

# ITEM 9 PHONEWATCH - Chapter 32

11<sup>TH</sup> BIENNIAL CONFERENCE 2022, ATHLONE



### **Customer Service**

- In May 2021, Secto Alarms made the decision to centralise customer service operations to Fuengirola, Spain
- Following engagement with the CWU, it was agreed that there would be no voluntary or compulsory redundancies
- Members would be offered the option to move to Spain and take up a new role on local T&Cs but maintain their service
- Those opting not to move would continue existing role in Dublin until they left the company or were promoted to alternative role

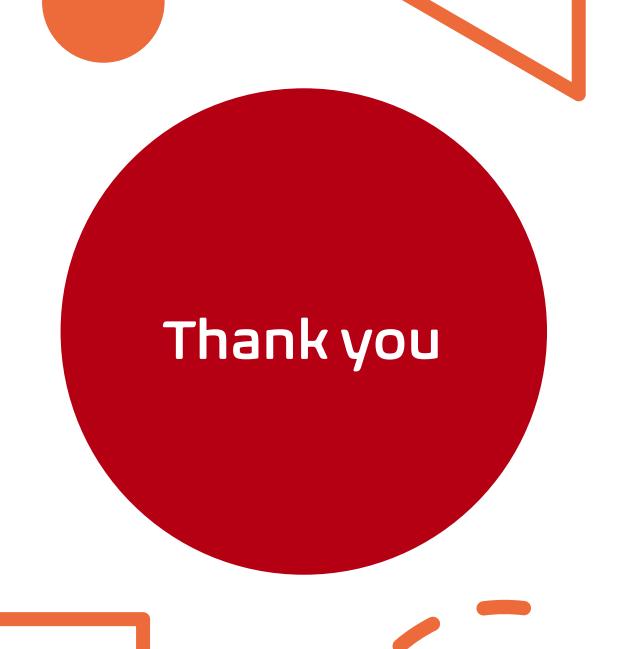
- In late 2021, CWU entered pay negotiations with PhoneWatch management
- Company's position was a 12-month pay freeze due to financial losses as a result of **COVID**
- Branch rejected this position, citing that members had also carried a significant burden throughout restrictions
- Following intensive negotiations, an agreement was reached on a set of proposals the Branch could recommend for acceptance in a ballot





## Pay

- Proposed agreement
  - A pay agreement for 12-months (1<sup>st</sup> Jan 31<sup>st</sup> Dec 2022)
  - Overall pay increase of 3% for all staff
  - Introduction of Performance Related Pay Progression for Arc staff employed since 2015
  - Based on a scale of 0-3% and on the hourly rate including shift pay
  - A one-off payment for these members due to the delay in agreeing the process
- A ballot was conducted by the Branch and members voted to accept the pay proposals
- As part of the ballot process, the Branch successfully invited new staff to become members of the CWU





### 11th Biennial Conference

Sheraton Hotel, Athlone

Thursday 5<sup>th</sup> May 2022