

# WHAT'S IN STORE?

## It's Been a Long Time!

During 2009, Prospect launched a retail recruitment drive in mobile retail stores to highlight the benefits of joining a Union, and that there is a union recognition agreement for Prospect to negotiate and represent staff working in O<sub>2</sub> retail grades (RCGS10/RCGS1/RCGS20/RCGS30).

Also, as retail stores are isolated from main Telefonica/O<sub>2</sub> sites, we also visited a vast number of the retail premises in key cities, towns and shopping centres to give staff the opportunity to meet Prospect representatives.



Over the two year period of visits the Union grew its membership across O<sub>2</sub> mobile retail, including Vodafone, Three and Orange/T-Mobile transforming to EE. We hope to continue regular communications to O<sub>2</sub> retail staff through the What's in Store newsletter alongside regular Prospect e-communications to give you a more retail feel to What's in Store in O<sub>2</sub>!

## Uniforms

Apart from the double denim dilemma! Retail staff have been reporting poor quality of denim shirts provided to wear in store. The most common issue is that the buttons keep coming off and staff are having to brush up on their haberdashery skills! Let us know if you're having any specific issues?!

Also, did you know that you may be able to reclaim a tax rebate for cleaning your own uniform? Prospect has partnered with tax refund specialists to help calculate and refund any monies that could be owed to you. Members can get further information at: [www.prospect.org.uk/member-benefits](http://www.prospect.org.uk/member-benefits)

## Handset Thefts

Prospect has had reports of an alarming rate of handset thefts from O<sub>2</sub> retail stores in recent months. Cases have ranged from individual thefts to organised gangs targeting stores. We've heard of incidents of extreme violence in attempts to steal handsets, which have included physical violence with staff being punched and kicked. This has left some colleagues being rightfully worried about coming to work.

Prospect representatives have raised this with the Company and new clamps have been rolled out to stores since. We are still hearing of incidents, although we understand that incident reports to the Company have reduced. Please get in touch with your Prospect representatives if you have any ongoing concerns.

Colleagues who have worked in stores over the last decade maybe aware of a yearlong campaign that Prospect ran to highlight safety in retail stores to staff and members. The Respect in Retail campaign had the backing of the Suzy Lamplugh Trust and Sir Alex Fergusson at the time.



For personal safety advice, please visit the Suzy Lamplugh website at: [www.suzylamplugh.org](http://www.suzylamplugh.org)

## Retail Support

Prospect representatives have been hearing of ongoing issues with retail staff contacting Retail Support, which was outsourced to South Africa by Capita in recent years. We've been hearing of issues getting through, lack of accountability, logging of call records and follow up. If you have experienced recent incidents, please send feedback to [whatsinstore@prospect.org.uk](mailto:whatsinstore@prospect.org.uk)

## Store Reward Structure

As part of the union recognition agreement, Prospect negotiates your pay terms and conditions with O<sub>2</sub>, and members have a say. Union members will be aware Prospect was involved in the store reward structure that was implemented on 1 November 2018.

### The 2018 changes were:

- ⇒ The starting salary for RCGS10/RCGS1 Grade at £20,000 with earning potential up to £32,000.
- ⇒ Any RCGS10/RCGS1 grade employees with salaries currently below £20,000 changed to £20,000 from 1 November 2018.

Previous	From 1 Nov 2018
Starting £18,000	Starting £20,000
Increase to £20,000 on passing 6 month probation.	Earning potential up to £32,000
Earning potential up to £28,000	

Grade	Change
RCGS10/RCGS1  (Guru's, Assistant Store Leaders and Cat 3 Store Leaders)	RCGS10/RCGS1 grade employees Salary will changed to £20,000 from 1 November 2018.  New joiners starting salary will be agreed within the revised pay range  Salary range updated to £20k - £32k

Your representatives are keen to hear your views on pay and reward in advance of 2019 discussions. You can send feedback to [whatsinstore@prospect.org.uk](mailto:whatsinstore@prospect.org.uk)

## Franchise Stores

Do you work for a franchise? You can still be a member of Prospect and receive support and advice from the Union. The only difference is that we do not have recognition rights with franchisees. You can join at: [www.prospect.org.uk/joinus](http://www.prospect.org.uk/joinus)

## University Discounts

A number of universities and colleges offer course discounts for Prospect members. These include Birkbeck, University of London and the National Extension College. Members can get further information via the Prospect website: [www.prospect.org.uk/member-benefits](http://www.prospect.org.uk/member-benefits)

## Member Contact Centre

Is there for you from 8.30am till 7pm Monday to Friday. Call 0300 600 1878 for support or to join Prospect.

