



**MANDATE**  
TRADE UNION

**By Registered Post**  
**& Email sm041@primark.ie**

14<sup>th</sup> September 2023

Mr. David Lee,  
Store Manager,  
Penneys,  
The Pavilions Shopping Centre,  
Swords,  
Co. Dublin.

**Re: Health & Safety Concerns of Members**

Dear Mr. Lee,

I hope you are keeping well.

Mandate Trade union have been contacted by a sizable number of members employed in the Penney's Pavilions Store, with regard to their serious Health & Safety concerns arising from the current state of disrepair in the Store.

Members have informed the undersigned about the countless number of leaks coming from the ceiling which necessitate certain areas of the shop to be cordoned off with both buckets and towels being placed on the ground to absorb the leaks. Our members have also stated that water is leaking down the walls in certain areas of the Store and that mould is growing on the walls as a result. Alarmingly the mould, which can be extremely hazardous to our members from a health perspective has been covered up using cardboard, which is simply not acceptable.

On a separate note, members have outlined to the undersigned their horror at the fact that the staff toilets overflowed recently due to a blockage which resulted in urine and faeces flowing through certain areas of the back of Store and necessitating staff having to use the public toilets in the Shopping Centre. I am aware that blockages can occur in plumbing systems, but given the fact that it has been reported that these blockages are a regular occurrence leads the undersigned to believe that there is an underlying issue with the system.

I, on behalf of our members, am requesting that the Company immediately carry out a comprehensive Health & Safety audit of the Store and provide a copy of the report to the undersigned as soon as is possible.

**Mandate Head Office**

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Furthermore, I am calling on the Company to immediately engage with the relevant Management Companies and Landlords of the Store, to identify the structural issues in the Store and agree a plan of action that will rectify the problems at the earliest opportunity.

Failure on the Company's behalf to satisfactorily address the issues outlined will leave the undersigned with no alternative but to report the matter to the Health & Safety Authority requesting their intervention.

On a final note, I believe it important to state that the majority of the members who contacted the undersigned also stated that they had received numerous comments of concern from customers with regard to the appearance of the Store and that our members are worried that these customer concerns could lead to customers avoiding their Store. It is in everybody's interest that this matter is addressed and addressed urgently.

I look forward to your positive response.

Yours sincerely,



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**Keith Pollard,**  
**Divisional Organiser.**  
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KP/AM: