



1st April 2021

Ms Rachel Nolan
HR Operations Manager
Boots Ireland
2nd Floor, 5 Riverwalk
Citywest Business Campus
Citywest
Dublin 24

By Email only: rachel.nolan@boots.co.uk

Re: 2021 Security Rules Update

Dear Ms. Nolan,

Further to the company's announcement over the past week regarding updates to the Boots security rules, a number of members across the stores have raised concerns in relation to these developments and the requirement by the company for them to sign a declaration form attached, confirming their acceptance of same. During my discussions with colleagues, it has been made clear to me that fears are being raised in relation to the use of CCTV and the specific mention in the policy update, regarding the use of audio recording.

In addition to the above, issues have been made in relation to the manner in which this update is being rolled out in stores, resulting in no consultation with staff and a forceful approach by store management for staff to sign and accept the document, when clearly they have outstanding questions and apprehensions that need to be addressed by their employer. Given that this document is a declaration of understanding requiring our members to sign it in that context, I would ask the company to refrain from the immediate implementation of this policy update, listen to the concerns raised by our members at both national and at store level and amend the policy to reflect the feedback from your staff.

Yours sincerely

Jonathan Hogan
National Coordinator

Mandate Head Office
O'Lehane House
9 Cavendish Row
Dublin 1

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General Secretary: John Douglas
Registered Number: 604T



MANDATE TRADE UNION

Security Rules Updated March 2021 *Boots*
Since 1849

Employee Assistance	LifeWorks are a free confidential service that provides advice and help in a wide variety of areas including financial services for those suffering from debt problems. Telephone 1800 818 618 or visit www.lifeworks.com , User ID: boots, Password: care.
Security and Privacy	We care about your privacy and are committed to protecting the personal information you supply us. In the interest of making e-Payslips safer and more secure, we ask you to provide your email address and that you set your own unique password. This must be different to your username (employee number). Having your email address means that if you were to ever forget your password, we can send you a temporary one via the forgotten password link. We know that not everyone has a Boots email address, so this means that you will need to supply us with your personal one. Please make sure that the email address you give us is sufficiently private. Rest assured that we never share your personal information/ email address with anybody outside of Boots or send you junk mail. This data may be used for other Boots systems for security purposes.
CCTV Policy	We retain the right to use CCTV and, in some places, audio recording to help us protect our colleagues, our customers and our business. Where we do this, we will always make it clear that recording is taking place. Whilst security is the primary reason for CCTV, we may also use CCTV to monitor store layout and product location as part of reviewing our commercial plan. This helps us check that we're fulfilling any contractual obligations to our suppliers, such as agreed product display or promotion. We have processes in place to ensure this type of monitoring is carried out appropriately and with minimum impact on colleagues' privacy. CCTV may also be used, where necessary and appropriate, in the context of a disciplinary process or company investigation. CCTV is held for on average a 30 day period. In the case of an accident in a store or support office the footage will be held securely for up to 48 months as a personal injury case may be taken against the company within that timeframe.

DECLARATION OF UNDERSTANDING

Security Rules are briefed to you each year or when there are any changes throughout the year. As part of the process you are being asked to sign that you agree to abide by the Security Rules. If you have any questions about these rules or do not understand what they mean, please speak to your line Manager who will be pleased to explain them.

read and understood the Boots Security Rules - STORES

..... SIGNED DATE

Please ensure you sign this sheet and give a copy of the signed rules to your line Manager which will be placed on your personnel file. Please retain a copy for your own reference

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