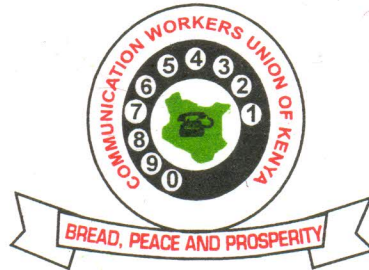


**COMMUNICATION WORKERS UNION OF KENYA**  
AFFILIATED TO : CENTRAL ORGANISATION OF TRADE UNIONS (KENYA)  
UNION NETWORK INTERNATIONAL GENEVA

*All correspondence should be addressed to the General Secretary*

Telephone : +254 - 20 - 2219345/6  
Fax : +254 - 20 - 2219347  
National Chairman: Emmanuel K. Kanda  
General Secretary: Benson O. Okwaro  
General Treasurer: Joseph Rwanjau



Hermes House  
Tom Mboya Street  
P.O. Box 48155 - 00100  
Nairobi.  
e-mail: info@cowukenya.org

Our Ref: **COWU-TKL-010-048-2014**

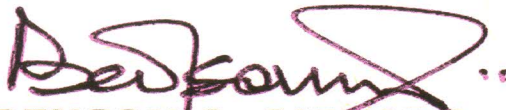
Date: **4<sup>th</sup> October 2014**

All Union Members  
**TELKOM (KENYA) LIMITED**

**RE : AGREEMENT.**

Please find here a copy of an agreement entered between this union and TKL Management during our meeting held on 3<sup>rd</sup> October 2014 in the Ministry of Labour headquarters.

Yours faithfully,

  
**BENSON O. OKWARO**  
**GENERAL SECRETARY**



# MINISTRY OF LABOUR SOCIAL SECURITY & SERVICES

## DEPARTMENT OF LABOUR

Tel: +254 (020) 2729800  
Fax: (Insert as appropriate)  
Email: [labourcommissioner@labour.go.ke](mailto:labourcommissioner@labour.go.ke)  
When replying, please quote  
Ref: MLSSS/LD/IR/TU/5/1

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

3<sup>rd</sup> 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 3<sup>rd</sup> 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 6<sup>th</sup> October 2014 at 2.30 p.m.

Signed:

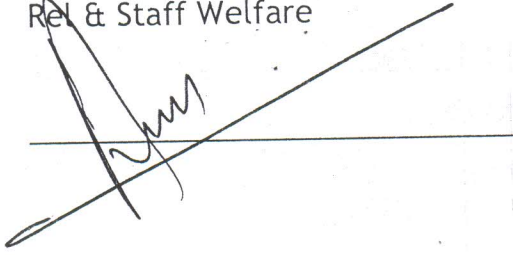
Management

Mercy Nduku  
Chief Human Resource Officer

Union

Benson Okwaro  
General Secretary, COWU

Anne Kariuki  
Head, Employment  
REL & Staff Welfare



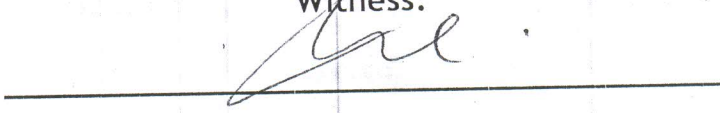
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Elisha otero  
Industrial Relations Officer/Board  
Member.



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Witness:



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Kisurulia Kuloba  
Conciliator