



COMMUNICATIONS WORKERS' UNION

ITEM 9 PHONENWATCH - Chapter 32

11TH 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

Pay

- 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 (1st Jan - 31st 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





Thank you

11th Biennial Conference

Sheraton Hotel, Athlone

Thursday 5th May 2022