimidating, degrading, humiliating or offensive environment for the person."*

Our members' toolkit provides examples of sexual harassment from physical to verbal. We address the role of the employer in the prevention of this behaviour at work, the role of the Union Representative in providing member support and how members can go about making a complaint.

We also address some of the queries that members may have as follows:

- What if the person complained of says it was just a joke?

- When and where can sexual harassment occur?
- What will happen if there is a formal investigation?
- If I make a complaint, will my employer treat me less favourably?
- What do I do if I am a witness?

By answering these questions and by providing further information, we hope through our campaign, to ensure that members have the confidence to speak up if affected in any way by sexual harassment and to get the support that they need.

The Incident Log

We have also developed a downloadable incident log. This document is important as our advice is to keep a record of issues as soon as they arise. The incident log is a template for the relevant information including the dates, times, locations, details of any incidents, if there were any witnesses or any supporting documentation.

First Responder Checklist

Another addition to the campaign is the development of our First Responder Checklist. This checklist is intended to guide CWU Representatives when a member reports an incident of sexual harassment. In many situations, the Union Representative may be the first responder as in the first person the member approaches about their experience. To provide appropriate support and ensure a sensitive response, we have highlighted various steps as part of the checklist.

This includes:

- Guidelines on an initial response to support the affected person;
- Tips on how to gather information;
- Discussing reporting options including the Union Representative's role;
- Agreeing next steps;
- The legal framework;
- Keeping records;
- List of supports available.

Union Representatives can provide assistance with complaints using internal Company procedures. If, however, sexual harassment involves sexual violence or assault, the Union cannot intervene as this would be outside the scope of our role. The member however is not alone, and the Union Representative will signpost the member to appropriate external support services, as well as any Employee Assistance Programme (EAP). Our plan will be to continue with the Representative Guidance to be launched in 2026.

The Campaign therefore will consist of:

- Guidelines for Members;
- Incident log for members to track issues;
- Membership briefing document;
- First Responder Checklist;
- Downloadable posters;
- Trade Union Guidelines on how to represent members;
- New training for Representatives;

Further information can be found in the campaigns section of the Union website.

Carol Scheffer re-elected as UNI Europa Women's Committee President

On 24 March 2025, women Trade Unionists from across Europe gathered in Belfast for the 7th UNI Europa Women's Conference.

Under the theme "Collective Women's Voices, Common Future", the Conference focused on gender

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equality in the workplace, pay transparency, occupational health and safety, and the ongoing fight against violence and harassment at work.

At this Conference, National Officer, Carol Scheffer, was re-elected as UNI Europa Women's Committee President, which she will serve for 4 years. This she will hold in conjunction with her global role as World Women's President.

Speaking at the Conference she stated that *"there is an army of Trade Union women primed to break down barriers and build a future where gender equality in the workplace is a reality, not a dream."*



The Conference noted the growing global backlash against diversity and equality initiatives as major multinational corporations are rolling back diversity efforts. This has a particular effect on the technology sector where the CWU represents numerous employees.

The Conference concluded with the adoption of strategic priorities for 2025-2029, ensuring that the fight for gender equality remains at the forefront of UNI Europa's agenda.

As the Conference ended, a resounding message of unity and determination echoed throughout the room. Carol wrapped up the Conference by reaffirming the commitment of UNI Europa Women to keep fighting for a just and equal future: *"Sisters, stand strong. Stand proud. Stand together for collective women's voices, and together we will succeed."*

Carol Scheffer continues her role as UNI World Women's President

Philadelphia, a city steeped in history, played host to the 6th UNI Global Union's World Women's Conference—a monumental gathering that united leaders from the Trade Union movement, women's rights advocates and champions of racial justice. The theme was clear: Women are rising together to struggle for workers' rights, women's rights, and civil rights.

At the UNI Global Union Women's Conference, Carol Scheffer was elected UNI World Women's President. In her statement she thanked all the women who came before her: *"As an Irish woman, I have learned a lot from my predecessors, who fought for our freedom, like Rosie Hackett who set up the Irish Women Workers' Union, and from leaders like former president of Ireland, Mary Robinson, who fought against the oppressive church and state regime. In effect, Irish women understand struggle but that is an understanding every woman in this hall knows. In all our countries the women who have come before us have laid the foundation upon which we build our solidarity, and it is now for us to carry on their legacy,"* she said. *"Women united are an unstoppable force."*

The role requires the World President to chair the World Women's Committee meetings on an annual basis and to suggest topics to be addressed and progressed by the world women's committee.

The World President must also speak for women and make sure women's priorities are firmly on the agenda of the UNI Management Committee and the World Executive Board.

This requires the President to work closely with the UNI Head of Department, especially in planning and preparing for every World Women's Committee Meeting and for the World Women's Conference held every 4 years.

The President also attends the Regional Women's Conferences and has also attended the regional mentoring programmes that have been held mostly in conjunction with the Women's World Committee Meetings.

CWU Highlights 16 days of Activism Against Gender Based Violence

Every year the CWU marks the 16 days of Activism from 25 November – the International Day for the Elimination of Violence Against Women – until Human Rights Day on 10 December. The 16 Days of Activism Campaign is an important opportunity to raise awareness at both an international and national level of the important need to end violence against women and girls.

In association with UNI Global Union, and in particular due to our presence in the tech sector, we highlighted the fast-growing and often overlooked threat of technology-facilitated gender-based violence (TFGBV). TFGBV includes any act of violence or abuse carried out through digital tools or online platforms which targets an individual because of their gender. This violence is "committed, assisted, aggravated or amplified" through information and communication technologies.

From a Union standpoint, it is important that we fully understand TFGBV so that we can support our members. In that regard it includes online harassment and sexist insults; stalking and unwanted messages; doxxing (sharing private information); image-based abuse, including deepfakes; non-consensual sharing of intimate images; and digital surveillance and monitoring.

UNI Global states that it is an issue that's getting worse as follows:

- Worldwide 16% to 58% of women and girls have faced some form of online violence or harassment, with some reports putting the number as high as 66%.
- In the United States, one in four women have experienced online abuse such as doxxing, deepfakes or revenge porn.
- In Europe, women are twenty-seven times more likely than men to face online harassment.
- In Australia, one in three women report online abuse in a work context, especially those in public-facing sectors like media and entertainment.



From an Irish perspective, we have made progress through the implementation of Domestic Violence legislation, however it is also evident that our legal framework must address both online and offline harassment as digital violence is rising as quickly as technology spreads. Trade Unions therefore must be ready to respond.

CWU Supporting Men's Health

On International Men's Day, we highlighted the issue of men's mental health. In Ireland, 75% of suicides are men, and research shows men are far less likely to seek help for depression, anxiety, or thoughts of suicide.

We encourage our members that if they are struggling, or know someone in the same position that support is available through their EAP and should visit man-up.ie for resources, guidance, and help to start the conversation.

On January 21st, the CWU hosted a Men's Health seminar in Union Head Office. The seminar was jointly sponsored



by Medisan and featured presentations from the Marie Keating Foundation and the Oesophageal Cancer Fund.



Attendees of CWU Men's Health Seminar

The CWU, is currently partnering with An Post and the Irish Cancer Society to launch a Men's Health Roadshow.

Research shows that men often delay seeking advice or help around health issues. The roadshow aims to increase awareness, encourage early checks, and reduce preventable illness. While we are placing a special focus on men's health, all members can attend to learn and to generate awareness.

The Roadshow will cover various regions and at the time of this report, we were starting in the EXO.

The Roadshow Includes:

- Short group sessions (15–30 minutes) designed to suit different work schedules.
- Information stands for individuals or small groups
- A focus on men's cancers (testicular, prostate, colon, rectal, lung and skin), though again everyone is encouraged to attend.

Women in Leadership

The CWU held its most recent Women in Leadership Training Programme on January 28th, 2026. The purpose of these sessions is to encourage women to participate more in the Union and to further develop their leadership skills. The course was facilitated by Isobel Butler, and the feedback has been very positive.

Conclusions

As this report demonstrates, the past two years have been both demanding and transformative, with significant progress made in embedding equality and diversity at the heart of the Union's agenda. We have also put CWU firmly on the world map through our participation at the UNI World Women's Committee.

We are committed to building genuinely inclusive workplaces and to challenging discrimination wherever it arises. When injustice occurs at work, our Union is organised, prepared, and determined to confront it head-on.

Achieving this requires properly trained Representatives and a strong, active Equality and Diversity Committee. We are proud to have this vital infrastructure in place, enabling us to drive our work forward with confidence and purpose. We acknowledge the Equality and Diversity Committee for their dedication and hard work over the past two years.



Attendees of the 2026 Women in Leadership Programme

We also welcome the strengthening of our relationship with UNI at a global level. This international solidarity will further enhance our capacity to defend and advance members' rights and deliver real gains for our Union.

Finally, we encourage all Branches to actively engage with this work and to bring forward proposals and ideas. Branch input is essential to shaping, strengthening, and advancing our equality agenda, and we value this collective contribution as we move forward together.

Health & Safety

1. Introduction

Members Health and Safety is a priority for the Union. We are to the forefront in highlighting members concerns in companies where we have representation rights and by our work on the ICTU Health and Safety Committee.

We represent workers in a wide variety of workplaces including call centres, exchanges, depots and offices, as well as workers who drive and those working outdoors. Members face all sorts of hazards such as electricity, machinery as well as the dangers of road accidents. At times some must contend with human hazards such as robbery and crime, verbal abuse, sexual harassment and physical violence.

Highlighting Health and Safety issues in the workplace and ensuring our members are protected will reduce the number of workplace accidents and injuries. We have demonstrated to employers the benefit of collaborative working which drives down accidents contributing to a more successful business.

2. Health and Safety Statistics

Each year the Health and Safety Authority (HSA) reports significant and avoidable workplace fatalities as well as confirming thousands of workers suffer injury or illness at work. Employers are legally required to report workplace injuries resulting in four or more days absence which allows the HSA to monitor trends and target interventions effectively.

Ireland continues to have significant and avoidable workplace fatalities every year. In Ireland in the eleven-year period between 2015 and 2025, 504 people died in work-related incidents and many thousands more were severely injured or made ill. In 2024 there was 36 fatal workplace accidents. This is a decrease of 16% on the figure of 43 recorded in 2023. In 2025 the number of fatalities was 58 which is a 61% increase on the 2024 figures. This is the highest number of workplace fatalities since 2007. This is a worrying development and demonstrates that we can never be complacent when it comes to Health and Safety.

In 2024, there were 10,441 non-fatal workplace incidents reported to the HSA, which is an increase of 3% from 2023 and 14% above the five-year average. The most common trigger for non-fatal incidents in 2024 was manual handling. This highlights the need for proper ergonomic training in workplaces. A total of 688,000 days were lost due to injuries and 1,330,000 days due to illnesses, both well above historical averages.

3. ICTU

The CWU actively participates at the ICTU Health and Safety Committee campaigning for Health and Safety improvements. The Committee is reconstituted after every Congress Biennial Conference and following its reconstitution in 2025 Pat Kenny was re-elected as Chairperson.

The Committee works through sub-committees and has formed the following sub-committees:

- Strategy
- Safety Representatives
- Mental Health and Violence against workers
- Workers Memorial Day

The Committee has highlighted the requirement for the Trade Union movement to rededicate itself

to the principles and values that saw the Trade Union movement take a leading role in Occupational Health & Safety (OSH) in the past. The objectives of the Committee are:

- 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 Trade Unions.

Set out below are some of the main issues discussed or dealt with by the Committee:

3.1 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 April is formally recognised as the official commemoration day in Ireland. 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. Workers Memorial Day is a major event in the trade union calendar.

3.1.1 Workers Memorial Day 2024 and 2025

The ICTU Committee again took the lead in organizing the events in 2024 and 2025, working collaboratively with the Health and Safety Authority as well as with IBEC and the Construction Industry Federation. The Garden of Remembrance has become the natural home for this solemn, reflective yet ultimately uplifting event.

The Union was well represented at the events in both 2024 and 2025 and on both occasions appropriate music was provided by the CWU band. The 2024 event saw calls from ICTU and the Health and Safety Authority to appoint more Safety Representatives. Following the 2024 event the General Secretary highlighted the requirement for strong and robust safety consultations with Trade Unions and their members in the workplace. In 2025 speaking at the CWU Seminar in Dun Laoghaire Pat Kenny praised the many Safety Representatives who through their work have made workplaces safer.

The Union, while remembering the dead and injured on Workers Memorial Day will always highlight the positive role Union members have played in improving Occupational Safety and Health and together we can honour the memory of fallen workers, create a safer workplace and protect lives.



3.2 Safety Representatives

We know that good OSH management policies and practices actually work in making workplaces safer and healthier. A critical part of that good management is having genuine consultative mechanisms and having workers involved in creating a safety culture in our enterprises and organisations. Unionised workplaces are safer workplaces.

The role of the Safety Representative (SR) is crucial to achieving this. Uniquely among workplace representatives in Ireland, SRs have a statutory basis with functions, entitlements, and protections defined in the Safety, Health and Welfare at Work Act 2005.

Unlike other jurisdictions in Ireland we do not have a specific “Trade Union Safety Representative”. However, all workers are entitled to select a Safety Representative, and this has traditionally been done under the auspices of the Union represented in the workplace. We are aware of confusion over the role in that many workers assume that they become responsible for safety and health within their workplaces if they take on the Safety Representative role, which is not the case. It is important that we expand our number of Safety Representatives to ensure that we have them in every Company or enterprise where we have members.

The development of the role of the Safety Representative continues to be a priority for the Union. We welcome the continued focus on Safety Representatives by the Health and Safety Authority who in conjunction with members of the ICTU Committee are continually developing the supports available to Safety Representatives.

3.2.1 Supports available to Safety Representatives

As part of the development of the role of Safety Representatives, Congress works closely with the HSA as part of a Working Group. This Group has developed initiatives and guidance documents which are available on the dedicated area for Safety Representatives on the HSA website. These include the following:

Training Guidance for Safety Representatives

Well trained Safety Representatives benefit everyone in the enterprise, and training enhances their ability to communicate effectively and represent employees’ concerns. The purpose of any training is to equip Safety Representatives with the knowledge, skills and confidence they need to effectively represent employees and contribute to a safer workplace. The new guidance sets out the following:

- Safety Representatives must receive adequate training paid for by their employer;
- The training syllabus;
- Who should provide the training and that the trainer should be qualified in Occupational Safety and Health;
- A recommendation that Safety Representatives receive between 3 and 5 days training;
- Safety Representatives should receive initial and refresher training;
- Refresher training should take place every three years or sooner if there are significant changes in workplace risks and should be for one day.

*Details of Training Guidance for Safety Representative
can be accessed by clicking the link below
(only available in the online version of this report)*

[hsa-training-guidance-safety-representatives](#)

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Occupational Safety and Health Guidance on Vulnerable Workers in the Workplace

The European Agency for Safety and Health at Work defines vulnerable workers as ‘certain groups who may be more at risk from occupational accidents or ill-health than others or those that have special considerations that may need to be taken account of in a health and safety context’. Vulnerable Workers are people who may be particularly vulnerable or over exposed to potential health and safety risks in comparison to the general working population. Examples of vulnerable workers include:

- Young people at work
- New and expectant mothers
- Night and Shift workers
- Older workers
- Workers who are new to the job
- Inexperienced workers including apprentices
- Migrant Workers
- Gig/platform workers
- Agency and temporary workers
- Workers with disabilities
- Workers with underlying health issues
- Lone workers
- Low qualified workers
- Workers for whom English is not a first language

Vulnerable workers are advised to request and review information about the hazards they may be exposed to in the workplace and the precautions to take to avoid them.

*Details of the HSA Vulnerable Worker Guidance can be accessed by clicking the link below:
(only available in the online version of this report)*

[HSA Guide on Vulnerable Workers in the Workplace](#)

Safety Representatives Resource Book

The fourth edition of the Safety Representatives Resource Book went live in January 2026. This edition is available in two formats:

- **eBook (interactive)** – recommended for the smoothest reading experience and full interactive functionality.
- **Print version**

This edition introduces an updated eBook format along with new content, including:

- Safety and health management
- New and emerging workplace safety and health themes, topics, and challenges
- Vulnerable workers
- Communication skills for Safety Reps
- Workplace safety and health training

The book is structured into ten parts, each containing several chapters. Most chapters include:

- Key definitions
- Relevant data and statistics
- Thematic content organized into sections

- Action checklists and reflection questions
- Signposting to HSA resources and additional reference materials

The book is a valuable source of information not only for Safety Representatives but also is of assistance to Branch Representatives.

*Details of the HSA Resource eBook can be accessed by clicking the link below:
(only available in the online version of this report)*

[safety-representatives-resource-book-print-version](#)

3.2.2 Safety Representative Conference 2024



Pat Kenny addresses the Conference.

A Safety Representatives Conference organised by the Health and Safety Authority and with support from the ICTU and IBEC was held in Dublin Castle in November 2024. This Conference highlighted the great work undertaken by Safety Reps and heard that worker participation is the key to safe and healthy workplaces and those organisations with active Safety Representatives tend to be safer and healthier for everyone.

At the Conference Dr Joan Cahill from the Health and Safety Authority published the results of its survey on the role and perception of Safety Representatives. The results of the survey provides the Authority with an evidence base which can be used to develop and strengthen the role. It demonstrates that the Authority is listening to the concerns raised by Trade Unions and others involved in the promotion of Safety Representatives and shows a strong commitment and motivation to promote and strengthen the role of the Safety Representatives.

Pat Kenny along with David Hughes (former Deputy General Secretary of the INMO) outlined the Trade Union perspective highlighting that the requirement to consult and provide for Safety Representatives are legal rights and not privileges.

*The results of the Consultation and Safety Representatives Survey 2024
can be accessed by clicking the link below:
(only available in the online version of this report)*

[Consultation Safety Reps Survey Findings October 2024](#)

3.3 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.

In 2022 the International Labour Organisation (ILO) recognised occupational health and safety as one of the fundamental principles and rights at work and psychosocial hazards and related mental health problems as priority areas for the ILO Global Strategy for Occupational Safety and Health 2024-2030. All member countries must promote safe and healthy working environments, including mental health, even if they have not ratified the relevant conventions.

Occupational safety and health, including mental health, is a fundamental right of working people. Governments and employers have duties to protect workers from psychosocial hazards at work and can do this by cooperating with unions by taking measures including:

- Preventing workers from experiencing excessive stress and other mental health risks
- Protecting and promoting mental health and wellbeing in workplaces and being mindful of the diversity of working people.
- Adopting holistic health policies that include mental health and wellbeing.
- Conducting training and awareness-raising programmes on mental health and the most common mental health issues.
- Ensuring that national authorities and employers fulfil their duties to protect workers by addressing obstacles faced by those with mental health issues.
- Recognizing the rights of union representatives and trade unions to represent and support members with mental health concerns, including their role in providing guidance and advocacy.
- Addressing obstacles faced by members with mental health issues, as well as the role of union representatives and supervisors in providing support;
- Encouraging people to participate fully and effectively in the workforce, free from stigma, discrimination or harassment.

Given the above this remains a priority for the Committee. In the absence of any EU directive or national legislation we are seeking that the HSA issue a Code of Practice on how to manage Psychosocial hazards at work

3.4 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 workers 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 organise 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 Healthy Workplaces Campaign 2026–2028, will focus on promoting mental health at work by addressing psychosocial risks (PSRs), especially in overlooked sectors and vulnerable groups. The campaign emphasizes that stress at work is not a personal weakness but an organizational issue,

often caused by poor work design, excessive demands, lack of support, and workplace harassment. Special attention will be given to sectors like health and social care, construction, and agriculture, where workers face both physical and psychosocial risks. The campaign will also highlight the importance of diversity and inclusion, recognising that certain groups—such as women, young workers, and those with low socioeconomic status—are more vulnerable to discrimination and mental health challenges.

The ICTU is planning a Conference on the issue during Safety week in October 2026.

3.5 Conference focusing on gender in Occupational Health and Safety



Pat Kenny, Clare Moore, ICTU, Michelle Nolan, HSA, Shelly Asquith, TUC, and Carol Scheffer.

The ICTU Health and Safety Committee organised a Conference in CWU Head Office to focus on gender in occupational health and safety. The event on the 2nd March 2025, coincided with International Women's Day and was attended by Trade Unionists from North and South of the border.

The Conference examined the issues facing women in relation to workplace health and safety. ICTU Vice President Katie Morgan chaired the seminar and praised trade unions for their pioneering work in building menopause and reproductive health awareness. SIPTU Deputy General Secretary Ethel Buckley introduced a panel discussion which also focussed on stress and psychosocial risk, noting that women are not only exposed to risk in the workplace but frequently return home to additional caring burdens.

Carol Scheffer outlined cross-sectoral measures to tackle violence and harassment in the world of work. The seminar was also addressed by members of the ICTU Health & Safety Committee, including Karen Eccles, INMO, and Deirdre McDonald, ASTI, as well as Michelle Nolan from the Health and Safety Authority, and Shelly Asquith from the TUC in the UK.

Concluding the seminar, it was noted that making workplaces safer and healthier is a priority for the trade union movement, and a key way of achieving this is by organising workplaces. In doing this, we must also ensure that we apply a gendered lens to health and safety and ensure that we address the inequalities and challenges that women face in work and in society.

4. Consultation on HSA Statement of Strategy – 2025 – 2027

The Health and Safety Authority is required by the Safety, Health and Welfare at Work Act, 2005 to produce a written statement of strategy every three years. Part of this process involves a public consultation on its draft strategy. The CWU made a submission to the draft Strategy and highlighted the following:

- Supports available to Safety Representatives
- Workplace inspections
- Psychosocial Risk and Mental Health
- Driving for Work
- Older Workforce
- Remote Working
- Bogus Self Employment

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

[CWU Submission – Public Consultation HAS Strategy 2027-2027](#)

Finance

Introduction

At our previous Biennial Delegate Conference in April 2024, we reported the CWU finances remain in a healthy position. This is attributable to having strong financial controls and auditing in place, ensuring good governance. Prudent management of running costs, together with successful implementation of the agreed changes have ensured we maintain equilibrium. Management of the Social Benefit Fund requires continued monitoring as the number of claims for assistance have increased.

Investments continued to plug the deficit between income and expenditure which has widened primarily because of turmoil in the markets. Our principal source of income is drawn from membership subscriptions and while we have seen significant reductions in members because of retirements in eir, overall income has remained very steady. In this regard a key objective and responsibility of us all is to continue ongoing focus on the infill and recruitment at all companies we have organised.

At BDC in Galway, we decided to invest in our future, adopting a growth strategy to maximise membership by way of organising campaigns. Elsewhere in this report we have outlined the tremendous success in a very short period in the Tech sector. Critical to this was having the resources in place to enable this work to be done, while at the same time maintaining services to existing members.

The financial accounts for the past two years and future financial viability of the Union, reflect the attention paid by the Trustees, National Executive Council, Finance Committee, Officers and Staff. I also wish to acknowledge appreciation of all our Representatives in our efforts to be as cost-effective as possible at every level in the Union.

Finance Sub Committee:

Pascal Connolly (Chairman), Frank Donohoe, Tom Sheehan, Thomas Hayes, Ellen Moore, Paul Kennedy was replaced on his promotion to Regional Office by Deirdre Medlar.

Trustees:

Jim Mc Cann, Pat Compton, Frank Joyce, Martina O'Connell who replaced Dickie O'Leary.

We take this opportunity to sincerely thank Dickie for his hard work and loyal service to the Union on behalf of our members over a period of over thirty years. Dickie is a CWU stalwart and we all wish him and his family well.

Auditors:

Gary Beresford, Ruairi Mc Ardle and Glen Coleman from Dermot O'Malley & Company Limited.

Financial Services & Benefits

- Social Benefit Fund
- Mortality Fund
- Children's Benefit Scheme
- Medical Fund
- Education Grant Scheme
- Hardship Fund
- Legal Aid

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- Medisan
- Rowland Hill Memorial Fund
- Halligan Insurances
- FM Downes Insurances

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

www.cwu.ie/being-a-member/benefits

Union Structure & Organisation

Biennial Conference 2024

The 12th Biennial Conference of the Communications Workers' Union was held on Wednesday 17th & Thursday 18th April 2024 in the Galway Bay Hotel, Salthill, Co. Galway. Respect Us, Protect Us, Pay Us was the Conference theme, with significant achievements by the Union in respect of Pay, Allowances and Pension a key focus.

The Conference concluded, electing Frank Donohoe as President, to take up the position until our next Conference in 2026.

National Executive Council Election

eComms Sector	Postal Courier Sector
Tom Sheehan (Vice President)	Frank Donohoe (President)
Pascal Connolly	Gill Burns
Alan Dempsey	Jason Caulfield
Stephen Elliott	Martin Duffy
Adam Farrell	Des Hopkins
Tom Hayes	Paul Kennedy
Frank Joyce	Anthony McCrave
Adam Kavanagh	Deirdre Medlar
Sabrina Kirwan	Ellen Moore
Fiona Woods	James Moore
	Seán O'Donnell
	Tara Ravenhill
	Maxine Scanlon
	David Sheehy
	Michael Wall
	Maurice Noonan

During the two-year term of office, the following NEC members were replaced:

Paul Kennedy	Was appointed to the position of CWU Regional Officer and replaced by Ken Good Letterkenny.
James Moore	Resigned, following his promotion to the position as a HR Manager in An Post. He was replaced by Tony Hartnett Kilmallock.
Anthony McCrave	Was not replaced following his removal from office, following an internal NEC disciplinary process and external appeal to ICTU in November 2025.
Thomas Hayes	Retired from eir in January 2026 and was not replaced.

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 (retired in March)
- **National Officer (eir):** John Clarke (working part-time)
- **National Officer:** Diarmuid O'Connell
- **National Officer:** Laura Mc Kenna
- **National Officer:** Fionnuala Ní Bhrógáin
- **Staff Side Secretary (An Post):** Pat Kenny
- **Staff Side Secretary (eir):** Tom Sheehan
- **Regional Officer:** John Tansey
- **Regional Officer:** Paul Kennedy
- **Regional Officer:** Adrian Scanlon
- **Financial Officer:** Gerry Martin

Organising Team

- Shane Murphy
- John Bohan
- Siobhan Kenny

CWU Administrative Team Members

- Jelena Bogdanova
- Nicole Buckley
- Ruth Dungan
- Fan Ryan
- Oriol Travers
- Sarah Vaughan

CWU Headquarters

Organisational Changes

Succession planning is a critical component for any organisation. In the past two years we have successfully transitioned necessary changes that arise because of retirements or recruitment to new roles. To ensure the organisation and structure remains effective to progress members interests, in dealing with the challenges, the Union made a number of appointments as outlined below. All appointments were made following comprehensive assessment and interview.

Laura McKenna, eComms National Officer

In her previous role as Industrial Organiser, Laura has provided senior level oversight of organising initiatives and member representation strategies in eir, PhoneWatch and American Airlines. She has acquired a deep sectoral knowledge and hands on experience in telecoms, retail and contact centre environments.

Diarmuid O'Connell, Postal Courier National Officer

Former Chairman of the Dublin Postal Delivery Branch, Diarmuid is an experienced trade union official, with a proven track record in the postal/courier sector. Building on his work as an Industrial Organiser, he has developed a broad understanding in the private sector securing agreements for members in UPS and DPD.

We wish Laura and Diarmuid the very best in their new role and have every confidence in their proven ability to successfully navigate the challenges ahead. Working collaboratively with the General Secretary, both will play a key role in formulating and implementing union policy and strategy. As CWU National Officers they will be the principal official in the respective sectors having commenced transition to their new role on the 1st December 2025.

The above appointments herald a new and exciting chapter, bringing a fresh energy to the CWU organisation and we can face the future challenges and opportunities with confidence in the team we have in Head Office. Acceptance of this section of this report confirms and will ratify both appointments.

Cormac O’Dalaigh, National Officer

Beginning his career in the Posts & Telegraphs (P&T), Cormac joined the organisation as a postman in September 1983, starting in Sherriff Street before transferring in 1989 to Rathmines Delivery Office.

His commitment to the Union emerged early when he joined the local committee in Rathmines and was Office Representative in 1997. He was elected Vice Chair of the Dublin Postal Delivery Branch and that same year; he was elected to the National Executive Council (NEC). Throughout his tenure on the NEC, Cormac served on every Sub-Committee and especially enjoyed his many years on the Education Committee. His dedication to the Union was recognised nationally when he was elected as CWU President in 2012 in Galway. Following a secondment to CWU Headquarters he was appointed a National Officer in 2015, having responsibility for the Postal and Courier sector which he served with distinction until his retirement.

Gerry Perry Retirement

Gerry Perry retired after 43 years of service. He contributed significantly to the Dublin No. 2 Branch and served for many years on the Branch Committee of the eir Regional Managers Branch. His dedication ultimately led to his achievement as the Telecoms Manager’s Representative on the National Executive Council for a number of years. We wish Gerry well in his well-deserved retirement.

CWU Regional Officers An Post

Following the retirement of Bill Colfer and Jarlath Heneghan, the Union appointed Paul Kennedy and Adrian Scanlon.

The President Frank Donohoe was seconded to CWU Head Office in February 2025 to assist with special projects, primarily in the final mile operations area of An Post. At the invitation of the Japanese Postal Union (JPGU) he attended a Conference in Tokyo, jointly organised by UNI Apro Post & Logistics, making a presentation on the future of the Postal Industry in Ireland and the role that the CWU will play.

Finance Assistant



Oriol Travers joined the CWU in November 2025 and is actively pursuing his ACCA qualification. Oriol is originally from Spain and relocated to Dublin in 2022. He brings hands on experience in financial reconciliations, invoice management and accounting. Oriol is a great addition to the team and we wish him every success.

Oriol Travers

Service Operative



Nicole Buckley joined head office in November 2024 as our Service Operative. Nicole a local from Ballybough has quickly become a valued member of staff. We all welcome her to the team and wish her the very best in her role.

Nicole Buckley

Retirees

Lorraine Newman



After nearly twenty years' service as a loyal member of the Admin team, Lorraine Newman decided it was time to slow down and take early retirement in 2024. We wish Lorraine and family the very best wishes in her retirement and sincerely thank her for her service.

Lorraine Newman

Sandra Connors



Sandra Connors Service Operative retired after twelve years' service and we extend every good wish to her and her family.

Sandra Connors

Adrienne Power



In 2025 following 42 years' dedicated service Adrienne Power (Ado) decided the time had come to retire. Adrienne commenced her work in the Post Office Workers Union in Parnell Square serving under Terry Quinlan, General Secretary. Her retirement is the final link of that time, from which the CWU was established, having worked with so many officials and members down through the years. We sincerely thank Adrienne for her dedication to the Union and wish her a long and happy retirement. She continues to submit her excellent book reviews to our Connect magazine.

Adrienne Power

Rule Change 5.3 NATIONAL EXECUTIVE COUNCIL

1. The National Executive Council will consist of up to a maximum of thirty-two (32) members – up to a maximum of sixteen (16) from the eComms sector within the Union and up to a maximum of sixteen (16) from the Postal/Courier sector within the Union.
2. The National Executive Council is elected by means of a ballot at the Biennial Conference of the Union, with the election taking place on the first day of Conference.
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.**

The above rule change was agreed at BDC 2024 and approved by the Registrar of Friendly Societies which replaces the old rule.

Branch Rationalisation

In February 2022, the National Executive Council (NEC) commenced a complete review of the existing branch structures with the objective of responding to the emerging profile of membership. The NEC felt a review was needed, as the current structures have been in place for many years. The aim of the review was to maintain connectivity with workplace representatives and to provide better support to members.

Following an extensive consultation process, the NEC decided an agreed approach, the rationale and specific details are summarised below, which are a follow-on to the revised structures already implemented in eir and the Postal Managers.

An Post Clerical

The NEC established a Regional Clerical Branch Structure which, aligned to the Dublin Postal Clerks Branch, provides a more centralised and effective structure for clerical members. This will ensure a renewed focus, enhancing and supporting the representation offered to members. The inaugural AGM of the Regional Clerks' Branch was held on the 30th January, with a full Branch committee being elected.

eComms

In deciding to establish an eTech Branch the NEC has provided a structured forum for members organised in the tech, digital, eComms and related sectors that currently does not exist. The new Branch supports the Organising strategy.

Following the endorsement of the rationalisation report at the last Biennial Conference the National Executive Council approved the final eir branch amalgamation with the Dublin No. 2 and Drogheda branches merging.

After local consultation/engagement and agreement, this led to the creation of the Northeast Telecoms Branch.

These amalgamations strengthen and consolidate our approach to member representation in the face of declining branch membership arising from ongoing retirements from the Company.

The revised eir structure is as follows:

- Northeast Telecoms Branch
- Seán Connolly District Branch
- Cork District Branch
- Mid Northwest District Branch
- eir Managers Branch
- Dublin No. 1
- Limerick District Branch

eTech

In line with the rationalisation reports to the National Executive Council a new branch has been formed to give a home to the growing number of members the Union has recruited in the tech and other sectors. These members held a Tech Worker Forum in CWU HQ on February 28th 2026 and on the same day they made a small bit of CWU history by electing the first committee to the new Digital and Techworker Alliance (DATA) branch.

This new branch will serve as a home for the non-aligned members in the eComms sector that are employed in a large number of companies who also do not enjoy the benefits and protection of collective bargaining.

Postal Branch

The revised Provincial Postal Branch Structure as decided by the NEC is primarily based on the county structure and was most favoured by Branches as the options considered by the NEC. It is aligned to the DSU geographical sites, company management structures and also supports the retention of the CWU Regional Officer resourcing.

Regional Clerks' Branch

As reported at the 2024 Conference, a national survey of the Clerical members indicated a preference for a two-branch structure with the Dublin Clerks Branch remaining as is and the development of a Regional Clerks Branch for the rest of the country.

Following careful consideration by the Clerical Subgroup and the National Executive Council, this branch has now been established at the inaugural AGM which took place on January 30th. Reflecting the extensive size of the branch geographically, the AGM took place in an unprecedented way across four separate locations at the same time. Members physically attended at locations in Mullingar, Cork, Portlaoise and Galway whilst the meeting was also conducted online where other members were able to participate.

The establishment of a Regional Branch for Clerical grades, alongside the existing Dublin Clerks Branch, will provide a more centralised and effective structure for Clerical views, enhancing the support and representation offered to members.

Trade Union Relations

The Communications Workers' Union continues to work in solidarity with both National and International Trade Unions and Confederations such as ICTU, UNI Global Union and likeminded Unions.

Irish Congress of Trade Unions



Seán welcomes Minister for Social Protection, Dara Calleary, to CWU Headquarters.

The Irish Congress of Trade Unions held its Biennial Delegates Conference in Belfast in July 2025.

At that Conference General Secretary, Seán Mc Donagh, 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
- Ian McArdle – Private Sector Committee
- Fionnuala Ní Bhrógáin – Executive Council/GP Committee
- Carol Scheffer – Equality Committee
- Pat Kenny – Health & Safety Committee

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 for low pay workers.

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 Belfast March 2025.

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

CWU involvement in UNI

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.

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 (stepped down)
- Jim McCann
- Frank Joyce
- Pat Compton
- Martina O'Connell

GDPR Guidelines

The Union is committed to ensuring full compliance with the General Data Protection Regulation

(GDPR), which came into effect in May 2018. This regulation has brought about significant changes in data protection laws across Europe, enhancing the rights of individuals concerning the storage and use of their personal data, and increasing the responsibilities of organisations. CWU treats the privacy of its employees and members with utmost seriousness, and the legislation has introduced new duties for everyone who handles personal data, including Union Branches.

A notable concern is that over 80% of data breaches arise from human error. The most prevalent risks are not external hackers but rather mistakes such as using the TO or CC field instead of BCC when sending group emails, clicking on links in phishing emails, losing data, or being unaware of a breach. Under GDPR, trade union membership is classified as a special category of personal data, requiring extra diligence in processing members' information lawfully and securely.

What is Personal Data?

Personal data includes any information relating to a living identifiable person. This can be a name, phone number, email address, membership number, or documents compiled in personal case files.

Email Protocols

- Use the CWUBranch@cwu.ie email system for all correspondence.
- When sending emails to groups of members, always use the BCC function. Failing to do so shares members' contact details with others and identifies them as trade union members, which constitutes a reportable breach.
- Ensure that email attachments containing personal data are password-protected, and send the password separately, preferably by text or phone call.
- Remain vigilant for phishing emails, which are becoming increasingly sophisticated and frequent.
- Be aware that email accounts provided by your employer belong to the employer and may be subject to data access or Freedom of Information requests.
- Avoid engaging in lengthy email threads involving personal data.

In July 2021, the Data Protection Commission (DPC) recommended that CWU Branch Officers, Committee Members, Branch Representatives, and CWU Staff carefully review email correspondence before sending, ensuring the correct recipient and attachments are selected.

*Links to DPC Guidelines that CWU has been asked to highlight
can be accessed by clicking on the link below
(only available in the online version of this report)*

**[Return to Sender: Data Breaches and Email Correspondence | 14/05/2020 |
Data Protection Commission](#)**

**[Guidance relating to third parties accidentally in receipt of personal data relating to other
individuals | Data Protection Commission](#)**

Security of Personal Data

- Store personal case files in a secure location.
- Never leave personal data unattended where others might access it, such as in the home, car, work bench, or meeting room.
- Ensure personal data is not visible in the workplace or at home, including walls, desks, computer screens, printers, or copiers.
- Keep computer security systems updated.
- Use strong passwords and lock screens when leaving devices unattended (Windows key + L).
- Password-protect devices holding personal data.
- Be aware that notes and correspondence may be seen by the data subject.

- Do not handle sensitive CWU data in public places or leave it visible.
- Destroy unnecessary paperwork securely using a shredder.
- Hand over files to incoming Branch Secretary or Chairperson or return them to CWU Head Office for secure storage or destruction if handover is not possible.

Remote Working

When working remotely, security and data protection must remain a top priority. Take all necessary steps to keep CWU documents secure:

- Continue to follow procedures such as double-checking addresses and attachments, password-protecting email attachments containing personal data, and using the BCC function for group emails, regardless of your location.
- Use common sense and protect information like people's names and email addresses.
- Ensure phone calls involving members' personal cases are not overheard.
- Avoid discussing members' personal cases near Smart Speakers or Digital Home Assistants (e.g., Alexa, Siri, Google Home), as these devices may record conversations. Unplug or relocate such devices during CWU-related calls or meetings.

Data Subject Rights

Under GDPR, members have the right to request access to their personal data through a data subject access request. They also have rights to rectification, erasure, restriction of processing, and data portability. CWU, as data controller, has 30 days to comply with such requests. If your Branch receives a request, contact CWU's Data Protection Officer (DPO) at privacy@cwu.ie immediately.

Data Breach Response

Suspected data breaches must be reported to CWU's Data Protection Officer (DPO) at imelda@cwu.ie without delay. Legislation requires breaches to be reported to the Data Protection Commission within 72 hours of awareness, and only the DPO may do so.

The Data Protection Commissioner may impose substantial fines and direct CWU or its Branches to bring processing operations into compliance within a set timeframe. They may also impose temporary or permanent limitations, including bans on data processing.

Responding to Email Breaches

If the TO or CC field is used in bulk emails to CWU members rather than BCC, take the following steps:

- Attempt to recall the email immediately.
- In Outlook: Double-click the email, select Message > Actions > Recall This Message, or File > Info > Resend or Recall > Recall This Message.
- Notify CWU HQ or the DPO immediately.
- Send an email to the original recipients using BCC, asking them to delete the mail and not forward it.

Membership Lists

- Branch Membership lists are accessible only to Branch Officers and Branch Representatives for Union activities.
- Do not share lists with unauthorised individuals or third parties.
- Keep membership lists password-protected.
- Securely destroy lists when you receive an updated version.
- Never leave copies of membership lists unattended.

Handling Members' Personal Cases

- Maintain confidentiality and security of members' case details.

- Members are entitled to confidentiality.
- Do not share case details with Branch Committee.
- Share details only with those who require them for operational reasons, such as local CWU Representatives or Branch Officers representing the member.
- Relevant CWU staff may access case files as necessary.
- Hand over files to incoming Branch Secretary or Chairperson, or return to local CWU office if not possible.
- Outgoing Representatives must return all Union-related files and documents to the Branch Secretary or Head Office Official and must not retain material related to other members or third parties.
- Keep members' files for seven years after case conclusion; forward material to Head Office once the case is closed.
- Routine personal case files are kept for six years after closure; inform the member before deleting the file and ask if they want it.
- Do not delete files for active cases.
- Branch financial records must be kept for seven years.
- Non-essential telephone messages should be retained no longer than one year.
- Draft reports, letters, and working documents should ideally be destroyed once the final document is produced, or within one year thereafter.
- Securely delete files or return them to CWU for confidential shredding; consult the appropriate CWU official.
- Collective agreements should be kept permanently.

Data Protection Training

CWU provides data protection training as part of all Representative courses. Notifications are issued via GS Circular.

Contact for Data Protection Concerns

For any concerns or queries regarding data protection, please contact Imelda Hyland, CWU Data Protection Officer, at imelda@cwu.ie.

Training & Education

Training and development are essential for Trade Union Representatives because they equip them with the knowledge, skills, and confidence needed to represent members effectively. Well-trained Representatives are better able to understand employment law, negotiate fairly with employers, handle grievances professionally, and communicate clearly with both members and management. Ongoing development also helps Representatives adapt to changes in the workplace, such as new legislation, technologies, and working practices. By investing in training and development, Trade Unions strengthen the quality of representation they provide and ensure that Representatives can advocate confidently and responsibly for workers' rights and interests.

In 2023, we conducted a full review of our training material and piloted these in 2024. Given our predominance now in the tech sector and to make training more viable into the future, a further review is being conducted.

To make CWU Training and Development for Representatives more sustainable into the future, there needs to be a strong focus on modern delivery methods, long-term planning, and relevance to our growing technology sector. Embedding blended learning models, virtual workshops, and in-person sessions can reduce costs, increase accessibility, and allow Representatives to learn flexibly alongside their work.

Developing skills will ensure CWU representatives are equipped to support members working in fast-changing communications and tech environments. Sustainability can also be strengthened by creating clear development pathways, which we established at our last Conference, mentoring networks, and knowledge-sharing, so that experience is retained within the Union. By investing in future-focused skills, digital infrastructure, and continuous learning, the CWU can build a resilient, adaptable representative base capable of supporting workers in the communications and tech sectors for years to come.

CWU Education Committee

The Education Committee is made up of accredited trainers with extensive, first-hand experience across their respective sectors, placing them in an exceptional position to support and develop CWU representatives. A key strength of the Committee is its ability to respond quickly and effectively, adapting training programmes to address emerging priorities and current challenges as they arise.

Beyond formal training delivery, the Education Committee plays a vital mentoring role, particularly in supporting newly-elected Branch Secretaries.

The needs of new Representatives are carefully considered, ensuring they are given the guidance, confidence, and tools required to succeed in their roles. In addition, CWU training courses provide an invaluable networking platform, bringing together representatives from across sectors and branches. These connections foster the sharing of experiences, advice, and best practice, strengthening collective knowledge and building a more confident, capable, and connected representative base.

Training Provision

This section outlines the training delivered by the CWU during 2024 and 2025. A comprehensive programme of courses was provided across this period, ensuring Representatives had access to a full and structured range of development opportunities.

Courses are promoted through a general circular, with the relevant nomination forms issued immediately following the conclusion of the AGM season to ensure timely uptake. To streamline the

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process further, all training application forms are available online, enabling Branch Secretaries to submit nominations for Branch Officers and Committee members quickly and efficiently. This digital system supports prompt administration and effective planning.

The training forms can be accessed via the CWU website. The following outlines the training delivered in 2024 & 2025. Due to the high demand for our courses, two Branch Secretary Stage 1 and Chairpersons courses were held in 2024.



Treasurer Training Course Attendees, 2025

Training Activity 2024:

- **Branch Secretary Stage 1 Course:** May 28th, 29th & 30th & June 11th & 12th
- **Chairpersons' Course 1:** May 14th, 15th & 16th
- **Chairpersons' Course 2:** June 25th, 26th & 27th
- **Treasurers' Course:** June 19th
- **Branch Officers' Course:** June 5th & 6th
- **Branch Secretary Stage 2:** September 17th, 18th, and 19th
- **Equality Representatives:** October 2nd & 3rd
- **Advanced Branch Officer:** October 15th & 16th
- **Committee Courses:**
 - **Union HQ:** March 6th
 - **DPAB:** August 9th
 - **Dublin Postal Clerks:** August 16th
 - **Portlaoise Postal** – September 27th – 28th
 - **Galway Postal** – October 4th – 5th
 - **Dundalk Postal** – October 11th – 12th
 - **Ennis Postal** – October 18th – 19th



Chairperson Course Attendees, 2025

Training Activity 2025

- **Chairpersons' Course:** April 8, 9th & 10th
- **Branch Secretary Stage 1 Course:** May 13th, 14th 15th & May 20th & 21st
- **Treasurers Course:** May 28th
- **Branch Officers' Course:** May 29th
- **Equality Representatives:** June 4th
- **Branch Secretary Stage 2:** September 16th, 17th, and 18th
- **Advanced Branch Officer:** September 23rd & 24th
- **Committee Courses**
 - **DPAB:** August 15th
 - **Athlone Postal:** September 12th – 13th
 - **Portlaoise Postal:** September 12th – 13th
 - **Union HQ:** October 29th



Branch Secretary Stage 1 Attendees, 2025

CWU Committee Training Courses

We delivered a number of Committee courses since the last Conference. Nomination forms for training must be sent to Union Head Office and thereafter we make arrangements with the Branch Secretary to organise courses subject to viable numbers and workplace release.

Where it is not possible to have a local course, Representatives have the option of attending training in Head Office. Courses are tailored to Branch needs, therefore we encourage Branches to liaise with the Union Education Committee in a timely manner to deliver these. Committee courses are one day in duration and offer an opportunity to work together collectively on local and national issues.



DPAB Committee Course Attendees, 2025

CWU Education Grant Scheme

The CWU Education Grant Scheme has been running successfully for several years, providing vital financial support to our members and their families in recognition of the rising cost of education.

Each year, the Union invites applications for the scheme, which is open to members and their dependants. In acknowledgement of the significant financial pressures faced by families at every stage of education, the NEC and the Education Committee agreed to introduce a fourth category to include primary school children. This category was piloted to analyse take up and is an important addition to reflect the understanding that education costs can be substantial even at primary level and reinforces the CWU commitment to supporting members throughout their children's educational journey.



The grant scheme is 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 are 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 40 awards are made annually to primary school students. Each award will be worth €200 to help with the purchase of schoolbooks and class materials.

The Union is committed to continually monitoring the scheme, to account for the number and nature of applications received, available budget, and the evolving needs of our members.

Unionlink

This review is required in light of resourcing, AI and wider digital developments as people in general are changing how they access information and learn. We also recognise that Representatives' roles are becoming more complex from dealing with employment law changes, digital workplaces, data rights, remote working disputes, and AI in the workplace. We have determined that for the platform to remain viable it must reflect emerging workplace technologies, provide up-to-date learning and support quicker access to relevant guidance and resources.



We also recognise that digital expectations have evolved, and we must review engagement and resourcing in line with staffing, training budgets and supports. At the time of writing, the platform was under review with the Union partners.

Conclusion

The Education Committee is committed to innovation, continually exploring new ways of working and enhancing our course offerings, always with a keen focus on the needs of our Representatives. We strive to ensure that every training opportunity is not only relevant and engaging, but also aligned with the challenges our Representatives face in today's workplaces.

We believe that training is more than a requirement, it is a reward for our Representatives. It provides them with the chance to develop new skills, deepen their knowledge, and build confidence, all of which deliver long-term benefits for both their personal growth and their effectiveness within the CWU. Our commitment extends beyond the classroom as we ensure our Representatives have the support, resources, and encouragement they need to stay engaged, and continually build their experience within the CWU.

Through the dedication, foresight, and hard work of the Education Committee, we continue to strengthen our training programmes.

Retirement Benefits

1. Introduction

The Central Statistics Office carry out a pension survey every year, the purpose of which is to provide reliable annual estimates of supplementary pension coverage. The 2024 survey showed that 67% of workers aged between 20 and 69 have pension coverage of some form outside of the state pension. Of employees who are part of their employer pension scheme 69% identified it as a Defined Contribution Scheme, 26% identified it as a Defined Benefit Scheme and 4% identifying their scheme as a hybrid scheme.

This year also saw the launch of auto enrolment, branded as My Future Fund (MFF) the details of which are set out as part of this report.

2. Defined Benefit Schemes – Review of 2022 Statistics

Trustees of defined benefit schemes subject to the funding standard provisions of the Pensions Act 1990 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 452 schemes were subject to the funding standard provisions of the Act as at 31st March 2024. Of these

- There was a total of 275 schemes current, which means that they have active members who continue to accrue benefit.
- 166 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.
- 11 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 5 DB schemes did not satisfy the funding standard. The 452 Schemes hold assets of €65.9bn with liabilities of €49.6bn.

3. Master Trusts

A Master Trust is a multi-employer, defined contribution pension scheme established under trust. It was set up under the EU legislation second EU Directive on the activities and supervision of pension schemes IORPS II which is a wide-ranging directive that seeks to harmonise pension scheme management across the European Union. It is a wide-ranging directive that sets out new rules and management approaches for pension schemes across the European Union, irrespective of size or length of service. Pension fund trustees have specific responsibilities under this directive and they must adhere to them.

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

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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

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

From the 1st January 2024 the government introduced 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 drawdown their State Pension (Contributory). Employees can still drawdown 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 is 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.

6. Employment (Contractual Retirement Ages) Bill 2025

The Employment (Contractual Retirement Ages) Act 2025 was enacted on 16 December 2025. Under the Act employees will be able to decline retirement at any contractual age below 66, provided they give written notice to their employer that they do not consent to retire at the contractual retirement age. This notice must be provided not less than 3 months and not more than 12 months prior to the contractual retirement age.

The employer in such circumstances will not be able to enforce the contractual retirement age unless they can objectively and reasonably justify it as a legitimate aim. If the employer proposes to enforce the contractual age for any employee, then the employer must give the employee a written reasoned reply within one month. The employer must not retire the employee before either (a) giving that reasoned written reply, or (b) the first of a date on which the employee consents to retire or the date at which the employee reaches the pensionable age.

7. Auto Enrolment

As mentioned above auto enrolment was introduced on 1st January 2026. Anyone who did not have a pension scheme, earn more than €20,000 per year and are aged between 23 and 60 are automatically enrolled in the new system. This is in addition to the State Pension Contributory. An additional benefit is that for every €3 contributed by the employee, the employer will also put in €3, and the state will contribute €1.

Prior to its introduction Ireland was the only OECD country without an auto-enrolment pension system. This meant that over 800,00 workers had no pension provision beyond the State Pension and this is not sufficient to maintain living standards in retirement. Auto enrolment will close this gap ensuring that workers start saving for retirement as soon as they meet eligibility criteria.

Workers do not need to fill out a form and will be automatically enrolled but can opt out after six months and before eight months. Contributions will be refunded if you opt out but the employer and state contributions remain in the pot.

How Contributions Work

Contributions start at 1.5% of gross salary and rise to 6% over 10 years. Employers match contributions, and the State adds €1 for every €3 saved by the employee.

Example for €20,000 annual salary:

Year of the Auto-Enrolment Scheme	Employee Pays	Employer Pays	Government Pays	Total Payments Per Year
1 to 3	€300	€300	€100	€700
4 to 6	€600	€600	€200	€1,400
7 to 9	€900	€900	€300	€ 2,100
10 and after	€1,200	€1,200	€400	€2,800

The National Automatic Enrolment Retirement Savings Authority (NAERSA) is the statutory body established to design, implement, and oversee auto enrolment. Its responsibilities include managing enrolment, ensuring compliance by employers, safeguarding workers' contributions, and providing a secure online platform for participants to monitor their savings. NAERSA will also regulate investment options and maintain transparency in the scheme's operation.

Covalen Members fight for their Rights







An Post





Pay, Pension & Allowances in An Post

1. Pay Agreement 2024/2025

The 2024/2025 pay agreement covered the period from 1st January 2024 to 31st December 2025. In the discussions with An Post in advance of this agreement, the General Secretary made it clear the Union was seeking significant increases to reflect the pivotal role the staff played in turning the Company's fortunes around, returning it to profitability and positive cash flows. As a result, the Union expected to see this contribution rewarded through significant increases in pay. Agreement was concluded in April 2024 which provided for the largest pay increases in over 20 years. The details of the agreement are as follows:

- 4% increase effective from 1st January 2024 – 2% pensionable
- 3% increase effective from 1st January 2025 – 1.4% pensionable
- 1% increase effective from 1st June 2025

Members voted in favour of the pay proposal by 94.5% thereby securing a cumulative 8.2% increase for members which was paid in full by the Company.

The non pay aspects to the agreement included:

- No new cost increasing claims submitted for the duration of this agreement.
- A review of the high absence level and ASMP policy.
- A review of the Performance Management process including Reward.
- Agreement to continue support for the An Post business transformation, as contained in the Transformation Agreement.
- A commitment to continue to address all issues in a timely manner through the agreed processes and procedures, Monitoring Group or where both parties deem appropriate the Industrial Relations Protocol agreed in 2017.

*The following GSP Reports are available at the links below:
(only available in the online version of this report)*

[GSP 07-24 An Post Pay Proposal](#)

[GSP 12-24 An Post Pay Ballot Result](#)

[GSP 30-24 An Post Pay Agreements](#)

[GSP 01-25 Pay Allowances & Pension](#)

[GSP 03-25 Pay Agreement - 1% Final Phase Payment](#)

2. Pay 2026

At the time of writing this report discussions were at an advanced stage on a new pay agreement. An update will be provided at BDC.

3. Transformation Agreement 2023-2026

The Transformation Agreement was concluded with the Company with the assistance of the Monitoring Group in May 2023. The implementation of this agreement is ongoing.

The financial details are as follows:

- Payment of a €750 tax-free voucher, pro-rata for part-time employees
- Revised Universal Clerk pay scale with a 2% increase in pay, on each incremental point, with

3% at the max of the scale. These were effective from the 1st of January 2024 and were fully pensionable.

- For those staff not in receipt of the Collection and Delivery Change Allowance the following payments will apply:
 - A 3% change allowance effective from 1st July 2024.
 - Additional 2% change allowance effective from 1st January 2025.
 - The 3% consolidated from 1st January 2025.
 - The 2% consolidated from 1st January 2026.
- Cleaners and Patrols staff in receipt of the 12.5% Change Allowance will have 2.5% consolidated into basic pay with effect from 1st January 2022.
- Working Leaders in receipt of the 12.5% Change Allowance will have 2.5% consolidated into basic pay with effect from 1st January 2023.
- All DSMs will move from a service-related incremental pay system to a system of pay where pay will be progressed using a pay matrix linked to performance and position in a pay band set around a market median rate of pay.
- Payment of an eTrike allowance of €15 per week.

The financial payments outlined above have all been paid by the Company to the timeline set out in the agreement.

Discussions in respect of a review of Clerical pay, to include a reduction of the number of increments and an increase to the starting pay were at an advanced stage at the time of writing.

*The following GSP Reports are available at the links below:
(only available in the online version of this report)*

[GSP 02-24 An Post Transformation Agreement - Clerical Admin Retail](#)

[GSP 23 - 24 Payment of 3% Change Allowance](#)

[GSP 26 - 24 Payment of 3% Change Allowance](#)

[GSP 05 - 25 Payment of 2% Change Allowance](#)

4. *Managers Pay*

Market Movement for 2023 and paid in 2024 was 3%.

4.1 *Pay/PRIP for 2024*

The Company achieved its financial targets. Therefore, the Company element of the bonus in respect of 2024 was paid at 100%. The individual's element was calculated based on the employee's performance against objectives.

Market movement for 2024 was 2.5%, which was paid for the year 2025. While the bonus payment was welcome, the lower level of the market movement figure was a surprise to the CWU, given the general benchmark across the public and private sectors, including An Post was 4%.

As part of the general review discussion of PMD, the CWU is seeking clarification in respect of the differential, and the matter is under discussion at the JCC.

4.2 *PMD Review*

PMD has benefited our members financially and should provide a pathway to career development. A series of meetings held before Christmas 2024 and into 2025 showed positive engagement, with the CWU working closely with AHCPS. The review was split into two parts: process and financials, with agreement to prioritise the process element while allowing time to resolve financial matters up to year-end 2025.

Key concerns raised by CWU Managers' Branches included poor engagement between reviewer and reviewee, lack of a clear schedule, unachievable targets, changes to ratings through senior manager calibration, overly complex rating structures, handling of poor-performing individuals, and the appeals process.

The agreed next steps focus on finalising the 2024 outcomes to ensure bonus payments, starting the 2025 process correctly, and achieving consistency across the Company. PMD is recognised as beneficial to members, having delivered additional income, but it must operate as a two-way process with clear engagement, focus on development and upskilling, proper recording, challenge, and effective communication.

While the CWU does not set targets, it will monitor outcomes. Acknowledging that the process will never be perfect, there is a commitment to continuous improvement. A JCC sub-group has been agreed to oversee and review PMD, and a joint communication will be issued covering the agreed process changes.

5. Field Engineers 8% Salary increase.

The CWU agreed a salary increase to resolve a long outstanding issue for our An Post/PCI field engineer members. The main elements of the deal were as follows:

Salary Increase for 2025: All PCI field engineers received a one-off 6% increase to base salaries, effective 1st January 2025 and an additional 2% increase from April 1st. This 2% increase was in lieu of the initial 2% of any potential market adjustments awarded in 2026. These increases of 8% would be the only adjustment to base salaries for the year 2025 and are considered fully pensionable.

Performance-Based Salary Adjustment: Future salary adjustments for employees will be based on their job performance rating in any given year. The value of this increase will be determined by the employee's position relative to the market median and own personal performance.

Bonus Structure Revision: The current bonus structure will be changed and brought in line with the standard An Post bonus scheme for PMD staff. Bonus payment levels and other adjustments are decided firstly by the An Post Group Remuneration Committee and then reviewed by the PCI Management group and are subject to board approval. Bonus payments can only be offered if/when the Company is in a financial position to do so. Should a bonus payment be available, the rate of bonus payment will be calculated using two components: Up to 5% of base salary based on company-wide financial and commercial performance Up to 5% of base salary based on achievement of individual objectives and the associated rating the employee receives.

We acknowledge the support and assistance of our members in the area in bringing this matter to a successful conclusion.

6. Eating on Route Allowance

A review of the Eating on Route Allowance is conducted on a biennial basis. The review considers changes in the Consumer Price Index for food and non-alcoholic beverages over the previous two-year period.

Following the completion of the 2022 review the impact of inflation caused CPI to increase substantially. In the period from November 2022 to November 2023 CPI for Food and non-alcoholic beverages increased by 6.3% having reached a high of 11.2% and on that basis the Union sought a significant increase in the value of the allowance.

Eating on Route was due to be reviewed further on the 1st January 2024. The Company at the time advised that they had received advice from tax advisers that this allowance should be linked to the

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eating on site allowance which is paid to site-based employees where there are no facilities for making tea, coffee or other refreshments. The on site allowance was €5 per day. The Company also advised that they were advised if the allowance is increased above that level, then the full amount is liable for tax.

In order to address this the Union made representations to Congress to make a case to the Department of Finance seeking an increase in the on-site allowance. We also made additional representations to the Minister. As a result and following further discussions with the Company agreement was reached in January 2025 to increase the Eating on Route Allowance by 17.98% from €5.33 to €6.29 per day. In addition, the Company confirmed that their taxation advisers advised them that this amount may now be treated by the Revenue Commissioners under the heading of Subsistence Payments thereby allowing the Company to continue to make these payments without deduction of taxation.

Following a review of the allowance in January 2026 it was increased by 6.2% bringing it up to €6.68 per day.

7. Subsistence and Mileage Allowances

Arising from discussions at the JCC, revised subsistence and mileage rates were agreed effective initially from 14th December 2023 and they were further increased from 29th January 2025. The current rates are:

SUBSISTENCE

OVERNIGHT RATES		
Normal Rate	Reduced Rate	Detention rate
€205.53	€184.98	€102.76

VOUCHED ACCOMMODATION ("VA") RATE	ACCOMMODATION	MEALS
VA Rate Dublin only	Vouched cost of accommodation up to €205.53 plus s	€46.17

DAY RATES	
10 hours or more	5 hours but less than 10 hours
€46.17	€19.25

8. Pension

8.1 Superannuation Schemes

The asset valuation of the Superannuation Fund, as of the 31st December 2025 was €3,086bn with liabilities of €2,703bn determining a surplus of €383m, which included restoration of pensionable pay to 100%.

The Scheme remains financially robust, 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.

8.2 Outstanding Issues from 2022 Agreement

The 2022 pension agreement concluded with the assistance of the Labour Court but there remained two outstanding issues which required ministerial approval and there was a significant delay in getting these agreed. They were, as follows:

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. However, the Company, following agreement on the Pension Accord, made some 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 a result, of the review, we agreed to amend the existing formula and replace any reference to 60 with “their minimum retirement age” and replace any reference to 65 with the “minimum age at which the State-Pension (Contributory) is paid. Separately, the Company 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.

Ministerial Delay

The failure to issue approvals by the relevant Minister for any changes to pensions is becoming an increasingly frustrating issue for the Union as well as treating our pensioners with contempt. The review process which involves NewEra, the Department of Culture Communications and Sports and Department of Public Expenditure, Infrastructure, Public Service, Reform and Digitalisation is excessive and time delaying. This is exemplified in these two issues. The Company submitted a request for approval in October 2023, and approval was only issued in September 2025 nearly 2 years later. In order to get the approvals over the line the General Secretary was required to write to the Taoiseach and the Ministers responsible and also threaten a ballot for industrial action before the approval was eventually given.

Now that the approvals have been agreed the changes will apply going forward. In relation to the actuarial reductions the scheme actuary will now prepare a new table for actuarial reductions which will then be presented to the trustees for approval. The Department when approving the ill health retirement changes refused to authorise retrospective recalculations to those who were ill health retired since we initially agreed the changes detailed above. We have made it clear to the Company and the Department that this position is wholly unacceptable and entirely unjustified, and we have also made it clear to the Company that we expect them to honour this agreement. An update will be provided to Conference.

8.3 Pension Agreement 2025

A preliminary Triennial review for the period 1st January 2022 to 31st December 2024 was presented to the Trustees in June 2025 by the scheme actuary. This confirmed a substantial surplus in the scheme and allowed for discussions to commence between the Union and the Company. These discussions concluded in September 2025, and the Union was successful in having pensionable pay restored to 100% for employees. The agreement, which is a continuation of the previous agreement, concluded with the assistance of the Labour Court in its Recommendation LCR 22708 in 2023 contains the following:

- Pensionable pay for active members (employees) restored to 100%.
- Increase up to 7% as follows:
 - Up to 6% effective from 1st January 2025
 - 1% effective from 1st June 2025

- The increases outlined above will also apply to deferred members and pensioners, subject to Ministerial approval.
- For employees on performance related pay (PRP), restoration will be effective from 1st January 2025.
- The Change Allowance pensionability remains at the agreed 83.67%.
- Other pensionable allowances will continue to be 100% pensionable.
- The pension accord including the 2% cap will remain in place.

Following the implementation of the above there will be a surplus in the scheme of €345m which will be utilised for future investment. The agreed changes were reflected in employee payslips in early December. For those who retired between the 1st January and agreement on the changes they will have their pension and lump sum recalculated based on the above and this will be paid in the first quarter of 2026.

The above endorses the Group of Unions strategy which is:

- Ensure the pension remains fit for purpose
- Ensure the pension scheme is protected so that members and pensioners can expect increased benefits
- Continue with strategy of reducing difference between pensionable and non-pensionable pay

8.3.1 Pension Accord 2% Cap

We have agreed to leave the pension cap in place, resisting some ill-advised commentary calling for its removal. Its removal at this stage would have severe implications for the pension scheme and would trigger an immediate deficit which was confirmed by the scheme actuary. This would negatively impact employees and pensioners. In the current economic uncertainty, it would be reckless and irresponsible to consider changing this. The immediate consequence would result in no increases to either employees or pensioners. It would also trigger a full investment strategy review by the Trustees as this would be a fundamental change in the Scheme's funding position. The Union will review this further as part of the next Triennial Review

8.3.2 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.

The Labour Court in 2023 did not concede the Union's claim that the state pension offset should be frozen for the three years of the actuarial review. Instead they recommended that this matter should be examined further. As part of this agreement, we agreed to finalise discussions in relation to the state pension offset. To achieve this, we will agree a process, roadmap and timeline to ensure this review is completed in advance of the next triennial review.

8.3.3 Ministerial Delays

The increases for all other pensioners are subject to Ministerial Approval. The Company has submitted this to The Minister and are awaiting a response. In the meantime, the Principal Staff Representative has written to the Minister acknowledging that while a level of oversight and governance is required, this process shouldn't be unduly delayed. He advised the Minister that the vast majority of An Post retired staff rely entirely on the An Post pension as they do not receive a state pension or the double

pension payments at Christmas and requested his support to have the approval process expedited. This issue is ongoing at the time of writing

8.4 Pensionable Increases

The details of the pay rise and the pensionable increases are set out below. Since 1st January 2022 we have achieved pay increases of 13% and pension increases of 20.7%

DATE OF PAY RISE	% PAY RISE	% PENSIONABLE
1st January 2022	2.5	7
1st January 2023	2.5	2
1st July 2023	0	1
1st January 2024	4	2
1st January 2025	3	7.4
1st June 2025	1	1
Total	13	20.7

*The GSP Circulars are available at the links below:
(only available in the online version of this report)*

[GSP 24-24 Pension Increases](#)

[GSP 01-25 Pay Allowances & Pension](#)

[GS 04-25 An Post Superannuation Schemes](#)

[Letter from Minister to GS](#)

Postal Regulation

1. Introduction

The Communications 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.

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.

An Post is designated as the Universal Service Provider until 1st August 2029.

2. ComReg reports An Post's performance for next-day delivery of mail in 2023

In May 2024 ComReg published the report by Ipsos MRBI on its monitoring of the quality of the Universal Postal Service, as provided by An Post for 2023. The findings were as follows:

- An Post delivered 87% of single piece priority mail throughout the State on the next working day following the day of posting. This is a 2% increase on the 2022 result, but is 7% below the regulatory standard.
- An Post delivered 98.8% of single piece priority mail within three working days following the day of posting, above the 2022 result (98.3%) but still below the 99.5% regulatory standard.
- In the period January 2023 to November 2023 (excluding the month of December), An Post delivered 89% of single piece priority mail on the next working day which represented an improvement of 2% over the 2022 result.
- For the month of December 2023, the overall next-day delivery performance stood at 61%, which represents no change from the performance of December 2022.

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

[Annual Report 2023 – Universal Postal Service Quality of Service | Commission for Communications Regulation](#)

3. Postal Services Survey

In September 2025, ComReg published the third wave of its postal services survey which occurs every two years, 2021, 2023 and 2025. This research surveys the importance of delivery every working day, delivery next working day and the affordability of the price of postage. This is a nationally representative sample of 1,002 adults.

The survey found that the delivery of letter and parcel post every working day remains very important and is increasing. Some of the key points included:

- 79% of respondents believed that it is either important or very important that letter post is delivered every working day
- 84% of respondents believed that it is either important or very important that parcel post is delivered every working day
- 77% of respondents believe that the next day delivery of letters is either very important or important

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- 80% of respondents believe that the next day delivery of parcels is either very important or important
- 89% of respondents believe that it is very important or important that the price for delivery of letters is kept affordable
- 93% of respondents believe that it is very important or important that the price for delivery of parcels is kept affordable

4. Parcel Data for Ireland 2018 to 2023

This report was published in October 2024 and was based on data collected from 7 declared Parcel Delivery Service Providers (PDSP) under the European Cross Border Parcel Regulation. The 7 Providers are An Post, DPD, DHL, Fedex, UPS, Fastway and GLS. It covers the six year period from 2018 to 2023

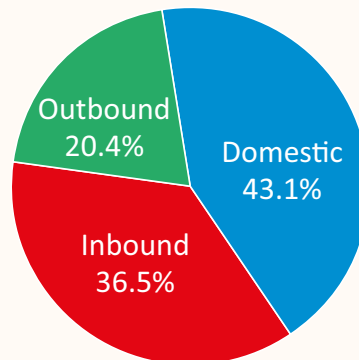
The key findings are as follows:

- Parcel revenue for the seven PDSPs was €867.4m in 2023 (a decrease of 1% when compared to 2022). 43.1% of the revenue share was for domestic parcel delivery (inbound 36.5% & outbound 20.4%) in 2023.
- 140.73 million parcels were delivered by the seven PDSPs in 2023 across all segments (an increase of 1% compared to 2022).

Parcel Volume by year	Volume million	% Increase/Decrease
2023	140.73	1%
2022	138.91	-14%
2021	161.90	4%
2020	155.90	46%
2019	106.90	17%
2018	91.00	–

- Domestic parcel delivery revenue increased by 3% in 2023, an increase of €9.6m. This was driven by a 6% increase in volumes, with 5.2 million more domestic parcels being delivered in 2023.
- Inbound parcel delivery revenue reduced by c.€5m, a reduction of 2%. This was driven by a reduction of 6% in inbound mail volumes.
- Outbound parcel delivery revenue declined by 7% in 2023 with revenue of €176.9 million.
- Domestic Revenue had a 3% increase in revenue of €9.8m in 2023.

**% Split of
Segment
Revenue
2023**



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

[Parcel data for Ireland 2018 - 2023](#)

5. *UNI Save Our Post Campaign and the Review of the Postal Services Directive*

As part of the Single Market Strategy, the European Commission announced a revision of the Postal Services Directive under the forthcoming Delivery Act. This critical step aligns with long-standing demands of postal Trade Unions across Europe and reflects a significant victory for worker mobilisations under UNI Europa's Save our Post campaign.

Postal workers and their unions are clear in relation to what is required in any new framework, i.e., a guarantee of strong public postal services with quality jobs and an end to exploitative practices in the name of competition.

The pressure is now on the Commission to deliver for people and not only for profit. The Commission must draw up a legislative proposal that genuinely protects universal service obligations, secures decent jobs and ends the race to the bottom in the sector. This revision represents a critical opportunity to modernise the sector and deliver fairer outcomes for workers and society.

Launched by postal Trade Unions throughout Europe, the Save Our Post campaign calls for urgent reforms to restore fairness, coherence, and sustainability in the European postal sector. At the heart of the campaign lies a simple but vital demand: a level playing field in the provision of universal postal services – particularly through the inclusion of e-commerce parcel delivery within the scope of the Universal Service Obligation (USO) – to reflect the true structure of the market and ensure the public postal network remains viable.

UNI Europa will lobby intensively at European level for a strong regulatory framework in the new Delivery Act that safeguards the financing and future of the USO, strengthens its social mission and adapts it to the evolving needs of the digital and e-commerce age.

UNI Europa Post & Logistics is particularly encouraged by the Commission's acknowledgement of the need to regulate all actors in the postal delivery supply chain. As highlighted in the campaign, the absence of binding social and employment standards across the sector has led to a dangerous race to the bottom – undermining decent work, pressuring wages and degrading service quality.

The upcoming revision offers a historic opportunity to:

- Establish regulatory coherence across the wider postal supply chain by including all delivery operators;
- Ensure financial sustainability of the USO;
- Guarantee quality jobs across the postal supply chain;
- End unfair competition based on low wages, precarious conditions, and widespread subcontracting practices especially in last-mile delivery.

The inclusion of parcel regulation in the Delivery Act reflects key elements of the Save Our Post platform and validates the persistent advocacy of postal Trade Unions across the EU. However, the road ahead requires vigilance.

UNI Europa and its affiliates call on the EU institutions to enact a robust Delivery Act that puts workers and service quality at its core, not just competition and cost-cutting.

The new Delivery Act is urgently needed to guarantee that what happened in Denmark does not repeat itself elsewhere. The overhaul of the USO in Denmark and the devastating impact it has had on the workforce and operations at PostNord Denmark, is a cautionary tale. We must avoid more social damage and protect the future of postal workers and quality public service in all member states.

6. CWU Submission on EU Delivery Act

The 2025 Single Market Strategy announced a revision of the EU postal regulatory framework and also a public consultation including a targeted consultation with key stakeholders. As part of this consultation, the CWU made a submission which set out the position in Ireland and our concerns about the future of the USO. The main points in the submission are:

- Current USO model under severe financial pressure due to declines in letter volumes.
- The Delivery Act should:
 - Ensure fair competition and prevent the “race to the bottom” created by multi-tier subcontracting and bogus self-employment.
 - Embed enforceable labour standards, transparency, and accountability across the delivery chain.
 - Harmonise rules so that all operators—postal, courier, and digital platform-based—are subject to the same regulatory and social obligations.
 - Promote sustainability, consolidated delivery networks, and zero-emission fleets.
- Ireland has a high proportion of rural and low-density communities. Local post offices and the postal delivery network remains a vital hub for social cohesion, service access, and community wellbeing.
- Ireland has the highest recorded levels of loneliness in the EU. Weakening the USO or diminishing postal presence would exacerbate social isolation, particularly among older and vulnerable citizens.
- Any new Delivery act should:
 - Include parcels up to 20kg within the USO, with all private operators required to hand over for final-mile delivery to the Universal Service Provider (USP).
 - Recognise the Postal Delivery Network as an essential social infrastructure for community cohesion.
 - Mandate strong labour standards and compliance with national collective agreements.
 - Level the playing field between traditional operators and new market entrants by harmonising social, fiscal, environmental, and service-quality rules.

The EU Delivery Act must reflect the realities of a radically transformed delivery market. It must safeguard universal access, protect workers, support rural and urban communities, and ensure environmental sustainability. For Ireland, maintaining and expanding the USO—supported by fair competition and strong public service obligations—is essential.

A unified EU Delivery Act represents the only credible pathway to a fair, sustainable, and socially responsible delivery ecosystem that delivers for citizens, workers, and the long-term public value of Europe’s delivery networks.

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

[CWU Ireland Public Consultation New EU Delivery Act Submission Combined with UNI Paper](#)

7. CWU Research – Social Purpose and the Postal Service

The Union decided to undertake research on how the Postal Service could be utilised to enhance social services, provide social protection through social connection and to develop social integration and cohesion. The research underway is being conducted by Professor Seán O’Riain and Dr Fergal Rhattigan from NUI Maynooth. It is envisaged the report will be concluded in advance of Conference.

Partnership & Joint Working

1 Partnership

Regular engagement with An Post senior management, enables the Company share its strategic plan, financial and staff impact, thereby ensuring the Union has a shared understanding of the challenges and opportunities facing An Post and its staff.

Joint Working Groups deal with the specific issues in the areas outlined below.

2 Health and Safety

2.1 Safety Consultation and Participation

An Post manages its legal requirements under Health and Safety Legislation through an Occupational Health and Safety Management System.(OHSMS) A Corporate Policy Statement signed by the CEO and a Safety Task Procedure Manual, identifying the risks within each office, is available at offices.

Health and Safety legislation stipulates that employers must have arrangements in place 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.

We have agreed the following as part of the Consultation process:

- JCC Health and Safety Sub-Committee
- Safety Committees
- Safety Representatives

In accordance with its commitment to Health and Safety, the Company has undertaken to ensure Occupational Health and Safety information is provided, received, and understood company-wide. We have highlighted some concerns in relation to the lack of consultation and failure to respond to certain issues. To address these matters, it was agreed to jointly review communications and the consultation arrangements in January 2026.

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

[Agreed Report 539 - Health and Safety Sub-Committee - Terms of Reference](#)

2.2 Safety Representatives

Section 25 of the Safety Health and Welfare at Work Act 2005 entitles employees to select a Safety Representative to represent them on Health & Safety matters in consultation with their employer. The ongoing development of this role remains a priority for the Union and to assist Safety Representatives we have negotiated an agreement with the Company in relation to how they operate.

It should be stressed that Safety Representatives are not responsible for health and safety in their offices (other than the normal responsibilities that apply to all employees), the Manager is.

Safety Representatives do however have rights, which includes making representations to their managers and carrying out health and safety inspections. They are also entitled to receive a copy of any Inspection Report from a Health and Safety Inspector. Once a Safety Representative makes representations to the Manager they are entitled to receive a response.

*Details of the agreement on training and how to make representations can be accessed by clicking the link below:
(only available in the online version of this report)*

[Agreed Report 540 - Health and Safety Committee - Safety Representatives](#)

2.2.1 Safety Representatives Regional Forum

One of the requirements of Health and Safety legislation is that Safety Reps must be provided with the necessary training to perform their role. This is in everyone's interest as it allows them to perform their role for the benefit of everyone. Under the legislation, Safety Representatives also have the right to consult and liaise with other Safety Representatives in the same undertaking. To provide for this, we agreed to the establishment of a Safety Representatives Forum which would:

1. Allow the Company the opportunity to provide them with details on reportable accidents, occupational diseases, and dangerous occurrences.
2. Provide an opportunity for training on the specific risks in An Post particularly in relation to transport.
3. Allow us to provide them information on changes to legislation.

The first seminar was held in CWU offices in November 2023, and at the time of writing we are in the process of organising the next Regional Forum which will take place in the South of the country in the first quarter of 2026.

2.3 Sun Protection Policy

Skin Cancer is the most common cancer in Ireland with almost 12,000 people diagnosed every year. The annual rates of both melanoma and non-melanoma skin cancers are increasing. The main cause of skin cancer is ultraviolet (UV) rays in sunlight. In research conducted by the Irish Cancer Society it found that 90% of the days between April and September had a UV level high enough to cause damage to the skin. Skin Cancer is on the increase and research indicates outdoor workers are at greatest risk.

To communicate the risk to employees we agreed a policy with the Company which is designed to protect outdoor workers from the harmful effects of UV radiation. Workers who spend 4 or more hours outdoors daily with exposure to solar UV are deemed outdoor workers and are at an increased risk of skin cancer. Research shows they can be exposed to between 2 and 3 times more UV radiation than indoor workers. Highlighting the risk and raising awareness requires a combined effort from management, Trade Union Reps, Safety Reps and employees.

Now that the policy is completed, we have agreed to develop a plan annually, ahead of the summer months which will be issued to staff.

*Details of the policy and the various initiatives available can be accessed by clicking the link below:
(only available in the online version of this report)*

[An Post Sun Smart Policy Outdoor Workers](#)

2.4 Defibrillators

We have agreed that defibrillators will be supplied to all Company Offices. To date 88 offices are provided with defibrillators with more due to issue shortly.

2.5 Incident Reporting Policy

The Union has highlighted the lack of information available to staff and managers, regarding the

way accidents should be reported. This lack of information has led to confusion with some accidents reported late or not at all.

The Company is required under Health and Safety legislation to report all accidents where the employee is out sick for more than three days to the Health and Safety Authority and this must be reported within 10 days of the accident.

Following discussions with the Company we agreed a policy which should ensure proactive management of accidents, incidents and near misses and is also in line with legislation governing the reporting of such accidents and dangerous occurrences to the Health and Safety Authority

Separately we have also requested the Company to follow up this policy by advising of the supports available to staff involved in accidents on duty. We have also requested that they set out the impact on sick leave including how to claim for Occupation Injury Benefit.

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

[Health & Safety Incident Management Policy 2025](#)

2.6 Accident Statistics

The Company at each meeting provides the Staff Side with the accident statistics on an ongoing basis. These are provided in two formats. The first one is Lost Time Accidents (LTA's), and the second one is HSA reportable accidents (>3 days).

Injuries to an employee because of a work-related accident, which results in them being unable to carry out their normal work duties for more than three consecutive days, excluding the day of the accident i.e. IR1 accidents, must be reported to the H.S.A. within 10 working days of the event. A total of 5,068 days were lost due to 'accidents on duty' in Quarter 3. This was a reduction of 13.6% compared to the same period in 2024. Of these 4,515 days were due to accidents that occurred before Q3 2025.

The lost time frequency rate was 2.7 per 100,000 hours. This compared to 2.56 for 2024. The HSA reportable accidents were 1.9 per 100,000 hours worked compared to 1.94 for 2024.

2.7 Psychosocial Risk and Stress

We agreed a Mental Health Policy with the Company, which is an important first step in supporting those with mental health difficulties. However, this needs to be supported by practical steps such as measuring and assessing psychosocial risk in the workplace.

To measure and assess the risk in the workplace we have highlighted the HSA's Work Positive Tool. This is a free and easy to use psychosocial risk management process, which is confidential. It provides feedback on workplace stress, employee psychological wellbeing and critical incident exposure in the workplace. It helps organisations

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

We agreed to trial the work positive tool in the Customer Contact Centre in the first quarter of 2026. A briefing for Staff Representatives from the area was organised in advance to outline how it will operate. This is a positive development and depending on its success we will be looking to roll it out across the Company.

2.8 New and Emerging Risks

2.8.1 Gender

People come in all shapes and when it comes to health and safety the “one size fits all” approach just does not apply. Nowhere is that clearer than when we are looking at gender. The International Labour Organisation Gender Sensitive OSH Practice Guidelines state that recognising diversity, including gender differences is vital to ensuring the health and safety of both men and women. While accepting that gender alone is not a risk, we must be aware that men and women have different physical attributes which can determine how they can be affected by specific risks.

The HSA’s statistical report in 2020 show that the rate of female workers work-related illness per 1,000 workers is 14.5 compared to 12.3 for males. In the five-year period 2016-2020 the rate among female workers was 13.0 compared to males for 10.4.

As with older workers women are considered to be vulnerable workers and in that regard risk assessments should be gender specific. Discussions with the Company are ongoing.

Older Worker

The term older worker generally applies to those over the age of 55. Within An Post we have a significant number of workers in that cohort. Under the HSA guidelines older workers are vulnerable workers and as such they may be particularly sensitive or overexposed to potential health and safety risks in comparison to the general working population. To address this we need to ensure that risk assessments are age sensitive

The HSA advises that older workers are three times more likely to experience a workplace fatality than younger workers. EU-OSHA has advised that age related declines in functional capacity and health automatically leads to worsening performance and decreased productivity. We have agreed that this is an issue that needs to be addressed but that it is broader than just health and safety and we will engage with the Company on how best to address this.

2.9 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 i.e.,

1. Initial consultation with the employee
2. Observation of the employee working at the computer workstation
3. Identifying 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.

2.10 Driver Rollaways and Driveways

Driver rollaways remain a concern for the Company and the Union, as these safety breaches have potential for serious injury or fatalities to either drivers or pedestrians. The Company advise that the main reason for this is the failure of the Postal Operative to engage the hand brake correctly.

We continue to highlight the dangers rollaways can pose and following representations from the Union the Company agreed to provide alarm buzzers in all vans. Because the level of rollaways has not decreased, we decided to review incidents on a case-by-case basis, to see how we can improve matters. In addition, the type of vans purchased by the Company will continue to be the focus of attention at the JCC Health and Safety Committee. Discussions are ongoing.

Vehicle Drive-aways occur when a vehicle or trailer is moved away from the loading bay too early and before loading or unloading is complete. This creates a serious risk for those loading as well as potentially leading to machinery or product falling from the back of the truck which could be fatal or cause severe injury. There were 13 incidents in 2025. The Company has outlined it expects strict compliance with safety procedures and in this regard have issued guidance to drivers. To support drivers a training programme is being developed for roll out in 2026.

3. Diversity and Equality

The Diversity and Equality Committee is scheduled to meet on a quarterly basis. In recent times we experienced a lack of engagement at the subcommittee with the Union's input somewhat taken for granted. This came to a head last summer when the Company failed to reference work life balance in their Diversity, Equity and Inclusion Strategy and refused to take on board comments we made about the policy.

On this basis we decided to step away from engagement at the Committee to allow for a full discussion on our concerns to take place at the full JCC. Following some further discussion with the Company, we agreed a set of standing orders for the Committee which would also be expanded to allow for additional HR Managers from the various businesses.

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

[Terms of Reference DEI Committee](#)

3.1 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 increased to 6% in 2025.

This target is a positive action measure designed to ensure public service employers are proactive in providing employment and career opportunities for a group who face a higher-than-average risk of exclusion from employment. There is a statutory obligation on An Post to report accurately the number of people with disabilities. While there is no obligation on anyone to declare a disability the Union encourages employees to do so in order that they receive any supports necessary. The Company conducted a Staff Survey, with the support of the Union, to ascertain the number of employees with disabilities. This is an acceptable means of gathering this data.

Following the survey 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 2024 is 6.15%. In total 1,049 employees responded to the survey with 168 declaring a disability. This along with information provided by Occupational Health resulted in the figures of 6.15%. at the time of writing we are awaiting the 2025 figures.

To support employees with disabilities we have agreed a number of policies which can be accessed by clicking the link below: (only available in the online version of this report)

[An Post Disability Policy](#)
[An Post Reasonable Accommodation Policy](#)

3.2 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 transposes the EU Directive on work-life balance for parents and carers and introduces new rights for employees. The Act made 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. We had already agreed a policy on Coercive Control and Domestic Violence and following the implementation of the Act we reviewed the policy to ensure that it was in line with the legislation. As part of the review, we agreed to rename the policy the Domestic Violence Policy.

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

[An Post Domestic Violence Policy](#)

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 apply for 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.

The details of the agreed Remote Working Policy with An Post are set out later in this report. The WRC in March 2024 issued a Code of Practice on the right to request Remote Working and as a result we made several suggested changes to ensure that it is line with the Code of Practice. These discussions are ongoing.

4. Enhanced breast-feeding rights.

The World Health Organisation in its guidelines recommended Breastfeeding breaks should be available until the child's second birthday. This is in line with recommendations from the Health Service Executive, implemented in the Civil Service. 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. We have reviewed this with the Company and amended the Maternity Policy and Procedures to include the following:

- The statutory entitlement to breastfeeding breaks extends to two years from the child's date of birth.
- The entitlement to paid time off for breastfeeding purposes is set out in the Maternity Protection (Amendment) Act 2004, as amended by the Work Life Balance and Miscellaneous Provisions Act 2023
- Employees may avail of breaks for breastfeeding or expressing milk up until the child reaches two years of age.

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

[Company Circular 52-2025 Revised An Post Maternity Policy & Procedures](#)

5. Unpaid leave for medical purposes

The Act provides that an employer provides a statutory entitlement for all employees to unpaid leave for the purposes of providing personal care or support to specified persons who are in need of significant care or support for a serious medical reason

Following discussions with the Company we agreed that the Statutory Leave available to Parents Policy would be reviewed to include a Section on Leave for Serious Medical Care. As a result, employees may be granted up to a maximum of 5 days of unpaid leave in any period of 12 consecutive months.

*A copy of the Revised policy on statutory leave available to parents and the details of unpaid leave for medical purposes can be accessed by clicking the link below:
(only available in the online version of this report)*

[Company Circular 53-2025 Statutory Leave Available for Parents](#)

3.3 Term Time

3.3.1 2025 Scheme

Term time was introduced as a pilot in 2003. In November 2024, in the context of a review the Company presented proposals to radically change the scheme. They believed the scheme was no longer fit for purpose and was not cost neutral particularly in final mile. The proposed changes to the scheme would reduce the amount of leave available capping it at 4 weeks and 2 weeks in final mile. Furthermore, they would have no cover except in areas with strict customer service requirements.

To ensure a continuation of the scheme for 2025 we agreed the following guidelines:

- Statutory leave types will be given priority over term-time, but both are unlikely to be granted in the same year.
- Term Time vacancies should not be filled by overtime.
- Applications for term-time will only be accepted based on it being consistent with the rules of the scheme and business needs.
- In circumstances where there are more applicants than term time opportunities, the Company will limit term time to a maximum of 4 weeks and a minimum of 2 weeks.
- Except in operational areas and areas with strict customer service requirements, staff availing of term-time will not be backfilled. Any such backfilling will require level 2 management approval.

We also agreed to conduct a full review with a view to having a revised scheme in place in a timely manner for 2026.

3.3.2 2026 Scheme

While we agreed to meet at an early stage to review, the outcome of the 2025 scheme this did not happen as the Company conducted its own internal review which it did not share the detail with the Union.

To prepare for meeting with the Company the Union requested feedback from Branches and we received a high number of responses. The importance of the scheme and the need for it to continue was the common view. Only a small number indicated that the application was not successful in their offices.

The Company did not engage with the Union until the beginning of November 2025, and we only received proposals in early December. Without providing us with the details the Company advised that the cost of the scheme for 2025 was €300,000. The Company proposed further limitations to the scheme including:

1. Reducing the age of children for whom term-time applications will be considered from the current maximum of 18 years to align this with the statutory ages for Parental Leave.
2. To provide for the maximum Term-Time Leave to be 4 weeks, with management decisions to consider the viability of approving this leave, if other forms of leave are sought to be taken immediately before or after this leave.
3. Retain priority for Parental and other statutory leaves over term-time.
4. Replacement for term-time cover will only be considered in frontline areas and areas with defined Customer Service Level Agreements.

Following discussions, the Executive Council accepted the revised arrangement for 2026, based on it being the best achievable, to ensure Term-Time Leave remains available. The Union has requested an early meeting to examine the outcome of the 2025 scheme with a view to agreeing a scheme for 2027 and beyond. Term-Time is a key work/life balance issue for our members and a priority for the Union is to ensure that it remains an option for our members.

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

[GSP 31-24 Term Time 2025](#)

[GSP 14-25 Term Time 2026](#)

3.4 Postponement of Maternity Leave in the event of a serious medical condition

The Maternity Protection, Employment Equality and Preservation of Certain Records Act 2024 introduced a right for employees to postpone all or part of their maternity leave for a period between 5 weeks and 52 weeks in the event of them having a serious health condition. We have agreed that Section 1.7 of the Maternity Policy and Procedures will be amended to reflect this. The details are included in the updated Maternity Policy and Procedures which is referenced earlier in this Section.

3.5 Reproductive Health Policy

We recently concluded agreement with the Company on a Reproductive Health Policy. The purpose of the policy is to provide guidance to managers on how to manage employees who have women's health issues and at the same time reduce stigma, discrimination and embarrassment related to women's health issues at work.

The policy acknowledges and supports a range of experiences and conditions and will focus on supporting employees and their partners managers as well as fostering a culture of understanding, respect and inclusion across the Company.

The policy lists the practical supports available and will deal with issues such as pregnancy loss, fertility challenges and surrogacy. It also details the leave available.

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

[An-Post-Reproductive-Health-Policy](#)

3.6 Mental Health Support Policy

We have agreed a Mental Health Support Policy with the Company in order to support employees with issues relating to mental health. The Policy includes Sections on Understanding Mental Health, Stigma, and the Impact on Working Life. The policy commits to developing an inclusive workplace where every employee feels supported and ensuring that every employee is treated in a fair and inclusive way. The Company also commit to providing employees and managers with access to information and training.

The policy stresses that there is no obligation on individuals to disclose a disability or mental health difficulty, but it encourages disclosure by outlining the supports that are available including reasonable accommodations. The Company also provided a support guide for Managers which sets out how they can support employees experiencing mental health issues in the workplace.

*A copy of the policy and the managers guide can be accessed by clicking the link below:
(only available in the online version of this report)*

**[Mental-Health-Support-Policy](#)
[Discussing Mental Health - A Support Guide for Line Managers](#)**

3.7 Gender Pay Gap Report

This year for the fifth year running the Company announced a zero-pay gap and are the first Company to report this for five years in a row. In the period from June 2024 to June 2025 representation of females in the various groups were as follows:

- 50% of Management Group
- 47% Senior Management Group
- 42% An Post Management Group
- 27% of Process Area Managers
- 16% of Postal Operatives

We welcome 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 continue to examine such issues as the representation of women at Postal Operative level as well as at middle and senior level in addition to looking at bonus structure and performance related pay.

3.8 Code of Practice for Employers and Employees on the Right to Request Flexible Working

The Workplace Relations Commission issued a Code of Practice in March 2024 on the right to request flexible working. The purpose of the Code is to offer practical guidance to employers and Union representatives on best practice to ensure compliance with the legislation and assist in developing workplace policies and procedures for dealing with flexible working.

A priority for the Union is to agree a policy for Part-Time Working and this will be discussed with the Company in the New Year.

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

[Code of Practice for Employers and Employees](#)

3.9 Work/Life Balance Wall Chart

An updated version of the Work/Life Balance Wall chart was published in October 2025 in both hard and soft copy format. It sets out the various statutory and non-statutory leave available and potential impact on service, annual leave etc.. Copies are available from Union Head Office

4. *Uniform and Workwear*

The Joint Working Group review issues associated with Uniforms and Workwear.

4.1 New Uniform Design

The current design of the uniform is in place for some time, and we are working with the Company to make improvements to it. Primarily we are looking at the design of uniform and the material used. Our aim is to have a uniform that is fit for purpose. Issues which we are examining include:

- More pockets including for holding scanners and pens;
- Adjustable waistbands;
- Knee supports for comfort and movement;
- The provision of gender specific garments;
- HGV Drivers.

The Company has tendered for a new uniform provider and at the time of writing they are in a two-week standstill period which means that the successful tender notification letter has been issued, and this period allows unsuccessful tenders the opportunity to object to the tendering process if they wish. At the time of writing we are awaiting confirmation of the new provider and once that is confirmed we will have discussions on the uniform to be provided. An update will be provided to the Conference.

4.2 Uniform and Workwear Distribution 2025 and 2026

The online portal continues to be successful. The Company advised us that distribution of the 2025 uniform was completed through September and October 2025. However, they advised they encountered minor issues where some staff missed out on ordering their uniforms due to being on sick leave or not submitting their uniform requests on time. The Company is working with the DSMs to address this.

To allow for the completion of the tendering process potentially moving to a new tender and for discussions on a new fit for purpose uniform there will be no uniform distribution in 2026. Instead, they will engage with members to ensure that if anyone requires any part of the uniform throughout the year then it will be supplied. Safety Footwear will however be supplied as normal

The rollout of the new uniform, once finalised, is scheduled for early 2027. As part of this rollout, the new supplier will conduct a fitting service to capture staff sizes in DSUs, similar to previous rollouts. Orders from this exercise will be placed this year. HGV drivers will receive the same trousers as postal operatives, but in a much darker colour, which will be better suited for their line of work.

4.3 Retail Workwear

We continue to highlight the requirement to provide the retail workwear in a timely manner. The contract for a new supplier was signed in the third quarter of 2025. Once signed the Company was required to confirm the specifications and they advised that this was time-consuming, but they needed to get this right from the start. While this was going on they ensured that anyone who

required any item of workwear then this was provided.

The portal for ordering the workwear was opened in mid-October 2025 for orders and it was due to close on the 31st October 2025. However, it was delayed until late November to get all the orders in. When the portal was closed there were still 16 outstanding orders. While these orders can still be processed they won't be issued with the main distribution of workwear in April 2026.

It is important if we want the workwear distributed in a timely manner that our members must order them in a timely manner. The introduction of the new Regional Clerks Branch should assist with this.

5. Accommodation

5.1 Introduction

The Joint Accommodation Committee forum enables the Union to review the Company expenditure on refurbishment or replacement. The Committee meets at least quarterly.

5.2 DSU and DSO Consolidations

It was agreed as part of the Transformation Agreement that in tandem with the redesign of DSU's the consolidation of DSOs and DSUs will proceed. The programme of consolidations is shared with CWU HQ yearly and updates provided at the Joint Accommodation Committee as required to ensure that there is timely notification of any planned consolidations. Detailed below is the number of DSU or DSOs across the Company which has reduced to 126 which is a 34% reduction since 2021.

Final Mile Site Optimisation

The Journey so far

	Start	2021	2022	2023	2024	2025
# DSU	115	112	111	110	107	102
# DSO	77	73	62	53	31	24
Remaining	192	185	173	163	138	126
Total removed		7	19	29	54	66
% removed		4%	10%	15%	28%	34%

Total Less
3 X DSU
4 X DSO

Total Less
1 X DSU
11 X DSO

Total Less
1 X DSU
9X DSO

Total Less
3 X DSU
22 X DSO

Total Less
5 X DSU
7 X DSO

5.3 Planning

The length of time it takes to secure planning permission is a concern and we frequently highlight this with the Company. The Company has advised of the following process that they must follow:

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 Bord 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 & engineering surveys, pre-planning & planning due diligence, negotiations, approvals, legals if 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.

5.4 Nearly Zero Energy Buildings (NZEB)

NZEB (Nearly Zero Energy Building) requirements for new commercial buildings, including those for semi-state bodies in Ireland, mandate a 60% reduction in energy usage compared to 2008 regulations and require 20% of energy demand to be met by renewables, typically resulting in an A3 BER rating.

In An Post this means that all newly-constructed buildings prior to 2026 must be to an NZEB standard. From 2026 onwards they need to be ZEB (Zero Energy Building) standard. The Company has advised that there is ongoing ambiguity in terms of the measure of ZEB standard as no specific measure has been given.

At this moment the Industry is learning true requirements to meet ZEB standard and with the unknown, some developments are being impacted more than others. This requirement is expected to be set by Industry and this issue to settle down over the next 12 months, but it will impact the delivery of new builds.

5.5 Office Update

Set out below is an update on offices under discussion at the Joint Accommodation Committee since the last Biennial Delegate Conference.

5.5.1 Tralee

Staff finally moved to the new building at Monavalley in July 2025. This also involved the consolidation of a number of DSOs and Listowel DSU. While the move went well several issues arose with the new building including leaks which was frustrating for the staff involved.

5.5.2 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 and the ongoing delay with planning is a cause of concern. Nonetheless the Company has confirmed that the process is progressing albeit slowly. An update will be given to the Conference.

5.5.3 Drogheda

We remain of the view that Drogheda DSU is not fit for purpose and issues such as the hard-shell extension, an awning and car parking remain the subject of discussion at the Committee. An update will be provided to the Conference.

5.5.4 Dublin DSUs

The Company has indicated that it wishes to consolidate several DSUs on the Northside and Southside of Dublin and as a result repurpose other DSUs. We have sought further information which can then be shared with the Branch to allow for their input at an early stage. An update will be provided to the Conference.

5.5.5 Retail Offices

We have raised concerns about conditions in Retail offices particularly in the staff welfare areas. There are also issues with offices which are connected to former DSUs which are now vacant. We have commenced a review, and it is the Unions intention through the two Clerical Branches to carry out a survey on accommodation. An update will be provided to the BDC.

5.5.6 Other offices under discussion

We have also raised concerns about the following offices:

- Cahir
- Carrigaline
- Ennis
- GPO Administration
- Sligo
- Youghal

6. 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.

6.1 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.

The Scheme is open to all employees who have successfully completed probation and completed 12 months with the Company and who wish to study a Certificate, Diploma or Degree course, subject to managerial approval and budget availability.

To qualify courses must

- Be job-related and have a direct impact on the employee's current assignment at An Post; or
- Prepare an employee for a higher-level position at An Post; or
- Be relevant to the business of An Post

In addition, employees are allowed up to a maximum of 5 days' Paid Leave to study for exams, depending on the course demands and at their manager's discretion. Paid Leave will also be granted to sit approved exams if they fall during normal working hours, upon production of evidence of exam dates.

124 employees availed of Education Support in 2025.

6.2 Safety Training

Set out below are the Health & Safety training statistics as of 11th December 2025.

SUMMARY OF TRAINING DELIVERED			
Training Course	Number of Classes	Number of Attendees	Other Information
Manual Handling	417	3,166	Internal trainers delivered 287 classes to 2,048 staff as of 11th December
Power Stacker Training	178	522	Includes 26 classes delivered with additional tailgate training
First Aid Training	27	175	Delivered 2-day PHECC refresher, 1-day first aid, and half-day AED/CFR courses

Training Course	Number of Classes	Number of Attendees	Other Information
Fire Safety	12	96	Training delivered through Final Mile cluster regions, including retail staff
Safety Representative	4	30	Average class size 7.5; strong response from poster campaign to recruit new reps
Manual Handling Instructor	1	10	Training provided for new Lead Trainer roles in Final Mile Ops Clusters and Mails Processing

6.3 People Development

We continue to highlight the requirement for Staff Development and Training whether this is on-the-job training or training to provide for career development. The Transformation Agreement highlighted the requirement for a new approach in the development and training of staff. This is a priority for the Union, as we believe there is a requirement to provide employees with the necessary skills so they can advance within the Company and their approach to staff development should be fair and transparent.

Set out below is the learning and development activity for 2025.

LEARNING ENGAGEMENT	
Total attendees in training	4,417
MyHR online training	2,648 courses on MyHR completed by 1,262 learners
AN POST INSTITUTE	
Leadership Development	197
Masterclass (org capabilities)	445
Digital Pathways	198
Data Literacy	249
Education Support	120
Total	1209
Number Managers who completed Leadership training	301
% workforce in future focused training	30% (2817 learners)

7. Attendance Support and Management Process

7.1 Background

Irregular employee attendance continues to be a significant cost issue for the Company. Each 1% at Company level costs approximately €3m to the Company bottom line each year. The Company does accept that even if they were fully effective in managing all aspects of absence, they would still be incurring a certain level of absence. The ASMP process has been in place since February 2013 and was reconstituted following the Transformation Agreement, with agreement to meet on a monthly basis to review absence levels.

7.2 Review of Absence levels

The Pay Agreement for 2024 – 2025 provided for a review of the high absence level in the Company and the ASMP policy. As a result, we have re-established the Attendance Management Joint Working Group. Set out below is an update in relation to our discussions to date.

7.2.1 Review of ASMP correspondence

A review of ASMP correspondence is at advanced stage. In particular we have highlighted two issues. The ASMP correspondence inviting employees to an initial meeting include a warning of dismissal and we have argued that this is over the top for an initial letter and the Company has accepted this. Our second concern relates to those on long term sick leave with a serious underlying medical condition. While the Union accepts that some correspondence needs to be of a standard nature it should not apply in cases of Critical Illness. The correspondence from the Company lacks any empathy and just highlights the cost of sick leave. Again, the Company has accepted this and we should be in a position to update Conference on any developments.

7.2.2 Return to Work (RTW) for those on long-term Sick Leave

We have highlighted with the Company employees on long-term Sick Leave who have a “fit to return to work” certificate from their GP but who are not allowed back pending a referral to Occupational Health. To address this, we have agreed that the only time someone would need to be seen by Occupational Health is when:

- There are restrictions associated with the return to work;
- The employee is not able to perform all duties;
- No medical certificate (Fitness to resume) is presented in advance of returning to work.

If the above restrictions don't apply, then they can return to work, and an appointment is subsequently made with Occupational Health. If there are any accommodations or restrictions required to facilitate a RTW, or any concerns for line management, these employees must await an appointment with OH before returning to the workplace.

7.2.3 Interactions with Occupational Health

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. This remains the subject of ongoing discussions.

7.2.4 Statistics

These Sub-Committee meets on a regular basis and progress was made in a number of areas particularly in relation to statistics and how they are broken down. We have sought information in relation to short-term and long-term absences as well as details on an office by offices basis. This allows us to address issues in offices when they arise. Discussions are ongoing.

7.2.5 Issues under discussion

Other issues under discussion include:

- Absence Management Process;
- Return to Work Interviews;
- Communication;
- Accident on Duty;
- Policy.

7.3 Sick Pay Arrangements

The paid sick pay arrangements in An Post are as follows:

- (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 are 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, he/she 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.

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 is 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, he/she may be granted Temporary Rehabilitation Remuneration (TRR) for a further period of 12 months.

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.

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

[Company Circular 35 - 2016 - Revision of Sick Pay Scheme](#)

7.4 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 with many employees left in limbo with no contact from the Company for months at a time.

An Post General

7. Banded Hours, Appointments and Contracts

Employment contracts, permanent appointments and banded hour contracts are the subject of ongoing discussions with An Post, which remains a concern to the Union and is the subject of ongoing representations. The manner in which these are administered is also a concern, as some cases are contrary to employment legislation.

Set out below is a brief overview of the relevant agreements and the legislation underpinning them.

1.1 Employment (Miscellaneous Provisions) Act 2018 and the Banded Hours Agreement

The Employment (Miscellaneous Provisions) Act 2018 among other things introduced the right for employees whose contract of employment or statement of terms does not reflect the reality of the hours they habitually work to have these hours reviewed. Where this happens 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 following bands apply:

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	

*Details of the agreement including the review process can be accessed at the link below:
(only available in the online version of this report)*

[Banded Hours Agreement](#)

1.2 Appointments

The Union reviews contracts and appointments with the Company on an ongoing basis. To address the Union's concerns in relation to how the Company handle these issues, we agreed to jointly review offices with a view to rectifying matters in particular offices. The review process entails reviewing an average of five offices at a time and involves examining the baseline, the temporary staff in place, staff on career breaks and whether there are staff on the transfer list.

As a result of the review, we ensure appointments are made in line with agreements. This process commenced in final mile, and we intend to undertake similar exercises in Processing, Retail and Corporate. We are also continuing to review all potential appointments with the Company on a monthly basis. We have, however, highlighted a lack of information from HR in relation to why appointments are not made, and we have requested the Company to address this.

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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.
- Where an employee is recruited against a permanent vacancy, they should be given a permanent appointment following successful completion of the six-month probationary period.

*The Monitoring Group Determinations and agreements referenced can be accessed here:
(only available in the online version of this report)*

[198 - 2016 - 4th July 2016 - Monitoring Group Findings LCR 21206](#)
[255 - 14 March 2019 - Monitoring Group Determination Staffing Arrangements](#)
[Voluntary Transfer Policy Updated 2023](#)

1.3 Contracts – DocuSign Process

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, 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 (1) and (2) of the Protection of Employees (Fixed-Term) Work Act 2003.

As part of the ongoing review and to address these concerns, we agreed that contracts could be issued electronically using DocuSign. While this has improved matters, we still have concerns about it, as this process will only work if the HR Manager issuing the contracts understands the legal basis on which such contracts are issued.

When staff are issued with a contract through DocuSign they will also receive a cover note which will set out the following:

- An Post is supportive of its Trade Union's role in representing their members and the DocuSign process was agreed with them.
- This is seen as a positive step to ensure that employees receive the correct contract in a timely and efficient manner.
- Any queries in relation to the issuing of contracts should be raised with the appropriate person and you should seek union advice if you have any doubts in relation to the terms and conditions contained within it as soon as possible.
- Your local Union Representative can raise concerns on your behalf with management.

The agreed process covers, receiving and reviewing the contract, signing the contract and queries on the contract. If anyone feels that their issue has not been resolved satisfactorily, it can be escalated through the Grievance Procedures.

*Details of the process including cover letter can be accessed at the link below:
(only available in the online version of this report)*

[DocuSign Process for the Signing of Contracts](#)

1.4 Union Position

The General Secretary in correspondence to the Company in September 2024 set out the Union's view in relation to contracts. He highlighted the continued failure of the Company to provide appropriate contracts of employment and that they were in breach of employment legislation, Monitoring Group Determinations and Collective Agreements. He stressed that permanent contracts and appointments should be the norm and that fixed term or specific purpose contracts should only be used against genuine short-term vacancies for the following reasons:

- the Company has demonstrated time and time again that they are incapable of managing such contracts and consistently break the law.
- the Company is in breach of Agreements, Monitoring Group Determinations and Legislation.
- HR is incapable of dealing with the huge administrative burden.
- We have full employment in Ireland with an unemployment rate of 4.4% and therefore the pool of potential employees available to An Post is limited, particularly when the Company only offers temporary contracts.
- the Company does not apply these criteria when recruiting to middle or senior management.
- Offering permanent contracts subject to normal probation would likely attract more potential employees as the contract on offer would be significantly better.
- the Unions have been patient in allowing the Company time to address the issues in relation to contracts, but because of the delays in addressing the issues raised, we are coming under increasing pressure from our members to pursue claims on their behalf. This approach has the potential for unnecessary and avoidable reputational damage should the WRC or Courts examine the breaches in employment legislation.

*A copy of the correspondence can be accessed at the link below:
(only available in the online version of this report)*

[Letter re Contracts of Employment Permanent Appointments](#)

2. Agreed Policies

The details of the policies reviewed and agreed with An Post since Biennial Conference 2024 are detailed below.

2.1 Remote Working Policy

Following COVID, and while staff were returning to the GPO, we agreed to introduce Hybrid Working on a test and learn basis. Following the completion of the test and learn we commenced a review of the policy which is ongoing.

The policy applies to all staff once they have completed their probation. 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 timeframe. This does not prevent an employee applying for more or less remote working with each case considered on its merits.

In March 2024, the WRC published a Code of Practice for Employers and Employees on the Right to Request Remote Working and as part of the review we will be ensuring that the policy is in line with the Code of Practice.

Also, as part of the review, we have suggested some changes to the wording to reflect the Code of Practice in addition to highlighting such issues as career development, shortage of desks and meeting rooms, workplace health and safety assessments and the application process. The Company

for its part has raised concerns in relation to the Hybrid Model and they have indicated that their preference is to revert to 3 days in the office and 2 days at home. Discussions are ongoing.

*The existing Remote Working Policy can be accessed at the link below:
(only available in the online version of this report)*

[An Post Remote Working Policy](#)

2.2 Review of Retirement Policy

In late 2024, we completed a review of the Retirement Policy which was introduced in 2021 on a trial basis. The review process addressed concerns that arose during the initial trial, and it also incorporated the recommendations contained within the Code of Practice on Longer Working issued by the Workplace Relations Commission. The priority for the Union was to ensure that the Company applied a consistent approach to retirement and addressed requests for extended employment beyond the maximum retirement age in a fair and transparent manner. The revised policy covers the following:

- Normal Retirement Age (NRA)
- Maximum Retirement Age (MRA)
- How the lead up to retirement would be managed
- How extensions of working beyond the Maximum Retirement Age would be handled

To further support those considering retirement and to provide them with timelines to ensure they receive their pension and lump sum, we agreed a further note which would issue to all employees. This note referenced the retirement policy and stressed the following for those considering retiring;

To assist employees to plan for their retirement a member of management will typically contact the potential retiree 12 months in advance of their potential retirement date. The purpose of this contact is three-fold:

1. To ascertain the employee's intentions regarding retirement and to support them with any information that they may need. The purpose is not to advise the person whether to retire or not but rather to advise them in relation to the available supports.
2. To assist the Company to plan for the person's retirement and to potentially recruit and train a replacement or otherwise reorganise work after the employee has retired.
3. To provide a positive experience of their retirement by ensuring all matters are in place before the employee leaves to commence the next phase of their life. It is important to notify the Company at least three months in advance of your planned retirement date to allow times for the various processes to be completed.

The pensions section will provide an update on the benefits which will be provided by the pension scheme on retirement and the options available to a retiree. In addition, a week before Retirement the employee will receive a registered letter detailing their final payments and when they will receive their lump sum and their first pension payment.

*The retirement policy and associated correspondence can be accessed at the links below:
(only available in the online version of this report)*

[An Post Retirement Policy](#)

*A copy of the Retirement Letter can be accessed at the link below:
(only available in the online version of this report)*

Retirement Letter

2.3 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.

Workers are protected under the legislation, who suffer, or are threatened with detriment for having made a disclosure provided they follow the procedures outlined in the Act. It is not designed to protect employees who recklessly make allegations of wrongdoing, and it sets parameters on what proof is required.

We recently completed a review of the Company Policy which took into account changes in legislation as well as the Statutory Guidance for Public Bodies issued by the Department of Public Enterprise.

The purpose of the policy is to encourage, and enable workers to raise concerns with the Company without fear of reprisal. The policy sets out who can make reports, how reports should be made, as well as listing the types of wrongdoing that constitute a protected disclosure. The policy also sets out what happens when a report is received and the protection against penalisation that apply to those reporting protected disclosures.

Other issues covered include definitions of a worker, protected disclosure and relevant wrongdoing. The policy encourages workers to seek advice from their Trade Unions. It also states that workers can contact, discuss and be represented by their Trade Union at all stages of this policy and during any associated meetings or interviews. In addition, it states that Union Representatives may not be subjected to any detriment for advising or representing workers in respect of any reports made.

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

Raising Matters of Concern Policy

2.4 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 paycales or differentials will no longer apply, effective from the date of this agreement.)

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As a result, there was a requirement to review the Acting Up and Temporary Appointment policies to incorporate the above. The Union also had several issues and concerns which we wished to address as part of any review. We have now completed a review of the policies, but prior to signing off we have requested the Company to outline how the changes would impact on those already acting in positions or have acted for a considerable period. Discussions are ongoing and we will provide an update to Conference.

2.5 Right to Disconnect

In conjunction with the introduction of the Remote Working Policy we agreed a Right to Disconnect Policy with the Company. This is based on the Code of Practice issued by the Workplace Relations Commission.

The right to disconnect refers to an employee's right to be able to disengage from work and refrain from engaging in work-related electronic communications, such as emails, phone calls outside working hours. It has three main elements:

- The right of an employee to not routinely perform work outside normal working hours.
- The right to not be penalised for refusing to attend to work matters outside of normal working hours.
- The duty to respect another person's right to disconnect (e.g., by not routinely emailing or calling outside normal working hours).

The purpose of the policy is to confirm the Company's commitment to ensuring that, where practicable, employees can disconnect from work outside of their normal working hours, enjoy their free time away from work without being disturbed and create a sustainable work life balance.

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

Right to Disconnect Policy

2.6 An Post Social Media Policy

We agreed a social media Policy with the Company, the purpose of which is to set out for employees the basic rules governing the use of social media both from a workplace perspective and when mentioning An Post on personal accounts.

Social networking and social media are powerful communication tools and are changing the way we work, offering a new way to engage with customers, colleagues and the world at large. The policy recognises the importance of social media to An Post, but it also advises of the risks to the business and its employees. It also highlights that derogatory comments made about the Company or fellow employees will not be tolerated and may lead to disciplinary action in accordance with the Company Disciplinary Policy and Procedures.

The policy sets out the various roles and responsibilities and advises that An Post uses software to monitor comments made on social networking sites relating to An Post, which captures all mentions of An Post, be it on branded social media channels or personal social media accounts. The monitoring and reporting system informs the Company if there is a comment/conversation that they should be aware of that puts the Company, its brand or its employees at risk. This also includes the misuse of Social Media channels by An Post employees.

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

An Post Social Media Policy

3. Communications

Company communications with employees and the associated policy document is a key issue for the Union. We have highlighted our view that there is an over-emphasis on the An Post App and the intranet, which all staff do not have access to. 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.

We agreed as part of the rollout of the Human Resources Management System (HRMS) that the Company would provide all employees with an email address which will allow employees to access company related information. It would also allow them to communicate with employees in relation to policy documents agreed with the Union. We have requested the Company to ensure all employment related information is available to employees as part of the information they can access.

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

<https://www.anpost.com/Working-with-An-Post/Employee-Policies>

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

- Mental Health Support Policy
- Adverse Weather Policy
- Dignity at Work
- Disability Inclusion Policy
- Domestic Violence Policy
- Equality Diversity and Inclusion Policy
- Maternity Policy and Procedures
- Mental Health Support Policy
- Menopause Support Policy
- Reasonable Accommodation Policy
- Statutory Leave available to parents
- Recruitment and Selection Policy
- Employee Privacy Statement
- CCTV Policy

To gather feedback from employees across An Post in relation to An Post's internal communications channels, the Company conducted a survey during the period January 30th and February 24th, 2025. They received 891 responses. The An Post App was the communication channel that most people had access to followed by email. Many of the comments received highlighted a desire for more visibility and in person engagement between managers and employees with a need for clear, timely and consistent communications. We will continue to work with the Company to improve communications and will keep members informed of developments.

4. Medical and Drug Refund Scheme

The Medical and Drug Refund 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.

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 scheme is due to be reviewed on an ongoing basis, and we have sought a review based on our experience to date, as we have concerns which we have raised with the Company such as access to GPs. In addition to the above, we need to examine the impact of the changes to the GP visit card will have on the scheme with an additional 215,000 people becoming eligible for it. This review is ongoing, and we are awaiting a response from management who have sought clarification from Revenue on a number of issues.

*A pdf of the existing arrangements can be accessed at the link below:
(only available in the online version of this report)*

[GSP 10-22 Medical-Drug Refund Schemes & Healthwave](#)

5. Review of Grievance and Disciplinary Procedures

The Grievance and Disciplinary Procedures were last reviewed in 2013 and earlier this year we commenced a joint review of their operation. The purpose of the review is to bring them up to date in light of our experience of operating them. While the Company indicated they wished to address items such as the use of technology to assist in minute taking and the requirement to specify clearly the right to increase as well as decrease sanctions on appeal, the Union also had concerns we wished to address, including the decision maker attending the oral hearing following the issuing of a 10 day letter. Of particular concern is the failure of the Company to adequately advise members of their right to union assistance when the subject of a disciplinary investigation which has led to the Union only finding out that a member was disciplined after the decision was made. Discussions are ongoing at the time of writing, and we will give an update to the Conference.

6. Worker Director Elections

The term of office for Worker Directors in An Post, elected to office in 2020, expired on the 31st October 2024. The Company contacted the Group of Unions early in 2024 requesting that when we make nominations for consideration that we would consider gender balance as a positive means of supporting our joint diversity agenda.

The NEC decided to nominate four candidates two female and two male, making the fifth seat available to AHCPs and FÓRSA. As a result, the following were appointed to the Board of An Post without the necessity for an election:

Keith Butler CWU

Teresa Kavanagh AHCPs

Paul Kennedy CWU

Deirdre Medlar CWU

Ellen Moore CWU

Since their appointment they have been a strong voice, representing workers views, bringing their knowledge of the workplace to the Boardroom.

7. Internal – External Recruitment

There are serious concerns about whether the Company's internal development approach is delivering for members. The continued reliance on external recruitment for senior management roles suggests that the current model is not effective. Questions remain over whether financial rewards are competitive enough, whether the loss of allowances is a deterrent, and whether additional incentives such as annual leave could help attract and retain talent.

Concerns were also raised about the accuracy of the MyHR system in capturing staff skills and qualifications, and whether employees are sufficiently encouraged to keep this information up to date. Career progression must be viewed across the entire business rather than confined to individual business units, raising doubts about how committed the Company is to true internal progression. Additionally, some job descriptions may be overly complex or discouraging, deterring members from applying.

To address this, development and recruitment processes must be fair, balanced, and recognise experience as equally valuable as formal qualifications in some cases. Greater focus should be placed on developing internal talent through apprenticeships and third-level education programmes.

Delivery will be formalised through a JCC Sub-Committee. The Company will be expected to provide clear metrics, including internal versus external recruitment trends, growth in recorded skills and

EXTERNAL		INTERNAL	
Row Labels	Count of Grade	Row Labels	Count of Grade
APO	6	APO	9
CM1	10	CM1	6
CM2	8	CM2	13
CS1	1	CS1	6
CS2	1	CS2	5
IT2	4	HGV	2
IT3	1	HGV1	2
Level 2	1	IAO	9
OSH	1	IT2	3
SM3	1	Level 2	2
Grand Total	34	OSH	1
		PCI	3
		WRL	7
		Grand Total	68

8. JCC

Details of the various claims and issues discussed at the JCC and not referenced in this report can be accessed at the link below:

*A copy of the JCC Report can be accessed at the link below:
(only available in the online version of this report)*

JCC Report

qualifications on MyHR, participation in the Academy, and expansion of apprenticeship schemes. Further actions include surveying employees to understand why roles are not applied for, analysing why some external hires leave shortly after appointment, and securing access to external recruits at induction.

Mails & Parcels

1. Introduction

While the decline in letter volumes has continued a trajectory that was broadly predicted, the same cannot be said for the growth in parcels. The explosion in parcel volume, accelerated by the collapse of Fastway, has created unprecedented operational pressures, with forecast parcel volumes for 2029 now expected to be surpassed as early as 2026.

An Post is projecting that by June of this year weekly parcel volumes will reach 2 million, with Christmas peak parcel volumes potentially hitting 4 million per week. The new mail profile has reshaped the realities for processing, middle mile and final mile and the impacts are being felt across the network by staff.

The Company's plans for addressing these challenges are set out in their Green Light 2028 strategy and include the development of a central sorting site which they propose will replace the current Sortation centres. The other significant initiative in the Company's strategy is the roll-out of Next Generation Mail which is already provided for in existing agreements. .

If realised, both proposed initiatives will have significant staff impact issues throughout the network.

The traditional solution of overtime is not sustainable from both the Staff and Company's perspective and a new delivery model with the capacity to address the growth is the only viable solution.

As a result, the below issues will be a focus for the Union.

- Appointments for existing temporary staff;
- Permanent contracts for new hires;
- New ways of working;
- New employment models;
- Accommodation;
- Transport.

The changes and challenges that we face as a union in the Mails and Parcels area will be the subject of debate at the Conference and will shape the Unions strategy in achieving the best outcome possible for members.

2. Transformation Agreement

The Transformation Agreement concluded in May 2023 provided for the Company transformation programme across all aspects of the Company business. It was linked to pay changes to timelines which have been achieved as outlined elsewhere in this report. Implementation of the changes contained in the agreement are outlined below.

2.1 National Route Redesign Programme (NRDP)

Following on from the test and learn process, agreement was concluded for a NRDP utilising existing standards and methodology, together with the live information systems. The ambitious Company programme commenced in June 2023, with a target completion of eighteen months on the basis of a 14-week local design period.

Following a review of the first tranche of offices, the following changes was agreed:

- Process extended from 14 weeks to 18 weeks primarily to address resequencing and allow for a further 2-week post implementation review;

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- The Company will maintain the integrity of existing collection routes;
- Additional time inserted into the process to allow for resequencing of routes;
- The duty competition to be completed within two weeks, with duties given out based on seniority and license requirement;
- Post implementation volume reports will be made available to the DSM;
- Structured review meeting to be held within the first 6 weeks after go live.

2.2 Route Test Evaluation

The Union has in principle agreed methodology for route evaluations that will use a combination of Airtel, Track and Trace, Telematics and Data. Discussions are ongoing between the Company and the Union regarding its implementation. The Union's expectation is that the new approach will expedite the post test process thereby ensuring any issues with the route are addressed promptly.

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

[GSP 10-24 National Route Design Programme](#)

[GSP 18-24 National Route Design Programme](#)

2.3 Duty Competitions at Consolidated Offices

Following requests from Branches, the Union secured agreement that vacant duties that arise within the first 12 months as a result of consolidations under the NRDP will be confined in the first instance to staff from the original office. After 12 months common seniority will apply for all future vacancies.

3. Reconfiguration of RM 2000 benches

The Union agreed to test various initiatives at Arklow DSU and is appreciative of the staff feedback. One of the issues we agreed to test, was the reconfiguration of RM 2000 benches and the trialling of new style benches. The decision to reconfigure these arose in relation to the changing nature of mail, resulting in the existing benches being no longer fit for purpose and unnecessarily taking up space, particularly in offices where space was an issue.

The agreement to roll out the new benches commits the Company to having discussions with Branches prior to their introduction to ensure a smooth roll out.

*Details of the agreement were set out in a GS Circular and can be accessed at the link below:
(only available in the online version of this report)*

[GSP 10-25 Reconfigured RM 2000 Benches](#)

4. Easter Arrangements 2025

Following discussions with the Company, agreement was concluded that the same Easter Arrangements that applied for the last few years would apply in 2025. Where there were no deliveries on Good Friday, we advised Branches of managements obligation to ensure there was sufficient resources in place to clear on the following Tuesday.

*Details of the agreement were contained in a GS Circular
which can be accessed at the link below:
(only available in the online version of this report)*

[GSP 02-25 Easter Arrangements 2025](#)

5. Elections

5.1 General Elections

The General Election took place on the 29th November 2024 with a short lead in in time. This General Election was held in the lead up to the commencement of the busiest operational period for the Company, creating significant challenges for staff.

Delivery of items commenced on Tuesday 12th November 2024 to be completed by Tuesday 26th November 2024. Because of the tight timeframe it was not possible to provide exclusive delivery dates for any individual/candidate. It was therefore necessary to deliver the mailings together.

The agreed payment rates were:

- First seven parties and polling cards paid as follows:
 - Non-Unique address points **21c** per household
 - Unique address points **18c** per household
- For each subsequent candidate mailing 6c per household.

5.2 Seánad Election

Approximately 190,000 registered letters containing ballot papers for the Seánad Elections were processed with all items due to be delivered before 2nd January. It was agreed that the first 15 items for delivery to be absorbed at no extra cost and additional items were paid at a rate of 15 minutes overtime per 4 items. It was also agreed that only one delivery attempt should be made in respect of these items.

5.3 Presidential Election

The Presidential Election took place on the 24th October 2025 with delivery payments in line with the General Election as outlined above.

*The details of the arrangements for the elections can be accessed at the links below:
(only available in the online version of this report)*

[GSP 27-24 Arrangements for General Election 2024](#)

[GSP 32-24 Seanad Elections 2025](#)

[GSP 12-25 Presidential Election Postings](#)

6. Final Mile Transport

The Union and the Company review Transport related issues on a regular basis. The Company fleet profile as of the 31st December 2025 is set out below:

FINAL MILE FLEET PROFILE	
Total Fleet	3721 (vans only)
Owned	0
Leased	3490
Hired	250
EVs	2191
Diesel	1530

MIDDLE MAIL FLEET PROFILE	
Total Fleet	347
Tractor Units	82
Rigid Trucks	108
SD Trailors	139
DD Trailors	15
Shunters	3

In the period from Q4 2024 to end of Q4 2025 the Company put plans in place, to replace 2,643 vehicles. The average annual deployment after that to be 700 per year. The Company also intended to have 2,000 charge points installed by the end of Q4 2025.

From August 2025 the Company commenced the roll out of 79 new trucks and trailers and this rollout scheduled to be completed by March 2026. Over 50% of rigid trucks will have double stacking capability when rollout is complete

7. HGV Apprenticeship Programme

The HGV Driver grades agreement provided for an apprenticeship programme. This enables HGV drivers to be trained and recruited internally, providing opportunities for internal staff to upskill. It also provides the Company with the opportunity to plan and resource its future requirements. A pilot programme commenced in October 2024 and proved to be very successful. The second year of scheme commenced in 2025 and selection for year 3 is underway at the time of writing.

8. Christmas Arrangements

8.1 Christmas Arrangements 2024

The arrangements for Peak/Xmas 2024 were relayed to staff in mid-November, and they set out the resourcing arrangements to apply during Peak with details of the weekend attendances. The total package hours agreed were:

- Redesigned Provincial DSUs 72 hours
- All other Provincial DSUs 64 hours
- Dublin redesigned DSUs 82 hours
- Non realigned Dublin DSUs 62 hours

In the circular we highlighted managements responsibility to plan and organise the business requirements and to ensure the necessary resources are in place. In that regard Branches were advised to finalise local arrangements in accordance with parameters set out in the circular as early as possible with the Regional Officers available to assist Branches if required.

*A copy of the circular can be accessed at the link below:
(only available in the online version of this report)*

[GSP 28-24 Peak- Xmas Final Mile Arrangements 2024](#)

8.2 Christmas Arrangements 2025

Prior to Peak and in line with previous Monitoring Group determinations the Union and the Company engaged in a series of meetings. Our aim was to ensure in as far as possible that the necessary resources were in place to cope with the extra volumes and at the same time provide some certainty to staff in relation to attendances.

Following discussions agreement was reached to provide for a night duty attendance in 81 of the 102 DSU's from mid-November. Installation of the modified RM benches would free up space and marquee accommodation was erected at 9 DSU's. A total of 365 TC77S Handheld Scanners and 74 TC77S Docking Stations were put in place. This assisted in expediting accurate sortation of mails. The Double Stacking of green pallet boxes capability was enabled in 52 DSU's and the HGV Network was augmented with additional temporary drivers to ensure timely circulation and arrival of mails.

The total package hours agreed were:

Non redesigned offices Nationwide:	67.5 Hours
Redesigned Offices Provincial:	75.5 Hours
Redesigned Offices Dublin:	85.5 Hours

It became evident that the above hours wouldn't be sufficient and following further discussion, it was agreed that each package would be increased by 2.5 hours. In the circular we again highlighted managements responsibility to plan and organise the business requirements and to ensure the necessary resources are in place. In that regard Branches were advised to finalise local arrangements in accordance with parameters set out in the circular as early as possible with the Regional Officers available to assist Branches if required.

8.2.1 Monitor and Review Process

The Union in its circular highlighted the limited spare capacity in the delivery network which required a re-evaluation of the existing model particularly with parcel volumes continuing to increase and letter volumes declining. The ongoing reliance on overtime to cover extra work is not sustainable. In that regard Branches were advised that the Union would meet the Company on a regular basis to review operations with a final review to take place at the end of January. In addition, we advised that the Postal Courier Executive would be convening a special meeting to consider the outcomes. In that regard Branches were invited to make submissions and to document issues as they arose. The Union also sought suggestions from members as to the Union's approach to discussions on a future delivery model and the manner in which we can deal with increasing volumes including the Peak/Christmas period.

*A copy of the circular issued can be accessed at the link below:
(only available in the online version of this report)*

GSP 13-25 PEAK Christmas Arrangements 2025

8.2.2 Post Peak 2025

In early January the Union advised Branches of discussions with the Company in relation to the post-Christmas period. The Union contended that the extra volume should have been planned for. The Company outlined that the following factors led to the increased volumes:

- Adverse weather in early January
- Holyhead Outage - 7th January 2026
- Late inbound international mail, specifically Royal Mail
- A 34% Parcel Volume increase for the same period last year (300k per week)
- Breaching of the cap on Shein volumes
- Annual Leave, Spike in Absence and reduced overtime take up

While not disputing the above, the Union believes that much of the above should have been anticipated and resourced accordingly. The Company inactions led to delivery staff dealing with volumes considerably more than provided for in the DSU designs.

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In order to address this, the Union agreed to extra attendances for the weekends in January in addition to targeted resources where required and with local engagement

8.2.3 Final Mile Resourcing

The Union made it clear to An Post management that additional staffing is required to alleviate the over dependence on overtime. The Union believes the Company must put the necessary resources in place, as delivery staff are stretched to the maximum. DSUs and delivery routes must be resourced to cater for current volumes and future growth that are manageable and not excessive. Recruitment of permanent staff on permanent contracts at all locations is a priority requirement, in tandem with regularising the current staff on temporary contracts, by making them permanent first.

The Union met the Company in early January where the Company committed to reviewing the current resourcing levels and taking the actions deemed necessary to ensure that current parcel volumes can be handled. At the time of writing discussions are ongoing with the Company.

Final Mile Resourcing - Fast Targeting Exercise

In early 2026, the CWU engaged in extensive discussions with An Post management aimed at addressing the urgent resourcing requirements in the final mile due to sustained and unprecedented parcel volume growth.

Following detailed negotiations, the CWU has secured a groundbreaking agreement for An Post to significantly increase staffing levels - including the recruitment of circa 338 FTEs as set out below.

HEADLINE	FTE COUNT	COMMENTARY
Resourcing the Baseline	103	Baseline calculated in week 6
Enhanced Nights	104	Subject to local Review
2nd Wave Parcel Deliveries	131	Subject to local Review Possibility to target split duties and backfill collections
Total	338	
Create a Nationwide Panel	300	Create a pool for future flexibility & agility

The new employees will be recruited on the following basis:

- Full-time
- Part-time
- Nights-only

The resourcing initiative is aimed at alleviating the pressure on delivery staff and addressing the over reliance on overtime by having targeted resources in place where they are required. These measures will also support the achievement of Quality of Service targets on all product streams.

Local engagement between CWU Reps and DSM's is a key component in the success of this fast-targeting exercise. The exact number of new recruits per location will be determined based on a review of the following:

- Current base lines
- Upcoming retirements
- Level of Long-Term Absence
- Increased parcel volumes

The process will be co-ordinated through the Joint working Groups (JWG) and any matters that cannot be resolved locally can be escalated to the JWG and or the CSG for consideration.

Crucially, the fast-targeting exercise is being implemented in line with existing agreements – meaning the existing terms and conditions of current staff will apply to new entrants.

Importantly, the Union was successful in achieving a positive shift in An Post’s approach to permanent recruitment and appointments - reflecting the CWU’s commitment to securing permanent employment and security that our members deserve.

Further Details of the agreement and implementation process can be accessed at the links below: (only available in the online version of this report)

Recruitment & Contracts

Implementation Process

Monitoring Group Determination 4 July 2016

8.2.4 Review of Peak 2025

As part of the review of existing resources we requested Branches to identify the office specific requirements taking into consideration the following:

- Routes seeking evaluation
- Staff profile
- Absence levels
- Local fix in place
- Any other issue of concern

We asked Branches to engage locally and where they have resource and related issues to quantify and document them. The information provided will be considered by the Executive at its meeting in February 2026 and will assist the Union in determining what the interim and more long-term delivery model should be and how we may achieve this.

9. Closure of Fastway

Fastway Couriers closed at the end of October at the height of the busiest period in the Delivery Sector. This happened just as the Peak arrangements were finalised. This was a major blow to workers and contractors in Fastway. Unfortunately, they were not unionised however, the Union did make representations to the Government and Receivers on their behalf. It is clear that the closure of Fastway was as a result of a failed business model based on low pay, poor conditions and precarious employment contracts.

The Union also took issue with the ill-informed commentary which sought to blame An Post for its closure and the General Secretary highlighted this in correspondence to the Irish Times.

The closure of Fastway created disruption to consumers and businesses and consequently for the An Post network, which was already operating to capacity.

10. Mails Processing

The declining letter mail volumes and the more recent surge in parcels and packets growth has led to the introduction of automation and operational changes at the mail centres together with additional satellite processing offices.

- Flat machines at AMC, DMC and PMC were removed together with a reduction and consolidation of work, resulting in sorting via 13 Letter machines.
- The Company invested €15m in automated sorting machinery at PMC which went live in November 2024.
- AMC introduced automated parcel machinery in November 2025.

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- Processing capacity with the support of the sites at Airside, Baldonnell and Park West enabled allow processing of 2.7m packets/parcels per week.

It was agreed that any staff impact issues would be dealt with through local engagement with the Branches concerned.

*The details of the above were contained in a GS Circular which can be accessed at the link below:
(only available in the online version of this report)*

GSP 17-24 Mail Processing

11. 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 Union has dealt with issues as they arose with 39.5 posts converting to contract status at the time of writing.

12. Manager Issues

12.1 Leave in lieu for Managers in DSUs

Managers required to work additional hours can bank these hours against leave in lieu. This leave in lieu is capped at 3 days. The Union discussed this at the JCC and the Company agreed to consider this further in the context of planning for Peak. Following further discussions with the Company this was increased to 4 days and it was also agreed that this would be reviewed annually with the Company as part of the Peak discussions.

Clerical & Administration

1. Introduction

The total post office transactions were up by 4.2%, year on year, to 85.3m for 2025. This was boosted by the launch of FX Buyback and a large increase in parcel post through the retail network which saw a 75% uplift. Agency banking and Bill Pay volumes also saw increases. Elsewhere there were challenges with decreases in mobile connections, current account activations and a modest decline in the Department of Social Protection transactions.

Of the six Company offices that were agreed for conversion as part of the Transformation Agreement, four have been completed with Rathmines and Phibsboro still incomplete. The TV Licence model is still under review, and we await the output of the Technical Working Group that has undertaken this process with An Post represented on the group.

The Government continues to recognise the importance of the post office network all across the country and the 'once off' €30 million package agreed in 2022 to support the contract network over three years has now been increased in the last budget to €75 million over five years. This represents a 50% increase in the state support for post offices, none of which goes to the An Post network.

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, we agreed the following:

- Conversion of 6 Company Branch Offices, 3 in Dublin and 3 in the provinces to contract status
- Cooperation with the transformation of State Savings including implementing a new Target Operating Model
- Cooperation with new ways of working covering non frontline clerical staff
- Agreement to move to the new Corporate Centre
- Agreement that in tandem with the new ways of working there will also be a requirement for a new approach in the development and training of staff together with providing a career path
- Agreement to review the CDAP and other related processes.

2.1 Clerical Duty Application Process (CDAP)

As part of the implementation of the Transformation the Company will present proposals in relation to the Clerical duty competition process. This may include the introduction of a new Grade for Corporate HQ Clerk linked to the Company's Digital strategy and new ways of working. We accept that clerical work is changing but this needs to be addressed by the training and development of existing staff to ensure roles remain relevant and do not become obsolete.

It is our belief that the current arrangements for CDAP based on service is the best way of ensuring staff development and mobility. We have also argued about the lack of development for staff in Retail and therefore when they move to a Head Office role through CDAP they take a considerable

period of time to get to the levels of skills required for these roles and this in our view is a failure of management. The Company for its part wishes to change the CDAP process and that seniority-based selection for posts is not sustainable and creates difficulties for the Company. At the time of writing discussions are ongoing.

2.2 Clerical/Management Stream

As part of the process outlined above, we have agreed to progress the issues outlined below:

- Complete the PMD Review
- Career path for progression throughout and within the grades
- Grading Structure considerations
- Internal support and investment in training and development
- Acting Arrangements

Discussions on the above is ongoing and a report will be presented to the Conference

2.3 Joint Operating Steering Group for Corporate and Retail

Arising from direct discussions the Union and the Company have jointly agreed to the establishment of the Joint Operation Steering Group for Corporate and Retail, comprising senior operational and HR managers together with senior Union Representatives. The Group will meet monthly, and more regularly as required, to progress the action plan and timeline outlined below. The Group will oversee and facilitate local engagement and ensure adherence of agreements unless an alternative course of action is agreed. The Company has confirmed it will share all necessary information to enable regular, effective engagement at head office and local level. The information shared will be timely, clear and relevant.

*The Monitoring Group Determination can be accessed at the links below:
(only available in the online version of this report)*

[Monitoring Group Determination An Post Transformation Programme 2023 to 2026](#)

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

The options available to the Staff included:

- Voluntary Severance
- Redeployment/Hybrid Working
- Postmaster Contract

In February last year the Company provided the Union with the following update:

Tallaght

The office converted in November 2024. The Branch Manager took voluntary severance and the clerks were allocated to other roles in Dublin.

Tipperary

The office converted in October 2024. The Branch Manager redeployed to Limerick creating an opportunity for Voluntary Severance there and the four Clerks were redeployed in Tipperary to the Retail Regional Support Desk.

Rathmines

The Company advised that the office would convert in Q2 2025, but this has yet to happen and now looks more likely to be June 2026.

Roscommon

The office converted in March 2025. The Branch Manager and four of the Clerks took Voluntary Severance and the remaining Clerk was redeployed in Roscommon to the An Post Customer Contact Centre.

New Ross

This office converted in May 2025. The Branch Manager and three Clerks took Voluntary Severance and two Clerks redeployed to Waterford Branch Office.

Phibsboro

This office was scheduled to convert in Q2 2025 but this has yet to happen.

During the conversion process the Union worked closely with the Branches and the staff impacted to ensure that their issues were dealt with in a fair and equitable manner. An update will be provided to the Conference.

4. CAD Review – Agreement

Under the CWU/An Post Transformation Programme 2023–2026, An Post committed to a six month review of the Central Address Database (CAD) operations, including team structures, roles, and remuneration, in consultation with the CWU.

The review covered:

- IAO pilots in Foxrock and Nenagh DSUs
- CAD processes and reporting
- CAD training
- Network street validation

Following the review, the CWU National Executive Council agreed to proceed with a new structure which was subject to the Company guaranteeing roles for all 28 existing CAD staff with voluntary severance as an option for those who wished to avail of it.

The proposed new roles were

- 14 Data Systems Officer (CS2) posts
- 6 Field Planner (CS1) posts
- 2 Strategic Planner (CM2) posts
- 1 Data Systems Officer Lead (CM1)
- 1 Field Lead Planner (CM1)
- 1 Project Manager
- Voluntary Severance Scheme (roles remain if no uptake)

The agreement in relation to pay and conditions was

- Performance-based pay aligned with other CWU-represented management grades
- Starting pay: 80% of the grade median or 5%, whichever is higher
- Existing change allowances to be consolidated before applying increases

- PMD payments of up to 10% (CS grades) and 15% (CM grades)
- Potential earnings up to 120% of grade median
(CS2 median currently €48,860)

In relation to the IAOs the following was agreed:

- IAOs will act as the main contact for CAD data collection and collation
- Support CAD and design updates and contribute to DSU Office Profile reports

Overall, the agreement supported modernisation and digitisation, recognised the contribution of CAD staff, and provided long-term job security for members.

5. Audit

As part of the Transformation Agenda, the Union and the Company have engaged in discussions on the reform of Operational Audit. This involved substantial changes to the way the work is done, the technology and skills 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. As a result we referred this issue to the Monitoring group who found as follows:

We found it difficult to assess the proposed responsibility level against the current and, consequently, unable to make a call on whether the change is sufficient to warrant an upgrading. However, given the Company's requirement to progress the agreed Transformation Programme, it is our determination that the revised arrangements should be implemented as soon as possible and that the parties carry out a joint review/assessment after six months of operation.

The proposals from the Company provide for a final staffing resource of 6 Auditors at CS1 level with two based in each of the following hubs, Cork, Dublin & Galway.

6. EXO

The move from the GPO to the new corporate centre was completed in 2023. The GPO has remained in operation with the Company advising that staff may stay in place for a further 2 to 3 years and at the time of writing they have not provided us with any update. Following the move to the EXO we agreed that a survey should be undertaken to see how the move went and if there were any issues with either the new building or the new ways of working. The result of the survey were shared with the Union and subsequently the staff concerned. 390 staff members completed the survey and some of the key findings are listed below:

- The majority of staff spend two days working in the office and three days at home.
- 62% of staff either agree or strongly agree that the workplace provides a safe and healthy working environment.
- 48% of staff disagreed or strongly disagreed that the workplace enables staff to concentrate on tasks.
- 58% agree that the EXO building cultivates a positive work life balance.
- While the majority of staff (61%) indicated that they were able to take their scheduled lunch break 39% said they couldn't all the time
- In relation to conditions only 27% expressed satisfaction with discretion and privacy, 52% expressed satisfaction with meeting rooms and 66% expressed satisfaction with the toilets.
- The most important activities as highlighted by staff were discretion and privacy and individual focus work.
- The most important conditions as highlighted by staff were meeting rooms and personal lockers.
- The most important services as highlighted by staff were toilets and desk set up.

The survey results support issues that were raised by the Union and following discussion with the Company we agreed the following:

- Additional desks on floors 4,5 and 6
- Altered opening times in canteen
- Full examination of the heating and cooling system
- Repairing of all the window leaks

Issues with heating continue to arise and the Union continues to raise this with the Company on an ongoing basis.

7. HR Transformation

The Company has invested in a new HR System (Oracle) which is designed to enable members to access information and processes more easily. The roll out includes a new Helpdesk and the new system launched with initial functionality at first but expanded over time in early 2025. This project will also see the introduction of a new HR operating model across the entire Company.

The changes went live in September 2024. Interim arrangements were agreed in respect of the filling of the help-desk roles and subsequently the following was agreed:

- There would be a role for all current HR staff in the new structure
- A new HR Help-desk would be created with up to 5 new Clerk roles established. These would be advertised in the first instance to current serving Clerks going forward.
- The above would be seen as the entry point into the new HR structure with staff being afforded upskilling in HR qualifications.
- This new section will deal with queries from staff across the Company and will be the first point of contact for information in the new HR structure.

As part of its roll out, the Company provided all employees with an email address which will allow them to access information. Discussions are ongoing in relation to services and functions available to staff when contacting the help desk, and we have requested that all employment related information such as annual leave is available. Discussions are ongoing.

8. New Payroll System

In May 2025 the Company made an initial presentation to the Union on its proposed new payroll system. They advised that this needed to be introduced as the Cyborg system would be out of support by the end of 2026 and any new system has to be in place and operational by that time. The Company advised that the design of the new system would commence in July 2025 to achieve this timeline. The system the Company chose is an Oracle Payroll system and it will integrate with the HRMS system.

On foot of the proposed new payroll system the Company advised of a number of issues which needed to be simplified, and they proposed to engage with the Union on these issues which included:

- Pay methods – cessation of Postpay
- Removal of inactive Hourly earnings and deductions (HEDS) and address low volume HEDS
- Pay Frequency
- Reduction in number of grades
- Non standard processes
- Ways of working

We have made it clear to the Company that some issues such as pay methods and pay frequency are not issues we are prepared to compromise. While discussion on some of the other issues are

ongoing progress is slow as the Company has to date failed to provide us with the information necessary to progress issues. An updated report will be provided to the Conference.

9. *Managers Issues*

9.1 GTS Career Pathways – Project

An Post is undertaking a project with our GTS members to bring a level of transparency to roles and deliver clear career paths/development for our members. The CWU receive regular updates from the Company and will ensure that at the conclusion of the project our members will not be forced into any new role alignment if they don't want to. The CWU view the approach as potentially beneficial to our members in the area.

Project Overview

- The project aims to organise jobs across GTS into a clear, transparent job framework that enables better career progression and development opportunities
- Key drivers include supporting DigiCore transformation, creating role clarity following the operating model implementation, and promoting internal career advancement
- The framework will preserve the IT grade structure (IT1, IT2, IT3) with no individuals moving down in grades
- The framework will enable both lateral movement (same IT grade, different job family) and vertical career progression
- Similar roles will be consolidated into talent pools (e.g., analyst programmers and software engineers into “software developers”)
- After project completion, compensation structures will be validated against market rates

Implementation Approach

- Discovery phase with senior management complete; currently working on identifying cross-departmental talent pools
- Next steps include creating job profiles and validating them with managers and employees
- External validation with Willis Tower Watson will ensure role profiles and IT grades align with market standards
- Employees will have the option to align their job titles with current market conventions, but this is not mandatory
- Training will be provided to managers to help them have better career development conversations.

10. *TV Licence*

Since May 2024, the Government's examination of the TV licence collection and prosecution system has been progressing through the interdepartmental Technical Working Group on TV Licence Reform, which was first established in 2022. This group of officials is reviewing how the current system operates in practice — including compliance levels, the use of criminal prosecution for non-payment, administrative costs, and whether the model is fit for purpose in the longer term. It is also considering broader policy options for funding public service broadcasting, including potential alternatives to the existing licence fee system. This work forms part of a wider reassessment of how public service media should be funded and regulated.

As part of its decision in July 2024, the Government decided that the TV licence system will be underpinned by improvements in collection and compliance to maximise revenue generation. The Government reconvened the Television Licence Technical Working Group to examine potential enhancements to the TV licence, and agreed to provide An Post with an Exchequer allocation of €6 million over a three-year period for necessary improvements in the collection system and technology.

While that investment was intended to improve the operation of the existing model, the Technical Working Group is now examining more fundamental questions about the future of the system. This includes whether An Post will retain its current role, whether its enforcement functions will be restructured, or whether a different collection model will replace the licence fee altogether. The outcome of this review will have significant implications for the future of the TV licence system and for An Post's role within it. An update will be provided at Conference if the working group makes progress on these issues.

11. Retail Counters

The 2024 Conference reported that IT stability at Post Office counters had proven to be very challenging. The Union had consistently reported issues with outages (P1s) and the system shutting down for various reasons. This resulted in counter staff experiencing an increase in the occurrence of delays in processing transactions, time outs, frozen screens and failed connections. The feedback from our members was that these issues were having an adverse impact on the reputation of the Company and its products, An Post Money in particular.

Over the past two years the Company has invested in the systems with the result that service levels have reached 99.7% and there has been a 60% Reduction in P1 outages.

The completion of a Windows upgrade should also reduce reboots in conjunction with the migration of new backend servers.

An Post Subsidiaries

An Post Insurance

During 2024, the CWU engaged extensively with An Post Insurance on securing a new pay agreement that would address members' needs and support them through ongoing financial pressures. Following discussions with management, a comprehensive proposal for 2024–2026 was developed and put to members in a ballot.

The proposals provided for meaningful pay increases over the life of the agreement, improvements in starting salaries, and enhancements to leave and performance related pay arrangements. Management also committed to adjusting business opening hours to better reflect staff feedback - ending Saturday opening, and slightly rebalancing weekday time to maintain the 37.5 hour week.

The Branch ensured all details were communicated clearly before the ballot opened. When voting closed, the result showed a very strong mandate: 87% of members voted to accept the agreement. The Branch acknowledged the high level of engagement and solidarity shown throughout the process. At the time of writing discussions on a new pay deal will begin shortly.

Cost Of Living Survey

The Branch's focus on members' real-world circumstances has been a constant underpinning of our pay agenda. Building on earlier work, the Branch ran a cost of living survey to capture the lived experience of members during the period of steep price rises. The survey produced a strong response and highlighted significant pressure on disposable incomes, with members reporting particular difficulties meeting rent or mortgage commitments alongside food and energy bills with 91% of respondents also indicating a negative impact on mental health. This survey will form the basis for upcoming pay discussions.

*A copy of the Cost of Living Survey can be accessed at the link below:
(only available in the online version of this report)*

[Cost of Living Survey](#)

An Post Commerce Business Solutions (APCBS) (Formerly Billpost)

The 2 key issues for our Members in Kilrush were:

Pay and that An Post would consider the APCBS staff becoming direct employees of An Post.

1. Pay: A long, drawn-out process was eventually concluded to our members satisfaction in September 2025. It began with a 100% rejection of the Company's initial pay proposal of a 3% pay rise. This was followed by several visits to the WRC Conciliation Service commencing on the 30th of April, where despite the best efforts of the WRC, agreement could not be reached.

The case was then referred to the Labour Court for a hearing in September, however, on the eve of the hearing the Company made an offer that was accepted by our members. The Pay award was an increase of between 7% and 11% based on service, and runs until April 2026.

2. The CWU wrote to the Company in June 2024 requesting that a group should be set up to review the possibility of the staff in APCBS be coming direct employees of An Post. The Company eventually responded on the eve of our Conciliation hearing in June 2025 but despite commitments that were given, there has been no further engagement from An Post. It is a source of deep disappointment to members in Kilrush, given that 97% of their workload is for An Post Money and every one of them has a An Post Email address.

Printpost

After a ballot of our members in 2024 the following pay proposal was accepted:

- 4% from the 1st of January 2024
- A further 4% from the 1st January 2025 or earlier if a transformation agreement can be concluded in advance of this date.

The 4% was paid in 2025.

The Company had indicated that they were working on several initiatives on the future of Printpost the biggest of which would have been the potential to move to a single site operation; this plan now appears to have been shelved.

Printpost has a two-site operation (Tallaght and Portlaoise) the Company have indicated their wish to move to a different site in Portlaoise.

It is extremely concerning to our members in Printpost that many of their biggest customers are migrating to digital rather than physical mail.

Private Sector

DPD Athlone

Pay Campaign 2025-2026

The Union began preparations for the 2025 - 2026 Pay Claim in September 2024, with CWU activists from the Night-Shift participating in a training and planning day to identify the key issues for their pay campaign. The planning was grounded in the strong financial performance of the Company and the fact that inflation (21.8%) had well-outstripped wages (12.5%) since 2020 and had effectively resulted in a 9.3% pay cut for DPD workers in Athlone.

To support the pay claim, the Branch Committee conducted a survey of members to assess the impact of the cost of living crisis and gather feedback on pay, premiums, and workplace issues. The findings informed the claim submitted to the Company, which sought:

- A 15% pay increase over two years;
- A Night-Shift Allowance;
- An increased Sunday Premium Rate;
- A Shunter Allowance.

Following direct discussions between the Union and Company Management, DPD tabled a final proposal that included a 5% core pay increase over two years, adjustments to premium rates, and tax-free vouchers. The DPD Athlone Branch Committee did not endorse this proposal on the basis that it failed to adequately address the core elements of the pay agenda.

The proposal was subsequently rejected by 98% of members in a high turnout ballot in May.

In line with our Collective Agreement, the matter was referred to the Workplace Relations Commission (WRC). A conciliation hearing was held on the 5th August 2025 where the parties failed to reach an agreement following 11 hours of negotiations.

In the meantime, DPD Management chose to pay out tax-free vouchers to non-Union staff and imposed their final pay offer on those who had not signed up to become members of CWU. This divisive action placed financial pressures on members who were feeling the pain of the cost of living along with the upcoming Christmas period

The matter was referred to the Labour Court, and a hearing date was issued for October 30th 2025. The Labour Court date focused the mind of the Company and subsequent direct engagement between the parties resulted in the Company tabling a significantly improved offer, comprising:

- 7.5% core pay increase over two years (3% from March 2025 and 4.5% from March 2026);
- €1,500 in tax-free vouchers (two €500 vouchers in 2025 and one €500 voucher in 2026);
- 6% Unsocial Hours Premium for work between 11pm - 7am;
- Sunday Premium Rate increased to €4.50 per hour;
- Recognition of Shunter skills, including automatic progression to SSG3 for new hires after one year;
- Enhanced SSG1 rate of €15.75 per hour after one year of service (entry rate) .

This improved proposal was recommended by the Branch Committee and accepted by 84% of members in the final ballot on 31st October 2025.

The final Pay Agreement ultimately addressed all the objectives identified at the beginning of the pay campaign by the Branch Committee and resulted in pay increases of up to 10.5% in pay and

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improvements across the pay and reward system for members. It also revitalised the Branch and laid the foundations for the Day Staff to follow suit for the next pay campaign which will begin in 2026.

This result would not have been possible without the tireless efforts of the DPD Athlone Branch Committee: Christy Coyne, Nicola Killian and Brendan Duff, alongside the many activists who played a pivotal role in shaping the campaign strategy and achieving the outcome.

Special mention goes to Brendan Duff who attended the WRC to represent members despite suffering a bereavement that very morning. Brendan's dedication is a shining example of Trade Union values and selflessness.

*DPD Athlone Pay & Superannuation information is available at the links below:
(only available in the online version of this report)*

[DPD Athlone - Cost of Living Survey December 2024](#)

[CWU - DPD Pay Claim 2025](#)

[CWU Position – Letter to DPD – May 2025](#)

[Initial Pay Ballot 2025 –Rejection Recommendation Circular](#)

[Ballot Result May 2025](#)

[Branch Update - DPD Withhold Vouchers from CWU Members](#)

[Revised Pay Proposal Ballot October 2025](#)

[Circular - Pay Ballot Accepted - October 2025](#)

DPD Athlone - UNI Global Union & Geopost Engagement

The CWU is an affiliate of UNI Global Union (UNI) and CWU Officials played a key role in the negotiations between UNI and Geopost – DPD's parent company – on a new global agreement which was signed in 2024. The new agreement enhances rights to freedom of association, limits sub-contracting ideally to one tier, and extends protections to sub-contracted workers.

The CWU continues to play an active role in the deployment of the new agreement. As part of the deployment process, a joint meeting between CWU, DPD Ireland, UNI, and Geopost was held in Dublin in 2025 to discuss the implementation of the agreement in Ireland.

All parties agreed that the conclusion of a new Collective Agreement covering all staff in Athlone was the critical next step, which we are happy to report has now been achieved.

While DPD Ireland directly employ their staff at the Athlone Head Office, they operate an outsourcing franchise model when it comes to their delivery depots. The next phase of deployment will involve structured engagement with DPD franchisees to support the establishment of social dialogue in line with the principles set out in the global agreement.

DPD Athlone - Collective Bargaining Agreement 2025

Following extensive engagement throughout 2024 and 2025, the CWU secured a new Collective Bargaining Framework Agreement with DPD Ireland at the Athlone Head Office site. This agreement, which took effect in July 2025, replaces the long-standing arrangement that previously applied only to night-shift workers.

For the first time, the agreement extends collective representation and bargaining rights to all staff in Athlone, creating a structured framework for monthly meetings between CWU Representatives

and Management and broadens the scope of workplace issues subject to consultation. As part of the rollout of the agreement, the Branch Committee engaged with day-shift workers in the canteen in September 2025, resulting in increased CWU membership and the beginning of efforts to establish a dedicated Day-Shift Committee.

The new agreement strengthens local industrial relations and aligns with the principles contained in the global framework agreement between UNI Global Union and Geopost, DPD's parent company.

RETURN TO CONTENTS PAGE**DPD Kerry****Pay**

The CWU, together with the Local Branch Committee, has been engaged in ongoing efforts to secure improved pay and conditions for members in DPD Kerry, which operates under the franchise holder Dynamic Delivery Limited (DDL).

In 2024, the Union lodged a Living Wage pay claim for staff, coinciding with the expiry of the previous agreement on 1st March 2024. Despite repeated attempts to progress the claim, DDL did not provide a meaningful proposal. With internal procedures exhausted, the matter was referred to the Workplace Relations Commission (WRC) for conciliation.

Throughout 2025, discussions continued at the WRC where DDL claimed an inability to pay due to the financial position of the Company. DDL presented potential efficiency measures such as fleet electrification and route optimisation that they argued could generate future savings. The Union emphasised that any cooperation with such initiatives from staff would require a credible plan to address the Living Wage claim.

Following several sessions, the WRC issued an interim proposal on 7 November 2025, which the Local Branch Committee and CWU officials accepted.

The interim proposal included:

- A once-off €500 voucher for CWU members, payable in early December 2025.
- A commitment for both parties to re-engage in January 2026, remaining under WRC oversight, to explore pathways for resolving the pay claim.
- Consideration of options such as future savings apportionment to fund the pay claim and route rationalisation to support progress.

A further WRC hearing took place on the 12th February 2026, and the parties are engaged in discussions to progress matters under the auspices of the conciliation services, at the time of writing.

Impact of Outsourcing

The ongoing effort to secure a pay increase for DPD workers in Kerry highlights the serious negative consequences of DPD Ireland's franchise-based outsourcing model. This approach enables DPD Ireland not only to outsource the work itself but also to sidestep responsibility for ensuring that staff receive fair and decent wages.

By fragmenting the employment relationship and imposing a tightly-controlled funding model on franchisees, DPD Ireland creates downward pressure on wages and working conditions. Meanwhile, the profits generated through this structure are concentrated at the top which is reflected clearly in DPD Ireland's substantial reported profits of €22.5 million in 2023 and €25 million in 2024.

Negotiations with the franchisee DDL remain ongoing, and the Union is committed to delivering a fair and sustainable pay agreement for all members in DPD Kerry. Further updates will issue as discussions progress. The Union would like to acknowledge the work of Local Representatives, Ken Rice and Denis Harty.

***DPD Kerry Pay & Superannuation information is available at the links below:
(only available in the online version of this report)***

[DPD Kerry Pay Claim Lodged 2024](#)

[WRC Interim Proposal November 2025](#)

UPS

UPS Pay Agreements

UPS Representatives from Dublin, Cork, and Shannon, supported by CWU Officials, engaged with UPS management in 2024 and 2025 to secure annual pay agreements for members. The details of the agreements are set out below:

2024

A one-year 3% pay increase

The arrangements for payment were as follows:

- **1.5% pay increase effective 1st April 2024**
- **1.5% pay increase effective 1st October 2024**

2025

A one year 2.8% pay increase

The arrangements for payment were as follows:

- **2.8% pay increase effective 1st April 2024**

The CWU and the UPS Branch Committee strongly recommended acceptance of both proposals, and members overwhelmingly voted in favour. The grades comprehended by the agreements are as follows:

- Warehouse
- Driver Helper
- Biker
- Driver
- Feeder Driver

This outcome ensures UPS workers remain among the highest paid workers in the sector and underscores the value of collective bargaining and the strength of an organised workforce in achieving fair pay.

The Union acknowledges the essential contribution of local UPS Branch Representatives throughout the process. Their ongoing commitment has ensured members' concerns were represented clearly and effectively and has helped to secure continued progress on pay across UPS locations.

*UPS Pay Pay & Superannuation information is available at the links below:
(only available in the online version of this report)*

[UPS Ballot Result 2024](#)
[Ballot Result Circular September 2025](#)

UPS Training

Dublin – Cork - Shannon

The Union reached agreement with UPS to release Representatives from Cork, Shannon and the Finglas Hub to attend CWU training designed to strengthen local engagement structures.

In September 2024, Lawrence Mullen (Shannon) and Donal Feehan (Cork) attended the two day training programme in CWU Head Office. The training was also provided to Local Representatives from the Finglas Hub, David Kavanagh, Robert Gavigan, Keith Douglas, and Thomas Maher in July and August 2025.

The training covered the following:

Day One Training Focus:

- Effective Branch Committee operation
- Conducting meetings with management
- Roles and responsibilities of CWU Representatives
- Handling grievance and disciplinary cases in line with agreed procedures

Day Two Training Focus:

- Organising within the Branch
- Increasing member involvement
- Building collective workplace strength

The training ensures that UPS Branches, and their Representatives, are equipped to represent members effectively, in the issues they face in their workplace.

UPS Lytx Camera Installation

In June 2025, UPS notified the CWU of its intention to begin installing Lytx cameras across their vehicle fleet. Installation was initially scheduled to commence on 21 June 2025. Following intervention by the Union, UPS agreed to postpone the rollout to allow the CWU to address member concerns in full and seek legal advice regarding the proposed use of the technology.

The Union obtained legal guidance confirming that the installation and intended operation of Lytx cameras is legally permissible and compliant with all relevant GDPR and data processing legislation. With legality established, the CWU's priority shifted to ensuring strong protections for members in how the technology would be applied in practice.

Branches were asked to forward their feedback and concerns in relation to the technology to Union Head office so that they could be addressed with the Company. Branch Representatives in Dublin, Cork, and Shannon were consulted extensively, and the Union collated a detailed submission to company management outlining members' concerns.

Following negotiations, the Union were successful in securing a policy which comprehensively addressed all the issues raised by the Branches.

Crucially, the Union secured explicit guarantees that Lytx cameras will not be used for:

- Disciplinary purposes
- Monitoring
- Supervision
- Work allocation
- Training (no footage from Ireland may be used for training)

To reinforce these safeguards, the CWU also insisted that any misuse of the system by management will itself be subject to the disciplinary process. A three month post implementation review has also been built into the agreement, to ensure any issues arising can be raised and addressed promptly.

The Union can confirm the initial review has taken place and that no issues of concern have been notified to Union Head Office, and that there have been no disciplinaries associated with the Lytx system.

The CWU is satisfied that it has negotiated a policy that protects members comprehensively, ensures robust oversight, and prevents inappropriate use of the technology.

*UPS Camera Policy information is available at the links below:
(only available in the online version of this report)*

[Lytx Cameras Policy - Branch Circular - July 2025](#)

[Forward Facing Camera Policy - Final 2025](#)

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

Following a previous Arbitration Hearing it was agreed that pay increases in IO Systems would mirror those in An Post. In that regard IO Systems received the following increases since the last BDC:

- 4% effective from 1st January 2024
- 3% effective from 1st January 2025
- 1% effective from 1st June 2025

3. Mediator Determinations and Clarifications

Following the issuing of two determinations by the Mediator in 2023, further clarifications were issued by the Mediator in February and May 2024. Details of the May 2024 clarification and their status is detailed below

Clock-in System

Mediator's Position

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.

Status

While there were initial concerns in relation to the retention of records and GDPR these were addressed and the Union confirmed its acceptance of this. The Company requested the Branch to furnish a report and monitor compliance with the system, we advised the Company that it was their responsibility to ensure compliance.

Recruitment of a Graduate

Mediator's Position

Determination 2/23 proposed the recruitment of a 'graduate' on a graduate salary. What has happened is the recruitment of a fully qualified technician on a graduate salary. The Company expresses disbelief that this should be an issue. However, it is not in accord with the letter or spirit of what was proposed by the Company itself and agreed with the Union in the shaping of the Determination. Furthermore, it can hardly be a surprise that the Union see it as a threat to the agreed rate for the job. It should not, in any event, have happened without engagement with the Union.

Status

The Company hired a fully qualified tech for a position that was supposed to be for a newly qualified inexperienced technician on a lower rate of pay. This was unacceptable to the Union and contrary to the finding. Following further discussions this issue was resolved with the graduate put on full tech rates following completion of probation.

Payment of €1,000 Voucher

Mediator's Position

This payment is linked to the acceptance and introduction of the terms of the Determination including specific 'new' work and the sign-in arrangements. As such, logic would suggest that payment follow performance. However, a reading of the file supports a legitimate expectation of payment prior

to Christmas '23. For the future, a reasonable approach might be that payment be made in two moieties – one in advance and the other at the end of the period, both to be subject to compliance.

Status

This was eventually addressed to the Union's satisfaction.

Refusal to Participate in Training

Mediator's Position

We had significant discussion on training at the 'clarification' meeting on 16th Nov. 2023. The understanding at that stage was that, given the nature of the tasks involved, the need was for familiarisation with the processes rather than a 'technical' training requirement. One proposes that the Union encourage its members to undertake the required familiarisation and if specific barriers arise, on either side, the agreed processes be used to achieve early resolution.

Status

The Union continues to cooperate with both training and familiarisation exercise once a suitable date is agreed.

New Work

A requirement to carry out normal ongoing change is a given. On the matter of the new tasks specifically required by the Determination – "Performance of these functions to be subject to the availability of capacity at the particular time." This wording was agreed with the parties and is, one would suggest, unambiguous. Should either party have an issue with a specific experience of implementation/non-implementation, the agreed process is there to be followed.

Status

The Union agreed to the introduction of new work on the basis of availability but the resources need to be made available to enable this to happen. This is the subject of ongoing discussion as the Company are constantly looking for the techs to perform more maintenance.

4. Retirement Age

The employment contract in IO Systems had a retirement age of 65. While the Company provided for extension beyond that age they did so on the basis that they reduced considerably the amount which they paid into the pension plan. The Union challenged the Company in this and was prepared to take a test case to the WRC. However, prior to the case been heard at the WRC the Company agreed to address the concerns of the individual and we also agreed that with effect from the 1st January 2026 the Company would change the retirement age to 66.

5. Other issues

A number of other issues remain the subject of discussion including:

- Maintenance schedules
- Annual vouchers
- Pension Issues
- Terms and conditions
- PMC shift arrangements

Sodexo

Living Wage – FSA Grade

The Union engaged in a sustained effort over more than two years to secure fair and dignified pay for the **FSA grade** in Sodexo, who had historically been confined to minimum-wage employment. At the outset of this process, FSAs were earning the statutory minimum wage of €10.60 per hour. Following constructive engagement with An Post, the Union secured agreement to align FSA pay with the indicative Living Wage as recommended by the Low Pay Commission.

Under that agreement:

- From 1 January 2023, all FSAs in both the DMC and the GPO were upgraded to the Living Wage of €13.10 per hour.
- A retrospective payment was issued to reflect the application of a transitional rate of €12.17 per hour, backdated to 8 August 2022.
- It was expressly confirmed that this agreement would be formalised within the legal contract between An Post and Sodexo, ensuring that all future Living Wage adjustments would automatically apply to the FSA grade.
- A consequential review of pay for certain higher grades was also completed as part of this process.

Given this legally binding framework, and in light of the Living Wage determination of €14.75 per hour for 2024/2025, the Union wrote to Sodexo requesting that the updated Living Wage rate be applied to all FSAs and that any arrears due from the effective date of the increase be paid.

Following several months of engagement, the Company has now confirmed that it will implement these obligations in full. As a result, a new hourly rate of €15.40 will apply to all FSAs with effect from 1 January 2026, and the Company has also confirmed that any arrears due from the effective date of the 2024/2025 Living Wage increase will be paid in full.

This outcome demonstrates the value of securing binding agreements that deliver automatic improvements in pay and conditions, rather than requiring members to fight the same battle year after year.

Pay Claim – Higher Grades

In addition, the Union lodged a pay claim on behalf of the higher grades. Agreement has now been reached providing for pay increases of **2% for 2024 and 2% for 2025**, with the arrears arising from this settlement expected to be paid shortly.

GPO Restaurant – Staffing Changes

Separately, in relation to the restaurant in the GPO, Sodexo proposed a headcount reduction of three posts - the Business Manager, the Head Chef and one FSA. This proposal arose from reduced footfall following the relocation of the majority of An Post staff to the new headquarters at the EXO building in Point Square.

Through extensive negotiations, the Union secured an enhanced severance package providing four weeks' pay per year of service, in addition to a further six weeks' pay. It was also agreed that the pay increases secured for **2024 and 2025**, for both FSAs and higher grades, will be applied to the relevant staff and paid as part of their final settlement following their exit from the Company.

These outcomes demonstrate the importance of collective organisation and effective negotiation in securing fair pay, protecting conditions, and ensuring that members are treated with dignity and respect during periods of workplace change.

CWU takes fight for Pension Rights to Dáil







eComms





eir Pay & Bonus

In 2024, the CWU and the wider Group of Unions balloted members on the new WRC brokered eir pay proposal covering the period 2024–2027. The result was very strong. CWU members voted by 86% in favour of the proposal. There were no spoiled ballots, and FÓRSA also reported acceptance. Following these results, the Group of Unions formally confirmed to eir that the pay proposal had been accepted.

Following this strong endorsement, the first phase of the agreement took effect from July 2024, with further scheduled increases implemented over the following years with the final phase payable in January 2027 for three months' work also continued to ensure fair and consistent treatment across different technical intakes.

Following agreement, there was a once-off increase in the starting salaries of the NRT and Core Technicians grades of €2,000. A review of the WRC agreement showed that the final uplift for the 2017 intake would, without action, push that group ahead of earlier intakes from 2011, 2015 and 2016. This would have breached the commitment given during negotiations that no cohort would “leapfrog” another. To correct this, eir agreed to adjust the pay of the earlier intakes from January 2025 before the 1.5% increase was applied. The CWU committed to monitoring the implementation of this correction to ensure fairness was maintained.

In January 2026, the fourth phase of the agreement was applied, again delivering 2% increases for members earning up to €70,000 and 1% for those above that level. For most members, the next increase will take place in July 2026. However, due to changes linked to the national minimum wage, a number of staff in Customer Operations, Retail and Sales Channels had their January and July 2026 increases combined and paid together in January. Because of this, their next increase does not fall in July 2026 but will instead take effect in January 2027.

Overall, the pay agreement has moved forward steadily since members approved it by such a clear margin. Regular increases have been delivered on schedule, issues have been corrected quickly where necessary, and the fairness and integrity of the agreement—especially between long serving and newer technical grades—has been protected. The CWU will continue to monitor the remaining phases to ensure members receive the full benefits of the deal they voted for.

*A copy of the Pay Circular can be accessed at the link below:
(only available in the online version of this report)*

[Pay Circular](#)



Staff Side Panel Report

5 JCC meetings were held since Conference 20224 including 1 JCC Diversity meeting. The following claims were lodged, and the responses were as indicated:

1. **The Staff Side seeks to have eir develop a Caller Behaviour and Employee Support Process to deal with irate customers** – Claim Ref No 200824(a) The Company have engaged on this, and a process document is agreed and ready to be published at time of print.
2. **The Staff Side seeks an increase in the subsistence rates in eir in line with civil service rates** – Claim Ref No 031024(a). Referred to third party and currently awaiting a WRC adjudication.
3. **The Staff Side seeks to increase the vouched meal expenses for PC members, from the present €13.20 a day to align it with the existing Class 1 Graded subsistence rate of €16.29** – Claim Ref No 031024(b). Referred to third party and currently awaiting a WRC adjudication.
4. **The Staff Side seeks a substantial increase in the mileage rates paid by the Company** – Claim Ref No 031024(c) The Company have rejected this on the basis that they view the current mileage rates as appropriate
5. **The Staff Side seeks the removal of the 3-year restriction on Trainee Technician/Apprentice mobility within the Company, to facilitate career progression** – Claim Ref No 031024(d) The Company have rejected this claim.
6. **The Staff Side seeks to have an increase in annual leave entitlements for all JCC comprehended Employees** – Claim Ref No 031024(e) The Company responded that they view the current annual leave allowance as appropriate and competitive in the industry.
7. **The Staff Side seeks to ensure that the pay and conditions of any exceptional hires into the Access or Core Network, i.e. separate to the Apprentice/TT Program, align with existing staff entitlements** – Claim Ref No 031024(f) This is agreed and an Agreed Report is to follow.
8. **The Staff Side call on eir to review all salaries to ensure the Company is compliant with the revised Minimum Wage rate of €13.50 from January 1st 2025** – Claim Ref No 101224(a). Agreed and implemented.
9. **The Staff Side seeks to have eir review the call out process for our COTs and NRT/NFTs to ensure staff 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** – Claim Ref. No 101224(b) The Company responded that there is a number provided to the employees on call to ensure they are aware of who is ringing them for an oncall requirement. If there are any examples where this is not happening, please share for further investigation.
10. **The Staff Side seeks to have the Company extend paid health insurance to all employees** – Claim Ref. No 101224(c). The Company response is that they have a discounted offer in place for employees should they wish to engage in PMI. They have no plan to amend this.
11. **The Staff Side seeks to have the Company review and improve the current staff offer** – Claim Ref. No 101224(d). The Company response is that they are satisfied with the current staff offering and have recently extended a F&F offer to all staff along with a new offer for retired eir CWU members.

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12. **Following Budget 2025 and the announced changes to the Small Benefit Exemption scheme, the Staff Side seeks to have the Company increase the gift card limit from €1000 to €1500 in future bonus payments** – Claim Ref. No 101224(e). Agreed and implemented.
13. **The Staff Side seeks to have eir 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** – Claim Ref. No 170425(a) Company response is that there are currently no TT's within the scope of this claim, 12-18 months. In the event an intake takes place in the future we will review this specific timeframe of the pay progression.
14. **The Staff Side seeks to have eir provide, where feasible, the option of an electric vehicle at the next change of vehicle for all staff** – Claim Ref. No 170425(b). The Company responded that they are committed to a green agenda and when commercially feasible will continue this agenda to strive to be as green as possible.
15. **The Staff Side seeks to have eir pay a pro-rata bonus to staff for the time they work in the year that they retire or leave the Company** – Claim Ref. No 170425(c) The Company position is that the employee must be an employee at the point at which bonus is paid. However, they have agreed that if an employee retires naturally from Open eir at any point between January and the bonus payment date, the bonus for the previous performance year will be included.
16. **The Staff Side seeks to have eir ensure that anyone acting in a higher position is paid the rate for that position while acting** – Claim Ref. No 170425(d) Currently with the Company.
17. **The Staff Side seeks to have eir 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 staff side also require 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** – Claim Ref. No 170425(e). The Company responded that the HRPS team share a full document letter to all employees 6 months out from retirement that outlines all aspects of their retirement. This includes contact information around pension, keep my number process, FAQ's and HRPS contact.
18. **The Staff Side seeks to have eir ensure that more frequent and enhanced cleaning and maintenance of Exchange facilities take place** – Claim Ref. No 170425(f). Ongoing discussions are taking place on this claim.
19. **The Staff Side seeks to have eir examine the feasibility of providing an exit package to staff on long term sick leave who are unlikely to return to the workplace** – Claim Ref. No 27112525(a). The Company rejected this claim.
20. **The Staff Side seeks to have eir increase the annualised On-Call allowance paid to ex Apprentices and trainee technicians** – Claim Ref. No 27112525(b) Rejected -The Company will not agree to any increases above the 2024 Pay Deal.
21. **The Staff Side call on eir to review all salaries to ensure the Company is compliant with the revised Minimum Wage rate of €14.15 from January 1st 2026** – Claim Ref No 271125(c). Agreed and implemented.
22. **The Staff Side seeks to have eir reclassify Sunday Premium pay as a pensionable allowance** – Claim Ref No 271125(d). Awaiting Company response.

eir Superannuation Schemes

The Scheme is financed by two Funds, the eircom Superannuation Fund (Superannuation Fund) and the eircom No.2 Superannuation Fund (No.2 Fund). The key messages since Conference 2024 for 2025 are:

- Both the Superannuation Fund and the No.2 Fund remained resilient during the market movements that occurred following the US tariff announcements earlier in 2025.
- Both Funds also concluded triennial actuarial valuations since our previous Conference. The Superannuation Fund Actuary reported that the Fund held sufficient assets to meet both its statutory funding obligations and the Fund's accrued liabilities. The No.2 Fund operates on a pay-as-you-go basis and receives payments from the Minister for Finance to meet the benefits due.
- A pension increase of 2.5% was awarded to eligible pensioners in November 2024. This increase was paid in January 2025 and backdated to 1 July 2024.
- Regarding a pension increase for 2025, it is granted by eir, subject to approval by the Minister for Culture, Communications and Sport, and the Minister for Finance. eir wrote to the Ministers in August 2025 seeking approval for an increase of 2.1% in line with the Pension Accord. As you are aware by now, New Era has delayed the payment of the increase. The General Secretary wrote to the Taoiseach in December 2025 questioning the delay and demanding an immediate approval of the pension increase.
- The regulatory environment continues to evolve. The Scheme is now subject to DORA, the Digital Operational Resilience Act, which aims to enhance the resilience of financial entities, including pension schemes, to cyber security issues. The trustees have established a framework to address DORA, and they are satisfied that this meets the new requirements.
- The pension payroll agent, Mercer, is working on a project to deliver pension payslips electronically. User testing is under way, and the trustees are looking forward to the rollout of electronic payslips in 2026. Support will be made available for any pensioners who need extra support to access their payslips electronically. In addition, any pensioners who wish to continue to receive paper-based payslips will be facilitated.

Membership

	31st March 2024	31st March 2025	Change
Active members (members who are currently in service with eir)	828	645	-183
Deferred members (members who are former employees of eir)	1,334	1,100	-234
Pensioners (those in receipt of benefits from the scheme)	12,707	12,741	34
Total	14,869	14,483	-383

Pension Benefit Statements for members who have not yet reached normal retirement age

Pension Benefit Statements were made available online via the member portal to active members and will be available for deferred members before the end of the year. If you haven't been able to

access the member portal, please get in touch with the administration team. (eirpensions@aon.ie phone [1800 492492](tel:1800492492)). A paper copy of your statement is available on request. These statements set out your individual benefits in accordance with regulatory requirements. You are encouraged to check your information and contact the administration team if any corrections or updates are needed.

Transfer values

The Scheme is designed to give you an annual pension and a lump sum when you retire. However, you might be thinking about taking a ‘transfer value’. This means the value of your benefits could be transferred to an alternative arrangement such as another approved pension plan, a PRSA or a personal retirement bond. Once a transfer occurs, a member has no entitlement to any benefit under the Scheme.

Revenue Changes Rules on Pension Transfer Values

In August 2025, Revenue in Ireland updated Chapter 13 of its Pensions Manual, clarifying that once pension benefits have “*become payable*,” a transfer out of the scheme is generally not permitted.

This change to Revenue rules was taken by civil servants without any discussion with the relevant stakeholders. The rule change has come as a surprise to trustees and the pension scheme managers. This has serious implications for potential retirees and their pensions. If a worker, approaching retirement, does not meet the criteria below, they will not be permitted to avail of a transfer.

- **Scope:** *Guidance on transferring pension benefits between schemes, PRSAs, buy-out bonds, and overseas arrangements.*
- **Key Conditions:**
 - *Transfers **cannot occur once benefits have “become payable”**, typically at **Normal Retirement Age (NRA)** as defined by scheme rules. Under the eircom Scheme the NRA is 60.*
 - *Trustees must review scheme rules carefully before authorising transfers and seek professional advice.*
- **Tax & Legal References:**
 - *Transfers must comply with the **Taxes Consolidation Act**.*
 - *Preserved benefits may involve additional requirements under the **Pensions Act**, which can override scheme rules.*

Implication: Timing is critical—once benefits are payable, transfers are generally prohibited.

February 2026 – it came to our attention that in December 2026 Revenue attempted to address the issue they created regarding Transfer Values. This may allow the commencement of TV again. Further updates should be available at Conference.

Financial update

The Scheme comprises two Funds, the eircom Superannuation Fund and the eircom No.2 Superannuation Fund. Each Fund is set up under a trust, with its own Trustee Board, which means that all assets are held separate from eir. The eircom Superannuation Fund holds assets for the benefit of the members and their dependants. These assets are used to provide benefits in retirement, on death, or on leaving the Scheme, in respect of service from 1 January 1984. Over the year to 31 March 2025, the Fund assets decreased from €3.813 billion to €3.476 billion, taking account of contributions received, benefits and expenses paid out of the Fund, and investment returns. As the Fund liabilities move in a similar manner to the assets when interest or inflation rates change, the liabilities also decreased over the year.

2025 Triennial Actuarial Valuation

The Superannuation Fund's Actuary carried out his triennial actuarial valuation at 31 March 2025, as required under the Pensions Act. Based on the assumptions employed, he reported that the Fund held a significant excess of assets to meet the statutory funding obligations, and **a surplus of €69 million** to meet its ongoing total service liabilities at the valuation date. The Actuary also concluded that the Fund has effective safeguards in place to protect against adverse market movements. These safeguards worked effectively during the market volatility experienced earlier this year following the US tariff announcements.

Eircom No2 Superannuation Fund – The actuary reported that investment risk has ceased to be an issue for the No2 Fund. This is because the Minister for Finance makes payments to the Fund as specified by the trustees. (Pay as You Go)

*A copy of the Message from Trustees can be accessed at the link below:
(only available in the online version of this report)*

[Message from Trustees](#)

*A copy of the GS Circular 21-25 Superannuation Schemes eir & An Post
can be accessed at the link below:
(only available in the online version of this report)*

[GS Circular 21-25 Superannuation Schemes eir & An Post](#)

eir Networks

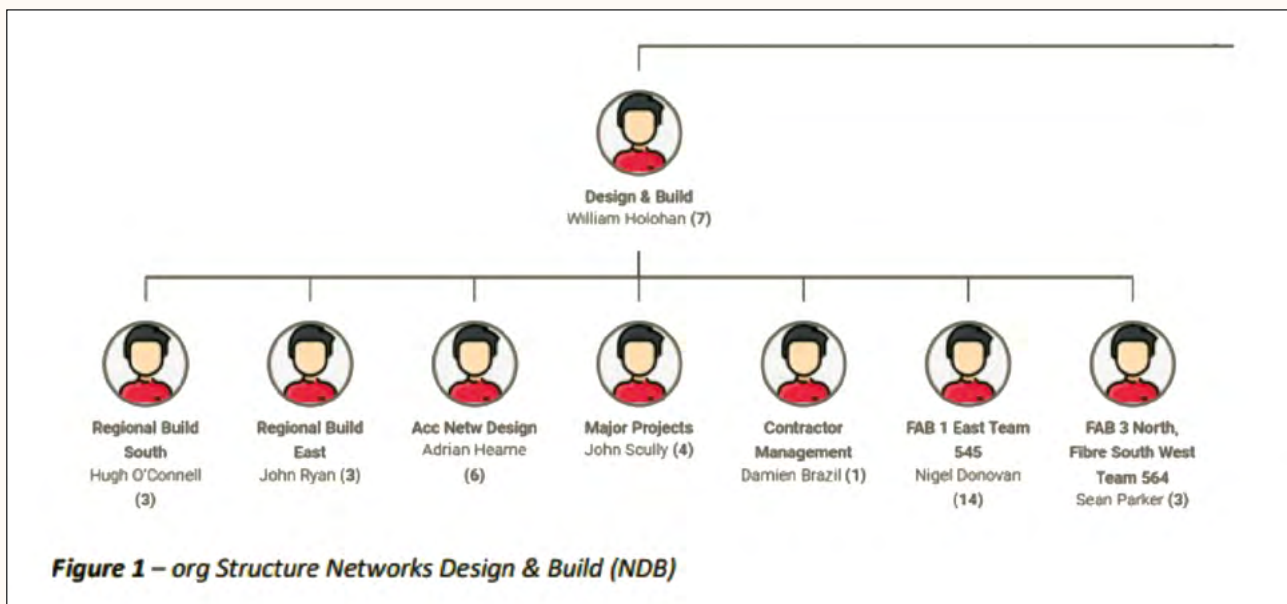
7. Organisation Change within openeir Networks (oeN)

Introduction

The Company decided in early 2025 to change their organisational structure in openeir. The change resulted in a revised operational structure and reporting lines within the open eir Networks Business area. The need for change was primarily due to the evolution of the business and of the role of the various sub areas within Networks Design and Build, in delivering services into the future. As major build initiatives such as IFN and NFN are moving towards a twilight period, the need for significant build resource will diminish over time. The ongoing use of contractors not just working on behalf of openeir but also other operators using the open eir network required a rethink of what the business needed in terms of new structures and operating procedures. The new organisation created an open eir Networks field organisation and a separate organisation dedicated to quality assurance & network design. The following is a summary of the activities and organisation as it existed in late 2024 and a new organisation catering for the needs of the business in the future.

Previous - Old Organisation/Structure

The previous networks Design & Build organisation comprised of 6 individual operational units, one in Design, three in the general category of Build, one in Contractor management and one focused on the management of significant 3rd party plant alteration requests. All the units had some overlap. For instance, contractor management was embedded in the individual build areas in addition to the Contractor management business sub area. The structure is outlined in figure-1 below.



Role specific activities

Looking at each of the role specific areas of responsibility, the following were the Role specific activities: -

Design

This unit was responsible for network design and inventory management. The systems used in design underpinned both the financial control mechanisms but also played a part in the settling of assets to the Company's fixed asset register. The areas of design can broadly be categorised as:

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- Bespoke Fibre Design for corporate entities using regulated access products
- FTTH Design in the creation of assets mainly in new Housing schemes
- Small copper-based design for small business mainly for point-of-sale connectivity
- Diversionary works Design on foot of Plant alteration requests
- Cost control in the management of Departure From Estimate requests (DFEs) The size of the design entity is set to fall in the coming years as fibre replaces copper as the primary network component for delivering connectivity and major fibre build activity slows.

Internal Build

Internal Build was divided North, South and East, the build organisation is sub divided into several discrete activities driven by changing business requirements in recent years. The era of build work being predominantly staffed from within the permanently employed staff at open eir networks has largely passed. This is due to the significant decline in personnel over a relatively short period of time through retirements and voluntary leaving. The following are the role specific activities: -

- Service Assurance predominantly of the outside plant element of the Core Fibre Network
- Service Delivery for corporate customers ordering services via OAOs using managed data Service Regulated Access Products e.g. NGN RAP (Customer Fibre).
- Service assurance related to the feeder elements of the FTTH network (ODF to Pick Up point)
- In-life Service Assurance of the FTTH network where service Assurance are stretched for resource in copper network assurance. (DAJ to Fibre DP faults)
- Contractor management quality auditing using PQOs embedded in build teams
- Pole Auditing by a dedicated team of experienced Pole Testers
- Pole replacement by a small team of specialist Utility vehicle operators (UV Team)

Contractor Management

This was a small team comprised of a contractor manager and two Subject matter experts, this team was responsible for: -

- Ensuring that contracts in place with the two primary contracting firms retained by open eir Networks are operated correctly and in line with the Service Level Agreements.
- Handling queries and arbitrating on any disputes/misunderstandings between the Company and its primary contractors
- Ensuring that all documentation relating to Health and Safety work plans and business continuity are kept current
- Monitoring the daily whereabouts of the various sub-contracting companies are up to dates and that whereabouts can be accounted for
- Arbitrating on disputes/disagreements between licencing authorities and open eir's internal and contracted resources, to ensure that work can proceed insofar as possible without any major delays.
- Monitoring the quality of work carried out by contractors and intervening on any disputes between contractors and PQOs where there are issues not resolvable locally.

Major Pprojects Team

A small team responsible for:-

- Liaising with Local authorities and large Consulting firms around infrastructure projects that have a dependency on open eir plant alterations activities, to allow these projects to proceed.
- Acting as the go between requesters, the NDB design Team and with open eir contractors to ensure that works are coordinated, timelines are met and monies collected in lieu of works carried out.

New structure

To better align with changing business requirements the following changes were introduced:-

Design

The internal Design team will systematically reduce in size in the coming years. Increasingly, the unit will need to adopt an element of quality auditing of external design resources. However, with the completion of the current major build initiatives (IFN/NFN) this requirement will likely diminish over time. There will however be a requirement for expertise within the open eir Networks organisation for an understanding of how the network is designed, built, operated and maintained. These SMEs are likely to need a Design background to have an acute understanding of how the network is constructed and maintained. Consequently, the Design team will flex in size but stays within the Networks Design business sub area.

Contractor Management and Quality Assurance

The increased use of contracted resource plus the increase in contracted resource from other operators in the open eir network demands that we have a strong quality management ethos in future. The PQO organisation resides within this functional area and will continue to perform the quality auditing function.

Pole Auditing

As a result of significant front loading of Pole replacement both for the FTTH 300K, IFN and NBP make ready programmes; the requirement for cyclical pole testing will reduce in the short to medium term. The current activity of auditing poles to ensure that those marked for replacement have indeed been replaced will continue for the foreseeable future.

Major Projects

There will continue to be a requirement to liaise and coordinate with 3rd parties on infrastructure projects that impact the open eir network. This function is a small unit today and will continue to be a small unit comprised of Subject Matter Experts dedicated to managing the interactions with 3rd parties.

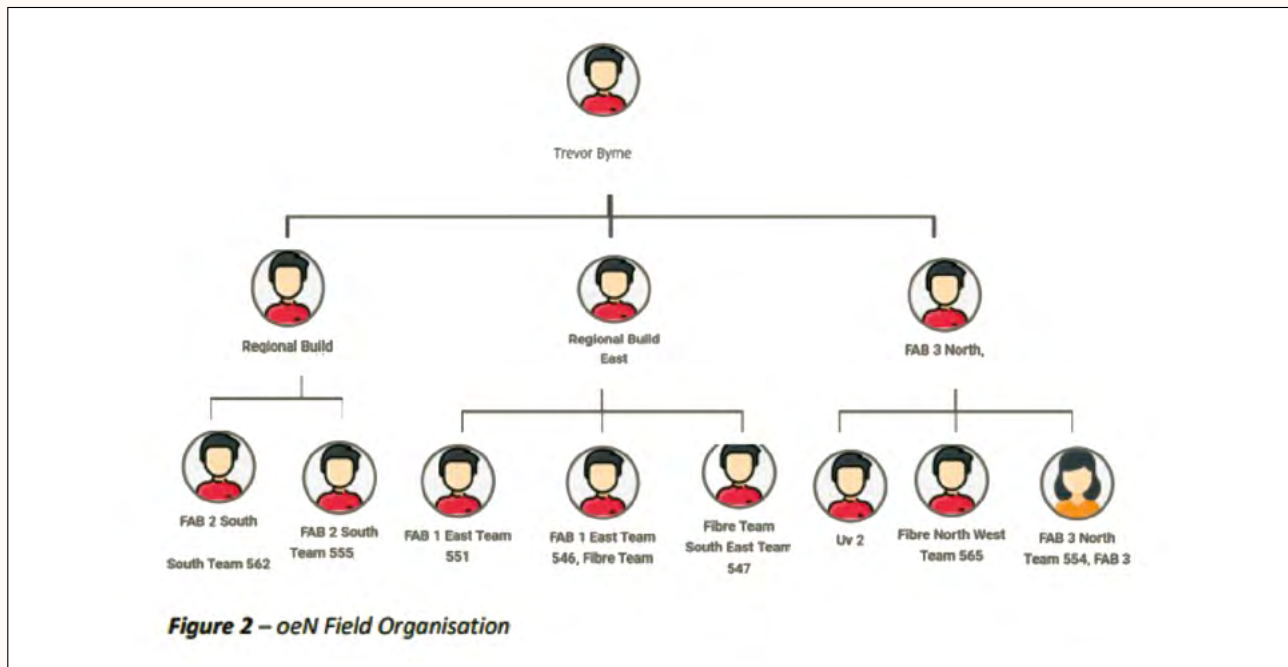
UV

The UV capability of six vehicles will continue to operate as long as the resource is available to man the fleet. The vehicles themselves had a refresh two years ago and each vehicle has a hot standby replacement. The fleet is expected to outlast the timeframe of trained operators that remain in the Company. As individuals leave the organisation due to retirement, the vehicles will retire or revert to the pool of reserve vehicles. The current activity the teams are engaged in (namely the replacement of poles damaged by weather) will also reduce as the pole stock is overhauled and replaced. Any peaks due to storms etc. will be managed by contracted resources. These resources will also see a reduction in available work as NBP and other programmes like IFN enter their twilight phases. It is envisaged that there will be an adequate supply of resources to replace poles in future from the external resource to manage peaks in required activity that we are experiencing today. The main activity the UV teams engage in today is replacement of poles for Service Assurance. As part of the re-organisation the remaining UV function will be incorporated as part of the new Field organisation.

oeN Field Structure

As part of the re-organisation, the internal build Service Delivery/Service Assurance teams, (customer Fibre and Core Network maintenance teams), are integrated into the open eir Networks Field business area, and will be managed in dedicated teams with a continued focus on Customer Fibre Delivery and Core Networks Service assurance. The remaining NDB team functions focussed on FTTH (ODF to PUP and DAJ to FDP) assurance are now integrated into the overall eir Networks Field

organisation to expand the fibre service assurance capability of the Field organisation. The chart below illustrates the structure of the new organisation when incorporated in the overall oeN Field Organisation.



Contract Management, Quality and Design Structure

The chart below illustrates the new structure and reporting line that encompasses the Contracts management, Design, Quality Assurance and major projects functional area.



The changes to the new structure were implemented in Q1 2025.

2. FSM – Field Service Management

The Company, in partnership with a company called Comarch, developed and implemented a new fault management system without any involvement/input from the CWU. At the time, they described it as “not just a system upgrade - it’s a full operational transformation impacting over 1,100 users across the business.”

It’s difficult to accept that such a significant transformation was introduced with minimal engagement from the Company with the CWU. Our members were only informed a few weeks before the launch and that was only because some of them discovered the new system was to go live.

The Company later briefed us, explaining that:

- The previous Advantex (ADX) system was “out of support,” over 20 years old, and limited to basic Excel reporting.
- It relied on numerous manual workarounds, lacked live job allocation, was inflexible, required heavy IT patching, suffered stability issues with intermittent outages, and involved complex coordination of internal technicians without providing end to end customer updates.

The new Comarch FSM system was presented as a major improvement, Promising:

- Real-time job allocation
- Configurable storm functionality
- Dynamic SLA-based fault prioritization
- Enhanced WCC and technician experience
- Streamlined operations for 1,100 users
- Reduced manual effort and improved efficiency
- Modern reporting capabilities
- Better end-to-end customer notifications
- Estimated fault resolution forecasting

The **four** key benefits **promised** were:

1. **Enhanced Stability and Reliability**
2. **Improved Performance**
3. **Streamlined Operations and Efficiency**
4. **Strengthened Customer Experience and Brand**

New System Launch

Following briefings on the new system and feedback from our members, the CWU raised several concerns. The primary concern related to the potential impact on members’ productivity scores, future bonus payments, and the number of work controllers required.

The new operating procedures required technicians to complete faults (tasks) in a strict order of priority, with restrictions on suspending and referring faults. As with any new system, there was a “bedding-in” period for members to familiarise themselves with its operation. The Company assured us that there would be no adverse impact on performance (bonus) scoring and confirmed that there would be no reduction in work controller numbers.

Member feedback also highlighted system issues, including:

- **Limited fault history**
- **Lack of testing availability for all job types**
- **Test feature only accessible via a link**
- **A less user-friendly interface with a different layout**
- **Limited visibility of other reported faults**
- **No ability to individually manage faults to deliver the most efficient outcomes for customers**

The new system was introduced on August 29th 2025 and operated alongside Advantex for a limited period.

The CWU requested the establishment of a working group to review and monitor the FMS introduction and assess any impact on individual output targets over the coming months. The Company agreed to set up this group. The working Group members:

Mike Boland	Cork District Branch
Pat Duggan	Seán Connolly Branch
Matthew Drury	Dublin No2 Branch
Stephen Elliott	Drogheda District Branch
Conor Glancy	Mid North West Branch

As outlined in our circular to members:

“While this new system promised significant potential, we needed to remain vigilant to ensure that its implementation did not compromise the earning power or job security of our members.”

Signs of Stabilisation

Recent developments show cautious progress. The auto-dispatch function, (C.S.O.) after a rocky start, is now showing signs of stabilisation. Recent outages were primarily caused by internal eir systems (such as security firewalls or IT links) rather than FSM itself. The system continues to “learn” and is expected to improve in areas such as travel time estimation and location accuracy.

The Company has acknowledged the significant work efforts and changes introduced by FSM, on our members, particularly the increased focus on meeting SLA targets. Staff and controllers have remained compliant and engaged positively despite the challenges.

Our priority is enhancing the mobile app to make it more user friendly, with improvements including:

- **Clearer task** (fault) presentation.
- **Easy access to relevant information** (e.g.test results, customer details, cable data, history, WASP, chargeable forms etc.)
- **Copy-and-paste** functionality
- **Flexibility for technicians to suspend** up to two tasks per day (currently limited to one)
- **Reduction** in excessive notifications
- **Comprehensive training** for all users

The CWU received a detailed timeline/forecast dates, in January 2026, for the improvements/requirements above. The CWU Working Group continues to meet regularly with eir management to push for these changes to deliver improvements for our members.

3. Customer Satisfaction Survey

Like other areas of the eir business (Retail, call centres) eir proposed to trial a survey in Assurance (faults) to provide additional customer feedback.

From the 11th of August for one month, they trialled a short survey which was sent to end customers via SMS when a fault is cleared permanent focusing on two specific areas, Quality and Communications. The customer feedback received from the trial will assist eir in shaping a more robust survey which will be a Q4 target.

The Company will share any feedback/update ahead of anything more permanent is agreed.

4. Deployment

223 techs	Calendar Year	High Fault Period Jan-Apr (Eoywn) and Sept/Dec 2025
Count of Deployed >100 km	392	350
Deployment/Tech	1.8	1.6
Deployment/Week	7.4	10.9

5. Broadband Deal – Retired Members

Following long discussions, the Company agreed to the introduction of an exclusive broadband offer:

- Unlimited Broadband for only €29.99 per month On a 24-month contract
- Totally unlimited broadband This offer was available to all CWU eir retired members and was applied to either a new or existing eir account. There was a limit of one offer per member.

Some of the conditions of the offer were as follows:

- 1Gb broadband for just €29.99 a month on a 24-month contract.
- Add eir TV for just €14.99 per month.
- Add eir mobile Simo for just €9.99 per month.
- New eir residential customers only.
- FREE activation and installation worth €149.99.
- Totally unlimited broadband.
- Annual Price Increase will be applicable – from April 2026, the monthly price of your plan will increase by €4 each April.
- FTTC (speeds up to 100Mb) will also be available.
- At the moment NBI and 5Gb is not but can be ordered at a price of €44.99 subject to standard after pricing
- Subject to availability and location.
- The offer is only applicable on eir FTTH 1Gb speeds and FTTC (speeds up to 100Mb) broadband.

6. Storm Response

Storm Éowyn

The CWU would like to thank all our members who have been involved in restoring service to customers following the storms experienced since our last Conference. We acknowledge that our members have worked very long hours sometimes in difficult circumstances. We also recognise that recovery of the network to normal levels will take time and further investment. Based on the “new normal” of storm activity, the CWU met the Company shortly after storm Eowyn and they informed us that there were significant impacts across Core Mobile and Access. At the time of the meeting all access network faults were not visible due to the level of ESB outages.

The impact of the storm was mainly in the South, Northwest and Midlands of the country. Fault run rates were well above normal. As an example, (early March 2025)

- Exchanges 300 – 500% above normal run rates
- 7000 dangerous plant reports – priority
- 210 feeding fibre faults – 24 fibre 36 fibre etc
- 1500 fibre sections
- 1500 fibre sections
- 550 copper sections
- 1500 poles down and rising

As the CWU recognised at the time this was a serious situation and the Company outlined their recovery plan that involved,

- Shutting down all build programmes – Data, IFN etc
- Placing all access build and repair resources on repair and overtime available to all.
- Placing build staff on repair cabling and splicing core and access
- Ramping up poling contractors - from BAU to Poling cabling.

- Requests to other contractors for assistance (with ESB immediately following the storm)
- Circet provisioning staff 50% approx. on faults

eir's approach, supported by the CWU, was to do what it takes to recovery fault levels to customers.

As this weather event will become the norm the CWU need to review everything involved with storm recovery. We have told management that any review must include resourcing, and this includes continuation of the apprentice programme. We have forwarded the following agenda items to the Company for discussion.

- **Resource Plan**
- **Future Apprentice Programme's.**
- **Retirement extensions.**
- **Storm Response Plan.**
 - **Normal Run Rates.**
 - **Contractor Standards Agreement.**
 - **Network Preventative programme – Network Resilience.**
- **Copper Switch Over**
- **How can we help with any political lobbying?**

The CWU recognises the need for a balanced approach to the Company's resource modelling and their future requirements, however, whatever is agreed must include an apprentice intake to ensure that internal resources levels are maintained to address retirements and to deal with network resilience programmes and customer service issues now and into the future.

With approximately 100 plus staff due to retire in 2025, and a similar number in 2026, combined with additional resignations, will place further pressure on internal field resources. The CWU's long standing position is to continue investing in apprenticeship recruitment. Since 2011, the apprenticeship programme has been instrumental in delivering and maintaining the FTTH programme, providing essential skills, energy, and continuity.

We strongly believe that sustaining the apprenticeship pipeline is key to ensuring internal resource levels remain robust - both for future storm response, and for the delivery of network resilience programmes and customer service commitments.

Storms should not, and cannot, be used as a resource tool that can be used by the Company to resolve any resourcing issues.

Xmas Recovery Plan

The Company informed us before Christmas 2025 that they are implementing a plan to reduce the number of faults to below 3,000 by Christmas. At that time, fault levels were approximately 4,500. These high levels were increasing workloads for our members and negatively impacting customer service.

The Company's plan included:

- Assigning all internal Openeir field staff to fault repair, including those currently working on data/fibre circuits. (Fibre outages will be managed as normal with internal staff.)
- Redeploying all Circet fibre splicing staff from IFN projects to fault repair. (approximately 22 staff: 10 already redeployed this week, with 12 more next week).
- Redeploying around 35 Circet copper-skilled provision staff from installation to fault repair starting December 1 for two weeks.
- Redeploying approximately 12–14 staff from TLI/Secto to fault repair (9 have already started this week).

CWU HQ held weekly meetings with the Company to monitor progress toward achieving the target of reducing faults to 3,000 by Christmas.

The CWU will engage with the Company on resourcing for 2026 and beyond.

Apprenticeship Programme Overview

Currently, there are 23 apprentices who commenced their training in February, March, and April 2024. If they successfully complete the programme requirements set by TU Dublin, and meet the required performance targets, they will qualify as technicians within two years of their start date. Due to TU Dublin's academic schedule and the release of exam results in August, apprentices may initially receive a temporary contract with pay adjustment. Upon confirmation that all eight modules have been passed, a full-time contract will be issued. (dated from the commencement of the temporary contract)

There is a structured, two-year, full-time training programme combining practical, on-the-job experience with formal classroom instruction delivered by TU Dublin. Apprentices who successfully complete the programme will earn a **Level 6 QQI Higher Certificate in Engineering in Telecommunications & Data Networks**.

Programme Structure

- TU Dublin delivers eight modules over two years. Each module includes:
 - **Two weeks of classroom training** at TU Dublin.
 - **Five weeks of work-based learning**, supervised by an eir mentor.
- Four modules conclude with a final exam; the remaining modules are assessed through continuous evaluation.
- Apprentices begin with a one-month induction at eir's training centre in Walkinstown, focusing on:
 - Health & Safety training, including courses, demonstrations, and assessments.
 - Introduction to the role and network operations.
- Apprentices are provided with a company van, PPE, and tools.

On-the-Job Training

- After induction, apprentices are assigned to the Fixed Access Network and paired with a qualified technician mentor in their designated region.
- For the first six months, apprentices primarily observe and assist their mentor.
- As their knowledge and skills develop, apprentices gradually take on repair tasks under supervision.
- By the second year, apprentices are expected to work independently on repair tasks, supported by mentors and management.

Performance and Progression

- In the final stages of the programme, apprentices are assessed against performance targets similar to those of a qualified technician.
- To secure a permanent position as a technician with eir, apprentices must:
 - Successfully complete all TU Dublin modules.
 - Meet the agreed performance targets.

*A copy of the following eir documents can be accessed at the link below:
(only available in the online version of this report)*

[Open eir Assurance - Customer Satisfaction Survey](#)

[FSM – Communication to Branches 18 Aug 2025](#)

[FSM – Communication to Branches 5 Nov 2025](#)

[eir Xmas Fault Plan – Communication to Branches 14 Nov 25](#)

[FSM – Mobile App Changes – Letter to Company 8 Dec 2025](#)

[GSE 02-25 eir Fault Management System](#)

[eir Broadband Deal for Retired Members](#)

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eir Customer Service Centres

Front Loaded Pay Increases

The CWU negotiated a 33 month pay agreement covering the period from 1st July 2024 to 31st March 2027, which provided phased pay increases across three base pay bands. The agreed increases were as follows:

PAY AND APPLICABLE ALLOWANCES PROPOSAL							
Base Pay €	Jul-24	Jan-25	Jul-25	Jan-26	Jul-26	Jan-27	Total
1. <50,000	3.00%	1.50%	2.00%	2.00%	1.50%	1.00%	11%
2. 50-70,000	2.00%	1.50%	2.00%	2.00%	1.50%	1.00%	10%
3. 70,000 +	1.00%	1.00%	1.00%	1.00%	1.00%	1.00%	6%

While base pay and variable pay in eir remained above minimum wage benchmarks, successive national minimum wage increases placed particular pressure on the lower pay bands. In response, the CWU entered negotiations with the Company to further support members in Customer Operations, Retail and Sales Channels, specifically by front loading the January and July phases of the 2026 pay agreement.

Following these discussions, agreement was reached to advance the scheduled 2026 increases. As a result, the January 2026 and July 2026 pay increases were combined and applied in full in the **January 2026 payroll** for the following groups:

- Sales Call Centre Agents (TSS, BTSS, Affiliates, Consumer Outbound Sales, Webchat Sales)
- Customer Operations Agents
- Retail Sales Consultants

This ensured that members in these categories received the full 2026 increase at the start of the year, rather than in two separate instalments as originally planned.

For these groups, the next phase of the pay agreement will now take effect in January 2027.

*A copy of the GS Circular GSE 03-25 Customer Ops Retail Sales Consultant Channel Sales can be accessed at the link below:
(only available in the online version of this report)*

[GSE 03-25 Customer Ops Retail Sales Consultant Channel Sales](#)

NJJ site in Portugal

In August 2024, eir announced a decision by its owners, NJJ, to outsource certain elements of customer support to the NJJ-operated site in Portugal. The announcement came only one day after the Company reported very strong financial results, achieved in no small part through the dedication and hard work of CWU members across the Contact Centres and the wider organisation. The timing and manner of the announcement caused significant concern among the workforce.

From the outset, the CWU did not support the business decision. The Union believed that the move was driven solely by a desire for increased profits and posed a clear risk to the customer service improvements that had been central to rebuilding eir's reputation with customers, ComReg and the Oireachtas. The Union highlighted that this flawed decision had the potential to reverse progress, undermine the eir brand, and diminish the value of the outstanding work delivered by employees.

Following the announcement, the CWU secured a meeting with senior eir management, with representatives from all four Customer Operations Branches in attendance, to establish the rationale behind the NJJ decision and to clarify its implications for directly affected members. In addition, a further meeting was held between Seán McDonagh, CWU General Secretary, and eir CEO, Oliver Loomes, to formally set out the Union's position.

The Union's immediate focus centred on the protection of members, and the CWU set out the following requirements:

- Retention of the four existing sites in Ireland
- No compulsory redundancies or redeployment
- No changes to existing terms and conditions, including pay agreements
- No diminution in the level or quality of customer services
- Full discussions on the transfer of up to 75 FTEs

Since the announcement, there have been no changes to members' terms and conditions, and NJJ has struggled to meet the required headcount at the Portugal site.

*A copy of the GS Circular GSE 8-24 eir Contact Centres can be accessed at the link below:
(only available in the online version of this report)*

[GSE 08-24 Contact Centres](#)

Call Volumes and Recruitment

Across the four customer service centres, the past reporting period saw a marked decline in call volumes. This reduction was not the result of any single factor but rather the combined impact of several operational and technological changes introduced by the Company. The continued implementation of AI-driven tools, alongside targeted system improvements, has automated elements of customer interaction and streamlined internal processes. In addition, lower fault volumes across the network have contributed to fewer inbound calls. Collectively, these developments have reshaped the workflow within the centres and reduced the overall volume of customer contacts requiring direct human intervention.

As call volumes declined, headcount also fell significantly. Over the previous 18 months, staffing levels across the centres reduced by approximately 160 employees. Importantly, this reduction occurred entirely through natural attrition. The Company adopted a policy of not replacing staff who left during this period, leading to a gradual but noticeable decrease in numbers. No compulsory redundancies were associated with this headcount shift, and the Union closely monitored the situation to ensure that members were not adversely affected.

It is important to note that very little of this reduction in staffing levels related to the NJJ Portugal site. While the Company initially projected a target of 70 FTEs for the Portuguese operation, the site struggled to recruit to this level. To date, it has only succeeded in hiring approximately 60 staff. This shortfall has raised concerns about the long term sustainability of transferring work away from the Irish centres, particularly given the strong performance, experience, and capability of existing members in Ireland.

Following a six month freeze on hiring, the Company recommenced recruitment at the end of last year in Limerick, Sligo and Waterford. This marked a significant shift in approach after an extended period without backfilling or adding new staff. The recommencement of recruitment was a welcome development, reflecting operational need and acknowledging the ongoing workload demands within the centres despite the broader downward trend in call volumes.

The Union continues to monitor recruitment levels, operational resourcing, and the impact of technological change to ensure that members' interests are protected and that service standards remain high.

GOMO

In September 2025, the Company confirmed its decision to relocate GOMO operations from Limerick to Sligo. Management stated that the move was part of a broader strategy to consolidate all digital operations into a single location, with Sligo identified as the central hub for these activities. While the decision prompted understandable concerns among staff in both locations, the Union engaged immediately to ensure that members' interests were fully protected throughout the process.

A key outcome of these engagements was that staff in Limerick who had previously supported the GOMO service were successfully redeployed into technical support roles within the organisation. This ensured full continuity of employment and protected members from displacement, while also maintaining valuable skills and experience within the Company.

For members in Sligo, the Union focused on securing fair and improved terms as they assumed responsibility for the GOMO function. As part of the discussions, the CWU negotiated and secured time-and-a-half Sunday pay for Sligo staff working on GOMO operations. This represented a significant and positive enhancement to their terms and conditions and acknowledged the importance of their contribution to the service.

eir National Managers' Branch

FSM

The launch of FSM has had an impact on our manager members both in the field and in the WMC. Our members were required to manually intervene to ensure work was allocated in as an efficient manner as possible. On top of this our management members had to deal with staff members whose morale was on the floor. Coming at a time following the recent storm activity it resulted in ongoing pressure particularly on our field/centre management members. The CWU recognise this effort, and we are hopeful that this effort will be reflected in the upcoming performance reviews for 2025.

Bonus

The Company informed us in early 2026 that they were changing the performance calculations for our members. The CWU pointed out that the basis of a good performance model was that there would be “no surprises”. Given that the reviews were now taking place with a new calculation model it calls into question the overall performance model in eir. The CWU will review out-turn for 2025 and ensure that they are fair and consistent with previous years. We will also monitor to see if there is any negative impact on outturns because of FSM.

See new calculations below

From	Bonus %
4 (Exceeds Expectations)	100%
3 (Meets Expectations)	75%
2 (Partially Meeting Expectations)	50%
1 (Does Not Meet Expectations)	0%

To	Bonus %
Ahead of Expectations	85-100%
On Track	75%
Behind Expectations	0-50%
Behind Expectations	0%

Promotion

Promotions have continued into management grades despite the overall reduction in staffing levels. This is positive, however, the decline in staffing levels is accelerating, and it points to the need for a continuation of the apprenticeship programme. Recent structural changes have had a very limited impact on our management members positions.

Pay

For our management members who were on a salary of greater than €70k the pay agreement adjudicated by the WRC did not achieve our expectations. We argued strongly at the commission to achieve higher increases for all our members. It will be our intention to try and address this in any future pay discussions.

*A copy of the Performance Evaluation Process FY25 can be accessed at the link below:
(only available in the online version of this report)*

[Performance Evaluation Process FY25](#)

eir Retail/FOTS

FMI contracted staff in FOTS area

In November 2024, eir contracted Field Management Ireland (FMI) to provide additional Sales Representatives to support the Fibre to the Home (FOTS) operation. This decision arose from ongoing difficulties in recruiting and retaining sufficient staff within the FOTS area, at a time when demand for fibre services continued to expand rapidly. Over the previous two years, approximately 1.5 million homes became eligible for fibre broadband, significantly increasing the pool of potential new customers and placing additional pressure on the Company's sales capacity.

Under the arrangement, FMI teams are deployed strictly on a needs basis. They are allocated only to areas where eir does not currently have enough directly employed FOTS staff to meet operational requirements. FMI representatives receive the same base pay and commission structure as eir FOTS employees, ensuring parity in earnings for comparable work.

The CWU sought clear commitments to protect directly employed staff and prevent any erosion of the FOTS workforce. The Company provided assurances that this arrangement would not result in any headcount reduction, nor would it adversely affect existing or future FOTS staff. eir also confirmed that it will continue to actively recruit direct employees within the FOTS area in an effort to meet its internal headcount targets.

The CWU has continued to monitor this development closely, to ensure that the introduction of contracted staff does not negatively impact our members, their terms and conditions, or future employment opportunities within the FOTS operation. The Union remains vigilant in safeguarding the integrity of the directly employed workforce and in ensuring that FMI's involvement remains strictly supplementary and driven by operational need.

*A copy of the GS Circular can be accessed at the link below:
(only available in the online version of this report)*

[GSE 10-24 FMI in FOTS Area](#)

Front Loaded Pay Increases – eir Retail & Sales Channels

The CWU secured significant improvements for Retail and Channel Sales members through front loaded pay increases implemented in both January 2025 and January 2026. In December 2024, the Company confirmed that the second phase of the pay agreement would be applied in the January 2025 payroll, with increases of 1.5% for those earning under €70,000 and 1% for those earning above €70,000. Following CWU negotiations, Retail Sales Consultants, TSS, BTSS, Affiliates, Consumer Outbound Sales, and Webchat Sales received an enhanced front loaded 3.5% increase in January 2025, combining the previously scheduled January and July 2025 rises into a single earlier payment.

As minimum wage pressures continued into 2026, the CWU entered further negotiations which resulted in another front loaded improvement. In December 2025, the Company agreed to consolidate the January and July 2026 increases for Customer Operations Agents, Sales Call Centre Agents, and Retail Sales Consultants. These groups received a combined 3.5% pay increase in January 2026, rather than waiting for a second adjustment mid year. For all affected members, the next phase of the CWU negotiated pay agreement will apply in January 2027.

*A copy of the GS Circular GSE 12-24 eir pay increase (002) can be accessed at the link below:
(only available in the online version of this report)*

[GSE 12-24 eir Pay Increase](#)

*A copy of the GS Circular GSE 03-25 Customer Ops Retail Sales Consultant Channel Sales
can be accessed at the link below:
(only available in the online version of this report)*

[GSE 03-25 Customer Ops Retail Sales Consultant Channel Sales](#)

eir Retail Store Visits

Since the last Conference, CWU Organisers John Bohan and Shane Murphy undertook an extensive visit programme across the eir retail network, covering all 70 retail stores nationwide. The purpose of these visits was to meet members on the shop floor, listen directly to their concerns, and provide support on the wide range of issues affecting retail staff. Each visit created an opportunity for open engagement on topics such as staffing levels, sales targets, workload, health and safety, and terms and conditions.

Throughout the visits, Organisers spoke not only with existing members but also with non union staff to ensure all retail workers were aware of their rights, protections, and the support available through CWU membership. These conversations proved highly positive and informative, with many non members expressing appreciation for the engagement and clarity provided on workplace issues. As a direct result of the visits, a significant number of non members chose to join the CWU, recognising the value of collective representation and the benefits of having a strong, active union presence within eir Retail.

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:

- Adam Farrell CWU, Stephen Elliott CWU, Gearoid Higgins eir H+ S Unit
- Pascal Connolly CWU (Secretary), Frankie Fitzpatrick eir+ Safety Unit
- Kate Waddell, Fixed Access Operations
- Allan Rochford, Director of Core Field, Facilities & EHS
- Donie Pardy, Head of Environment, Health and Safety (Chairperson)

Meeting Agenda and Structure

The Committee held nineteen meetings to date since the last BDC report.

Health, Safety, Environment:

A Health, Safety, Environment and Wellbeing page is available on eir space which is accessible by all eir staff.

There were approximately 300 items of correspondence, phone calls 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.

Areas of Focus 2024/2026

The main items of focus for the NHSC were LWAS, Safety Representatives and the eir Wellness Programme along with all the issues raised by Safety Representatives, Branch Secretaries and H&S District Forum Secretaries.

LWAS: A sub-group of the ENH&SC 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. The Company, 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 solution is at the forefront of Lone Worker protection, and marrying it with the existing EHS software suite was an attractive concept. GDPR, Security, Letter of Intent, Training Plan, Three Week Trial, Consultation and Engagement were all carried out.

*Lone Worker Policy and Procedures and memo issued by the NH&SC
can be accessed by clicking the link below
(only available in the online version of this report)*

[eir Lone Working Project Memo](#)

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eir Lone Working Project: Through the eir Lone Worker Project, which was delivered across 2024 and into 2025, we have successfully provided a simple but effective solution for all Lone Workers across eir. Our number one priority is ensuring that we all get home at the end of each working day. eir lone workers can now all avail of a 24/7, 365 days of the year lone worker solution which provides for an effective means to respond to and resolve lone worker emergencies. The responsibility for implementing the eir Lone Working project across eir was shared across many stakeholders. Working together to make eir as safe as it's ever been. The success of our lone working project was not in the technology solution used, but in the people who support it. The National Health and Safety Committee would like to acknowledge the collaborative approach taken which resulted in better outcomes for all employees involved. This approach allowed the project team to consider the needs and requests of all employees involved in the management of lone working in eir. Following the projects implementation, an eir usage memo – Staysafe Lone Worker was drawn up by the NHSC and eir Health and Safety. This has been approved by both eir senior management, and the CWU National Executive Council. Reviews of the eir's lone working systems review, is on-going; it will be included in NHSC agenda under EHS reporting requirements. Escalations can be raised to the NHSC via the established channels.

Signed: Pascal Connolly, Secretary ENH&SC. Donie Pardy, eir Group Head of Environment Safety (Chair of NHSC)

Issued By the National Health and Safety Committee Date: 27/06/25

Safety Representatives:

Safety Representatives was another major item for the Committee since the last BDC and it was decided to reinvigorate the Company's Safety Representatives and list of Safety Representatives as the existing list was totally out of date. To that end, the Secretary contacted all the CWU Branches and looked for nominations from them. Following on from receiving nominations, Safety Representative Forums/Safety Committees were set up in all the Branches and training was provided for most of these Committees. Further training to take place in 2026.

A "Stronger Together" Conference was held in 2HSQ in Sept 2025, strengthening partnership with Safety Representatives.

Guest speakers on the day were:

Dr. Joan Collins (Health and Safety Authority) who spoke on the power of meaningful consultation in building safety culture.

Pat Kenny (CWU and member of ICTU Health and Safety Committee) who shared the Union's perspective on the role of Safety Representatives.

Donie Pardy, Head of EHS at eir who reflected management's support for our Safety Representatives and the importance of the partnership in place.

Some of the topics we covered during this forum included:

- Better communication and visibility of Safety Representatives;
- Stronger support and training;
- Inter-committee collaboration;
- Access to and engagement with support units e.g. Training, Transport and Facilities.

Summary:

- Develop a roadmap for strengthening Safety Committees;
- Enhance support and resources for Safety Representatives;
- Improve consultation and engagement across all levels.

Upcoming Events/Activities;

- Safety Representative Training (Regional) 2026
- Mental Health First Responders Training
- Green Ribbon Campaign 2025+2026
- Flu Vaccines, PSA Testing and Fertility Home-testing kits
- National Health and Safety Escalation Form:
<https://forms.office.com/e/QmQsfhE8x>

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.

Below is a flavour of some of the issues regarding Wellness since BDC 2024:

- EAP Service
- Dermot Whelan's Practical Tools for Smart Living
- Parenting Safely in an AI World
- The Impact of AI on your Mental Wellbeing
- Household Budgeting Masterclass
- Digital Gym
- Body Image: Letting Go of Labels
- Disability Inclusion
- Hidden Signs of Stress
- Men's Health Tips
- World Mental Health Day
- Menopause in the Workplace
- The Stigma of Addiction
- Saving for Success
- Food for a Happy Heart
- Women's Hormonal Health
- Building Positive Relationships
- International Day for People with Disabilities
- How to Balance Work and Family Life
- Alcohol Awareness
- Digital Psychology 1:1s
- Stress/Anxiety
- Work-Life Balance
- Emotional Disorders
- Mental Distress
- Bereavement/Grief
- Flu Vaccine
- PSA Testing
- Absence Management Programme
- Fertility Home-Testing Kits
- Mental Health Statement & OH Stress Management Policy
- Mental Health Promotion Officer Seminars

Safety Managers' Report:

The Safety Manager reports at every NHSC meeting, providing latest incident statistics, and statistics for the Lone Worker Alert System 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.

Summary:

Some of the main items discussed since the last BDC were LWAS, Safety Reps and eir Wellness which has been embraced very well by all the staff in the Company whether they are field or office-based staff. Its continued success will be a priority for the NHSC. Also a big focus for the committee was on revitalising the Company Safety Representatives and names for training have been submitted to the eir H&S unit for 2026.

Appendix One:

Appendix one below provides a general overview of some of the items and activities discussed at the NH&SC since the last BDC.

Disposable gloves
Weather Warnings
Rural Exchanges Facilities
External Audits
Working Safely in Networks
Construction Safety Management
Asbestos Management
Asbestos Training
Flu Vaccination
PSA Screening
NH&SC Escalations
Dangerous Occurrences
HSA Inspection Campaign
Traffic Management
Dangerous Plant Reports
Pre-retirement Courses
Wellness
Split pins on carriageways 500/600
Workers Memorial Day
National Standards Authority Audit in eir 2024 and 2025
Cleaning of toilets and washing facilities in eir buildings and Exchanges
Opel hybrid master vans
Garage and van issues
Chocks for AP
Static Type C Traffic Management
CORE Apprentices
PPE-Clothing List
Winter Protection PPE
Retail store in Castlebar
Verbal and Physical confrontation

Technical Training
Working at Height Familiarisation
WPS
Pole Test
Front Line Manager – Coaching Programme
Field Safety Check Programme
Wooden rollers
Fibre erected under ESB high tension power lines
Creosote
Driving for Work
Lift in the Administration Building Rathedmond Sligo
Kneeling pads
Knee pads
FSM
eir Incident Data
Lost Time Injury Frequency Rate
Slips, trips and falls
Construction Safety & Electrical Awareness
North Main Exchange
Klubb Access Platforms
Management System – MS365 Migration.

eir Transport & Facilities

Facilities

Following ongoing representations from Branches in relation to availability and standard of external welfare facilities – exchanges etc – the CWU raised the matter with the Company in early 2025. The Company agreed to an upgrade programme that will upgrade facilities in **157 of the 299 sites**. 152 sites will have their facilities removed. The programme, when finished, will ensure availability of welfare facilities within 30km of any work location. To progress the programme and to be confident that the upgrades are to an acceptable standard the CWU agreed to a few “pilot sites” including Boyle, Rathcoole, Enfield and Douglas. Feedback from the pilot is the upgrades meet acceptable standards. Roll-out of the programme will involve local interaction, clear communication/notices and engagement with Branches to ensure closures are communicated well in advance and upgraded locations continue to meet acceptable standards for our members through an acceptable cleaning schedule.

The General Secretary’s Letter to Company re Welfare Facilities 13 Feb 2025 can be accessed by clicking the link below (only available in the online version of this report)

[General Secretary’s Letter to Company re Welfare Facilities 13 Feb 2025](#)

A copy of the Welfare Upgrade 2025 can be accessed by clicking the link below (only available in the online version of this report)

[Welfare Upgrade 2025](#)

Transport

Following many transport related issues being referred to CWU HQ from various Branches, it was decided to conduct a survey in 2025 among our members who drive Company vehicles. It was important that all members who operate Company vehicles took the opportunity to give their feedback, as the results of the survey informs our engagement with eir Management on the matter. The survey returned with 354 responses. Some of the results included the following:

- 79% of the vehicles surveyed were registered in 2019 or before;
- 75% needed a repair in the last 6 months;
- DPF and engine trouble was the highest cause for repair;
- 28 vehicles were in the garage for greater than 2 months;
- An average rating of 2.38 was provided to rate the overall quality of eir vans.

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

[Transport Survey](#)

eir Equality

Since the last BDC, the Union has continued to engage proactively and constructively through the eir JCC Diversity Subcommittee, ensuring that eir workplace policies not only meet but anticipate evolving legislative and regulatory requirements. Much of the progress achieved to date has been driven by comprehensive policy enhancements aligned with updated legislation, the publication of new Codes of Practice from the Workplace Relations Commission, and motions adopted at Conference.

These developments represent a significant strengthening of our commitment to fostering a respectful, inclusive, and legally compliant workplace. By embedding these changes into policies and operational practices, we are reinforcing clear standards of conduct, enhancing accountability, and seeking that managers are equipped with robust guidance to support consistent and fair decision-making.

The CWU's engagement throughout this process has been constructive and solutions-focused, and we welcome the formal introduction of these enhanced policies. Crucially, the associated supports being implemented will provide meaningful assistance to impacted employees, ensuring that the organisation not only meets its statutory obligations, but also demonstrates leadership in promoting dignity, equality, and inclusion across the business.

Agile Work

At the end of September 2024, we agreed a new policy on Agile and Flexible Working. This policy was amended for two reasons:

- To comply with new statutory rights under the Work Life Balance and Miscellaneous Provisions Act.
- To comply with the WRC Code of Practice on Flexible and Remote Working, which highlights the right to request flexible working arrangements for caring purposes for certain categories of workers, and the right to request remote working for all workers.

This policy applies to all employees who meet the eligibility criteria for remote or flexible working as set out in the Parental Leave Acts 1998 - 2023 and the Work Life Balance and Miscellaneous Provisions Act 2023 and the Code of Practice. We also developed templates for employees wishing to apply for agile and flexible working to make the process as user friendly as possible. The Company has advised that requests for flexible or remote working will be agreed on a case-by-case basis with objective criteria being applied.

Dignity at Work Charter

This charter refers to how the Company addresses bullying and harassment at work. The policy was updated to reflect the Code of Practice for Employers and Employees on the Prevention and Resolution of Bullying at Work issued by the Health and Safety Authority and the Workplace Relations Commission.

This policy is in place to ensure that every employee is treated with dignity and respect in all interactions. It applies to colleagues, customers, contractors, and business partners. The policy provides clear guidance to employees and managers on how to prevent and address issues promptly, ensuring that any concerns are handled fairly, sensitively, and in confidence. Its overall aim is to foster a safe, respectful, and supportive working environment for all employees.

The negotiations on the new charter which concluded at the end of 2024, were lengthy given the

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number of changes that had to be incorporated on foot of the new code of practice. Both the Union and the Company will be working closely to monitor implementation.

Work/Life Balance and Miscellaneous Provisions Act, 2023

The Union and the Company worked through the requirements of the legislation which 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 eir policies. We have outlined these updates in previous reports, the latest however, is the update to Parent's Leave as follows:

Parent's Leave

Members will be aware that the CWU reached an agreement with eir to top up Parent's Benefit. From 1 August 2024, Parent's Leave increased from 7 weeks to 9 weeks for children born or adopted after 1 August 2024.

Employees who meet the relevant conditions and who have 6 months' service with the Company will receive full pay for the duration of their 9 weeks' Parent's Leave.

The Union strongly welcomes the improvements to the Parent's Leave Policy. These changes represent a significant and hard-won step forward, making parental leave more financially accessible and ensuring families with young children receive the meaningful support they deserve.

Neurodiversity Policy

The Neurodiversity Policy, agreed in partnership with the Union in 2025, reflects the Company's strong commitment to building an inclusive and supportive workplace where neurodiversity is recognised, valued, and celebrated. This policy strengthens and complements the eir DEI strategy by ensuring neurodivergent colleagues feel respected, recognised, and can participate at work fully.

The policy outlines the Company's commitment to supporting both neurodivergent workers and customers, acknowledging a wide range of neurological conditions. The Company will also provide training and resources, that help employees better understand neurodiversity, while equipping managers with the knowledge and resources to lead diverse teams in an inclusive and confident way.

Overall, creating a culture where employees feel comfortable disclosing a neurodivergent condition is a key priority. The privacy and confidentiality of all employees is crucial, along with ensuring appropriate and meaningful workplace accommodations are provided where needed.

The policy also offers clear, practical guidance for both managers and employees, including straightforward information on how to request reasonable accommodations and how to access available supports.

Gender Pay Gap

For 2025, the gender pay gap remained broadly in line with 2024. The Company recorded a slight increase of 0.54% in favour of male employees with the mean hourly gap at 2.13%. This change is largely due to overtime payments associated with the significant weather event experienced in January 2025 with Storm Éowyn.

The Company has emphasised the importance of continuing to address gender balance across all roles and most particularly those that attract overtime payments, as this is where a gap can arise. The Company has stated that it is on track to delivering the goal of closing the gender pay gap completely by 2030.

Other DEI initiatives are listed in the report, which we have discussed with the Company and will engage on further.

eir Caller Behaviour and Employee Support Process – Customer Operations

The Union has agreed the above process to facilitate our members in Customer Operations. Our objective in this process document is to outline how the Company will train and support teams in the event that they have to deal with a customer who is behaving in an irate or abusive manner. It will also give guidance on how to manage this situation should it arise, and provides details on after care and support.

The process will cover the following areas:

- Defining inappropriate customer behaviour
- eir's responsibility and duty of care
- Training and development of staff and Line Managers
- List of occupational health measures to support contact centre staff in the event of unreasonable customer behaviour
- Escalation process for the employee
- Sources of support, i.e. Line Manager, Union Representative and the EAP

We have emphasised the difference between the customer that uses abusive behaviour and a customer that is irate, as the approach to dealing with these will vary. In that regard, it should be considered whether the language used by the customer would be acceptable in a face-to-face workplace conversation or whether the customer is attacking the agent. The distinction is based on behaviour and intent, not volume, tone, or emotion. This has been clearly defined in the document, as well as the procedure for handling an irate customer, as opposed to a customer who uses abusive behaviour.

We also covered post-call support, employee rights, the legal framework, preventative measures, awareness and training, as well as a review process.

Conclusion

We wish to remind members that the above updates are in addition to what we have already in place with the Company through the JCC Diversity Sub-Committee, as follows:

- Menopause Policy
- Pregnancy Loss Policy
- Fertility Policy
- Domestic Violence Policy
- Parental Leave
- Paternity Leave

This is just a snapshot, as there are many more policies agreed down through the years that are progressive and represent best practice. The Union is also still in discussions with the Company on a family carers' policy and other women's health issues. The Union recommends that members refer to the relevant Company circulars and their Branch Representative for further information.

Finally, our joint Wellness Team, made up of Union and Company representatives, continues to meet as a proactive resource for employees. Through this partnership, we have successfully expanded access to a wide range of wellbeing supports, including guidance on diet and fitness, stress awareness, mental health, and other important areas that directly impact members' day-to-day lives.

We strongly encourage members to take full advantage of these opportunities, as they are designed to support healthier lifestyles, improve resilience, and enhance overall workplace wellbeing.

In conclusion, the Union views the implementation of these policies and actions within eir as a significant and progressive step forward in advancing our diversity and equality agenda. These

measures represent real progress toward the goal of an inclusive workplace.

As always, we will keep all policies under regular review and will continue working to strengthen and improve members' terms and conditions in line with our diversity and equality commitments.

Regulation

Since May 2024, the regulatory environment in the telecommunications market has continued to evolve under the oversight of the Commission for Communications Regulation (ComReg). The period has been characterised by the practical implementation of earlier market decisions, the continued management of the transition from legacy copper infrastructure to fibre networks, and ongoing scrutiny of wholesale and retail market conduct.

Copper Switch-Off

A central focus has been the managed withdrawal of the copper network. Following the framework decision published in late 2023, ComReg has overseen the phased implementation of exchange-level notifications and migration processes. The regulator has required that fibre services be available as a viable alternative before copper services can be withdrawn, and that clear notice periods be provided to wholesale operators and end-users. The minimum notification period of 18 months before exchange closure remains a key safeguard.

The framework obliges the incumbent to ensure that customers migrating from copper are not exposed to additional one-off migration charges and that alternative services are of comparable quality. Particular emphasis has been placed on protections for vulnerable users, including those reliant on legacy PSTN-based alarm and telecare systems. Competition safeguards also apply, requiring that the same wholesale conditions are made available to all operators, including the incumbent's own retail arm.

The copper network is now firmly in managed decline. While fibre rollout has accelerated, a significant number of premises remain connected via copper, requiring a carefully sequenced transition to avoid consumer detriment or market distortion.

Wholesale Fibre Regulation

Wholesale fibre pricing and access conditions have remained under regulatory scrutiny. ComReg continues to designate eir as having significant market power in relevant wholesale fixed access markets, thereby maintaining obligations relating to transparency, non-discrimination and price controls.

Over the past year, oversight has centred on ensuring that wholesale pricing structures do not give rise to margin squeeze risks or foreclose competition during the migration from copper to fibre. The regulatory position reflects a balancing exercise: allowing infrastructure investment incentives to persist while ensuring alternative operators retain the ability to compete effectively in downstream retail markets.

In parallel, High Court proceedings between eir and ComReg have remained live in relation to aspects of the wholesale fibre broadband framework. The litigation concerns the scope and proportionality of pricing controls and discounting restrictions imposed under the Significant Market Power regime. eir has challenged certain regulatory directions which it argues constrain its ability to offer promotional or discounted wholesale FTTP products, while ComReg maintains that the measures are necessary to prevent anti-competitive conduct and to safeguard downstream competition. Although these proceedings originate in earlier market review decisions, they have continued over the past 12 months and form part of the broader regulatory environment.

The broader framework for wholesale broadband regulation, revised in early 2024 following engagement at European level, continues to shape this environment. Discounting mechanisms for

wholesale FTTP products are permitted subject to regulatory pre-approval, marking a shift from earlier blanket prohibitions while retaining regulatory oversight.

EU Dimension

The role of the European Commission has remained significant, particularly in relation to market analysis and proportionality of remedies. European scrutiny of Irish wholesale market decisions influenced the calibration of pricing and discount obligations. That supervisory dimension continues to frame ComReg's approach, ensuring that national regulatory measures align with European law and internal market principles.

Consumer Protection and Switching

Consumer protection enforcement has also continued under the European Electronic Communications Code framework. This has included monitoring compliance with contract transparency rules, oversight of switching procedures, and engagement on service quality and complaints handling. As copper services are withdrawn and customers migrate to IP-based services, regulatory attention to clarity of communication and continuity of service has intensified.

Overall

The past 12 months have been defined by structured implementation of significant regulatory reforms and the continuation of legal proceedings in the wholesale fibre market. The telecommunications market is moving decisively toward a fibre-led model, with copper in phased withdrawal albeit that copper will still feature as an important part of the infrastructure for several more years.

KN Circet

Pay Proposal

Following communication with our Installation members, the Company agreed to hold workshops to provide further clarity and a better understanding of their salary model. Those workshops commenced week beginning 09th June 2025 for 2 weeks approximately. We encouraged our members to actively engage and understand the construct of the model including skills/bands and travel for example.

The model **is not capped** as there is still potential to earn codes for work done above the relevant salary level.

The Company held a seminar with the CWU and agreed to expand the number of skills included and make further small changes. The range of skills and number of bands were expanded and increased. Additional skills include MDU, hoist trained, trailer licence BE or C1E **etc.**

The CWU believed the salary model provided an opportunity to deliver pay rates that were in line with the other main Telco's and in many cases higher than other contractors in the telecoms sector. **The model recognised skills obtained and length of service with the Company.** The model delivers a reasonable income for our members now and into the future. It also makes it easier for our members to secure mortgage approvals and so on.

As stated, the CWU view the move to a salary model, with guaranteed pay levels, coupled with the potential to earn more as a positive step. The Branch position was supported by our National Executive Council (NEC).

Pay Model Survey

The survey results returned a basically 50-50 split from members to the question raised – *“Do you support the new Circet Salary Model?”*

Of those who indicated No and left a comment summarised below

- 35% commented “this is a pay cut as codes are cut”.
- 15% commented “stay the same current rate card (codes)”
- 18% commented “don’t agree”
- 5% commented “not enough clarity”
- 7% commented “don’t trust management codes missing”
- 3% commented “Bonus too complicated”

Individual **no** comments - sample

1. Wont work properly hard to track commission
2. Company always changing codes without notice
3. Don't want to change my working hours winter/summer
4. Holding commission for a month will mean more tax
5. More for long service
6. Does not benefit those working hard
7. This will mean travelling further and on site until 17.30 with a 1.5 to 2 hrs travel back to home
8. Over complicated
9. Travel based on normal Van not Hoist
10. Good concept but codes need to stay the same
11. Skills do not cover all we do
12. Do not understand – civils avoidance

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13. No codes available – paycut – commission used to top up pay in 4th Week if you have a bad week – what is overtime rate for more than 8 hours worked – mileage should be paid weekly
14. Excluded WAW?
15. Only here a year but am capable of earning €200 rather than €140
16. Need a weekly wage going monthly does not suit
17. Bonus will not be paid out in the future
18. Codes reducing
19. Not happy that BB points been implemented as part of payment for manual labour.
20. Not sure

It was clear from the survey results that there was still confusion among our members and we have continuously engaged with the Company to try provide the clarity our members require. In January 2026 it is still the intention of the Company to introduce the pay model. Our intention is to engage with them to bring clarity and further improvements to the salary model.

Escalation process

A meeting took place on the 08th of August 2024 between CIRCET Installs Senior Management Team and CIRCET/CWU Representatives. The purpose of the meeting was to allow the Union to present issues raised by our members and provide feedback on the Company's response/position. At the outset of the meeting, it was agreed that an escalation process was required to enable staff receive a prompt update/reply to issues that they encounter during their working day. The escalation process agreed is as follows:

- In general, the resolution to most work-related issues are through the Team Manager in the first instance.
- The CWU have a facility whereby the CIRCET Branch Secretary meets the Regional Managers – every second Wednesday in GHQ. This meeting will be the forum for issues not resolved at local level.
- If matters are not dealt with at Regional Managers meeting, they can be escalated to the Contract Manager.
- If a resolution cannot be found the issue may be escalated to the Head of Service Delivery, Managing Director, CWU National Officer.

Redundancy

In August/September 2025 CIRCET notified CWU HQ that they intended to commence a redundancy process for our members in the network build side of their business side. The Company pointed to the reduced workloads in the area. Only statutory redundancy was offered. CIRCET are a successful and profitable company, and our members were disappointed by the Company's decision to proceed with the redundancy process. The CWU's objective was to secure a fair and reasonable package that reflects the dedication and contributions of our members over many years.

Following initial discussions, it was evident that reaching a resolution through bilateral engagement would be challenging. Accordingly, we proposed the involvement of the Workplace Relations Commission (WRC) conciliation services, as outlined in the following collective agreements:

- **KN/CWU Engagement Framework**
- **CWU/eircom Contractor Standards Agreement**

We believed that if both parties were genuinely committed to achieving a fair and equitable outcome, conciliation represented the most constructive path forward.

The CWU were also disappointed that the Company continued to advance the redundancy process without first exhausting **all avenues** for a reasonable resolution.

After ongoing engagement agreement was reached to offer 4 weeks (2 statutory and 2 normal) per year of service. A collective agreement was signed on this basis.

*A copy of the Redundancy Process – Collective Agreement
can be accessed by clicking the link below
(only available in the online version of this report)*

[Redundancy Process – Collective Agreement](#)

*A copy of the Letter to Circet Re Redundancies - 28 August 2025
can be accessed by clicking the link below
(only available in the online version of this report)*

[Letter to Circet Re Redundancies - 28 August 2025](#)

*A copy of the Letter to Circet Re Redundancies – 29 September 2025
can be accessed by clicking the link below
(only available in the online version of this report)*

[Letter to Circet Re Redundancies – 29 September 2025](#)

Vodafone

Vodafone

The biggest challenge facing members this year will be the move of headquarters from Mountainview in Leopardstown to the new offices in St Stephen's Green. There had been rumours about the move floating prior to the Company announcement and the Branch took this opportunity to get organised well in advance of negotiating the move. We launched our own survey initially, followed by another in conjunction with our colleagues in FÓRSA. The results of both, as well as a united front with our FÓRSA colleagues at the negotiation table put us in a very strong position to get a good result for our members. The announcement of an initial relocation payment through vouchers and an ongoing increase in flexible benefits has been welcomed by membership and whilst challenges still exist, these payments will go a long way to easing the burden.

The agreement reached included:

- A €500 voucher will be distributed in April to eligible employees. Permanent or fixed-term employees whose contract in Ireland extends beyond 30 April 2026 are eligible;
- Moving process to commence in late April 2026;
- Gym to be available to retail staff (as it was already in Mountainview).

In conjunction with the above, the Company has confirmed that the flexible benefits will be increased from April 1st for all employees below Senior Director or Director level from €700 per year to €1050 per year. All staff, regardless of the office move will receive this benefit.

The Company has also confirmed that existing flexible working policies remain unchanged. The 'Working from Home Allowance' at €400 per year is staying for eligible roles and the existing 60%/40% flexible working policy applies. A discount (20%) with Q-park for employees who drive will also apply.

Vodafone Business Sales

Business Sales has been an area which hasn't traditionally had a high membership density. This has changed in the past year with many new joiners. The group tackled their first major issue as a collective in late 2025. Management had not been offering them the same flexibility with working core hours as is enjoyed by employees in the rest of Mountainview. Members were being denied flexible start/finish times that would allow them to care for kids, manage family life or avoid traffic, thus creating longer commutes.

On the back of a survey, completed by over 90% of members, a collective grievance was filed. The Company responded by opening a line of communication allowing members to apply for flexible shifts. Whilst they could not agree flexibility for all, most have now been accommodated. The effort put in by members arranging meetings and pushing the survey really paid off with a good result.

Vodafone Retail

Unfortunately, as predicted, the outsourcing of retail stores to franchise partners has now become the norm. Last year saw the Wexford and Waterford stores outsourced to The Phone Stores. Both these stores have always been membership strongholds and this trend has continued since the move. Their strength in unity, as well as the knowledge gained from previous TUPE processes, put them in a strong position for the change. This came to the fore when the new employer tried to enforce a rule that meant members would be held responsible for shortages in till reconciliation. Members held firm and remain on the same conditions they had in Vodafone in this regard.

A survey on members' pay unfortunately brought up troubling results. Members reported living pay-cheque to pay-cheque with many not being able to put money aside for a rainy day. One member reported regularly having to borrow money from elderly relatives to make ends meet.

With these results, the Branch approached the Company looking for a 7% increase for members, as this was the higher end of ICTU private sector pay guidelines. The Company proposed increases up to 4% calculated the same as the previous year. The Branch objected, as their calculations in 2024, which had not been negotiated with the Branch, left many employees without any increases. After negotiations it was agreed that increases would range from 2%-4%, with all employees guaranteed at least a 2% increase. Whilst the increase didn't match the 7% sought by the Branch, we hope this will help to build power to bring to negotiations on future pay agreements.

Obelisk

Whilst last year saw a good number of our members in Obelisk retire, the Branch also saw growth among non ex-Vodafone field engineers. During the year, the Company threatened unilateral changes to the on-call rotas. Members rallied together to oppose these changes, and the Company soon called a halt to them. The Branch hopes to use the power built through this experience to recruit the remaining Field Engineers to the Branch and use that unity to remain strong within Obelisk.

The existing pay agreement for ex-Vodafone staff expired in April. The Branch had made initial contact with the Company to agree a new deal but Storm Éowyn and later Storm Amy put the negotiations back. The Branch allowed Obelisk space to deal with the clean-up and rebuild operation. The Branch has recently reengaged on pay with initial talks going well.

PhoneWatch

Pay

As reported at Conference 2024, a ballot was underway on the proposed pay agreement for 2024/2025. The pay proposal outlined below was subsequently put to a vote and was accepted by our members in PhoneWatch.

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%.

In late 2025, CWU Officials and the PhoneWatch Branch entered negotiations on a one-year pay agreement for 2026. Following a detailed negotiation process, the below pay proposal was put to a ballot and accepted by our members in PhoneWatch.

2026

Basic Pay increase

- 3% increase to the base rate of pay for all Staff, backdated to 1st January 2026.

Field Operations

- KPI Banding: 3% increase for applicable Field Operations Staff.

ARC

- **Shift Allowance:** 3% increase to the shift allowance for legacy ARC Staff in recognition of the flexibility shown by ARC agents regarding the introduction of Night-Tasking.
- **Pay Progression:** The Year 4 progression range will increase from 0-3% to 0-5% (payable in February 2026), reflecting agreement on Night-Tasking Arrangements.
- the Company has also committed to maintaining the 0-5% range in Year 5, subject to additional KPIs to be discussed and agreed with the CWU PhoneWatch Branch Committee in the coming weeks.

Under this agreement:

- Night-Tasking duties will be shared fairly among all ARC Staff to ensure an equitable distribution of work.
- Given the current levels of occupancy on the Night-Shift, the introduction of this work should not materially impact the overall performance of the ARC.
- The arrangement will be regularly reviewed to ensure fairness and workload balance.

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In addition, the Company has committed to commencing a comprehensive review of pay structures within the ARC during Q1 2026, in collaboration with the CWU. This arises from issues formally raised by ARC Flexi staff through the Union.

Opt Out

A small number of CWU members in PhoneWatch remain on “old contracts” pre-dating the 2013 Sector Alarms takeover, leaving them disadvantaged under the later commission-based sales model and at risk of performance-related disciplinary action. To address this, the CWU and the PhoneWatch Branch engaged in negotiations with the Company and, in 2025, secured a permanent Opt-Out Agreement. This once-off voluntary option allows eligible members to exit the commission-based structure and move to a stable, non-commission pay model, providing long-term security and removing sales-driven pressures.

Breast Health Awareness Seminar at PhoneWatch HQ

In a continued commitment to the health and wellbeing of our members, the CWU, in collaboration with PhoneWatch, hosted a highly successful Breast Health Awareness Seminar in March 2025. The event, held at PhoneWatch HQ, saw an impressive turnout and was met with great enthusiasm from attendees.

Organised in partnership with Breast Cancer Ireland, the Seminar aimed to raise awareness about breast health and the crucial importance of early detection. With a diagnosis of breast cancer occurring every 29 seconds globally, the need for accessible and informative education has never been more important.

The 40-minute session was packed with valuable insights and practical demonstrations. Experts from Breast Cancer Ireland outlined the key signs and symptoms of breast cancer, highlighted the importance of regular self examinations, and provided clear guidance on when to seek professional medical advice. Attendees also received access to a wide range of resources and support services for those affected by breast health concerns.

The success of this event underscores the importance of workplace health initiatives and the positive impact they can have on employee wellbeing. The CWU and PhoneWatch are proud to have delivered such an informative and engaging seminar and look forward to organising further health focused events in the future.

Introduction of Travel Time Profiles

Following members’ concerns about inaccurate travel-time estimates and their impact on daily work, the CWU PhoneWatch Branch conducted a comprehensive survey to capture members’ experiences. The findings were clear: unrealistic travel times were creating avoidable stress, posing safety risks, and undermining work-life balance.

Key findings of the survey

The CWU survey revealed widespread dissatisfaction with current travel time estimates and highlighted their serious impact on staff wellbeing and safety. Key findings include:

- 84% of members reported negative effects on their mental health due to unrealistic scheduling and associated pressure;
- 63% said travel time estimates are rarely or never accurate;
- Only 16% reported that travel time estimates are mostly accurate;
- 61% feel under pressure to complete tasks always or most of the time because of tight scheduling;
- 59% said travel constraints influence their driving behaviour, often resulting in speeding or risky decisions behind the wheel;

- Members identified priority solutions, including:
 - enabling congestion tracking;
 - incorporating real time traffic data;
 - including buffer time between jobs; and
 - improving overall planning systems to protect wellbeing and safety.

Travel Profiles

The survey results were presented to Management, and the Union engaged with PhoneWatch to secure meaningful improvements to travel time estimates for our members. As a result of this engagement, the Company agreed to introduce two distinct travel time profiles—one for Dublin and another for non Dublin areas—to better reflect real-world travel conditions.

These new profiles apply increased weighting to peak time travel and are designed to improve the accuracy of scheduling. The rollout took place in September, and the Company is now collecting data to further refine the system. Additional profiles for other urban areas may be introduced as patterns become clearer.

The travel profiles remain under ongoing review between the Union and Management to ensure they continue to reflect members' actual working conditions. To strengthen the case for further improvements, accurate data is essential. It is vital that members follow agreed procedures for logging travel and break times and ensure all travel information is recorded correctly. Doing so helps protect the progress already made and supports the development of fairer, more realistic travel time estimates

Break Time Flexibility

Once work on travel time improvements is completed, the Union will re engage with the Company to explore further measures around break times. The aim is to identify solutions that meet operational requirements while providing greater flexibility for lunch breaks—particularly for members working in rural areas where options are limited.

American Airlines

Pay

In February 2025, CWU Officials and CWU Representatives entered into discussions on a new pay agreement for our members in American Airlines. Following these negotiations, the pay proposal outlined below was put to a ballot and accepted by the members.

A three-year pay agreement from 1st April 2025 – 31st March 2027:

- 2025 – 3.6% increase to the base rate of pay
 - Pension contribution increases to 5.5% for employee & employer
 - Saturday premium increase to €3 per hour
 - Sunday premium increase to €4.50 per hour
- 2026 – CPI + 1.5% into base salary
- 2027 – CPI + 1.5% into base salary

Security of Hours

During the winter months, American Airlines members have historically faced reductions to their hours due to seasonal decreases in flight activity. This has resulted in a significant loss of earnings for many members, some of whom have had to take up second jobs during the off-season.

In November 2025, the CWU secured a major advancement: it was formally agreed that the minimum-hours guarantee for the winter period would now become a permanent commitment. This ensures long-term security of hours for members, removes the yearly uncertainty around winter rostering, and provides stable earnings during what has traditionally been the most challenging period of the year.

AA Dublin Staff Transfer to Aer Lingus

In October 2025, American Airlines made a commercial decision under the AJB partnership to transfer above-wing customer service functions to Aer Lingus. As a result, thirty Dublin Airport Customer Service Agents were due to transfer to Aer Lingus under the European Communities (Protection of Employees on Transfer of Undertakings) Regulations 2003 (TUPE).

Throughout the consultation process, CWU and American Airlines Representatives have supported members at every stage. The Union's focus has been to secure protections, maintain core conditions, and negotiate improvements wherever possible. Through engagement with both American Airlines and Aer Lingus, the CWU achieved significant outcomes:

Future Work Assignment

- Initially, employees will remain assigned to AA customer service operations.
- Over time (anticipated within 12 months, subject to operational needs), Aer Lingus will require additional training to enable cross-functional work across Ground Operations.

Key Protections Secured

- **Pre-Booked Annual Leave:** All approved leave for dates after the transfer will be honoured.
- **Roster Continuity:** Aer Lingus will honour the existing winter schedule roster. Any changes will occur only for operational reasons, with advance notice.
- **Annualised Hours:** Existing arrangements will continue post-transfer.
- **Private Medical Insurance:** While Aer Lingus does not offer a VHI scheme, a permanent cash allowance will be paid to members who were part of AA's VHI scheme.

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Additional Benefits

- **Staff Travel:** Members will be entitled to Aer Lingus Staff Travel Benefits from the date of transfer.
- **Enhanced Sick Pay:** CWU secured agreement that Aer Lingus' Sick Pay Scheme will apply post-transfer, offering significantly better benefits than AA's current policy. This includes income protection for long-term absences.

Union Recognition and Pay

Following the transfer, the CWU will continue to be fully-recognised, and the three-year pay agreement previously negotiated with American Airlines will be honoured for staff moving to Aer Lingus.

We also want to acknowledge the hard work and dedication of the CWU American Airlines representatives throughout this process. Their commitment ensured that members' voices were heard and that strong protections were secured during what has been a complex transition.

The Union remains fully committed to safeguarding members' rights and ensuring a smooth transfer. We will continue to monitor implementation, address any outstanding issues, and represent members on all workplace matters.

eTech

Covalen

The CWU organising strategy is making significant headway in the tech sector and the best example of this is work being done by the Organising team in Covalen, the outsourced service provider to Meta, where workers have been compelled to take sustained industrial action in defence of fair treatment, dignity at work and collective bargaining rights. These members voted for four days of strike action in January following a one-day strike in December in defence of a group of members working in Legal Operations.

In November 2025, Covalen announced that up to 400 jobs were at risk, issuing notices mere weeks before Christmas and offering only statutory minimum redundancy terms. Workers with less than two years' service faced the prospect of receiving no severance pay whatsoever. This caused enormous anxiety and anger among staff who realised the extent of the callous disregard the Company had for them – they had been robbed of their Christmas.

This announcement followed a period when staff had already experienced cuts to workplace supports, including the withdrawal of hot meals, snacks, drinks, wellbeing time and other basic provisions, alongside rising productivity demands. These actions triggered a surge in union membership through the CWU's Digital and Techworker Alliance (DATA) branch, as workers' were quickly learning that only collective organisation and unionisation could defend their rights.

Industrial Action

Members who initiated the first day of action in December 2025, a strike by Legal Operations staff, deserve huge praise for taking the first, bold step and for showing their colleagues the way. Their dispute—centred on misclassification and unfair pay—was subsequently referred to the Workplace Relations Commission (WRC) for conciliation.

Following an overwhelming vote in favour of further industrial action the members met in late December and agreed that further strikes were needed and agreed that a further four days of strike should take place. This wave of strike days began on 6 January 2026, with workers picketing the Sandyford offices. This was followed by two full day strikes on 15 and 16 January, and a further day of action was notified for 23 January, reflecting members' overwhelming ballot mandates and their ongoing commitment to defending their livelihoods.

Key Issues Raised by Workers

Workers at Covalen articulated a clear and reasonable set of demands:

1. Enhanced redundancy terms: The Union maintains that statutory minimum redundancy is wholly inadequate, especially when applied by a profitable company within the CPL Group. Members seek severance packages in line with industry norms, as achieved in comparable workplaces.
2. Union recognition and collective bargaining: Workers want formal recognition of the CWU to allow collective bargaining on pay, conditions and redundancy terms. Covalen continues to reject recognition and insists on a "direct engagement" model that has failed to address workers' concerns.
3. Fair role classification and pay: In particular, Legal Operations staff seek proper recognition of the skilled work they perform and an end to mis-grading practices that depress pay and career progression.

4. Fair role classification and pay: In particular, Legal Operations staff seek proper recognition of the skilled work they perform and an end to misgrading practices that depress pay and career progression.

The workers view the position taken by the Company as indefensible, particularly its refusal to offer enhanced redundancy payments and its treatment of workers approaching two years' service. It underlines the fact that only collective bargaining can deliver secure jobs, fair pay and equitable conditions for Covalen staff or anyone else working in the tech sector.

The CWU has affirmed its full support for the Covalen workers who have taken principled and lawful industrial action to protect their livelihoods, defend basic fairness and secure their right to collective representation. The dispute demonstrates the essential role of unionisation in the tech sector and why we need the laws on the Union access, protection for shop stewards and collective bargaining to change.

TikTok

2025 saw the first shoots of collective organising spring up in TikTok Dublin and the beginning of unionisation efforts by members of the Digital and Tech Worker Alliance branch of our union. Following an increase of individual casework in the first half of the year, with members being supported challenging unfair Performance Improvement Plans, we saw a surge in activity around the shift to Return to Office mandate from the Company. We supported individual members in filing reasonable accommodation and flexible working requests, defending our members with disabilities and those with caring responsibilities in defending their remote and hybrid arrangement. Using collective and publicity pressure, members managed to protect their entitlement to work from abroad and push back on the RTO mandate.

We have run several members meetings and organising trainings with members, building a layer of worker leadership that can continue to drive union growth in TikTok. In early 2026 members carried out a survey of their colleagues on stress and mental health at work, with the powerful and shocking results indicating a systematic issue of toxic working environment (specifically for Trust and Safety staff). The survey is available on the DATA website. Members are continuing to build on this effort, looking towards electing worker health and safety reps in 2026 and, in collaboration with colleagues across Europe, starting the process of establishing a European Works Council in TikTok.

Teleperformance

Teleperformance provides outsourced technology services on behalf of global technology clients. As a result, work within the Company is conducted in high-security environments, with client requirements shaping workplace access and operational procedures. These conditions can create practical barriers to union engagement and present challenges for traditional organising approaches.

Following extensive engagement with Teleperformance, the Union has secured agreement to facilitate structured workplace access for organising purposes providing for inductions, on-site visits and dedicated time for workers to meet privately with the Union on a one-to-one basis.

These provisions apply to both existing employees and new starters, ensuring workers have the opportunity to engage with the Union throughout their employment.

Since securing access, the Union has commenced direct engagement with workers and begun building membership and workplace organisation. The foundations now established provide a platform for continued growth and the development of sustainable union structures within Teleperformance.

Accenture

A very enthusiastic group of members held their first meeting in February to identify the issues they face, and chart out how to grow their power in the coming months. As in all new campaigns,

challenges have been identified, one being that members are spread out across multiple buildings, but those who attended the meeting have already shown the spirit and fight to break down barriers and build their power to make the positive change they seek.

Inaugural Digital and Techworker Alliance Branch AGM and Techworker Forum

The last year has seen not only a significant leap forward in our tech sector membership, but more importantly it has come from and through the vibrant self-activity of these new members. The approach to union membership as a service, or simply a subscription, is changing as workers start to see our union as the means by which they can transform the world of work and gain real power in broader society. Moreover, our union is becoming more of that very thing which so many of us are crying out for - a community, a space for mutual support and solidarity. The AGM and Worker Forum of the Digital and Techworker Alliance (DATA) branch of our union hosted in CWU HQ on February 28th 2026 was a testament to these developments.

Our morning session kicked off with a panel of members from across our tech branch, discussing their work, union organising efforts, and what needs to change in our sector. We all recognise the two main things that make work meaningful - our colleagues & recognition. Our union is going to put workers at the heart of the sector. There is no profits without our labour, there is no tech without tech workers.

Our political panel was kickstarted by Dr. Conor McCabe, who spoke on the need for workers to lead and own their own research into their employers and their sectors. Information is power and we can't outsource investigation. Paul Murphy TD, called on the need for workers to reign in big tech from the anti-human oligarchs currently in charge. Murphy made a stirring call for tech workers to continue the tradition of the Luddites. Tiernan Kenny, CNAM, shared the crucial work of the media regulator and the challenges they face in holding big tech to account. He encouraged workers to consider applying for positions with CNAM if they wished to be part of the agency's work. Sinead Gibney TD spoke from her past experience working in Google and the rising need for unions in tech. She highlighted the rampant and excessive power of big tech, the lack of political will to challenge the tech giants. Finally, Dr. Daniel Gutierrez from Ver.di shared his experience of supporting migrant worker organising in Berlin's Tech sector. To build strong unions we must facilitate meaningful membership, upskill workers, have fun, and start winning small changes.

Beginning our worker strategy session, we heard from our colleagues and comrades from United Tech and Allied Workers (CWU UK) about how they began as tech worker activists and have established a union with over 6,000 members - confronting workplace issues from general exploitation to complicity in genocide. They spoke about how international solidarity is fundamental to tech worker power. This was followed by a rousing speech from Ver.di's Daniel Gutierrez - on how it is up to us to become the worker heroes the current moment requires and to bend the arc of history back towards justice and the common good.

To set our strategy and next steps for our sector wide branch we focused on three key areas where we can build at scale across companies - comms, training & education, and fun/meaningful membership. Members walked around the room brainstorming ideas that will set the agenda for the incoming branch committee. We agreed to establish a tech wide discord-type platform (pending privacy concerns, aim to move towards a more secure system by our second AGM), organise our first tech organising fundamentals training (on 121 conversations), and establish a committee. By unanimous agreement, voting on motions was extended to all branch members via an online vote.

While big tech continues to consolidate power and plan how our futures, those of our communities, families, children, and planet can be fed to the fire of their desire for ever-increasing profits - this event shows that nothing is fixed or inevitable. There is a bright, energetic, and clued in layer of

workers in tech that are willing to stand up and fight for change and just society. They are seeing every day that CWU is their union, in fact the only union willing and ready to support tech workers in Ireland taking charge of their own faith. While we face significant challenges supporting members build this new movement, it is one we are prepared to tackle and overcome. Members in the Digital And Tech Worker Alliance know that the strength of the wider union is behind them, that together we are committed to our organising approach and building power in every workplace.



Status of Motions Passed at Biennial Conference 2024





Motions Passed and Remitted at General Conference 2024

CHAPTER 2 – TRADE UNION ORGANISING & CAMPAIGNING

Motions Passed

Motion 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

Status:

Should discussions take place on future Retail conversions, then this will form part of our negotiating agenda.

Motion 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

Status:

Union policy with ongoing review and engagement taking place.

Motion 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

Status:

CWU is to the fore in the Respect at Work Campaign through ICTU and UNI.

Chapter 5 - Health and Safety

Motion Passed

Motion 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

Status:

The CWU did a social media campaign on World Mental Health Day to highlight the importance of good mental health at work. In addition, the Union's Diversity and Equality Committee have once again put mental health awareness on its agenda for 2025 to 2026. Most recently the Union worked with UNI Equal Opportunities to develop a practical guide for Trade Unions on Mental Health at Work as a Fundamental Right. We are also affiliated to See Change and each year promote the Green Ribbon Campaign.

Through the ICTU Health and Safety Committee the Union is involved in the Mental Health Working Group who have developed guidelines for Trade Unions. EUOSHA as part of its Healthy Workplaces Campaign 2026-2028 will focus on promoting mental health at work by addressing psychosocial risks.

Rule Change

New 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 – 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.**

Rule to be deleted

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.

Status:

Rule changes implemented and approved by the Register of Friendly Societies.

Motions Passed and Remitted at Postal/Courier Occupational Conference 2024

CHAPTER 10 – PAY PENSION AND ALLOWANCES IN AN POST

Motions Passed

Motion 5

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

Status:

The terms of the 2024/2025 pay agreement prohibited cost increasing claims. As a result, this claim could only be lodged once the pay agreement expired. This claim was subsequently lodged at the JCC meeting in September, and the Company is costing this claim.

Motion 6

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

Status:

The terms of the 2024/2025 pay agreement prohibited cost increasing claims. As a result, this claim could only be lodged once the pay agreement expired. This claim was subsequently lodged at the JCC meeting in September, and the Company is costing this claim.

Motion 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

Status:

The Triennial Review for the period 1st January 2022 to 31st December 2024 confirmed a substantial surplus. As a result the Union was successful in having pensionable pay restored to 100% for employees and this will also apply to deferred members and pensioners subject to Ministerial approval.

Motion 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

Status:

The Triennial Review for the period 1st January 2022 to 31st December 2024 confirmed a substantial surplus. As a result, the Union was successful in having pensionable pay restored to 100% for employees and this will also apply to deferred members and pensioners subject to Ministerial approval.

Motion 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

Status:

The terms of the 2024/2025 pay agreement prohibited cost increasing claims. As a result, this claim could only be lodged once the pay agreement expired. This claim was subsequently lodged at the JCC meeting in September, and the Company is costing this claim.

Motion 10

That Conference instructs the incoming National Executive Council to seek a full review of the Managers PMD.

DUBLIN MAILS MANAGERS' BRANCH

Status:

The pay agreement accepted in 2024 provided for a full review of PMD. Discussions have commenced and they are ongoing. We have finalised the PMD process further discussions are ongoing on the financial elements.

Motion 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

Status:

The terms of the 2024/2025 pay agreement prohibited cost increasing claims. As a result, this claim could only be lodged once the pay agreement expired. This claim was subsequently lodged at the JCC meeting in September, and the Company is costing this claim.

Motion 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

Status:

The terms of the 2024/2025 pay agreement prohibited cost increasing claims. As a result, this claim could only be lodged once the pay agreement expired. This claim was subsequently lodged at the JCC meeting in September, and the Company is costing this claim.

Motion 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

Status:

The terms of the 2024/2025 pay agreement prohibited cost increasing claims. As a result, this claim could only be lodged once the pay agreement expired. This claim was subsequently lodged at the JCC meeting in September, and the Company is costing this claim.

Motion 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**Status:**

Following discussions at the Attendance Management Group it is agreed that employees on sick leave who have a fitness to resume work certificate can return without the need to meet occupational health provided there are no restrictions with the return to work, and they can perform all duties.

Motion 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****Status:**

The terms of the 2024/2025 pay agreement prohibited cost increasing claims. As a result, this claim could only be lodged once the pay agreement expired. This claim was subsequently lodged at the JCC meeting in September, and the Company is costing this claim.

Motions Remitted**Motion 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**Status:**

The Triennial Review for the period 1st January 2022 to 31st December 2024 confirmed a substantial surplus. As a result, the Union was successful in having pensionable pay restored to 100% for employees and this will also apply to deferred members and pensioners subject to Ministerial approval.

Motion 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

Status:

The pay agreement accepted in 2024 provided for a full review of PMD. Discussions have commenced and they are ongoing. We have finalised the PMD process further discussions are ongoing on the financial elements.

Motion 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

Status:

The Triennial Review for the period 1st January 2022 to 31st December 2024 confirmed a substantial surplus. As a result, the Union was successful in having pensionable pay restored to 100% for employees and this will also apply to deferred members and pensioners subject to Ministerial approval.

CHAPTER 11 – POSTAL REGULATION

Motion 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

Status:

Policy decision being pursued at UNI and with political representatives.

CHAPTER 12 – PARTNERSHIP & JOINT WORKING

Motions Passed

Motion 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

Status:

This claim is lodged at the JCC and is referred to the Uniform Sub-Committee for further discussion where discussions in relation to trials of new rain gear is under discussion

Motion 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

Status:

The type of vans provided is under discussion with the Company. We are also discussing as part of a review of manual handling how Postal Operatives should load and unload vans with a view to providing guidance

Motion 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

Status:

We last reviewed the policy in 2023 and this remains the subject of discussion between the Union and Company. We continue to stress the requirement to give clear and timely guidance. Discussions take place with the Company in advance and following red weather warnings.

Motion 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

Status:

A review of the ASMP correspondence is at an advanced stage. The Company has accepted that there is a requirement to amend some of the standard letters and we expect to have this work completed in advance of the 2026 BDC.

Motion 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

Status:

The manner in which the Company deal with accidents on duty remains the subject of discussion

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between the Company and the Union. We have agreed an accident reporting policy and we have requested the Company to update its guidance in relation to the supports available including pay

Motion 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**Status:**

We have raised our concerns with the Company at the Attendance Management Group, and we also bring cases to the attention of management once they come to pour attention. This remains the subject of ongoing review.

Motion 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**Status:**

Following discussions at the JCC Health and Safety Committee and a subsequent trial in Arklow DSU head lamps are issued to all Postal Operatives that require one.

Motion 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**Status:**

This claim is lodged at the JCC, and is referred to the Health and Safety Sub-Committee where it remains under discussion

Motion 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**Status:**

in advance of red weather warnings, we stress the requirement to give clear and timely guidance to staff at local level. Discussions take place with the Company following red weather warnings where we raise any concerns brought to our attention.

Motion 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**Status:**

The current design of the uniform is in place for some time, and the distribution of the uniform is currently out to tender. As part of discussions in relation to the new tender are examining the design

of the material and the type of material used. An update will be provided to the 2026 BDC

Motion 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

Status:

This has been referred to the Collection & Delivery Sub-Committee and is the subject of ongoing discussions.

Motion 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

Status:

Term-Time continues to be discussed with the Company. The Company has agreed that grandparents who are the primary carers can apply for Term-Time. Term-Time availability is reduced in recent times, and we are in discussions with the Company to put in place a scheme that is fit for purpose.

CHAPTER 12 – AN POST GENERAL

Motions Passed

Motion 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

Status:

This remains of concern to the Union and involves ongoing discussion. We have highlighted the breach of employment legislation to the Company, and we have proposed that the Company revert to permanent contracts subject to probation. Discussions are ongoing.

Motion 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

Status:

As part of the roll out of HRMS the Company is providing all employees with an email address which will allow them to access information. As this rolls out, we have requested the Company to ensure all employment related information is available to them which would include their annual leave entitlement. Discussions are ongoing.

Motion 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**Status:**

As part of the roll out of HRMS the Company is providing all employees with an email address which will allow them to access information. As this rolls out, we have requested the Company to ensure all employment related information is available to them which would include their annual leave entitlement. Discussions are ongoing

Motion 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**Status:**

This claim is lodged at the JCC, where it was agreed that the Company and the Union would engage on this subject prior to Peak 2025. As a result, the capping on days in lieu was revised and it was agreed that this would be revised each year as part of the Peak discussions.

Motion 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**Status:**

Local discussion have progressed with further engagement planned.

Motion 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**Status:**

Managers regrading (Transformation Agreement) and ongoing office redesign has helped resolve this issue.

Motion 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

Status:

This claim is lodged at the JCC, where we have agreed to discuss this further as part of a review of the Medical Scheme.

Motion43

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

Status:

The terms of the 2024/2025 pay agreement prohibited cost increasing claims. As a result, this claim could only be lodged once the pay agreement expired. This claim was subsequently lodged at the JCC meeting in September, and the Company is costing this claim.

CHAPTER 14 – MAILS & PARCELS

Motions Passed

Motion 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

Status:

This is Union policy, and we will deal with each case as they are referred to us.

Motion 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**

Status:

This has been referred to the Collection & Delivery Sub-Committee and an alternative to the late finish agreement is being discussed.

Motion 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

Status:

The Union meets with the Company on a quarterly basis to discuss Transport issues and this is being discussed there as issues arise. Company review on a case-by-case basis

Motion 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**Status:**

This has been referred to the Collection & Delivery Sub-Committee and discussions are ongoing.

Motion 48

This Conference notes the changing profile of mail which has resulted in lower letter volumes and much higher parcel/packet 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**Status:**

This has been referred to the Collection & Delivery Sub-Committee and an alternative to the late finish agreement is being discussed.

Motion 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**Status:**

We have raised this with the Company and updated scanners are currently on trial in Arklow DSU. To be updates

Motion 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**Status:**

At the moment the technology isn’t available to allow for this to happen. It is also not a priority for the Company

Motion 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

Status:

This has been referred to the Collection & Delivery Sub-Committee and we have written to the Branch asking for the details behind the motion.

Motion 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

Status:

The Company's stated position on Home Garaging has not changed however this is reviewed on an ongoing basis particularly when reviewing accommodation and the rollout of EV's

Motion 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

Status:

The Union meets with the Company on a quarterly basis to discuss Transport issues and the Company stated policy is to move to a leased fleet.

Motion 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

Status:

Enhanced Xmas/Peak arrangements were agreed for 2024, which coincided with the General Election material and were somewhat hampered by the difficulties at Holyhead. We received some feedback from Branches outlining some difficulty, but overall Branches were satisfied but concerned about our ability to deliver increased volumes going forward. Peak 2025 was agreed in October and included extra Saturday attendances in November and National agreements that started in the last week in November. Our Peak Circular also confirmed that future Peaks would have to be a different model.

Motion 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

Status:

Introduction of new technologies, work design and measurement and system changes are dealt with, in the first instance, by the relevant Joint Working Group. When agreement is concluded Branches are advised of the outcome, with support and assistance from the CWU National and Regional Officers on the implementation. Currently, there are a number of projects under examination and discussion across all areas of the business, including training requirements.

Motion 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**Status:**

This has been referred to the Collection & Delivery Sub-Committee, and the Union has requested that this information be provided.

CHAPTER 15– CLERICAL & ADMINISTRATION

Motions Passed

Motion 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**Status:**

Training and development is a key part of discussions on Transformation and remains under discussion with the Company

Motion 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**Status:**

Discussions are ongoing in relation to career development and the implementation of a new CDAP

Motion 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**Status:**

Discussions are ongoing with the Company on the future of the contract and we await the outcome of the TV Licence Working Group.

Motion 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

Status:

The Union has raised concerns in relation to accommodation at the Accommodation Sub committee and we have agreed to issue a survey through the Regional and Dublin Postal Clerks.

CHAPTER 16 – AN POST SUBSIDIARIES

Motion 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

Status:

Discussions ongoing locally with the relevant subsidiaries.

Motions Passed and Remitted at eCommunications Occupational Conference 2024

CHAPTER 21 - EIR NETWORKS

CHAPTER 22 – APPRENTICE PROGRAMME

CHAPTER 23 – RETAIL / FOTS

CHAPTER 27 – TRANSPORT & FACILITIES

Motions Passed

Motion 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

Status:

JCC claim 101224(b) - The Company responded that there is a number provided to the employees on call to ensure they are aware of who is ringing them for an on call requirement. If there are any examples where this is not happening, please share for further investigation.

Motion 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

Status:

JCC Claim No 031024(a) - Part of Subsistence claim referred to third party and currently awaiting a WRC adjudication.

Motion 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

Status:

JCC Claim No 031024(d) - The Company have rejected this claim.

Motion 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

Status:

JCC Claim No 170425(a) - Company response is that there are currently no TT's within the scope of this claim, 12-18 months. In the event an intake takes place in the future we will review this specific timeframe of the pay progression.

Motion 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

Status:

Pay deal 2024 considered work life balance arrangements for former apprentices. This motion was included in CWU agenda at WRC.

CHAPTER 24 – eir NATIONAL MANAGERS' BRANCH

Motions Passed

Motion 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

Status:

JCC claim 031024(e) - The Company responded that they view the current annual leave allowance as appropriate and competitive in the industry.

Motion 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

Status:

JCC Claim No 170425(b) - The Company responded that they are committed to a green agenda and when commercially feasible will continue this agenda to strive to be as green as possible.

Motion Remitted

Motion 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

Status:

CPI was used as a benchmark for pay discussions

CHAPTER 19 – eir JCC

Motions Passed

Motion 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

Status:

JCC Claim No 031024(e)- The Company responded that they view the current annual leave allowance as appropriate and competitive in the industry.

Motion 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

Status:

JCC Claim No 101224(c). - The Company response is that they have a discounted offer in place for employees should they wish to engage in PMI. They have no plan to amend this

CHAPTER 19 – eir PAY & BONUS

Motions Passed

Motion 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

Status:

JCC Claim No 031024(f). - This is agreed and an Agreed Report is to follow.

Motion 74

Conference instructs the incoming National Executive Council to engage with eir to increase the allowance paid to NRT technicians.

CORK DISTRICT BRANCH

Status:

JCC Claim Ref. No 271125(b) - The Company will not agree to any increases above the 2024 Pay Deal

Motion 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

Status:

JCC Claim No 101224(d) - The Company response is that they are satisfied with the current staff offering and have recently extended a F&F offer to all staff along with a new offer for retired eir CWU members

Motion 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

Status:

JCC claim 170425(c) - The Company response is that the employee must be employed at the point at which bonus is paid. However, they have agreed that if an employee retires naturally from Open air at any point between January and the bonus payment date, the bonus for the previous performance year will be included.

Motion 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

Status:

JCC Claim No 27112525(a) - The Company rejected this claim

Motion 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

Status:

JCC Claim No 101224(c). - The Company response is that they have a discounted offer in place for employees should they wish to engage in PMI. They have no plan to amend this

Motion 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

Status:

Achieved under Pay Deal 2024

Motion 80

Conference instructs the incoming National Executive to negotiate with eir on an increase in the Annualised On Call allowance.

DUBLIN NO 1 BRANCH

Status:

JCC Claim Ref. No 271125(b) - The Company will not agree to any increases above the 2024 Pay Deal

Motion 81

Conference instructs the incoming National Executive to continually review Trainee Technician Pay in eir, to mitigate inflationary effects.

DUBLIN NO 1 BRANCH

Status:

agreed

Motion 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

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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

Status:

JCC claim 170425(c) - The Company response is that the employee must be employed at the point at which bonus is paid. However, they have agreed that if an employee retires naturally from Open eir at any point between January and the bonus payment date, the bonus for the previous performance year will be included.

Motion 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

Status:

JCC Claim No 170425(d) - Currently with the Company

CHAPTER 19 – eir SUPERANNUATION SCHEMES

Motions Passed

Motion 84

Conference instructs the incoming National Executive Council to engage in discussions with their 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

Status:

Awaiting date for WRC hearing

Motion 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

Status:

Pension Review – following Triennial review – Draft review shows a surplus of Circa €60m in the fund. This surplus amount is not sufficient to remove caps and bring uncertainty to the Schemes. Moving to Self Sufficiency by 2029 leaves little scope to address pension accord concerns.

Motion 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

Status:

Pension Review – following Triennial review – Draft review shows a surplus of Circa €60m in the fund. This surplus amount is not sufficient to remove caps and bring uncertainty to the Schemes. Moving to Self Sufficiency by 2029 leaves little scope to address pension accord concerns.

Motion 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**Status:**

JCC Claim No 170425(e). The Company responded that the HRPS team share a full document letter to all employees 6 months out from retirement that outlines all aspects of their retirement. This includes contact information around pension, keep my number process, FAQ's and HRPS contact

CHAPTER 26 – eir HEALTH & SAFETY*Motion Passed***Motion 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**Status:**

JCC Claim No 170425(f). - Ongoing discussions are taking place on this claim

*Motion Remitted***Motion 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**Status:**

PPE is comprehended by the National Health and Safety Committee and the PPE sub-committee of same.

CHAPTER 30 – KN CIRCET*Motions Passed***Motion 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

RETURN TO CONTENTS PAGE**Status:**

While 2 meetings were held in 2024, Company not prepared to agree on an ongoing basis

Motion 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

Status:

Company review of policies is ongoing

Motion 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

Status:

Included in pay discussions

Motion 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

Status:

Included in pay discussions

Emergency Motions Passed at Biennial Conference 2022

Emergency Motion 1 – DPD Clare

Mindful of the fact that DPD workers in Athlone and Kerry enjoy the right to Trade Union recognition and collective bargaining and DPD workers across Europe also enjoy those rights in line with the UNI/Geopost Global Agreement. This Conference instructs the incoming National Executive Council to fully support a Ballot for industrial action up to and including strike action, to achieve the same rights for our members in DPD Clare, should it necessary.

Proposed by: DPD Clare

Seconded by: Dublin Postal Delivery Branch

Status:

Intensive direct discussions with DPD in place, together with UNI / Geopost

Communications Workers' Union 13th Biennial Conference 2026 The Clayton Hotel, Sligo

Wednesday 13th & Thursday 14th May 2026

Standing Orders Reports

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Notes for Delegates

ADMISSION TO CONFERENCE	Before leaving home, make sure that you have your Delegate Pack.
REGISTRATION	Registration will take place from 6:00pm to 8:00pm on Tuesday, 12th May 2026 in the Clayton Hotel, Sligo.
SUBSTITUTE DELEGATES	If you are a Substitute Delegate, be sure that you have a letter from your Branch Secretary confirming this.
OPENING OF CONFERENCE	Conference opens at 9.30am on Wednesday 13th May 2026. Delegates are requested to be in the Conference Centre by 9.00am to ensure that all Delegates are seated before Conference opens.
OCCUPATIONAL CONFERENCES	Delegates should note that all Occupational Conferences will be held in the Clayton Hotel, Sligo, on Wednesday 13th & Thursday 14th May 2026. The Postal/Courier Occupational Conference and the eComms Occupational Conference will commence at 2.00pm on Wednesday 13th May 2026 and at 9.00am on Thursday 14th May 2026.
STANDING ORDERS	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 Clayton Hotel, Sligo, on Tuesday 12th May 2026 and during the hours of Conference.

13th Biennial Conference 2026

Conference will commence at 9.30am on Wednesday 13th May 2026 in the Clayton Hotel, Sligo, when the President of the Union takes the Chair.

The President shall call by Rule, as per Rule 4, for the election of Tellers.

Pat Delaney, Chairperson, Standing Orders Committee.

“I would like to welcome all the delegates to our 13th Biennial Conference here in Sligo. I propose that the Agenda and Standing Orders Reports for this Conference, No’s. 1, 2, 3, 4 and 5 be adopted. Delegates please note that all Reports will be moved as one”

Andy Keehan, 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 12th May 2026 in the Clayton Hotel, Sligo. 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 12th May 2026, otherwise it will be assumed that the recommendations are acceptable to Delegates..

Standing Orders Committee, Biennial Conference 2026

The members of the Standing Orders Committee for 13th Biennial Conference 2026 are:

Pat Delaney (Chairperson); Andy Keehan (Vice-Chairperson), Paul Darcy, Mick Dineen and Lee Cassells.

May I, on behalf of the Standing Orders Committee, welcome all Delegates to the 13th Biennial Conference 2026 of the Union and express the Standing Orders Committee’s wish that Conference will be a success.

Yours fraternally,

Pat Delaney
Chairperson
Standing Orders Committee

CWU 13th Biennial Conference, 2026

Standing Orders Committee Report No.1

GENERAL CONFERENCE

VENUE: THE CLAYTON HOTEL, SLIGO THE CLAYTON HOTEL, SLIGO

DATES: Wednesday 13th & Thursday 14th May 2026

Pat Delaney, 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."

Andy Keehan, Vice-Chairperson, Standing Orders Committee to second.

Standing Orders

1. The Conference shall commence at 9.30am on Wednesday 13th May 2026 when the President of the Union, Mr Frank Donohoe, shall take the Chair. The President shall preside over all general sessions of Conference. If the President, for any reason, is indisposed, Mr Tom Sheehan, 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 2028 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 1st May 2026.

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 12th May 2026, or in the event of late registration, ballots can be collected from a member the Standing Orders Committee no later than the opening of Conference at 9.30am on Wednesday 13th May 2026.

The ballot for the National Executive Council will close at 10.20am on Wednesday 13th May 2026.

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 12th May 2026, 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 14th May 2026.

The ballot for the Standing Orders Committee will close at 2.20pm on Thursday 14th May 2026.

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 14th May 2026. 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 13th Biennial Conference, 2026

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 13th May 2026. Conference will reassemble at 2.00pm on Thursday 14th May 2026 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 Clayton Hotel, Sligo on Wednesday 13th May 2026 at 2.00pm and will recommence at 9.00am on Thursday 14th May 2026 and conclude not later than 1.00pm.

eComms Occupational Conference

In accordance with Rule 4.3, this Occupational Conference will be held in the Clayton Hotel, Sligo, on Wednesday 13th May 2026 at 2.00pm and will recommence at 9.30am on Thursday 14th May 2026 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 13th May 2026.

Standing Orders Reports for the eComms Occupational Conference will be moved for adoption, according to Rule 4.3, at 2.00pm on Wednesday 13th May 2026.

NB: The above timetable will be rigidly adhered to

CWU 13th Biennial Conference, 2026

Standing Orders Committee Report No.3

GENERAL CONFERENCE

VENUE: THE CLAYTON HOTEL, SLIGO

DATES: Wednesday 13th & Thursday 14th May 2026

The Standing Orders Committee has ruled no motions out of order.

Composited Motions

There are no composite motions.

**CWU 13th Biennial Conference,
2026
Standing Orders Committee
Report No.4
GENERAL/OCCUPATIONAL
CONFERENCES**

VENUE: THE CLAYTON HOTEL, SLIGO

DATES: Wednesday 13th & Thursday 14th May 2026

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 13th May 2026.

Candidates wishing to withdraw must inform the Standing Orders Committee in writing.

CWU 13th Biennial Conference, 2026

Standing Orders Committee Report No.5

GENERAL CONFERENCE – TIMETABLE

VENUE: THE CLAYTON HOTEL, SLIGO

DATES: Wednesday 13th & Thursday 14th May 2026

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 13th May 2026

09.30 – 09.40	Conference Opening Ceremony
09.40 – 09.45	Election of Tellers
09.45 – 09.50	Adoption of Standing Orders
09.50 – 10.10	Presidential Address
10.10 – 10.20	NEC Ballot
10.20 – 10.30	Confirmation of Minutes of the General Sessions of Conference 2024
10.30 – 10.45	Item 1 – Introduction of National Executive Report by General Secretary Chapter 1 – Foreword NEC Report
10.45 – 11.15	Item 2 – Union Structure & Organisation Chapter 7 – Union Structure & Organisation NEC Report Rule Change – Northeast Postal Branch
11.15 – 11.45	Item 3 – Communications Chapter 3 – Communications NEC Report
11.45 – 12.15	Item 4 – Equality & Diversity Chapter 4 – Equality & Diversity NEC Report and Associated Motions Motion No. 1 Digital & Tech Worker Alliance Branch

12.15 – 12.30	Item 5 – Health & Safety Chapter 5 – Health & Safety NEC Report.
12.30 – 13.00	Item 7 – Finance Chapter 6 – Finance NEC Report

Wednesday 13th May 2026, 10.45 – 11.15

Union Structure & Organisation

RULE CHANGE

Branch Funding Reform (To amend Rule 3.4 – Branch Funds)

The recent restructuring and amalgamation of branches has significantly increased the geographic size of branches.

Members and branch officers are now required to travel substantially greater distances to attend branch meetings, committee meetings, regional meetings and union events.

The current 15% rebate for Scale B branches under Rule 3.4 is no longer sufficient to meet the operational and travel costs of modern branch structures.

In some cases, members and officers are being left out of pocket in order to participate fully in union structures.

Colleagues in the UK section of the Communications Workers Union receive a 23% monthly branch rebate, reflecting modern operation costs.

Therefore the North East Branch asks the Biennial Conference to instruct the National Executive Council to amend Rule 3.4 as follows:

To amend Rule 3.4 and replace with:

From 1 January 2027, each Branch shall receive a monthly rebate of 23% of its Branch membership income received by Headquarters General Fund.

Northeast Postal Branch

Wednesday 13th May 2026, 11.45 – 12.15

Equality & Diversity

1. Conference notes:

The expansion of remote and hybrid working during the pandemic demonstrated that many sectors — particularly tech, digital services and administration — can operate effectively without daily commuting. Despite this, some employers are imposing blanket return-to-office mandates without meaningful consultation. Ireland’s current framework relies largely on employer discretion rather than a strong statutory right, despite clear benefits for workers, equality, accessibility and climate sustainability. Remote work should be recognised as a modern workplace right supported by collective bargaining and enforceable legislation.

Conference instructs the NEC to:

- Campaign for a strong legislative right to remote and hybrid work
- Establish protections against arbitrary refusal of remote work requests
- Promote collective bargaining in remote and hybrid work arrangements
- Defend inclusive and accessible remote work for disabled workers and carers
- Oppose blanket return-to-office mandates imposed without consultation

Conference affirms that a modern, sustainable and inclusive economy requires strong statutory rights to remote work, shaped through collective bargaining and centred on worker wellbeing, equality and climate responsibility.

Digital & Tech Worker Alliance Branch

Thursday 14th May 2026

14.00 – 14.10	Item 6 – Status of Motions passed at Biennial Conference 2024
14.10 – 14.20	Ballot for Election of Standing Orders Committee
14.20 – 14.30	Nominations for Election of President
14.30 – 15.45	Item 2 – Trade Union Organising & Campaigning Chapter 2 – Trade Union Organising & Campaigning NEC Report and associated motions Motion No. 2 Digital & Tech Worker Alliance Motion No. 3 Vodafone Motion No. 4 Vodafone
15.45 – 16.00	Nominations for Election of Vice-President
16.00 – 16.30	Item 9 – Training & Education Chapter 8 – Training & Education NEC Report
16.30 – 16.50	Item 10 – Retirement Benefits Chapter 9 – Retirement Benefits NEC Report and associated motion Motion No. 5 Cork District Branch
16.50 – 17.10	Emergency Motions
17.10 – 17.15	Ratification of Conference Report and Decisions
17.15– 17.30	CLOSING CEREMONIES
17.30	General Conference Concludes

Thursday 14th May 2026, 14.30 – 15.45

Trade Union Organising & Campaigning

2. Conference notes:

The tech sector operates across borders, with decisions affecting workers in Ireland often made at global corporate headquarters. Multinational firms use their transnational structure to shift work, weaken bargaining power and play workforces in different countries against each other. Trade union organising must therefore operate across borders, building coordinated international solidarity to protect workers' rights and strengthen bargaining power.

Conference instructs the NEC to:

- Build structured relationships with Tech and Platform worker unions Internationally
- Develop cross-border organising networks in multinational Tech companies
- Support coordinated international campaigns and dispute strategies
- Advocate at European level for stronger worker protections and collective bargaining rights

Conference affirms that in a global tech economy, only transnational worker power can match transnational corporate power.

Digital & Tech Worker Alliance Branch

3. Conference instructs the incoming NEC to support the ICTU position to urge the Irish government to stop allowing US military use of Shannon Airport as a transit point for military operations in Israel and the middle east. This motion is proposed in light of concerns that such actions compromise Ireland’s neutral stance and risk making our state complicit in the ongoing genocide in Gaza.

Vodafone Branch

4. Conference notes the significant and sustained growth of membership within the Digital and Techworker Alliance (DATA) Branch. This expansion reflects the success of our organising efforts in a sector where unionisation has historically been low.

Conference further notes that as membership in the tech sector grows, so too does the demand for adequate resources for training, research, casework, and organising. Tech workplaces often involve complex employment structures, rapidly evolving technologies, and unique industrial-relations challenges that require specialised support.

Conference recognises the strategic importance of building worker power in the tech industry, both to protect members in a rapidly changing sector and to strengthen and grow our union.

Conference commends the strategic decisions made by previous NECs to invest in the organising strategy for this sector and that the membership growth to date would not have been possible without this support and resourcing. This growth strategy for the union must continue to be supported as we establish the CWU as the recognised union for this important sector of the economy.

Conference therefore instructs the incoming NEC to:

- Continue to prioritise and expand support for organising in the tech sector.
- Allocate appropriate resources to the Digital and Tech Worker Alliance (DATA) Branch to meet the rising need for organising, training, research capacity, and casework support.

Conference resolves that sustained investment in tech-sector organising is essential to consolidating recent gains and ensuring that all members—current and future—receive the strong, informed representation they deserve and that the CWU continues to grow its membership.

Vodafone Branch

Thursday 14th May 2026, 16.30 – 16.50

Retirement Benefits

5. Conference is deeply concerned at the recent change in the interpretation of Revenue Pension Rules, specifically the removal of the option to avail of a transfer out value for members of occupational pension schemes who remain in employment on and after their normal retirement age.

Conference sees this as a savage attack on working people who have saved into pension schemes for their entire working lives and now by virtue of a change in interpretation of the rules, without prior notice or consultation, have the choice of what to do with their own money severely constrained. This is unfair, unjust and discriminatory on the grounds of age and seems to have been done for no valid reason. This has the potential to severely and negatively impact

people who cannot now access their own money in the way they could previously have chosen to do.

As this impacts all workers in occupational pension schemes, Conference is now instructing the incoming NEC to engage with the government and with the wider trade union movement to have this savage attack on ordinary workers remedied by asking the Revenue Commissioners to revert to the interpretation of the rules as they existed prior to August 2025.

Cork District Branch

CWU 13th Biennial Conference, 2026

Standing Orders Committee Report No.1

POSTAL/COURIER OCCUPATIONAL CONFERENCE

VENUE: THE CLAYTON HOTEL, SLIGO

DATES: Wednesday 13th & Thursday 14th May 2026

Andy Keehan, 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."

Paul Darcy, Standing Orders Committee, to second.

STANDING ORDERS

1. The Occupational Conference shall commence at 2.00pm on Wednesday 13th May 2026.
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.
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. All reports and documents which have been given to Delegates prior to the assembly of Conference shall be taken as read.

CWU 13th Biennial Conference, 2026

Standing Orders Committee Report No.2

POSTAL/COURIER OCCUPATIONAL CONFERENCE – TIMETABLE

VENUE: THE CLAYTON HOTEL, SLIGO

DATES: Wednesday 13th & Thursday 14th May 2026

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 13th May 2026

14.00 – 14.10	Election of Tellers, Adoption of Standing Orders
14.10 – 15.30	Item 1 – Pay, Pension & Allowances Chapter 10 – Pay, Pension & Allowances in An Post NEC Report and Associated Motions 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
15.30 – 15.45	Item 2 – Regulation Chapter 11 – Regulation NEC Report
15.45 – 16.45	Item 3 – Partnership & Joint Working Groups

Chapter 12 – Partnership & Joint Working
NEC Report and Associated Motions
Motion No. 21
Motion No. 22
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

16.45 – 17.30 Item 4 – An Post General
Chapter 13 – An Post General
NEC Report and Associated Motions
Motion No. 32
Motion No. 33
Motion No. 34
Motion No. 35
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 13th May 2026, 14.10 – 15.30

Pay, Pensions & Allowances

6. Split duties by their nature are unsociable duties and in recent times these have become increasingly unsociable with starting time of 6 and 7 am and finishing times of 6 and 7 pm. These duties have become undesirable and as a result this Conference instructs the incoming National Executive Council to seek a substantial increase from An Post in the split duty allowance.

Dublin Postal Delivery Branch

7. Conference recognises the success of Union HQ in securing further consolidation of the change allowance into the basic pay of the postal operative grade in An Post. Conference also recognises that the Working Leader grade was not included in the consolidation on this occasion.

Therefore, Conference instructs the incoming NEC to seek to have the consolidation of the change allowance applied to the Working Leader Grade.

Dublin Mails Managers Branch

8. Conference recognises the delay by An Post in finalising the grade and pay for the remaining Managers represented by the CWU that are not included in the scheme.

Conference also recognises that the company are in breach of a number of Labour Court Agreements over the last number of years that has resulted in a loss of payments to our members because of the delay in finalising the agreement.

Therefore, Conference instructs the incoming NEC to seek to have the bonus payments of the PMD applied to all Manager grades represented by the CWU that are not currently in the PMD including any retrospection due as a result of the unnecessary delay by An Post in bringing this to a conclusion.

Dublin Mails Managers Branch

9. Due to the volume of overtime required during Peak and the chilling effect of paying excessive amounts of tax, this has on our members desire to perform overtime, the Northeast Postal Branch asks conference to instruct the NEC that when negotiating future Peak arrangements, with An Post, that remuneration will consist of a mixture of overtime, tax free vouchers and days in lieu.

Northeast Postal Branch

10. Conference understands that some front-line Managers across various locations in An Post, have a public facing role, it also understands that there is an expectation from the company that these managers adhere to an acceptable dress code when performing their roles.

Therefore, conference instructs the incoming National Executive Council to seek from An Post, an annual allowance (tax free) to assist managers in achieving this expected standard. This could possibly be in the form of a one for all voucher which would be cost effective for the Company and tax free for the recipient.

Western Regional Managers Branch

11. Conference acknowledges the success of Union HQ in achieving the consolidation of the change allowance into the basic pay of Postal Operatives. Conference is mindful that Working leaders were not included in this consolidation.

Therefore, Conference instructs the incoming National Executive council to seek the consolidation of the change allowance into the basic pay of the Working Leaders.

Western Regional Managers Branch

12. Conference instructs the incoming National Executive Council to request from An Post a One For All Voucher for all staff in appreciation of their efforts over the past year.

Tipperary Postal Branch

13. Conference instructs the incoming National Executive Council to ensure that all staff employed by An Post on a temporary basis pre April 1995 who are still currently in employment with An Post are entitled to at the very least be eligible for retirement at age 60 without an actuarial reduction and with an occupational pension until they reach the age of 65.

Southern Regional Managers Branch

14. Conference instructs the incoming National Executive Council to insist on a national vote of the membership of CWU prior to any signoff of any future extension of the pension accord as the initial accord was for a ten year period and the membership of the union will have had no say in the content of accord going forward since 2012. We also request an independent review of 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 Regional Managers Branch

15. Conference instructs the incoming NEC to seek from An Post an increase in the payment rates for publicity post and/or payment to be made periodically by gift voucher.

Northwest Postal Branch

16. Conference Instructs the incoming NEC to review the payment of Publicity Post Delivery. Changing the payment to Voucher once a year would be of more benefit to An Post and the employees.

Midland Postal Branch

17. Conference notes that under current arrangements pensionable allowances are calculated based on the last three years of service in An Post.

Conference further notes that Revenue Commissioner guidelines provide for pensionable emoluments to be calculated on the basis of the best three years within the last ten years.

Conference therefore instructs the incoming National Executive Council (NEC) to seek agreement with An Post to amend the current arrangements so that pensionable allowances are calculated on the basis of the best three years within the last ten years of service.

Dublin Postal Amalgamated Branch

18. Conference instructs the incoming National Executive Council (NEC) to seek agreement with An Post for the reintroduction of the 13-week overtime average payment for all staff.

Dublin Postal Amalgamated Branch

19. Conference notes that Postal Operatives in Collections and Delivery have had 5% of their Change Allowance (Productivity Pay) consolidated into basic pay.

Conference further notes the positive financial impact this consolidation has had on overtime rates and other related allowances.

Conference therefore instructs the incoming National Executive Council (NEC) to seek the restoration of parity across grades by ensuring that Mail Centre Workers, Service Officers, Security Officers, HGV Drivers and Mailroom Assistants are included in the most recent Consolidation of Change Allowance Agreement.

Dublin Postal Amalgamated Branch

20. Conference instructs the incoming NEC to extend the driving allowance in An Post to Saturdays as Saturday has become a normal working day and this allowance should be paid accordingly.

Mayo Postal Branch

Wednesday 13th May 2026, 15.45 – 16.45

Partnership & Joint Working Groups

21. Postal Operatives due to the increased number of parcels and packets that they carry have increasingly become targets for robberies some with violence. This Conference accepts this and condemns An Post for its failure to provide adequate aftercare or support to these Postal Operatives. Conference therefore instructs the incoming National Executive Council to engage with An Post to ensure that Occupational Health support these employees and that they contact the Postal Operative immediately to ascertain their well-being.

Dublin Postal Delivery Branch

22. The Northeast Postal Branch asks conference, to instruct the NEC that from this day forward, with regard to all future dealings with An Post, all future agreements, arrangements and policy documents will reflect the practice and spirit of the Equality at Work Act, which clearly states where two employees are doing “like work” – defined as work that is the same, similar, or of equal value – they are entitled to equal pay and conditions. As trade unionists we believe in solidarity, equity, equality and standardised treatment. Therefore, we implore all those who believe in the cause of Trade Unionism within An Post, from the top table to every delegate at this conference to support this motion.

Northeast Postal Branch

23. Conference instructs the incoming NEC to seek to have term time in An Post of 13 weeks for parents of school going children, up to the age of 18, reinstated in line with public service entitlements.

Regional Clerks Branch

24. Conference instructs the incoming National Executive to seek from An Post a review of the term time scheme with a view to raising the age limit.

County Donegal Postal Branch

25. Conference instructs the incoming National Executive Council to engage with An Post to have the restriction, where the right hand side sliding door of the delivery van is locked lifted, as a matter of health and safety.

County Donegal Postal Branch

26. Conference instructs the incoming National Executive Council (NEC) to engage with An Post to ensure the provision of appropriate workwear for all Mail Centre staff.

Dublin Postal Amalgamated Branch

27. This Conference instructs the incoming National Executive Council to seek from An Post a comprehensive review of the current uniform and Personal Protective Equipment with a view to introducing a modern fit for purpose uniform that reflects the physical demands of frontline roles and prioritises staff health safety and wellbeing.

Kerry Postal Branch

28. Conference instructs the incoming National Executive Council to seek from An Post a restructuring of the current sick pay scheme from the current 3/3/6 model to incorporate an extended period on full and half pay.

Galway Postal Branch

RETURN TO CONTENTS PAGE

29. Conference instructs the incoming National Executive Council to seek from An Post a reimbursement mechanism for members of staff who are affected by alteration costs on work-wear due to unsuitable design.

Galway Postal Branch

30. In a world of ever changing weather patterns and ever more hazardous conditions, the Northeast Postal Branch asks Conference to instruct the NEC to seek from An Post a commitment to display on the handheld scanner all weather alerts which may affect our members while out on delivery.

Northeast Postal Branch

31. Conference instructs the incoming NEC to seek from An Post the implementation of an emergency button on scanner or van in case of Emergency that would contact Management straight away.

Midland Postal Branch

Wednesday 13th May 2026, 16.45 – 17.30

An Post General

32. There is growing concern with the recruitment policies of An Post which is deviating from the historical approach to recruit internally where possible. Succession planning is an integral part of same and as such we instruct the incoming NEC to engage with the Company to ensure practices are put in place to prioritise the up-skilling of current staff and promote career progression for current staff in tandem with succession training/planning is at the forefront of the recruitment policy over the desire to recruit externally which from the recent recruitment drives seems to slowly and worryingly have become the current policy to the detriment of our members.

Dublin Managers' Branch

33. Conference instructs the incoming NEC to seek an immediate joint review with An Post of all clerical staff nationwide currently employed on temporary contracts with a view to issuing permanent contracts to any member meets the agreed criteria for same.

Dublin Postal Clerks Branch

34. Conference instructs the incoming National Executive to seek to have a system of banked hours for extra work introduced, for final line managers.

Southern Regional Managers Branch

35. Conference instructs the incoming national executive council to seek agreement with An Post to increase annual leave entitlements for post Collection and Delivery agreement members in line with pre-Collection and Delivery members.

Cork County Postal Branch

36. Conference instructs the incoming NEC to look for the reinstatement of in lieu days in An Post from three to eight. The three days we can currently work up are generally used to cover shut down days. The ability to work up eight additional days would not only cover shut down days but also provide members with an opportunity to avail of an extra week off. Bearing in mind that the term time has become more restrictive this would be of great value to all.

Athlone Postal Branch

37. Conference instructs the incoming NEC to extend the current allowance of time in lieu in An Post as this may incentivise staff who do not want OT and would rather time off again to work.

Mayo Postal Branch

38. Conference instructs the incoming National Executive Council (NEC) to enter into negotiations with An Post with a view to increasing the current Leave in Lieu entitlement from three days to five days per leave year.

Dublin Postal Amalgamated Branch

39. Conference acknowledges the alarming pace at which artificial intelligence and robotics development is advancing and the uncertainty this presents for the future of the workplace. Conference instructs the incoming NEC to agree a policy on this new technology with An Post which ensures that it is not utilised to erode decent jobs and the terms and conditions of our members.

Dublin Postal Clerks Branch

40. Conference acknowledges the continued use of GDPR by An Post in order to avoid sharing important information on various IR issues. Conference instructs the incoming NEC to seek a collective agreement with An Post which ensures the sharing of all relevant information regarding IR issues.

Dublin Postal Clerks Branch

41. Conference acknowledges the inadequate training currently being provided for new members commencing employment in front line roles in An Post. Conference instructs the incoming NEC to seek an immediate joint review of this training with a view to ensuring all members receive fit for purpose training programmes when commencing employment in An Post.

Dublin Postal Clerks Branch

42. This Conference instructs the incoming National Executive to engage with An Post and seek a Christmas Bonus for all An Post Staff, as an acknowledgement to the staff who bring Christmas to every home in every corner of the country at the expense of any involvement in the traditional family pre-Christmas traditions that most homes get to experience and as a postal worker you don't get to see.

Kerry Postal Branch

43. This Conference accepts that Postal Staff are expected to work 6 days a week for a significant part of the year and this has a negative impact on their work life balance. These Postal Operatives would like the option to take time off in lieu of overtime worked and therefore thus conference instructs the incoming National Executive Council to seek from An Post an increase in the number of days in lieu that staff can work up.

Kerry Postal Branch

Thursday 14th May 2026

09.00 – 11.00	<p>Item 5 – Mails & Parcels 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 Motion No. 58 Motion No. 59 Motion No. 60 Motion No. 61 Motion No. 62 Motion No. 63</p>
11.00 – 12.00	<p>Item 6 – Clerical, Administration & Retail Chapter 15 – Clerical & Administration NEC Report</p>
12.00 – 12.30	<p>Item 7 – An Post Subsidiaries Chapter 16 – An Post Subsidiaries NEC Report</p>
12.30 – 13.00	<p>Item 8 – Private Sector Chapter 17 – Private Sector – Sodexo – UPS – DPD – IO Systems NEC Report</p>

Thursday 14th May 2026, 9.00 – 11.00

Mails & Parcels

44. This conference accepts that the current late finish agreement is not fit for purpose and no longer reflects the realities, demands or volumes which are faced on a daily basis by Postal Operatives. Conference therefore instructs the incoming National Executive Council to

negotiate with An Post a new agreement which reflects the reality of heavy deliveries and treats overloaded deliveries in a fair and equitable manner.

Dublin Postal Delivery Branch

45. Delivery duties are designed on the basis of predicted average volume and product levels which are out of date with actual volumes on many delivery duties exceeding these design figures which has resulted in duties becoming persistently overloaded. These persistently overloaded duties put unacceptable pressure on Postal Operatives leading to increased fatigue stress and a greater potential for accidents. Conference agrees that this is unsustainable and unfair on Postal Operative who have to absorb this work. Conference therefore instructs the incoming National Executive Council to engage with An Post to review all overloaded duties with a view to addressing these concerns

Dublin Postal Delivery Branch

46. Conference condemns An Post for their failure to deliver letters in line with the USO particularly at Christmas. Conference therefore instructs the incoming National Executive Council to engage with An Post to ensure that letter mail and particularly Christmas Cards are prioritised to ensure that they receive next day delivery.

Dublin Postal Delivery Branch

47. Conference notes that local knowledge of delivery routes and the telematics information available to the company is acknowledged as part of the redesign of any office. This is imperative to ensure that offices are redesigned correctly. Therefore, conference instructs the incoming National Executive Council to ensure that meetings take place in advance of any redesign between the local Branch and the An Post planning team to ensure that this information is utilised

Dublin Postal Delivery Branch

48. Conference instructs the incoming National Executive Council to seek from An Post a complete review of their contract with Holden.

Ennis Postal Branch

49. Conference instructs the incoming National Executive Council to seek an agreement from An Post to always use dates when duty holders are on duty for post-tests/assessments.

Tipperary Postal Branch

50. Conference instructs the incoming National Executive Council to request from An Post that all delivery staff have access to Eircode on their scanners.

Tipperary Postal Branch

51. Conference instructs the incoming national executive council to seek agreement with An Post to increase peak agreed hours package from the beginning of November until mid-January, to contend with heavy mails.

Cork County Postal Branch

52. Conference instructs the incoming NEC to seek from An Post a review of how delivery vans are allocated with the aim of matching the needs of the route and, when supporting professional recommendations are made, the needs of the duty holder also.

Northwest Postal Branch

53. Conference instructs the incoming NEC to seek a commitment from An Post to increase transport resources so that disruption to work schedules and delivery service is minimised when punctures, break downs and road traffic accidents occur.

Northwest Postal Branch

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54. Mindful of the fact that the implementation of the RM2000 bench modification process has been agreed, the branch is instructing that the incoming NEC ensures that this process is carried on a needs/must basis and that offices that are not in need of immediate extra floor space are not prioritised.

Southeast Postal Branch

55. This Conference notes the impact of increased parcels on rural and urban routes and therefore instructs the incoming National Executive Council to review with An Post how these routes are configured.

Kerry Postal Branch

56. Conference instructs the incoming National Executive Council to seek from An Post a delivery service on Good Friday for routes that currently cease on this day.

Galway Postal Branch

57. Conference instructs the incoming National Executive Council to seek from An Post an immediate redesign of the offices involved in the early phases of the NRDP as the duties are not fit for purpose due to the large increase in parcel volumes.

Galway Postal Branch

58. Conference instructs the incoming National Executive Council to seek from An Post an increase in Peak Arrangement DSU resourcing package hours for Provincial Offices to align with Peak Arrangement DSU resourcing package hours for Dublin Offices.

Kildare Postal Branch

59. Conference instructs the incoming NEC to extend the current Good Friday agreement with An Post to include rural delivery as well as urban as the ever increasing volumes make the delivery on the Tuesday after the bank holiday carnage.

Mayo Postal Branch

60. Conference instructs the incoming National Executive Council to seek agreement from An Post that leave reserves on rural routes complete two consecutive weeks training from their start date before delivering alone.

Ennis Postal Branch

61. Conference instructs the incoming national executive council to seek agreement with An Post to ensure the majority of postal operative induction week is spent on delivery specific training.

Cork County Postal Branch

62. Conference instructs the incoming NEC to seek a commitment from An Post that all new entrants at Postal Operative level receive Induction Training at the outset of their employment and that on the job training is delivered by experienced staff.

Northwest Postal Branch

63. Conference Instructs the incoming NEC to seek an agreement from An Post that a full nationwide delivery takes place on Good Friday for Postal Operatives.

Midland Postal Branch

13.00 Postal/Courier Occupational Conference Concludes

CWU 13th Biennial Conference, Galway 2026 Standing Orders Committee Report No.1 eCOMMS OCCUPATIONAL CONFERENCE

VENUE: THE CLAYTON HOTEL, SLIGO

DATES: Wednesday 13th & Thursday 14th May 2026

245

Pat Delaney, 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."

Mick Dineen, Standing Orders Committee, to second.

STANDING ORDERS

1. The Occupational Conference shall commence at 2.00pm on Wednesday 13th May 2026.
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.
5. All reports and documents which have been given to Delegates prior to the assembly of Conference shall be taken as read.

CWU 13th Biennial Conference, Galway 2026

Standing Orders Committee Report No.2

eCOMMS OCCUPATIONAL CONFERENCE – TIMETABLE

VENUE: THE CLAYTON HOTEL, SLIGO

DATES: Wednesday 13th & Thursday 14th May 2026

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 13th May 2026

14.00 – 14.10	Election of Tellers, Adoption of Standing Orders
14.10 – 15.15	Item 9 – Pay & Bonus Chapter 18 – eir Pay & Bonus NEC Report and Associated Motions Motion No 64 Motion No 65 Motion No 66 Motion No 67 Motion No 68 Motion No 69 Motion No 70 Motion No 71 Motion No 72 Motion No 73
15.15 – 15.45	Item 10 – eir Networks Chapter 21 – eir Networks NEC Report and Associated Motions Motion No 74 Motion No 75 Motion No 76 Motion No 77 Chapter 22 – Apprentice Programme Chapter 25 – Retail/FOTS

15.45 – 16.00	Item 11 – eir Transport & facilities Chapter 27 – Transport & Facilities NEC Report Motion No 78
16.00 – 16.15	Item 2 – eir National Managers’ Branch Chapter 24 – eir National Managers’ Branch NEC Report
16.15 – 16.45	Item 3 – eir JCC Chapter 19 – eir JCC NEC Report and Associated Motions Motion No. 79 Motion No. 80 Motion No. 81
16.45 – 17.30	Item 5 – eir Superannuation Schemes Chapter 20 – eir Superannuation Schemes NEC Report and Associated Motions Motion No. 82 Motion No. 83

Wednesday 13th May 2026, 14.10 - 15.15

Pay & Bonus

64. This Conference instructs the incoming National Executive Council to ensure that in future only Union members are encompassed by pay agreements agreed by the CWU.
- Sean Connolly Waterford District Branch**
65. Conference Instructs the Incoming NEC to negotiate with eir to establish an Executive Pay Transparency Process requiring annual publication of CEO to median employee and each SMT to median employee remuneration ratio, percentage change of CEO/SMT total remuneration compared to the previous year, the process requires total remuneration, intranet publication, board explanation, union audit rights and the use of the data as a benchmark in pay negotiations, bonus amounts & department restructuring.
- Dublin No 1 Branch**
66. Conference instructs the incoming N.E.C to negotiate with eir a new three year pay deal for all staff similar to what’s on offer to the public service but in excess of inflation. Any un-pensionable D.B. pay, to be paid as a special pensionable allowance.
- Limerick District Branch**
67. Conference instructs the incoming N.E.C. to negotiate with eir a substantial pay rise for low paid contact centre staff who are just above Minimum Wage.
- Limerick District Branch**
68. Conference instructs the incoming N.E.C to negotiate with eir an increase in NRT allowance to align with the COT NRT allowance allowing pay parity throughout all NRT technicians
- Limerick District Branch**

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69. Conference instructs the incoming National Executive Council to seek from eir that the NRT allowance payment be made pensionable to all former apprentice members. Currently, our longer established COT members within the National response team have a portion of their allowance as a pensionable payment. This portion amounts to almost the full allowance of our members from the former apprentice ranks.

Mid Northwest District Branch

70. Conference instructs the incoming national executive council to negotiate with eir that upon the completion of achieving all basic wage increments that all technicians will be brought up to the same level of basic pay.

Cork District Branch

71. Conference instructs the national executive council to negotiate with eir an increase to the on call NRT allowance to match what previous NRT COTs had.

Cork District Branch

72. Conference instructs the incoming National Executive Council to seek the implementation of an Out of Hours Call allowance for Front Line Managers (FLMs), Service Operations Managers (SOMs) and all other impacted manager roles within the eir organisation.

eir Managers Branch

73. Conference instructs the incoming National Executive Council to engage with eir to introduce a companywide health insurance scheme.

eir Managers Branch

Wednesday 13th May 2026, 15.15 – 15.45

eir Networks

74. Conference instructs the incoming National Executive Council to seek assurances from eir that the rollout and implementation of new systems are not undertaken until they have been thoroughly trialled and tested by users of these systems. And been approved as viable and can be used as intended.

Mid Northwest District Branch

75. Following the disastrous launch of the eir new work management system this conference instructs the incoming National Executive that any future system changes, that impact on the work carried out by our members, receives robust testing and involvement of end users and representatives of the CWU before its introduction.

Sean Connolly Waterford District Branch

76. Conference Instructs the Incoming NEC to negotiate with eir to establish a formal New Hire Access Agreement, mandating a private in person induction with a CWU Representative for every new employee within the first 30 Days of employment, as part of digital on boarding process the company should provide union information and sign up details alongside existing on boarding emails and a requirement for transparency where the company must share details of new hires to ensure union has access to meet all new hires.

Dublin No 1 Branch

77. Conference Instructs the Incoming NEC to negotiate with eir to establish a Workplace Protection Agreement which caps contractors per department at a Union-Company agreed

percentage, requiring an “in-source first” policy, pathways to permanent employment with Eir, quarterly staffing audits and strict time-limited emergency exceptions following union consultation.

Dublin No 1 Branch

Wednesday 13th May 2026, 15.45 – 16.00

Transport & Facilities

78. Conference instructs the incoming National Executive Council to lobby eir to regularly update all company owned vehicles to ensure greater reliability across the fleet.

eir Managers Branch

Wednesday 13th May 2026, 16.15 – 16.45

eirJCC

79. Conference instructs the incoming National Executive Council to seek from eir the introduction of special paid leave for members of recognised volunteer emergency services. This leave should be granted when members are called out to respond to emergencies during their normal working hours, ensuring they are not financially disadvantaged for fulfilling these vital roles.

Mid Northwest District Branch

80. Conference instructs the incoming National Executive Council to engage with eir to include all field staff in the company’s medical and drugs refund scheme as already afforded to COTs.

Northeast Telecoms Branch

81. Conference instructs the incoming National Executive Council to engage with eir to increase the number of annual leave days for all staff based on years of service.

Northeast Telecoms Branch

Wednesday 13th May 2026, 16.45 – 17.30

eir Superannuation Schemes

82. Conference instructs the incoming National Executive Council to engage with eir to review the eir DC pension contribution, with a view to increasing the company’s contributions to the scheme.

Northeast Telecoms Branch

83. Conference Instructs the Incoming NEC to negotiate with eir a Pension Fairness Agreement, where any allowance that are currently pensionable under DB schemes are also pensionable for DC schemes and agreement to not allow allowances to be used as a method to undermine pension contributions.

Dublin No 1 Branch

Thursday 14th May 2026

09.30 – 09.50	Item 6 – eir Customer Service Centres Chapter 23 – eir Customer Service Centres NEC Report
09.50 – 10.10	Item 7 – Regulation Chapter 29 – Regulation NEC Report
10.10 – 10.30	Item 8 – Vodafone Chapter 31 – Vodafone NEC Report
10.30 – 10.50	Item 9 – PhoneWatch Chapter 32 – PhoneWatch NEC Report
10.50 – 11.20	Item 10 – Health & Safety Chapter 26 – eir Health & Safety NEC Report and Associated Motions Motion No. 84 Motion No. 85
11.20 – 11.40	Item 11 – Equality Chapter 28 – eir Equality NEC Report
11.40 – 12.20	Item 12 – KN Circet Chapter 30 – KN Circet NEC Report and Associated Motions Motion No. 86 Motion No. 87 Motion No. 88
12.20 – 13.00	Item 13 – eTech Chapter - Digital & Tech Worker Alliance NEC Report and Associated Motions Motion No 89 Motion No 90

Thursday 14th May 2026, 10.50 – 11.20

Health & Safety

84. Conference instructs the incoming NEC to negotiate with eir a graduated alert-based response to extreme weather events.

This to include all non-essential outdoor work ceasing during Orange and Amber alerts and all non-essential work ceasing during red alerts.

Mid Northwest District Branch

Proposed Amendment to Motion 84

Delete all after “This to include” and insert the following “paid “Climate leave” if extreme weather makes it impossible to travel to work. Furthermore, all non-essential outdoor work should be suspended during Orange and Amber alerts, and all non-essential work should be suspended during Red alerts.”

Motion 84 as amended to read

Conference instructs the incoming NEC to negotiate with Eir a graduated alert-based response to extreme weather events.

This to include paid “Climate leave” if extreme weather makes it impossible to travel to work. Furthermore, all non-essential outdoor work should be suspended during Orange and Amber alerts, and all non-essential work should be suspended during Red alerts.

Mid Northwest District Branch

85. With the welcomed addition of home PSA testing in 2025 and the continuation of the Flu Vaccines being rolled out annually by eir, conference instructs the incoming National Executive Council to engage with eir to establish a full health screening programme for all eir staff.

Northeast Telecoms Branch

Thursday 14th May 2026, 11.40 – 12.20

KN Circet

86. Conference instructs the incoming National Executive Council to engage with KNN to seek a review of the poling rates/codes for urban and rural to ensure that they reflect the work required.

KNN Contractors Branch

87. Conference instructs the incoming National Executive Council to address the harsh requirements on our Circet members to re imburse the company for tool damage or damage on the customer premises. It is the Branch view that the company are seeking excessive amounts from our members.

KNN Contractors Branch

88. Conference instructs the incoming National Executive Council to provide the resources to help build a strong Branch structure in Circet to ensure effective representation for all our members in the Branch.

KNN Contractors Branch

Thursday 14th May 2026, 12.20 – 13.00

eTech

89. Conference notes:

Ireland’s tech and outsourced services sector have entered a period of sustained instability marked by repeated layoffs and restructuring, including recent large-scale redundancy risks such as those faced by workers at Covalen. Ireland’s statutory redundancy framework is outdated and inadequate, failing to reflect modern corporate practices, ensure meaningful trade union involvement in consultation processes, or protect migrant workers whose immigration status may be tied to their employment. Stronger redundancy protections, fair compensation and secure rights for all workers are essential to ensure that workers do not bear the cost of corporate restructuring.

Conference instructs the NEC to:

Campaign for reform of statutory redundancy law

Conference further instructs the NEC to make redundancy reform a political priority by engaging with government, opposition parties and relevant departments to advance legislative change.

Digital & Tech Worker Alliance Branch

90. Conference notes:

Digital platforms such as Meta, TikTok, Google and X now function as core infrastructure for public communication, but are governed by profit-driven algorithms that amplify harmful content and concentrate power in a small number of corporations. Human moderation work, including work done by our members, is increasingly replaced by opaque AI systems. Platform monopolies threaten democratic discourse and public accountability. Strong regulation, transparency, human oversight and democratic alternatives to privately controlled digital infrastructure are necessary to protect workers, communities and democratic life.

Conference instructs the NEC to:

Develop a comprehensive position paper on stronger platform regulation and democratic ownership and public alternatives to digital platforms.

Digital & Tech Worker Alliance Branch

13.00 eComms Occupational Conference Concludes

Branch Voting Strength 2026

Postal/Courier Sector	
An Post Commerce Business Solutions	16
An Post Insurance	71
Athlone Postal	230
Cork County Postal Branch	646
County Donegal Postal Branch	215
Cycle Couriers	1
DHL Global Forwarding	1
DPD Athlone	209
DPD Clare	14
DPD Galway	4
DPD Kerry	30
Dublin Mails Managers	137
Dublin Managers Branch	254
Dublin Postal Amalgamated	932
Dublin Postal Clerks	384
Dublin Postal Delivery	1252
Ennis Postal	124
Fastway Couriers	1
Galway Postal	325
GLS	1
Kerry Postal Branch	211
Kildare Postal Branch	185
Limerick Postal Branch	224
Mayo Postal Branch	195
Midland Postal Branch	254
Nightline	7
Northeast Postal Branch	303
Northwest Postal Branch	235
Portlaoise Postal	311

Postal Maintenance Branch	30
PrintPost	8
Regional Clerks Branch	379
South Midland Postal Branch	267
Southeast Postal Branch	295
Southern Regional Managers Branch	119
Tipperary Postal Branch	171
UPS Athlone	1
UPS Citywest	3
UPS Cork	21
UPS Finglas	74
UPS Galway	1
UPS Shannon	17
UPS Sligo	4
UPS Waterford	5
Waterford Postal Branch	169
Western Regional Managers	108

eComms Sector	
3 Ireland	20
Accenture	19
BT Ireland	52
Call Centre Branch	190
Cork Branch	146
Cornmarket Group	4
Covalen	316
DATA General Branch	138
Dublin No.1	315
eComms	12
eir Managers Branch	117
HomeSecure	16
Kedington Branch	6

KNN Contractors Branch	475
Limerick Branch	150
Mid Northwest District Branch	269
Northeast Telecoms Branch	209
Phonewatch	100
Saorflow Traffic Management	9
SAP Ireland	41
Seán Connolly Branch	144
Secto Services	7
Synchro	3
Telecom External Contracts	4
TikTok	101
Unemployed Branch	1
Uplift	5
Vodafone	160

General	
CWU	9
Dublin Professional & Mgrs	14
First Tech Credit Union	6
FM Downes	8
Halligan Insurances	6

NEC Nominations 2026

Postal/Courier Sector – General Panel

NAME	BRANCH
Patrick Bohan	Northwest Postal Branch
Pascal Condra	Northeast Postal
David Fitzpatrick	Southeast Postal
Tony Hartnett	Limerick Postal
Des Hopkins	Cork County Postal
Ellen Moore	Portlaoise Postal

John MacLean	South Midland Postal
Mark Moloney	Tipperary Postal
Seamus McLaughlin	County Donegal Postal
Jackie McNamara	Ennis Postal
Deirdre Medlar	Regional Clerks
Sean O'Donnell	Dublin Postal Delivery
Paul Pender	Galway Postal
Radoslaw Pyciarz	Kildare Postal
Neil Quinn	Midland Postal
Tara Ravenhill	Athlone Postal
David Sheehy	Dublin Postal Clerks
Lesley Sheridan	Dublin Postal Amalgamated
Paul Syder	Dublin Postal Delivery
Michael Wall	Kerry Postal

Postal/Courier Sector – Managers' Panel

NAME	BRANCH
Martin Duffy	Western Regional Managers
Des Lernihan	Dublin Managers

Postal/Courier Sector – Private Sector Panel

NAME	BRANCH
Maurice Noonan	Postal Maintenance

eComms Sector – General Panel

NAME	BRANCH
Alan Dempsey	KNN Contractors Branch
Pat Duggan	Seán Connolly Branch
Adam Farrell	Northeast Telecoms Branch
Deborah Flannery	Mid Northwest District Branch
Adam Kavanagh	Dublin No.1 Branch
Sabrina Kirwan	Limerick Branch
Caroline Schween	Vodafone Branch
Tom Sheehan	Cork Branch

eComms Sector – Managers' Panel

NAME	BRANCH
Fiona Woods	eir Managers Branch

Standing Orders Nominations 2026

NAME	BRANCH
Heathcliff Maher	Portlaoise Postal Branch
Danny Shannon	Seán Connolly Waterford District

Standing Orders Committee

NAME	BRANCH
Pat Delaney	eComms
Mick Dineen	eComms
Lee Cassells	eComms
Paul Darcy	Postal/ Courier
Andy Keehan	Postal/Courier

Delegates to Conference 2026

eComms Sector Delegates

NAME	BRANCH
Michael Boland	Cork District
David Cullinane	Cork District
Steven O'Connor	Cork District
Dejan Grkcevic	Dublin No 1
Adam Lonsdale	Dublin No 1
Patrick McLoughlin	Dublin No 1
Gerard Smith	Dublin No 1
David Stack	Dublin No 1
Mark Corley	eir National Managers Branch
Emmett O'Neill	eir National Managers Branch
Paul Davey	KN Networks
Ian Merritt	KN Networks
Anthony Morrissey	KN Networks

Jer Daly	Limerick District
Jerry Daly	Limerick District
Matthew Barry	Mid Northwest District
Deborah Flannery	Mid Northwest District
Enda Moran	Mid Northwest District
Daniel Murray	Mid Northwest District
Jason Beirne	Northeast Telecoms
Niall Brady	Northeast Telecoms
Matthew Drury	Northeast Telecoms
Alan Kehoe	Northeast Telecoms
Arthur Drogosz	Phonewatch
John McEvoy	Phonewatch
Patrick Duggan	Sean Connolly District
Diarmuid Gorman	Sean Connolly District
Paul McKelvey	Sean Connolly District
Daniel Shannon	Sean Connolly District
John Donohue	Vodafone
Caroline Schween	Vodafone
Ash Taherian	Vodafone

Postal/Courier Sector Delegates

NAME	BRANCH
Peter Conlon	Athlone Postal
Gareth Daly	Athlone Postal
Caroline Heavin	Athlone Postal
Louise Sherlock	Athlone Postal
Diarmuid Cogan	Cork County Branch
Garry Connolly	Cork County Branch
Denis McCarthy	Cork County Branch
Gavin Mulcahy	Cork County Branch
Tim Noonan	Cork County Branch
Gavin O'Neill	Cork County Branch

Kevin Ruby	Cork County Branch
Fergus Hegarty	County Donegal Postal Branch
Daniel Holmes	County Donegal Postal Branch
Séamus McLaughlin	County Donegal Postal Branch
Daniel Rose	County Donegal Postal Branch
Pat Hawkins	Dublin Mail Managers Branch
Barry Loftus	Dublin Mail Managers Branch
Paul Comiskey	Dublin Managers Branch
Gary Langan	Dublin Managers Branch
Des Lernihan	Dublin Managers Branch
Pauline Breen	Dublin Postal Amalgamated Branch
Alexis Cleary	Dublin Postal Amalgamated Branch
Graham Coventry	Dublin Postal Amalgamated Branch
Therese Dunne	Dublin Postal Amalgamated Branch
Anthony Larkin	Dublin Postal Amalgamated Branch
Paula Martin	Dublin Postal Amalgamated Branch
John Peppard	Dublin Postal Amalgamated Branch
John Seagrave	Dublin Postal Amalgamated Branch
Lesley Sheridan	Dublin Postal Amalgamated Branch
Dermot Walsh	Dublin Postal Amalgamated Branch
Joe Daly	Dublin Postal Clerks Branch
Gerry Dowdall	Dublin Postal Clerks Branch
David Meehan	Dublin Postal Clerks Branch
Paul Barclay	Dublin Postal Delivery Branch
Sean Berry	Dublin Postal Delivery Branch
Sean Boylan	Dublin Postal Delivery Branch
Keith Butler	Dublin Postal Delivery Branch
Karl Donohoe	Dublin Postal Delivery Branch
Richard Edgeworth	Dublin Postal Delivery Branch
Gary Ellis	Dublin Postal Delivery Branch
Tony Farrell	Dublin Postal Delivery Branch
Anthony Heary	Dublin Postal Delivery Branch

Dave Higginbotham	Dublin Postal Delivery Branch
Michael Lonergan	Dublin Postal Delivery Branch
John McGuirk	Dublin Postal Delivery Branch
Greg Mulhall	Dublin Postal Delivery Branch
Paul Syder	Dublin Postal Delivery Branch
Joseph Ward	Dublin Postal Delivery Branch
Tommy Guilfoyle	Ennis Postal
Jackie McNamara	Ennis Postal
Gerry Connolly	Galway Postal Branch
Tom Geraghty	Galway Postal Branch
Barry Haddock	Galway Postal Branch
Tommy Murray	Galway Postal Branch
Paul Pender	Galway Postal Branch
Teddy Murphy	Kerry Postal
Gary O'Reily	Kerry Postal
John O'Shea	Kerry Postal
Paul O'Sullivan	Kerry Postal
Robert Kent	Kildare Postal Branch
Brian Mullarkey	Kildare Postal Branch
Radoslav Pyciarz	Kildare Postal Branch
Sinead Kearney	Limerick Postal Branch
Dermot Leddin	Limerick Postal Branch
Niall McGowan	Limerick Postal Branch
Ray Neville	Limerick Postal Branch
Paul Farren	Mayo Postal Branch
Noel Feeney	Mayo Postal Branch
Sean Murphy	Mayo Postal Branch
Stephen O'Neill	Midland Postal Branch
Jack Tyrell	Midland Postal Branch
Karl Kinsella	Midland Postal Branch
Neil Quinn	Midland Postal Branch
Paschal Condra	Northeast Postal Branch

Aaron Kelly	Northeast Postal Branch
Nigel McPhilips	Northeast Postal Branch
Patrick Bohan	Northwest Postal Branch
Gerry Goldrick	Northwest Postal Branch
Louise Meehan	Northwest Postal Branch
Joe Murphy	Northwest Postal Branch
Dina Considine	Portlaoise Postal Branch
Catherine Hughes	Portlaoise Postal Branch
Heathcliff Maher	Portlaoise Postal Branch
Tom Prendergast	Portlaoise Postal Branch
Don White	Portlaoise Postal Branch
Clare Delaney	Regional Clerks Branch
Carmel Higgins	Regional Clerks Branch
Tony Lucey	Regional Clerks Branch
Stephen O'Hara	Regional Clerks Branch
Sarah Preston	Regional Clerks Branch
Justin Hannafin	South Midland Postal Branch
Arno Korthout	South Midland Postal Branch
John McLean	South Midland Postal Branch
Paul Sheehy	South Midland Postal Branch
Cyril Tallon	South Midland Postal Branch
Darren Clucas	Southeast Postal Branch
David Fitzpatrick	Southeast Postal Branch
Kevin Molloy	Southeast Postal Branch
Ciaran O'Neill	Southeast Postal Branch
Paul Hurley	Southern Regional Managers Branch
Gerard Lynch	Southern Regional Managers Branch
Jer Harnett	Tipperary Postal Branch
Mark Maloney	Tipperary Postal Branch
Mike Ryan	Tipperary Postal Branch
Darryl Barry	Waterford Postal Branch
Jason Caulfield	Waterford Postal Branch

Brian Grant	Waterford Postal Branch
Sinead Grant	Waterford Postal Branch
William Bell	Western Regional Managers Branch
Martena Cregg	Western Regional Managers Branch

NEC Delegates

NAME	SECTOR
Pascal Connolly	eComms
Alan Dempsey	eComms
Stephen Elliott	eComms
Adam Farrell	eComms
Frank Joyce	eComms
Adam Kavanagh	eComms
Sabrina Kirwan	eComms
Tom Sheehan	eComms
Fiona Woods	eComms
Gill Burns	Postal/Courier
Jason Caulfield	Postal/Courier
Frank Donohoe	Postal/Courier
Martin Duffy	Postal/Courier
Ken Good	Postal/Courier
Tony Harnett	Postal/Courier
Des Hopkins	Postal/Courier
Deirdre Medlar	Postal/Courier
Ellen Moore	Postal/Courier
Maurice Noonan	Postal/Courier
Sean O'Donnell	Postal/Courier
Tara Ravenhill	Postal/Courier
Maxine Scanlon	Postal/Courier
David Sheehy	Postal/Courier
Michael Wall	Postal/Courier



CWU Code of Conduct

1. Introduction

CWU members have the right to expect a quality service from their union, within the rules and the guidance laid down by the National Executive Council. Where a member feels the Union, its employees or its agents (e.g. solicitors) have not provided such a service, they have the right to complain and to seek a valid explanation of the Union's actions. Valid complaints may also give the Union an opportunity to adapt and improve its service to members.

Equally, a member or a Branch Committee may make a complaint against a member to the effect the member has engaged in an action or activity which is in breach of the Rules of the Union or, is guilty of conduct unbecoming that of a member. (Such conduct includes the failure to act in accordance with the instructions of the National Executive Council during the course of an industrial dispute).

It is important to stress this Code is not a replacement for Company Grievance Procedures or Dignity at Work Procedures, which must be utilised in full by members, if they have a grievance in the workplace. This can be done with support from the Union. Furthermore, this code is not to be used to fast track an issue by ignoring or bypassing the agreed union structures. Such structures are in place to ensure members issues can be represented quickly and in accordance with the various Company procedures. Where matters are appropriate to be dealt with by the employer, the case will be referred back together with guidance on how to proceed.

In all cases the CWU approach will in the first instance be to attempt to deal with concerns or issues raised by members in an informal manner. Should this not prove possible, the matter may be investigated in accordance with this Code of Conduct.

2. Statement of Policy

The Union is a voluntary organisation and is hugely dependent on the volunteers who act as Branch Officers or Committee Members. These representatives take on these roles in addition to working for their employer and this should be recognised by all. These volunteers have a right to be treated with dignity and respect while undertaking their role. The Union will not tolerate any circumstances where volunteers or employees of the Union are the target of abusive or threatening behaviour by any member and will pursue such cases as per rule 2.7 of the Union's rule book.

3. Purpose of Code

The purpose of this Code of Conduct is to set out a process where issues that arise in respect of:

- Discipline of members;
- Complaints by members against Branch Officers or Representatives during the course of union duties;
- Complaints by members, Branch Committees or Branch Officers against National or Regional Officers.

Complaints will be addressed fairly and speedily in accordance with the principles of natural justice and the Union's rule book. The Union's rule book is made available to all new members when they join the Union and is also available on request from Union Head Office.

4. Representation

At all stages of this code, including any appeals, members will be advised that they are entitled to be accompanied to any meeting by a Union member of their choice. The Representative's role is to support and assist the member concerned.

5. Discipline of Members

A member may be investigated either by a Branch Committee or the National Executive Council under Rule 2.7 with:

- Acting in any way contrary to the rules of the Union whether in their capacity as a member or a Branch Representative
- Being a party to any fraud or any misappropriation or misuse of its funds or property
- Knowingly, recklessly or in bad faith providing the Union with false or misleading information relating to a member or any other aspect of the Union's activities
- Inciting, espousing, or practising discrimination or intolerance amongst members on grounds of race, ethnic origin, religion, age, gender, disability, family status, civil status, or sexual orientation
- Bringing about injury to or discredit upon the Union or any member of the Union including the undermining of the Union, branch or workplace organisation and individual workplace representatives or branch officers.
- Obtaining membership by false statement material to their admission into the Union or any evasion in that regard
- Breach of the Union's policies on diversity, bullying and harassment as it applies to Union activities which may include cyber bullying and harassment
- Making a vexatious or consistently raising nuisance complaints The above list is not exhaustive.

An allegation under this rule can be heard by a Branch Committee or by the National Executive Council depending on who initiated the process. It would be the normal practice for such allegations to be heard at Branch Committee level in the first instance. However, from time to time depending on the circumstances, cases may initially be heard by the National Executive Council. Disciplinary allegations deemed to be of a serious nature may be initiated by the National Executive Council. A Branch contemplating investigating a member under Rule 2.7 should contact Union Headquarters for advice on how they should proceed.

Issues referred to the National Executive Council, will in the first instance delegate, the responsibility for investigating/examining any such allegations to a Sub-Committee of the National Executive Council.

A member investigated under Rule 2.7 may be suspended by the National Executive Council from holding any office or representing the Union in any capacity pending its decision. In such circumstances a member shall be given written notice of any such suspension as soon as reasonably practicable.

A member under disciplinary investigation/examination or charged with a disciplinary offence, including Branch Officers and Branch Committee members may not attend meetings of their own Branch other than as part of the disciplinary process.

5.1 Procedures for Disciplinary Cases

5.1.1 Cases initiated by Branch Committee

1. Should a Branch Committee decide to investigate the conduct of any member under Rule 2.7 then, they should seek advice from Union Headquarters on how to proceed. Headquarters will encourage an attempt to resolve the issue informally but if this is either not appropriate or has been unsuccessful so far the branch will be advised to establish a special Sub-Committee

consisting of three members of the Branch Committee. All members selected should not be associated in any way with the complaint.

2. This Sub-Committee will be responsible for formally gathering relevant information and conducting a prompt preliminary investigation/examination of the issue. The Sub-Committee will inform the member concerned that they have been requested to undertake this investigation and will provide them with a copy of the Code of Conduct. The Sub-Committee may meet with the member concerned to establish facts in relation to the matter under investigation/examination. The Sub-Committee will inform the member concerned that they have been requested to undertake this investigation/examination. The member concerned is expected to cooperate fully with the preliminary investigation and will be asked to provide the Sub-Committee with any relevant documents. The purpose of the preliminary investigation/examination is to allow the Sub-Committee to gather factual information relating to any concerns or allegations against the member. The member concerned should be advised that they are entitled to be accompanied by a union member to any meeting.
3. Following a thorough investigation and as soon as practically possible the Sub-Committee will determine whether the member concerned should be charged under Rule 2.7 and will present a report to the Branch Committee. If the Branch Committee accepts the report and decides the member concerned has a case to answer, then the Branch Secretary shall notify the member by registered post of the allegation(s), the penalties which may be imposed, and the time, date and place set for the hearing, which the member will be invited to attend. The member will also be advised that they can choose to submit a defence in writing instead of attending the hearing. The date of the hearing will be at least fourteen (14) days after the date of the notice.
4. At the hearing the allegations against the member shall ordinarily be presented by the Branch Secretary.
5. Should the member fail to either, attend the hearing or, submit a written defence then the meeting will proceed to deal with the matter in the member's absence on the basis that the member concerned has no defence to make.
6. Following consideration of the matter by the Branch Committee and if by a majority they find the member guilty, then it may impose one of the penalties provided in Rule 2.7.1 i.e.
 - a. Prohibited from attending Union meetings for a given period;
 - b. Removed or suspended from office, prohibited from holding office or participating in any way in Branch or Union administration for a given period;
 - c. Deprived of some or all of the benefits of membership for a given period;
 - d. Suspended from membership for a given period;
 - e. Expelled from membership of the Union.
7. The member will be advised of the decision of the Branch Committee by email and by written notice sent to their address by registered post and the member will be advised of the right of appeal the decision to the National Executive Council.
8. The Branch Secretary will inform the General Secretary of any decision made and that the member concerned has been advised of the right of appeal to the National Executive Council.

5.1.2 Appeals Process

1. The member concerned shall have the right of appeal against a decision of the Branch Committee to the National Executive Council.
2. Any appeal must be submitted to the General Secretary within twenty-one (21) days of the notice to the member advising of the outcome of the investigation and the penalty imposed.

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3. If an appeal is submitted the National Executive Council, a Sub-Committee consisting of at least three (3) members of the National Executive Council will be established. These members will be drawn from the Appeals Sub-Committee of the National Executive Council. A Head Office Official will also be appointed to oversee the handling of the appeal. They will be responsible for processing the appeal.
4. The appeal to the Sub-Committee may be by way of an oral hearing or a written submission by the member.
5. The Sub-Committee may reject, accept the appeal in whole or in part or vary the penalty imposed.
6. The report from the Sub-Committee will be submitted to the National Executive Council and if accepted by the NEC, the member will be advised of the decision by email and by written notice sent to their address by registered post from the General Secretary.
7. The decision of such an appeal is final.

5.1.3 Cases initiated by the National Executive Council

1. The National Executive Council may decide to investigate/examine the conduct of any member under Rule 2.7. If they so decide, then they will establish a special Sub-Committee consisting of three members of the Appeals Sub-Committee. In addition, a Head Office Official will also be appointed to oversee the handling of the appeal. They will be responsible for formally gathering all relevant information and conducting a prompt preliminary investigation.
2. They will inform the member concerned that they have been requested to undertake such an investigation/examination. The Sub-Committee may meet with the member concerned to establish facts in relation to the matter under investigation. The member concerned is expected to cooperate fully with the preliminary investigation and will be asked to provide the Sub-Committee with any relevant documents. The purpose of the preliminary investigation is to allow the Sub-Committee to gather factual information relating to any concerns or allegations against the member. The member concerned should be advised that they are entitled to be accompanied by another Union member to any meeting
3. Following a thorough investigation and as soon as practically possible, the Sub-Committee will determine whether the member concerned has a case to answer under Rule 2.7 and will present a report to the National Executive Council. Should the NEC accept the report and decide to charge the member, then the General Secretary shall notify the member by registered post of the allegation(s), the penalties which may be imposed, and the time, date and place set for the hearing, which the member will be invited to attend.
4. The member will also be advised that they can choose to submit a defence in writing instead of attending the hearing. The date of the hearing will be at least fourteen (14) days after the date of the notice.
5. At the hearing the allegations against the member shall ordinarily be presented by the President.
6. Should the member fail to either attend the hearing or submit a written defence then the meeting will proceed to deal with the matter in the member's absence on the basis that the member concerned has no defence to make.
7. Following consideration of the matter by the National Executive Council and if they find the member guilty, then one of the penalties provided by in Rule 2.7.1 may be imposed.
 - a. Prohibited from attending Union meetings for a given period;

- b. Removed or suspended from office, prohibited from holding office or participating in any way in Branch or Union administration for a given period;
- c. Deprived of some or all of the benefits of membership for a given period;
- d. Suspended from membership for a given period;
- e. Expelled from membership of the Union.

8. The member will be advised of the decision of the National Executive Council by email and by written notice sent to their address by registered post by the General Secretary and the member will be advised of the right of appeal to the Irish Congress of Trade Unions.

5.1.4 Appeals Process

1. The member concerned shall have the right of appeal against a decision of the National Executive Council to the ICTU.
2. Any appeal must be submitted to the General Secretary of ICTU within twenty-one (21) days of the notice to the member advising of the outcome of the investigation and the penalty imposed.
3. Any such appeal will be heard by a committee appointed by the Irish Congress of Trade Unions.

6. Procedures for dealing with Complaints against Branch Officers, Branch Representatives, National Officers or Regional Officers

6.1 Introduction

1. In dealing with complaints against either lay officials or Officers of the Union it is important that the correct procedures are utilised from the outset. Every effort should be made to resolve complaints locally and informally but where this is not possible the procedures outlined below should be used. Members' concerns will be examined and dealt with in a timely and efficient manner. No member will be penalised for making a complaint in good faith. It is not the role of the Union to investigate complaints between employees in the workplace. This is the role of Company management.
2. All complaints received must be in writing and signed by the member concerned. Complaints may also be sent by email.
3. Once complaints are received the Union will endeavour to resolve them informally. Where this does not prove possible the following process will be used.

6.2 Complaints against Branch Officers or Branch Representatives

1. Any member or members who are unhappy with the service provided by their Branch Officers or Branch Representatives should, in the first instance, attempt to resolve their concerns in consultation with their National/Regional Officer.
2. If matters cannot be resolved, then they should raise their concerns with the Deputy General Secretary.
3. Any complaint should be in writing and set out the nature of the complaint and include any or all relevant correspondence.
4. Once a complaint is received the Deputy General Secretary will appoint a Regional/National Officer to carry out an investigation/examination of the issues raised.
5. In examining the issue, the National/Regional Officer will share any correspondence received with the Branch Officer/Branch Representative concerned and seek their views or comments. Any response will subsequently be shared with the complainant.

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6. On receipt of all correspondence the National/Regional Officer shall carry out a thorough examination and issue a detailed response to the member concerned addressing all the concerns raised in their initial complaint. A copy of this correspondence will also be sent to the Branch Officer or Branch Representative concerned and the Deputy General Secretary.
7. The complainant and the Branch Officer/Branch Representative concerned will be advised that they can appeal the outcome of the investigation to the National Executive Council.

6.2.1 Appeals Process

1. If the member and/or the Branch Officer/Branch Representative concerned is unhappy with the outcome they shall have the right of appeal to the National Executive Council.
2. Any appeal must be submitted to the Deputy General Secretary within twenty-one (21) days of the notice to the member or Branch Officer/Branch Representative advising of the outcome of the investigation.
3. If an appeal is submitted, the National Executive Council will establish a Sub-Committee consisting of at least three (3) members of the Appeals Sub-Committee. In addition, a Head Office Official will also be appointed to oversee the handing of the appeal.
4. The Deputy General Secretary will provide the Sub-Committee with all relevant correspondence relevant to the case.
5. The Sub-Committee will either meet with the parties concerned or seek written submissions from them.
6. If attending any meeting the member will have the right to be accompanied by another member of the Union. Their role is to support and assist the member concerned.
7. Following a thorough examination of the issues involved the Sub-Committee will issue a report to the National Executive Council either accepting the appeal, rejecting it or varying the original response.
8. Once considered and if accepted by the National Executive Council the member and the Branch Officer/Regional Officer concerned will be advised of the decision in writing.
9. They will also be advised that the decision of such an appeal is final.

6.3 Complaints against Regional or National Officers

1. If a member or Branch Officer/Branch Representative wishes to make a complaint regarding the service provided by a Regional or National Officer, they may do so in writing to the General Secretary.
2. Any complaint should be in writing, signed and should set out the nature of the complaint and any or all relevant correspondence.
3. Once a complaint is received the General Secretary will appoint the Deputy General Secretary or another appropriate person to carry out an investigation/examination.
4. The Deputy General Secretary will share any correspondence received with the National Officer/Regional Officer concerned and seek their views or comments. Any response received will subsequently be shared with the complainant.
5. If attending any meeting the complainant will have the right to be accompanied by another member of the Union. Their role is to support and assist the member concerned.
6. On receipt of all correspondence the Deputy General Secretary will carry out a thorough examination and issue a detailed response to the member/Branch Officer/Branch Representative

concerned addressing all of the issues contained within the initial complaint. He will advise if the complaint is upheld in whole or in part, or of it is not upheld the reason why.

7. The Deputy General Secretary will also give a full report to the General Secretary detailing the complaint and how it was dealt with and also that they have been advised that they may appeal the decision to the National Executive Council.
8. If the complaint is upheld and as a result it is decided to initiate disciplinary action against the National/Regional Officer concerned, then this will be dealt with through the Union's disciplinary procedure. Specific details of disciplinary action to be taken against any party are confidential. Other parties are not entitled as a matter of course to receive this information as part of the outcome.
9. The complainant will be advised that if they are unhappy with the outcome of their complaint, they may appeal it to the National Executive Council.

6.3.1 Appeals Process

1. The complainant has the right to appeal the outcome of their complaint to the National Executive Council.
2. Any appeal must be submitted to the General Secretary within twenty-one (21) days of the notice to complainant advising of the outcome of the investigation.
3. If an appeal is submitted the National Executive Council will establish a Sub-Committee consisting of at least three (3) members of the Appeals Sub-Committee. In addition, a Head Office Official will also be appointed to oversee the handing of the appeal.
4. The Deputy General Secretary will provide the Sub-Committee with all relevant correspondence relevant to the case.
5. The Sub-Committee will either meet with the parties concerned or seek written submissions from them. If attending any meeting the complainant will have the right to be accompanied by another member of the Union. Their role is to support and assist the member concerned.
6. Following a thorough examination of the issues involved the Sub-Committee will issue a report to the National Executive Council either accepting the appeal, rejecting it or varying the original response.
7. Once considered and if accepted by the National Executive Council the member and the Branch Officer/Regional Officer concerned will be advised of the decision in writing.
8. They will also be advised that the decision of such an appeal is final.

7. Vexatious/Nuisance Complaints

Vexatious/Nuisance Complaints are a form of abuse. They have the potential to hurt and disrupt another person's life that could have a negative impact on them and cause them psychological injury. Members will not be penalised for making a complaint in good faith. However, if it is found that the complaint is vexatious/ nuisance then member concerned could be charged with a breach of Rule 2.7 as detailed above.

While recognising that members have the right to complain if they feel their case is not being handled correctly this code should not be used where there is a difference of opinion as to how cases should be managed. In all cases the grievance procedures in companies must be utilised in full.

8. Review

This Code will be monitored and reviewed on a regular basis in line with best practice.

Any delegate who wishes to raise an issue under the code of conduct should in the first instance report the matter to one of the following:

Carol Scheffer

Pat Kenny

Imelda Hyland

