

Dunnes Workers' Survey 2025 – Key Findings & What's Next

Over 1,000 Dunnes workers across the country took part in this year's Dunnes Workers' Survey.

This strong level of engagement shows a growing awareness, deep frustration in stores, and—most importantly—a real hunger for change.

Below is a breakdown of the key findings, what they mean, and what comes next.

Staffing Cuts, Unfair Hours & Rota Issues

One of the clearest messages from this year's survey is that staffing levels are getting worse, not better.

- Stores are consistently understaffed, especially at busy times.
- Staff are being asked to do more, with less support.
- Distribution of hours continues to be unfair and inconsistent.
- Long-serving staff reported having their hours cut—only to see new hires brought in shortly after.

Management Behaviour & Morale

Hundreds of workers raised serious concerns about how they are treated by management:

- Reports of being disrespected, ignored, or dismissed when raising issues.
- Many said this has damaged morale and created a culture of fear and frustration.

Long-Serving Staff Feel Forgotten

This year's survey highlighted a growing anger among long-serving staff.

- Workers with 10, 15, even 20+ years of service said they feel overlooked.
- Many receive fewer hours, worse shifts, and no recognition of their loyalty.
- There is strong support for additional annual leave based on length of service and for retaining the staff discount card in retirement.

Every Member Has a Role to Play

The survey shows that workers want change—but change only comes with solidarity.

Here's how you can play your part:

- **Start the conversation** – Let Dunnes Workers know the union is here to support them. A quiet word goes a long way.
- **Help them find the info** – Point them to www.joinmandate.ie, your store rep, or Mandate office. We can even sign people up over the phone.

- **Clear up misunderstandings** – Every Dunnes worker is eligible to join. Part-timers, students, new starters—all matter.
- **Talk about what we've achieved** – Roster improvements, banded hours enforcement, pay increases each year.
- **Encourage new staff** – Most are never told about the union. A friendly introduction makes a big difference.
- **Back each other up** – Support colleagues who raise issues.

The more Dunnes Workers in the Union the stronger your voice will be.

2025 National Pay Claim – Dunnes Workers' Priorities

When asked to rank priorities, workers across the company were clear:

1. Pay increases for all staff
2. Improved sick pay
3. Retaining the staff discount in retirement
4. Paid maternity and paternity leave

What Happens Next?

Here's how we'll move forward together:

- A formal letter will be sent to the company outlining our pay and benefits claim.
- Updates to all members will be issued via SMS and social media.
- The launch of a national social media campaign – We need Dunnes workers to take part! Workers willing to do short video interviews on why these issues matter should get in touch. Contact Gerard, Mandate Organiser, by email at ghalligan@mandate.ie or by text on 087 367 4257.

Now is the Time to Get Involved

- If you're not yet a member, now is the time to join at www.joinmandate.ie
- If you're already a member and want to play a bigger role, we want to hear from you.

Mandate can help you win the fairness and respect in Dunnes Stores you deserve !