

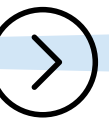
13th Biennial Conference 2026



Item 11 Chapter 28 – Equality

Presented by Carol Scheffer

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Agreed Policies

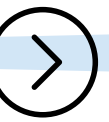
Parent's leave

- CWU reached an agreement with eir to top up Parent's Benefit.
- 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.

Neurodiversity Policy

- The Neurodiversity Policy, reflects commitment to building an inclusive and supportive workplace where neurodiversity is recognised and valued.
- Training and resources to create awareness while equipping managers with the knowledge to lead diverse teams.
- Safe disclosure of a neurodivergent condition is a key priority along with ensuring appropriate and meaningful workplace accommodations are provided where needed.
- Policy offers guidance for on how to request reasonable accommodations and supports.

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Other Key Areas

- Review of DEI policy
- Menopause Policy
- Pregnancy Loss Policy - review
- Fertility Policy - review
- Domestic Violence Policy
- Agile Work Policy
- Right to Disconnect Guidelines
- WLB Miscellaneous Provisions Act
 - Right to request flexible working and remote work



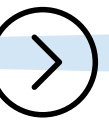
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Caller Behaviour and Employee Support Process

- On foot of discussions at last BDC
- Best practice in other areas in UK, Ireland and Nordic areas
- Defining inappropriate customer behaviour
- The process will cover the following areas
 - 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

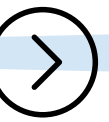
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Abusive V Irate Behaviour

- Would language used by the customer be acceptable in a face-to-face workplace conversation?
- Is the customer attacking the agent or the situation?
- The irate customer is normally, annoyed about the issue, but still fundamentally engaging about the problem.
- The key point is that it is situational as opposed to personal.
- Separate procedures for dealing with an irate as opposed to an abusive caller.

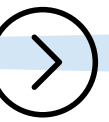
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Irate Caller Process

- **Step 1: Initial Boundary Warning:**
- The agent should give the customer an initial warning by politely yet firmly asking the customer to refrain from using a raised voice.
- **Step 2: Final Warning**
- This warning can include "I'm sorry Mr. X but in order for me to help you resolve your issues, I'm asking you to please stop using a raised voice/ offensive language"
- **Step 3: Call Escalation or Termination**
- agent should notify the caller that they are going to pass the call to a TL/SA, who will try to resolve the matter as quickly as possible or if no TL/SA available terminate and call back

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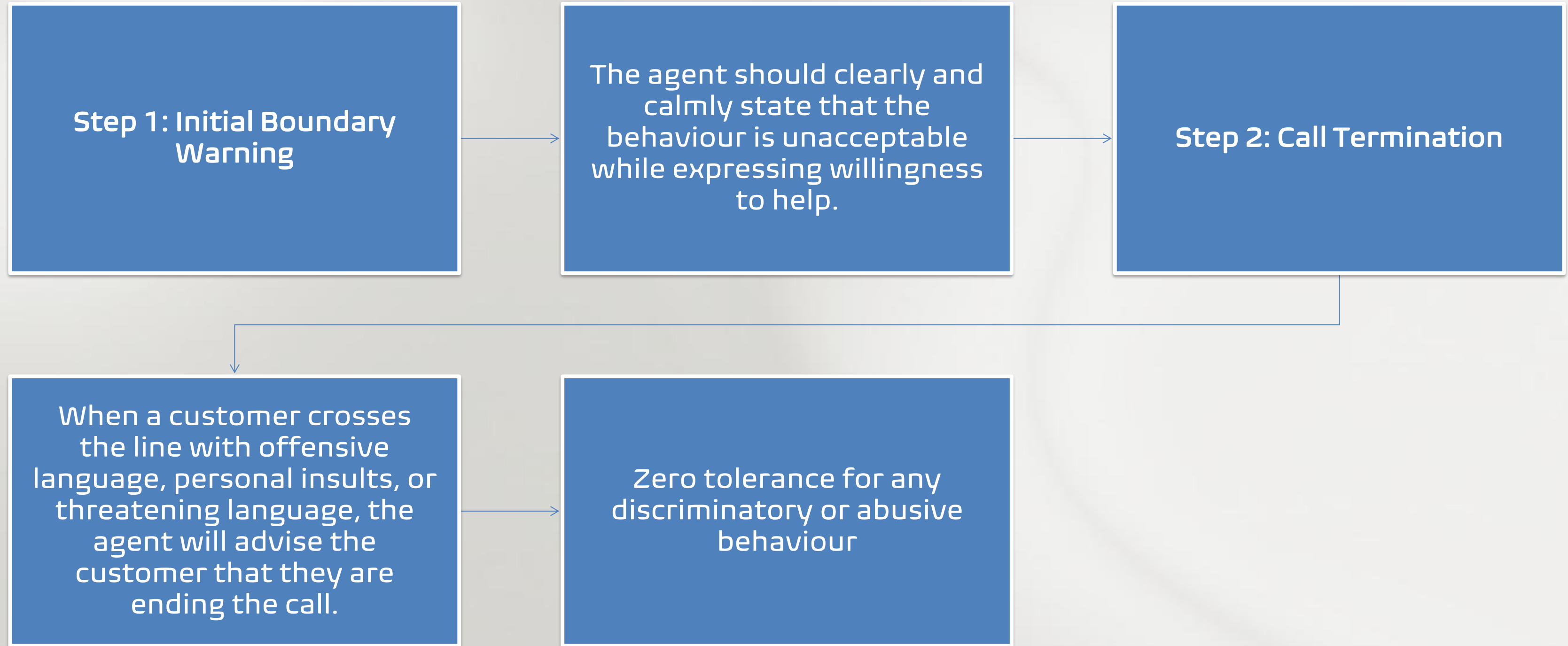


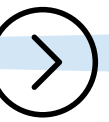
Abusive Caller Process

- Customer abuse is behaviour that is personal, threatening, discriminatory, or degrading toward the agent, and is not acceptable under any circumstances.
- Customer abuse includes: (but is not limited to)
 - Verbal aggression (shouting, swearing, insults)
 - Threats of violence or harm
 - Discriminatory remarks (based on race, gender, age, disability, etc.)
 - Sexual harassment or innuendo
 - Repeated nuisance or harassing calls
 - Coercive or manipulative behaviour

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Abusive Caller Steps

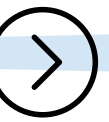




Post Call Process

- The agent should make a note of the call details so that a TL can listen back on the call.
- Recognising employee wellbeing.
- Support mechanisms, including debriefs, breaks, or access to employee assistance programmes. These should be offered following abusive interactions.
- Employee rights:
 - Report incidents without fear of retaliation
 - Receive support, including counselling or time off if needed
 - Work in an environment free from inappropriate behaviour and intimidation

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Preventative Measures, Training & Awareness

- Relevant legislation
 - Employment Equality Acts 1998–2015
 - Safety, Health and Welfare at Work Act 2005
 - GDPR and data protection obligations
- All staff will receive training on handling abusive and irate calls, to include appropriate instruction on conflict resolution.
- Regular refreshers will be provided as required.
- Managers will be trained to support affected staff.
- This process will be reviewed regularly with the group of unions to ensure effectiveness and compliance with Irish law and best practice.

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Why is this process important?



Sets clear parameters around irate customers and customer abuse



Have now a clear and established process on how to address this issue



Protection for our members



Sets a precedent for other areas

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**THANK
YOU**

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