



Calor Gas
Long Mile Road, Dublin 12
Phone 1850 812 450
Website www.calorgas.ie

Barbara Anderson
Industrial Officer
Mandate Trade Union
O'Lehane House
9 Cavendish Row
Dublin 1

11th March 2021

Re: Domestic Sales Representatives

Dear Barbara

Further to your email and letter dated 19th February 2021, we wish to confirm that the Domestic sales representatives had a meeting on Monday 8th March to discuss various items including targets for 2021 with their Regional Sales Managers and the Head of Bulk Sales.

Our sales representatives' role in the company is key, as they know our customers best, therefore, the inclusion of a retention target was to encourage positive focus on encouraging our customers to stay with Calor.

It was explained at the meeting, that we do not have a Retention department, retention is in fact a key focus for all our customer facing teams. It was also highlighted that the Commercial sales representatives have had a retention target for many years and our Bulk Support team assist on a reactive basis.


It was pointed out that it is easier to retain a customer than obtain a new customer, therefore, it makes good business sense, wherever possible, to focus on continuing our relationship with a customer, rather than starting from scratch with someone we have no history with.

With this in mind, the retention target was discussed in detail, and it was agreed to proceed in manageable stages. The team would jointly review and analyse the outcome after the initial stage and capture learnings before progressing to the rest of the target. The Domestic sales representatives agreed with this approach.

Therefore, I wish to confirm that this matter has been resolved locally and does not require your involvement.

If a similar matter were to be brought to your attention in the future, we would appreciate it if you could refer your members to their manager(s) in the first instance and only involve their union representative if we have exhausted our internal processes.

Yours sincerely

DocuSigned by:

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Mia Kutner
Chief People Officer