

13th Biennial Conference 2026

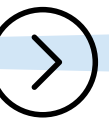


Item 6

Chapter 23 - eir Customer Service Centres

Presented by Laura McKenna

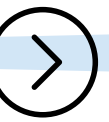
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Front-loaded Pay Increases

- 33-month CWU pay agreement covering 1 July 2024 – 31 March 2027
- Base pay and variable pay in eir remain above minimum-wage
- Successive increases to the minimum wage impacted lower pay bands, leading the CWU to seek improvements for lower-paid members
- CWU reached agreement to front-load the 2026 increases
 - January & July 2026 increases combined
 - Applied in full in January 2026 payroll
- Applies to:
 - Sales Call Centre Agents (TSS, BTSS, Affiliates, Outbound, Webchat)
 - Customer Operations Agents
 - Retail Sales Consultants
- Result: Full 2026 increase paid at the start of the year
- Next pay phase for these groups will apply in January 2027

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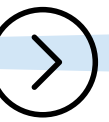


NJJ Site in Portugal

Background and CWU Position

- August 2024: eir announced a decision by owners NJJ to outsource elements of customer support to its site in Portugal
- Announcement followed very strong financial results, delivered in large part through the work of CWU members
- Timing and manner of the announcement caused significant concern among members
- CWU did not support the business decision
- Union view:
 - Decision driven primarily by cost and profit considerations
 - Risk to recent customer service improvements
 - Potential impact on eir's reputation with customers, ComReg and the Oireachtas
 - Risk of undermining progress made by frontline employees

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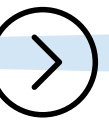


NJJ Site in Portugal

CWU Engagement & Member Protections

- CWU secured meetings with senior eir management
 - Representatives from all four Customer Operations Branches in attendance
- Further meeting held between:
 - Seán McDonagh, CWU General Secretary & Oliver Loomes, eir CEO
- CWU priorities focused on member protection, seeking guarantees on:
 - Retention of all four Irish sites
 - No changes to terms and conditions or pay agreements
 - No reduction in customer service standards
- Since the announcement:
 - No changes to members' terms and conditions
 - NJJ has experienced difficulties meeting required staffing levels at the Portugal site

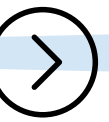
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Call Volumes and Recruitment

- Call volumes declined across all four customer service centres
- Reduction driven by multiple factors:
 - Increased use of AI-driven tools
 - Targeted system improvements
 - Lower network fault volumes
- Over the last 18 months, headcount reduced by approximately 160 staff
 - Reduction occurred through natural attrition only
 - Posts not backfilled
- Minimal impact from the NJJ Portugal site
 - Target of 70 FTEs not achieved
 - Approximately 60 staff recruited to date
 - Raises questions about long-term sustainability of offshoring
- Following a six-month recruitment freeze, hiring resumed late last year in:
 - Limerick
 - Sligo
 - Waterford
- Recruitment restart reflects ongoing operational demand
- CWU continues to monitor:
 - Staffing levels
 - Recruitment
 - Impact of technology
 - Service standards

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Organisational Changes

- **Cork**
 - Site Lead role filled
 - Ops Managers reduced from 2 → 1
 - Collections/11811 reduced to 1 manager
- **Limerick/Sligo**
 - GoMo work moved to Sligo
 - Staff redeployed to tech support
 - Time ½ secured on Sundays for Sligo agents on GOMO
- **WFM**
 - Reporting Managers 2 → 1
 - WFM reduced to 4 WFM staff

CWU represented affected members in securing suitable alternative roles or VL's in line with individual preference

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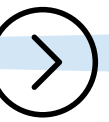
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Item 7 Chapter 29 - Regulation

Presented by Ian McArdle

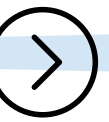
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Regulation – Digital Networks Act (DNA)

- European Commission published a [Proposal or a Regulation for the Digital Networks Act](#) (DNA)
- The main objectives of the DNA are:
 - to increase Europe's competitiveness by developing advanced and accessible connectivity to allow greater adoption of AI and other innovative technologies;
 - to address the fragmentation of the electronic communications sector and incentivise a true single market for connectivity; and
 - to enhance network security and resilience by limiting dependencies and promoting EU-level cooperation.

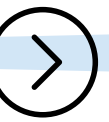
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Regulation – Digital Networks Act (DNA)

- UNI Europa – seek an agreed position with Connect Europe
- **Strengthen European connectivity** – foundation of European technological sovereignty
- **Guarantee fair competition and promote social fairness:** aim for a fairer digital ecosystem in which the workers and the companies who work on the roll-out of physical digital networks are adequately remunerated.
- **Involve social partners in the modernisation and implementation of telecom regulation:** importance of strong and meaningful social dialogue in the development and implementation of the DNA. the active involvement of social partners - essential to ensure that innovation, investment, and competitiveness go hand in hand with quality employment, skills development, and fair working conditions

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Regulation – Digital Networks Act (DNA)

Transition from copper networks to full fibre

- The DNA will introduce mandatory national transition plans to accelerate the phase out of copper networks and transition to full fibre.
- Member states will be required to present their national plans in 2029 and decommission legacy copper networks by 31 December 2035.
- Regulator - eir is too big – SMP
- Continues to challenge marketing initiatives
- CWU willing to help company challenge the regulators approach

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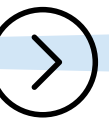
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Item 8 Chapter 31 - Vodafone

Presented by Ian McArdle

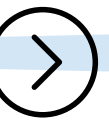
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Vodafone

- Relocation of Vodafone headquarters from Mountainview, Leopardstown to St Stephen's Green.
- The branch prepared early - surveys were carried out by the branch
- The relocation agreement includes:
 - A €500 voucher in April for eligible employees
 - Eligibility for permanent and fixed-term employees whose Irish contract extends beyond 30 April 2026
 - Gym access for retail staff, as previously available in Mountainview
- Flexible benefits will increase from €700 to €1,050 per year from 1 April for all employees below senior director/director level.
- Existing flexible working policies remain unchanged
- The €400 annual Working from Home Allowance remains
- The existing 60%/40% flexible working policy continues
- A 20% Q-Park discount will apply for employees who drive

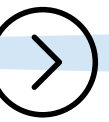
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Vodafone Business Sales

- Membership has grown significantly over the past year.
- Members addressed first major issue in late 2025 collectively
- Members were being denied flexible start and finish times, affecting childcare, family responsibilities and commuting.
- Survey completed by over 90% of members supported the collective grievance
- Led company to open a process allowing members to apply for flexible shifts
- While flexibility was not agreed for everyone, most members have now been accommodated
- The outcome demonstrates the value of collective action, member meetings and strong survey participation

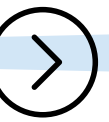
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Vodafone - Retail

- Outsourcing - Wexford and Waterford transferring to The Phone Stores
- Both stores have remained strong union areas following the transfer
- Members' unity and experience from previous TUPE processes helped protect their existing conditions
- Members successfully resisted an attempt by the new employer to make them responsible for till reconciliation shortages
- A pay survey showed serious financial pressure, with members reporting living pay cheque to pay cheque and struggling to save
- The company initially proposed increases of up to 4%, branch objected because the previous calculation method had left many employees with no increase
- Following negotiations, increases of 2% to 4% were agreed with every employee guaranteed at least 2%

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Obelisk

- The branch continues to grow membership in non-ex-Vodafone field engineers
- Unilateral changes to on-call rotas threatened - members organised collectively and opposed the proposed changes
- The company subsequently paused the changes
- The branch hopes to use the strength built during this dispute to recruit remaining field engineers
- The existing pay agreement for ex-Vodafone staff expired in April
- Negotiations were delayed by Storm Éowyn and Storm Amy, as the branch allowed Obelisk time to focus on clean-up and rebuild work
- The branch has recently re-engaged on pay, with initial talks progressing well
- Cavan office relocation
- Redundancy – sought enhanced package
- Referral to the WRC

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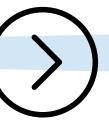
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Item 9 Chapter 32 - PhoneWatch

Presented by Laura McKenna

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Pay 2024 & 2025

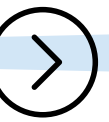
2024

- Basic pay increase of 3.75%
- Additional Annual Leave Day (Good Friday)
- 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%

2025

- Basic pay increase of 3.75%
- Increase of KPI Banding of 3.75% for field staff
- Increase to Field Ops On-Call Allowance from €140 to €150
- Increase to ARC shift allowance of 3.75%

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Pay 2026

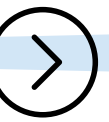
- Basic pay increase of 3%
- Increase of KPI Banding of 3% for field staff
- Increase to ARC shift allowance of 3% for legacy contracts in recognition for introduction of night tasking
- Year 4 progression range will increase from 0-3% to 0-5% reflecting agreement on night-tasking arrangements.
- Commitment to maintaining the 0-5% range in Year 5, subject to additional KPI's to be agreed with Branch Committee.

Night Tasking

- Night-tasking duties will be shared fairly among all ARC staff.
- Arrangement will be reviewed regularly.

Comprehensive review of pay structures within the ARC underway. This arises from issues formally raised by ARC Flexi staff through the union.

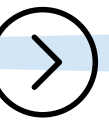
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Opt-Out Agreement

- Small number of CWU members remain on pre-2013 “old contracts”, predating the Sector Alarms takeover
- Some of these members felt disadvantaged under the commission-based sales model and exposed to performance-related pressure
- In 2025, the CWU secured a permanent Opt-Out Agreement through negotiations
- This once-off, voluntary option allowed eligible members to move to a non-commission pay model

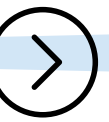
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Travel Time

- Members raised concerns about inaccurate travel-time estimates and their impact on daily work
- The CWU PhoneWatch Branch conducted a comprehensive member survey
- Survey findings showed unrealistic travel times were causing stress, safety risks, and poor work-life balance
 - 84% of members reported a negative impact on mental health due to unrealistic scheduling pressures
 - 63% said travel-time estimates are rarely or never accurate
 - 61% feel pressured to complete tasks because of tight scheduling
 - 59% said unrealistic travel times influence unsafe driving behaviours, including speeding

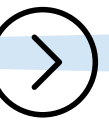
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Travel Time Profiles

- Through the survey members identified priority solutions: congestion tracking, real-time traffic data, buffer time, and improved planning
- The Union presented findings to management and secured agreement on improved travel-time modelling
- Two new travel profiles (Dublin / Non-Dublin) were introduced, with greater weighting for peak-time travel
- Profiles remain under ongoing union review, with future work planned on break-time flexibility, especially for members working in rural areas

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Annual Leave Pay

- CWU was informed by PhoneWatch that average commission payments had not been included in annual leave pay calculations
- Management issued 9 months' back pay without prior consultation with the union
- In recent weeks, CWU has been actively engaging with PhoneWatch management to resolve the issue
- A review of monthly bonus arrangements is currently underway for affected members

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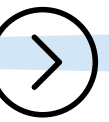
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Item 10 Chapter 26 – Health & Safety

Presented by John Clarke

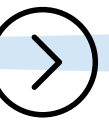
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Health & Safety

- **63 Workplace Deaths in 2025!**
- NHSC – National Health and Safety Committee meets regularly
- Health and Safety Environment and Wellbeing page is available on eirspace accessible to all eir staff.
- Risk assessments carried out for new equipment and work practices.
- APG's – Accident Prevention Guidelines are updated.
- Some areas of focus since 2024 –
 - LWA (Stay Safe Solution)
 - Safety Representatives – Stronger together Conference 2025 Sept.
- Upcoming events
 - 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>

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Health & Safety

- 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



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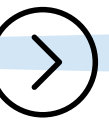
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Item 12 Chapter 30 – KN Circet

Presented by John Clarke

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KN Circet

- **Contract environment**
- Spread/individualisation (work on codes).
- **Job security** – delivery operator contracts agreed.
- Network Build work decreasing NBI/IFN – Delivery pushed to the west coast.
- **Redundancies** – Collective Agreement
- **Salary Model**
 - Survey
 - 50/50 response
 - Engaged with the company to address issues raised.
 - Company's intention is to introduce the model
 - Branch Structure/engagement

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Item 13 Chapter 34 - eTech



Presented by Ian McArdle

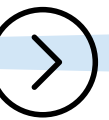
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eTech - TikTok

- 2025 saw the start of collective organising in TikTok Dublin.
- Union activity grew through the Digital and Techworker Alliance (DATA) branch.
- Unfair Performance Improvement Plans(PIP)s.
- Organising increased around the company's Return to Office mandate.
- Members were supported in making reasonable accommodation and flexible working requests.
- The union defended members with disabilities and caring responsibilities who relied on remote or hybrid work.
- Collective and public pressure helped members protect work-from-abroad rights and push back on the RTO mandate.

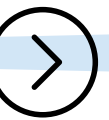
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eTech - TikTok

- Members' meetings and organising training helped build worker leadership.
- In early 2026, members surveyed colleagues on stress and mental health at work.
- The survey found serious concerns around a toxic working environment, particularly for Trust and Safety staff.
- Members are now working towards electing health and safety representatives in 2026.
- Members are also collaborating with colleagues across Europe on establishing a European Works Council in TikTok.


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eTech - TikTok

Mental Health, Stress & Workplace Safety at TikTok Dublin: Worker-Led Survey Findings (2026)

“Little Trust, No Safety : What workers report about conditions inside TikTok Dublin”
Based on survey of 95 current TikTok Dublin workers



TikTok Worker Voices



“Work now feels like Russian roulette — a fundamentally broken system where harm feels inevitable rather than exceptional.”

“I’ve been taking antidepressant medication for months... It’s only anxiety and depression due to work.”

“I feel constantly on edge, threatened with PIPs for missing targets even slightly, while the workload keeps increasing.”

“The environment breeds fear, hyper-vigilance, and exhaustion. It is actively damaging my wellbeing.”

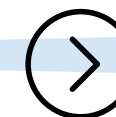
“I cannot relax, I cannot sleep, and I’m having eating issues... The hostility and uncertainty follow me home every day.”

“The constant layoffs and reorgs have destroyed morale. People no longer want to keep their jobs — they want to be laid off.”

“RTO5 has been terrible. I’m more tired, sick more often, and have less motivation than ever before.”

“There is no proper wellbeing support. We’re understaffed, overwhelmed, and told to ‘take breaks’ we don’t have time for.”

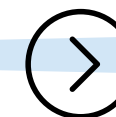
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eTech - Teleperformance

- Provides outsourced technology services for major global technology clients.
- Part of a UNI Global Agreement
- Collective Agreement secured in Ireland
- Induction access – secured
- Collective bargaining – back by organising
- Strong result in Irish context
- Important part of the tech services sector

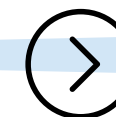
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eTech - Covalen

- Outsourced service provider to Meta - has become a key example of CWU organising in the tech sector
- Workers took industrial action in defence of fair treatment, dignity at work and collective bargaining rights
- Shortly before Christmas Co. announced up to 400 jobs at risk
- The company offered only statutory minimum redundancy terms, leaving workers with less than two years' service facing no severance pay
- The redundancy threat came after cuts to workplace supports, including hot meals, snacks, drinks, wellbeing time and other provisions.
- These developments led to a surge in CWU membership through the DATA branch.

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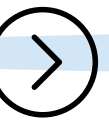


eTech – Covalen Strikes

- Legal Operations staff took a first day of strike action in December 2025.
- Their dispute focused on misclassification and unfair pay
- Dispute referred to Workplace Relations Commission (WRC) for conciliation
- Members voted overwhelmingly for further industrial action
- Four further strike days were agreed by members in late December
- Strike action began again on 6 January 2026, with workers picketing the Sandyford offices
- Three more days followed 15th, 16th and 23rd January

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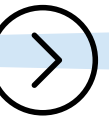




eTech – Covalen Strikes

- The demand is union recognition
- 2026 – mass redundancy with no compensation is akin to evictions
- Employer veto – has to end
- Respect at Work

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eTech – Covalen Redundancies

- 720 at risk
- Rushed process
- Not legal process
- We are stronger
- Dáil protest
- Strikes
- This Friday
- Friday 22nd
- Friday 29th

- DATA 1st Conf
- Not 1st Fight
- Organising Chapter

Meta contractor Covalen accused of rushing lay-offs to avoid redundancy payments

Staff at CPL subsidiary told last week that more than one-third of jobs at Sandyford HQ to go



Covalen workers outside the Dáil on Thursday after it emerged that 720 of them are due to lose their jobs.
Photograph: Nick Bradshaw

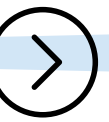
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Inaugural Digital and Techworker Alliance Branch AGM and Techworker Forum



- Growth in tech sector membership - driven by active member participation and workplace organising
- The DATA branch AGM and Worker Forum took place in CWU HQ on 28 February 2026.
- The morning session featured tech branch members discussing their work, organising efforts and the need for change in the sector.
- A political panel discussed worker-led research, big tech power, media regulation, migrant worker organising and the need for unions in tech.
- Speakers included Dr. Conor McCabe, Paul Murphy TD, Tiernan Kenny, Sinead Gibney TD and Dr. Daniel Gutierrez from Ver.di.
- United Tech and Allied Workers from CWU UK experience building a tech union with over 6,000 members
- Members held strategy discussions focused on communications, training and education, and meaningful membership.
- Agreed next steps included creating a tech-wide online platform, organising tech organising fundamentals training, and establishing a committee
- Voting on motions was extended to all branch members through an online vote.



Digital and Techworker Alliance (DATA)

- Newly elected committee:

- Sean Fontana
- Riza Selcuk
- Owen O'Reilly
- Suthanda Atthoraj
- Arkadia Jacob
- Alexander Semenov
- Grace O'Leary

- Vital part of the union's growth strategy



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