



Ms Michelle Whelan
Head of People & Culture Retail – ROI
Primark
Arthur Ryan House
22-24 Parnell Street
Dublin 1

JH/LF
2 September 2022

RE: People & Culture Managers

Dear Ms Whelan,

Following a meeting with our members on 1 September 2022 (i.e. members advised by the Company that they are P&C Supervisors and will receive a clarification document confirming same), I wish to raise the following concerns with you, as a result of those discussions.

Mandate now understands that a number of Supervisors, as referred to above, have yet to receive or have any discussion with senior management in relation to their role within the Company in the future. Concerns and questions have arisen over the lack of information regarding their duties, the absence of an existing job description, knowledge of a formal reporting structure within the new management store structure and aspects in relation to pay progression appropriate to the P&C Supervisory role and responsibilities have been left unanswered.

Concerns have been raised about the allocation or the non-allocation of P&C work locally, with some Supervisors giving examples of Shopfloor Supervising, the performance of security duties, resulting in P&C duties being compromised, all of which require immediate attention by the Company, particularly given the fact that after the 17th September 2022, the role of the Salesfloor Supervisor will not exist and will be redundant.

These worries have been compounded by the absence of written contracts in some cases, as well as the news that they will be named P&C Managers going forward, which for many was the opposite of what the Company referred to them over the years. Many of them have informed Mandate that they were always referred to as Salesfloor Supervisors and in some cases carried out ad hoc personnel functions, while other examples demonstrate that the role has been more definitive.

Nevertheless, the appropriate clarifications of the role and the concerns raised above will now have to be addressed by the business and communicated to the impacted colleagues concerned.

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Mandate has also learned of the P&C Academy launch outlining a career path through the P&C job role within the business. The initiative also offers the successful candidate the opportunity to upskill through the NCI with partial support from the business. Our members above have outlined their disquiet and concern, regarding this launch, which seems to overlook those already in the role and instead focuses on new starters within the P&C pathway. While this may be unintended, it also needs to be addressed with the impacted colleagues to which this corresponded represents.

Your sincerely
For Mandate Trade Union


Jonathan Hogan
Assistant General Secretary