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eir Retail

12th Biennial Conference 2024



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- Nov 2022, COVID-19 bonus of €250 paid to retail staff(including ex-synchro) employed since the beginning of pandemic
- In 2023, CWU secured increases in line with min wage rates. For some of our retail members this represented a 6% uplift in their hourly rate of pay
- Notwithstanding that the current eir pay agreement does not conclude until July 2024, the CWU successfully secured a new pay agreement for eir retail and the contact centres.

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- The agreement was effective from 1st of January 2024
 - Increases of over 7% to RSC's
 - The increases are comprised of improvements to base pay and a consolidation of a portion of variable/bonus/commission pay into fixed pay
 - Store Managers are on a salary so they will be comprehended by the national pay agreement currently under negotiations.
- Since our last conference, many of our members in retail have benefited from an average pay increase of 13%

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Store Visits & Survey

- Following store visits, a survey of our members was conducted and highlighted two main issues;
 - A loss of contactless payment facilities in the stores was having a negative impact on members' ability to make sales
 - An interest from members to establish an eir Retail Forum to discuss issues affecting retail staff.
- A further round of store visits was conducted by the eir Branches to distribute copies of the survey results. Branches reported positive feedback on the survey results
- The CWU reached an agreement with the company to reinstate Contactless Payment Facilities in all retail stores

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Retail Forum

- Following the results of the survey, work began on establishing a Retail Forum Group
- The purpose of the Forum was to facilitate direct engagement with our retail members and discuss issues affecting them
- Following an inaugural online meeting in April 2023, the Retail Forum Group has become a regular function with meetings taking place on a frequent basis
- Retail forum group;
 - ex-Synchro managers pay
 - Accessories commission model
 - Targets review

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Thank You

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