

**THE ALBANIAN POST-TELECOM WORKERS UNION
SINDIKATA E PUNONJESVE TE POSTE-TELEKOMIT SHQIPTAR**

Email: info@sindikata.net

Website: www.sindikata.net

**REQUESTS OF EMPLOYEES
KERKESA TE PUNONJESVE**

ALBTELECOM SH.A.

Date: 15.12.2020

Nr. 12 Prot.

1. ENGLISH & ALBANIAN VERSION
2. VERSIONI ANGLISHT & SHQIP



Topic	Description	Request
SALES EMPLOYEES (SHOP)		
Target Bonus of Shops	The target levels are too high compared to the situation we are in. Target has not been revised since the onset of the Pandemic. This has made it impossible for employees to struggle for capturing this target as the economic activity of the shops has declined. This impossibility has demoralized employees.	We request you to review the bonus target for shop employees to make it more realistic.
National Holidays	Due to the company's policy of keeping shops open it is impossible for these employees to be with the family during the day of national or religious holidays.	We request that during the holidays when the administration is on vacation, the employees of shops to be allowed a 4-hour lunch break to be able to be with their family. Vodafone applies a lunch break 13: 00-17: 00 in the shop during the holidays.
Promotion and assessment of employees with Experience	One of the issues of concern is the lack of assessment over the years of employees who have a long experience. A new employee starting work today should not be paid the same as an experienced senior employee. This situation should be quite the opposite, where experienced people should be evaluated, motivated and rewarded with higher salaries. This can be done very well by increasing wages every year based on inflation. Such approaches make jobs in companies more attractive to young people and prevent the leaving of employees to other companies, a phenomenon that has recently been on the rise.	To realize this approach we seek you to value experience and loyalty at work. Applying a pay rise matrix for each year of Work Experience would be a motivation scheme for employees and would help to differentiate between long-term employees and newcomers. We demand that wage growth begin as soon as possible, taking as a base the inflation rate.
CALL CENTER EMPLOYEES		
Work Overload and Low Salaries	Call center employees already work from home, but due to work overload and low salaries some operators have quit the job. Their leaving has left other employees with an even higher workload. There are averagely 6 operators per shift who have to cope with 4000-5000 calls per day. They are obliged to make inbound and outbound calls, being paid with a salary of 26,000 ALL Net or 150 Lek / hour while the Call Center market in Albania pays employees with a minimum of 250-350 Lek / hour and with a lower workload. In addition to the very low salary they have, the call center employees have been deprived of food allowance of 400 lek per day due to work from home.	We request immediate intervention for: <ul style="list-style-type: none"> - Providing food allowance for employees who work from home as this is not the desire of employees but is due to force majeure, pandemic. - Increasing the level of salaries - Increase number of operators per shift.
Shifts	Call center employees work from home in shifts. Unfortunately there is no regular rotation of shifts, which are determined by the managers of the Call Center. They fail to do a monthly planning with a regular and fair rotation. Operators are informed about their shifts only at the last moment, thus violating the normal activity of their personal or family life.	We request immediate intervention for: <ul style="list-style-type: none"> - Organizing shifts on a monthly basis. - Application of a fair rotation between operators for shifts

GENERAL FOR ALBTELECOM EMPLOYEES

New Year Bonus	We are aware that the pandemic has damaged the positive performance of the company, however this bonus at this time is a support to all employees who may have been infected by Covid-19 or may have had an infected family member. This bonus at the end of this year makes more sense for all employees who never stopped their work but helped the company to carry out all its activity.	We request that the company provides the New Year's reward as foreseen in the collective agreement for the work of employees during the pandemic. Given the financial situation we are open to discussing the value of reward.
Salaries and food allowance.	Since 2015, Albtelecom does not increase salaries for all employees. Despite the fact that this has been conditioned by the financial capabilities of the company, the non-application of this practice has made the salaries of employees not increase compared to the Consumer Price Index, which is the official measure of inflation in Albania. On the other hand, due to the pandemic, our employees who work from home have their salaries reduced because they do not receive food allowance. In this case we have not only salary cuts but increased employee costs on electricity for work and heating.	To accomplish this we ask: <ul style="list-style-type: none"> - Providing food treatment for all employees who work from home as this is not the desire of employees but is due to force majeure. - We demand that the increase of salaries start as soon as possible, taking into account the inflation rate. Due to pandemic situation, the increase for low wages should start first and then continue with the rest. This salary increase should be turned into company policy by motivating and valuing the company's employees every year.

OTHERS

Support for Technicians	<p>As you know part of our staff has been transferred to the maintenance subcontractor (Makhes). These technicians connect IPTV subscribers every day but they do not have the opportunity to have this service in their homes as Albtelecom employees have because the price offered is higher than the subscribers benefit it today. This approach to technicians is not appropriate and they should be offered the opportunity to benefit from the IPTV package as benefited by Albtelecom employees or at a cheaper price than that is offered to subscribers.</p> <p>Technicians but also Albtelecom Supervisors need smart phones which can be provided for use by Albtelecom company. These phones serve them to measure line parameters and perform configurations. This smart phones are unaffordable with their salaries.</p>	We ask for your support for: <ul style="list-style-type: none"> - Technicians to benefit from the same IPTV package (Digitalb+Tring) as Albtelecom employees or at a more competitive price. - Albtelecom supervisors to give smart phones in use from the company. For technicians, this point should be discussed with the subcontractor to be resolved.
--------------------------------	---	--

Tema	PERSHKRIMI	KERKESA
PUNONJESIT E SHITJES (SHOP)		
Target i Bonusit	Parametrat e targetit jane teper te larta krahasuar me situaten ku ndodhemi. Targeti nuk eshte rishikuar me fillimin e Pandemise. Kjo e ka bere te pamundur qe punonjesit te luftojne per kapjen e ketij targeti pasi aktiviteti ekonomik i dyqaneve ka rene. Kjo pamundesi ka demoralizuar punonjesit.	Te rishikohet targeti i bonusit per punonjesit e shopeve qe te behet me real me situaten.
Ditet e Festave	Per shkak te politikese se kompanise per te mbajtur dyqanet hapur eshte e pamundur per keta punonjes qe te jene me familjen gjate dites se festave kombetare apo fetare.	Kerkojme qe gjate diteve te festave kur administrata eshte pushim punonjesit tju lejohet nje pushim dreke 4 oraresh qe te jene me familjen e tyre. Vodafone aplikon nje pushim dreke 13:00-17:00 ne shop gjate diteve te festave.
Promovimi dhe Vleresimi i Punonjesve me Eksperience	Nje nga ceshtjet shqetesuese eshte mos vleresimi nder vite qe ju behet punonjesve te cilet kane nje eksperience te gjate. Nje punonjes i ri qe fillon pune sot nuk duhet te paguhet njesoj si nje punonjes i vjeter me eksperience. Kjo situatë duhet te jete krejt e kundërta, ku persona me eksperience duhet te vleresohen, motivohen dhe shperblehen me paga me te larta. Kjo mund te behet shume mire duke rritur pagat cdo vit me baze inflacionin. Qasje te tilla i bejne vendet e punes ne kompani me terheqese nga te rinjte dhe ndalojne largimin e punonjesve drejt kompanive te tjera, fenomen qe kohet e fundit eshte drejte rritjes.	Per te realizuar kete qasje ne kerkojme te vleresohet eksperience dhe besnikeria ne pune. Aplikimi i nje matrice per rritjen e pagave per cdo vit Eksperience Pune do te ishte nje skeme motivuese per punonjesit dhe do te ndihmonte per te bere diferencimin midis punonjesve qe punojne nje kohe te gjate per kompanine dhe atyre qe futen rishtazi. Ne kerkojme qe te filloje rritja e pagave, sa me pare duke marre per baze normen e inflacionit.
PUNONJESIT E CALL CENTER		
Mbingarkese ne Pune dhe Paga te uleta	Punonjesit e call center tashme punojne nga shtepia, por per shkak te mbingarkeses dhe pagave te uleta nje pjese e operatoreve jane larguar duke lene punonjesit e tjere me nje mbi ngarkese akoma me te larte. Ne turne punojne mesatarisht 6 operatore te cilet duhet te perballojne 4000-5000 telefonata ne dite. Jane te detyruar te bejne telefonata inbound dhe outbound, duke u paguar me nje page 26,000 ALL Neto ose 150 Lek/ora nderkohe qe tregu Call Center ne Shqiperi paguan punonjesit me nje minimum 250-350 Lek/ora dhe me nje ngarkese pune me te ulet. Pavec pages shume te ulet qe ata kane punonjesve te call center u eshte hequr trajtimi ushqimor prej 400 leke ne dite per shkak te punes nga shtepia.	Kerkojme menjehere te nderhyhet per : <ul style="list-style-type: none"> - Dhenien e trajtimit ushqimor per punonjesit qe punojne nga shtepia pasi kjo nuk eshte deshira e punonjesve por eshte per shkak te forcave madhore, pandemi. - Rritjen e nivelit te pagave - Shtimin e operatoreve te tjere per te perballuar fluksin.
Turnet	Punonjesit e call center punojne nga shtepia me turne. Fatkeqesisht nuk ka nje rotacion te rregullt te turneve, te cilat percaktohen nga drejtuesit e Call Center. Ata nuk arrijne te bejne nje planifikim mujor te turneve me nje rotacion te rregullt dhe te drejte. Operoret informohen per turnet e tyre vetem ne	Kerkojme menjehere te nderhyhet per : <ul style="list-style-type: none"> - Organizimin e turneve ne baze mujore.

	moment te fundit duke cenuar keshtu aktivitetin normal te jetes se tyre personale apo familjare.	- Aplikimin e nje rotacioni te drejte midis operatoreve per turnet.
TE PERGJITHESHME PER PUNONJESIT ALBTELECOM		
Shperblimi i Vitit te Ri	Ne jemi koshient qe pandemia ka demtuar ecurine pozitive te kompanise, gjithsesi ky bonus ne kete kohe eshte nje ndihmese per te gjithë punonjesit qe mund te jene infektuar nga Covid-19 apo mund te kene pasur famijar te infektuar. Ky bonus kete vit merr me shume kuptim per te gjithë punonjesit se ata ne asnje moment nuk e ndaluan punen e tyre por ndihmuan me te gjithë forcen qe kompania te zhvillonte te gjithë aktivitetin e saj.	Kerkojme qe kompania te japi shperblimin e vitit te ri te parashikuar ne kontraten kolektive si nje shperblim per punen e punonjesve gjate pandemise. Duke marre parasysh situaten financiare ne jemi te hapur te diskutojme mbi masen e shperblimit.
Pagat dhe trajtimi ushqimor.	Që prej vitit 2015, ne Albtelecom nuk indeksohen pagat për të gjithë punonjësit. Pavaresisht se kjo ka qene e kushtezuar me mundesite financiare te kompanise, mos aplikimi i kesaj praktike ka bere qe rrogat e punonjesve te mos rriten ne krahasim me Indeksine e Çmimeve të Konsumit, i cili është matësi zyrtar i inflacionit në Shqipëri. Ne anen tjetër për shkak të pandemise punonjesve tane qe punojne nga shtepia ju eshte ulur paga pasi nuk perfitojne trajtimin ushqimor. Ne kete rast kemi jo vetem ulje page por jane rritur shpenzimet e punonjesve ku ju duhet te shpenzojne me shume energji elektrike si per pune por edhe per ngrohje.	Per te realizuar kete kerkojme: <ul style="list-style-type: none"> - Dhenia e trajtimit ushqimor per te gjithë punonjesit qe punojne nga shtepia pasi kjo nuk eshte deshira e punonjesve por eshte per shkak te forcave madhore. - Kerkojme qe te filloj rritja e pagave, sa me pare duke marre per baze normen e inflacionit. Nisur nga situatet e pandemise si fillim te filloj rritja per pagat e uleta duke vazhduar me pas me pjesen tjetër. Kjo rritje pagash duhet te kthehet ne politike te kompanise duke motivuar dhe vleresuar punonjesit e kompanise cdo vit.
TE TJERA		
Mbështetje per Teknikët	Sic e dini nje pjese e stafit tone eshte transferuar te nenkontraktori i mirembajtjes (Makhes). Keta teknik lidhin cdo dite abonente IPTV por ata nuk kane mundesi ta kene kete sherbim ne shtepite e tyre sic e kane punonjesit e Albtelecom per shkak se cmimi i ofruar eshte me i larte sec e perfitojne sot abonentet. Kjo qasje ndaj teknikeve nuk eshte i duhuri dhe atyre duhet tju ofrohet mundesia qe te perfitojne paketen IPTV sic e perfitojne punonjesit e Albtelecom ose me nje cmim me te lire se ai qe i ofrohet abonenteve. Gjithashtu per kete kategori por edhe Supervisorët e Albtelecom kane nevoja per telefona smart te cilet mund te jepen ne perdorim nga kompania Albtelecom. Keta telefona ju sherbejne atyre per te matur parametrat e linjave dhe kryer konfigurimet	Kerkojme mbeshtetjen tuaj per: <ul style="list-style-type: none"> - Tekniket te perfitojne te njejten pakete IPTV si punonjes te Albtelecom ose me nje cmim me konkures. - Supervisorëve te Albtelecom t`ju mundesohen telefona smart ne perdorim. Per tekniket kjo pike te bisedohet me nenkontraktorin per tu zgjidhur.