

**Human Resources Department
Dunnes Stores
46-50 South Great Georges Street
Dublin 2**

**LOB/LF
10 May 2023**

RE: *Introduction of the UKG Dimensions App*

To Whom It May Concern,

I am writing on behalf of our Members in Dunnes Stores to express our concerns and seek clarification regarding the trial of the new UKG Dimensions App, which we understand will be rolled out to all Dunnes locations from August 2023.

We understand this app will be used by staff to check their rosters, book annual leave, and request days off. As I am sure you will appreciate, our members have several concerns regarding the everyday use of the app and therefore we wish to ensure the best interests of our members are considered during the implementation process.

Firstly, we are seeking confirmation that the company will ensure all staff receive the necessary and appropriate training and support required to assist them in using the app effectively and with confidence.

Secondly, we are advised that a number of staff may not have the necessary technological resources or inclination to use the app on their personal devices. In such circumstances it is essential that the company provides a facility for staff to access the app in-store, either via a store computer or tablet.

Moreover, we must emphasise the importance of offering those staff the option to continue using the current paper-based system. The physical rosters should remain in place and the existing method of applying for annual leave and days off should continue to be available for staff who choose for the aforementioned reasons not to use the app.

We also believe that tasks such as booking annual leave and day off requests should be considered part of our members normal working day as is currently the case. Consequently, we expect staff will be permitted to perform these tasks during their rostered hours.

Mandate Head Office

O'Lehane House
9 Cavendish Row
Dublin 1

t (01) 8746321 / 2 / 3
f (01) 8729581
e mandate@mandate.ie
w www.mandate.ie

General Secretary: Gerry Light
Registered Number: 604T

We would also appreciate clarification on the following data-related concerns:

1. How will the staff members' personal data be stored through the app?
2. Where will this data be stored, and will all GDPR regulations be followed?
3. What measures will be in place to protect staff members' data from breaches or possible misuse?

Finally, we expect the company to honour its commitment to providing staff with four-week rosters and ensure the app will not be used at local level to change or alter staff rosters at short notice and without agreement.

Given the importance of these queries and the concerns raised by our members, we are seeking an immediate response from the company and trust you will provide same.

Yours sincerely
For Mandate Trade Union



Lorraine O'Brien
National Co-ordinator
On behalf of the Dunnes National Committee