



# MEMBERSHIP SERVICE CHARTER



## OUR SERVICE TO MEMBERS

### Legal Assistance

Through our legal support we shall strive to:

- Provide legal assistance to members in matters relating to their employment within time;
- Institute legal proceedings to defend or further the provisions of the constitution where deemed appropriate;
- Promote or oppose any laws or administration measures that effect the interests of our members in particular and workers in general;
- Do any lawful thing which may further the interest of our members, the union and workers;
- Build the capacity of local, regional and national dispute committees of effective and efficient service;
- Assist a member in a criminal case arising from a strike;
- Refer a dispute within 30 days from the date of dismissal of alleged misconduct, for all members unfairly dismissed;
- Insure that retrenchments will be referred timeously.

### Negotiating Wages and Working Conditions

Through elected shopstewards at the workplace we shall strive to:

- Represent members at work to the best of our ability;
- Improve wages and working conditions of members, fight short-time and retrenchments, and preventing factory closures;
- Negotiate agreement with employers about wages and working conditions, as mandated to do so by member in the workplace;
- Conclude negotiated agreements only after approval by members and the NUMSA regional secretary.

### Education

Through our education and training support we shall strive to:

- Train all shopstewards to deal with matters at company level so that they can educate members on their rights at work;
- Train all shopstewards to be ready and able to defend workers at their workplaces;
- Provide free courses on a range of issues from workplace matters through the broader political education;
- Ensure skills development of members for career progression.

### Safe Working Conditions

Through our health and safety support we shall strive to:

- Engage in comprehensive health and safety collective agreement at each workplace;
- Capacitate members and shopstewards on the principles of the agreement and the laws that regulates rights to a safe environment;
- Build and support health and safety committees at plant, local, regional and national levels;
- Report none compliance to the Department of Labour.



## OUR BENEFITS TO MEMBERS



### Funeral Benefits

Members in good standing get a free membership of a funeral fund for the member and their dependents.

Members who retire, or who leave work because of ill-health, and who have been members for more than two years can apply to the nearest union office for continued membership of the funeral fund for free. The member can get benefits for themselves and their dependents until the member dies.

Members who are dismissed, retrenched or who resign from work can apply for associate membership of the funeral fund within 30 days of leaving work. They must have been a member for more than two years and will be required to pay a nominal fee to continue receiving benefits for themselves and their dependents.



### Bursary Scheme

All members will have access to a bursary scheme for their children to study specific courses at tertiary level.



### Free Legal Advice

All members will receive free, professional, legal advice right from the day they join the union. Our skilled legal team will represent members at workplace level, through the bargaining council or the CCMA right up to the labour court if a case warrants it.



### Development Support

Existing and retrenched members will be supported in advancing their development in the formal labour market or in venturing into other sustainable livelihoods, for example cooperative or small and medium enterprises.

## OUR COMMITMENTS

### Communication Commitments

**We shall strive to improve communication from factory to local to regional and national level for effective and efficient service to members by:**

- Distributing Numsa news regularly to members and Numsa Bulletin to shopstewards;
- Opening a dedicated regional and national call line to process all member complaints;
- Resourcing all local offices to become effective and efficient 'service centres' for members;
- Opening all local offices from Mondays to Fridays from 09h00 to 17h00 and Saturdays from 09h00 to 13h00 and regional and head office from 08h00 to 17h00 weekdays; Building effective shopsteward committees to:
  - Represent members at all levels
  - Hold factory general meetings at least once a month to get workers mandates and report decisions of structures
  - Take up members grievances
- All union members to attend all factory and local general meetings for improving service.

### Elected Shopstewards and Union Staff Commitments

- Build maximum unity
- Take up bread and butter issues that affect workers
- Educate members about Numsa policies
- Promote the interests of members
- Coordinate protected strikes, pickets, secondary strikes, protest action to promote or defend the socio-economic interests of workers and the poor
- Fight arbitrary and unfair dismissals of workers
- Resist retrenchments and fight for full employment
- Fight adequate social security from the state and employers
- Be visible and play an active role in the institution that deals with worker disputes to ensure that matters and cases of workers are dealt with timeously
- Enter into collective bargaining forums for the purpose of negotiating and entering into collective agreements with employers and associations of employers.

## Leadership Commitments

- Ensuring that decision taken are implemented across the union;
- Treating members equally irrespective of their geographical area and their distance from the nearest union office.

## Shopstewards Committee Commitments

**The Shopsteward Committee will manage the affairs of the union inside their workplace. They shall the following powers and duties, which are subject to the review of the Regional Congress and the Local Shopstewards Council:**

- Maintain order and harmony amongst members in their workplace;
- Recruit members;
- Settle disputes at the workplace;
- Report regularly to their Local Shopstewards Council on any disputes or grievances;
- Share decisions and policies of the union with members in the workplace;
- Take up all legitimate complaints of members;
- Avoid dual membership of unions;
- Call factory general meetings at least once per month;
- Support the spirit of principle of democracy and the values outlined earlier;
- Build a strong and democratic organization of workers at the workplace;
- Build strong and active shopsteward structures to ensure democratic worker control;
- Achieve full and effective participation by workers in all decision-making affecting them and;
- End all forms of discrimination in employment

To ensure that all tasks set out in this service charter are carried out, we will ensure that the following responsibilities are adhered to. This will serve as our monitoring mechanism.

## Our Collective Responsibility

- Regular, honest assessments of work performance without fear and favour among members, shopstewards, office bearers and staff at all levels;
- No delaying disciplinary action when needed;
- Monitoring and evaluating the work of staff and shopsteward through local structure reports;
- Shopstewards to complete and submit to the local office the monthly reporting form;
- Organizers to submit a weekly program and to report weekly on their work;
- Treating all staff equally throughout the national union;
- Staff meetings to be held regularly;
- Case and complaints register to function at local, regional and national level;
- The national call-centre that will be set up will be used to measure performance;
- Conduct membership survey on service every four years.

## Member's Responsibility

- Attend all factory and local general meetings;
- Participate in protected strikes, pickets, secondary strikes and protest action called by the union to promote or defend the socio-economic of workers;
- Report to shopsteward(s) within 24-hours on the following incidents:-
  - Injury on duty;
  - Non supply of safety equipment;
  - Charges for alleged misconduct;
  - Any unfair labour practice, such as discrimination;
  - Any grievance to the member intense taking up, sexual harassment or assault, etc.



## OUR PLEDGE



We the members, leadership and staff of the union commit to working tirelessly towards achieving the vision, values, commitments and responsibilities spelled out in this service charter. We will constantly strive for these ideals to be realized with all our might; united in action, independent in spirit, and always in the interest of members and the working class more broadly.

The realization of commitments spelt out in this Service Charter will require the utmost principle, commitment, discipline, and adherence to collective responsibility by all those of us who must at all times remain accountable to member mandates and in building member's confidence in Numsa, as a fighting, militant and revolutionary union.

*We will read this pledge from time to time in general meetings.*

## OUR VISION



- Above all else, members first!
- Members must feel confident that their issues are taken up fairly and quickly
- Building a socialist South Africa

## OUR VALUES



**The following values will govern our service to members:**

- Worker control and democracy
- Working collectively, with tolerance
- Unity
- Political independence
- Transparency and accountability
- Discipline and commitment
- Honesty, integrity and accessibility
- Non-discrimination
- Non-sexism
- Anti-corruption

## OUR MISSION



We, the members of the National Union of Metalworker of South Africa, firmly commit ourselves to a united South Africa, free of oppression and economic exploitation. We believe that this can only be achieved under the leadership of an organized and united working class.

Our experience has taught us that to achieve this goal we must:

- Fight and oppose discrimination in all its forms within the union, the factories and in society;
- Strive for maximum unity amongst organized metalworkers and organize every disorganized metalworker into our national industrial union;
- Ensure that all levels of our union are democratically structured and controlled by the worker members themselves through elected worker committees;
- Encouraged democratic worker leadership and organization in our factories and in all spheres of society;
- Reinforce and encouraged progressive international worker-to-worker contact so as to strengthen the worldwide society of metalworkers.

We call on all metalworkers that identify with these principles and aims to join us and the metalworkers we represent, as comrades in the struggle ahead. We call on all metalworkers to set aside any prejudices they may have and strive for unity under the guiding slogan of the international working class;

*"From each according to their ability; to each according to their needs".*



## COMPLAINTS MECHANISM



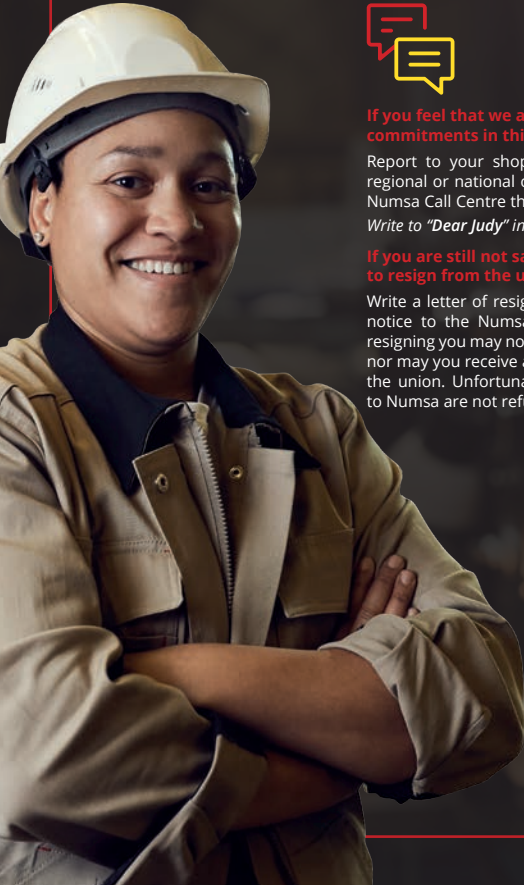
### **If you feel that we are failing on our commitments in this Service Charter:**

Report to your shopsteward, your local or regional or national office bearer. Phone the Numsa Call Centre that will be set up shortly.

Write to "Dear Judy" in Numsa News

### **If you are still not satisfied and you want to resign from the union:**

Write a letter of resignation with four weeks' notice to the Numsa Local Secretary. After resigning you may not participate in the union nor may you receive any benefits provided by the union. Unfortunately, subscriptions paid to Numsa are not refundable.



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