

11th August 2023

Via email: keiryan@primark.com

Mr. Keith Ryan
Store Manager
Penney's
Main Street
Swords Demesne
Swords
Co. Dublin
K67 D762

Re: Shift Swaps

Dear Mr. Ryan

Mandate Trade union have today been contacted by a number of our members employed by Primark in the Penney's Swords Store with regard to an email which they have received this morning from their P&C Manager, Ms. Chloe Howard. The email correspondence in question relates to a change in practice regarding the ability of our members to swap shifts with colleagues.

It is the understanding of this union that the practice of swapping shifts with colleagues is one that has been accepted and accommodated by the Company for a considerable period and that the Company are attempting to unilaterally remove this facility without due regard for the impact this decision could have for their employee's.

Ms. Howard states in her correspondence that there has been a large increase in the amount of shift swap requests in recent weeks and that these requests are taking up a lot of "unnecessary time", I would suggest that assisting members with requests to swap shifts with other colleagues so as to assist those members with their work life balance demands is not as is stated unnecessary time but quite the opposite and indeed one of the functions of the People & Culture Department.

It makes common sense that assisting members with shift swap requests increases productivity, decreases absenteeism and indeed can help create a better working environment, something which I am sure you would support.

Ms. Howard further states in her correspondence that she and she alone in her capacity of P&C Manager is the only person who can authorise, in one off circumstances, any shift swap requests and that these requests must be made verbally to her and not via email. I need not remind you that the store is open between 9 and 12 hours per day, seven days a week with members working various different shift patterns throughout the week, which will make it very arduous for certain members to actually be able to speak with Ms. Howard in a timely manner to arrange a shift swap.

Ms. Howard finishes her correspondence by stating that "members who are repeatedly looking to swap their roster will be flagged", this is being deemed by the members who have contacted their

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union today with regard to this matter as a threat from their P&C Manager and I am requesting that the Company provide by return a detailed explanation as to what "being flagged" entails and what are the possible consequences for our members if they are flagged.

I am aware that you are commencing a period of annual leave this evening and that you will then be taking up a new position elsewhere in the Company, therefore I am requesting that you ask Ms. Howard to withdraw her instructions to our members of today's date with regard to shift swaps until such time as a new Store Manager is appointed and that a meeting has been arranged with the undersigned to discuss this matter in more detail.

Yours sincerely

A handwritten signature in black ink, appearing to read 'K B Pollard', written in a cursive style.

Keith Pollard
Divisional Organiser

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