



MINISTRY OF LABOUR SOCIAL SECURITY & SERVICES
DEPARTMENT OF LABOUR

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Social Security House, Bishops Road
P.O. Box 40325-00100
Nairobi, KENYA

3rd October, 2014

AGREEMENT

TRADE DISPUTE

PARTIES
COWU VS TELKOM (K) LTD

ISSUES IN DISPUTE: STRIKE NOTICE

1. Discrimination on payment of staff Bonus
2. Harassment and intimidation of staff at the call centre
3. Union bashing
4. Refusal by management to pay overtime to 54 members of staff

In a joint meeting held at NSSF building on 3rd October, 2014 under the chairmanship of the undersigned, it was agreed as follows:

- i. Overtime payment to the 54 call center staff will be paid in October, 2014. The management will confirm this to the union and conciliator in writing soonest.
- ii. The parties agreed that the issue of harassment and intimidation of call centre staff as well as union bashing will be addressed by both management & the union to minimize friction through normal consultation and dialogue.
- iii. On the issue of bonus to staff members, it was agreed that both parties consult further on the issue and convene for another joint meeting at NSSF on 6th October 2014 at 2.30 p.m.

Signed:

Management

Mercy Nduku
Chief Human Resource Officer

Union

Benson Okwaro
General Secretary, COWU