



SHOP STEWARDS 31 GUIDELINES (UNION REPRESENTATIVE).

8. Have respect, good manners, listening skill, problem solving skill, leadership qualities and good time management.
9. **Do not shout or scream when provoked by any one at work.** Remember, a leader doesn't get angry easily and be always looking for solutions that will benefit generations to come in the business.
- 10 **Put your comrades first, never take bribes or agree to let a member dismissed.**
- 11 Protect union affairs or your get away with murder tactics used to win a hearing or escape written warning or dismissal.
- 12 **Never let a member to sign while unhappy, or under pressure.**
- 13 Do not listen member's side of a story in the presence of a manager.
- 14 **Do not judge a member by character, circumstantial occurrences, its not everything is as it seems. Give benefit of the doubt. What if?**
- 15 On theft, fraud, fight or drugs abuse allegations, after your investigation you are satisfied that the members is guilty, **DON'T REPRESENT.**
- 16 **Do not expect to be loved by managers or employer's spys, your task is to serve workers interest and many employers are greedy, exploitive, unprogressive, corrupt, dirty or racist cannot love agents for change.**
- 17 Have notebook and use your own time to record any occurred event.
- 18 Your notes must be comprehensive, state WHO, WHAT, WHERE, WHEN and HOW or even WHY? Whenever you are reporting be clear or specific.
- 19 If management member abuse powers on workers, advise your comrades to launch a complaint (grievance) against that manager as a collective. Members must sign below to confirm being affected.
- 20 **Grievance must be received by the union or employer within three days of occurrence. After launching that grievance, stay united there must.**
1. You have to erase, let go, overlook or forgive and forget all your grudges with your comrade.
2. **Always make sure that a members is represented in grievances or disciplinary hearing.**
3. Take cell numbers, photograph charges of a suspended comrade before he/she leaves premises.
- 4 **SMS or whatsapp your union organizer immediately or email charge sheet to the union.**
5. Do not sign any new rules from the employer without consulting the union and members.
6. **When discussing with management, do not get angry easily, argue at the office only.**
7. Do not allow bad rumors, lies, enemy dirty tricks to divide your members. Open their eyes.
- 21 **You must always have a pen, notes book whenever there is a meeting or hearing at work. Take minutes whenever there is a staff meeting or staff briefing by seniors.**
- 22 You have a right to use company's telephone to communicate with the union, always get a permission from manager before using it. Remember that you must have good reasons for contacting the union using company phone.
- 24 **If you have reasons to doubt the union or its official, do not spread negativities but get someone to accompany you to visit union office. Or write down all your suspicions or allegations and SMS/email to the union secretary. Demand written response from union.**
- 25 Keep control, do not allow animosity, factions or divisions amongst members always find a way to resolve members' infightings or misunderstanding or grudges or bad past.
- 26 **Keep your members updated about everything concerning them, including hearings' outcomes, wages negotiations update and or grievances raised resolution / outcome.**
- 27 Don't be afraid to approach a manager politely to ask about short payment, unpaid overtimes, sick notes, selective uniform distribution and unsafe working conditions.
- 28 **After approaching a manager about simply issues but did not get joy, inform union.**
- 29 Shop steward is the union's ears and eyes, do not let managers do wrong as they wish, exploit workers and turn workplace into hell. Report abuse, no more normalization of vulgar language, bullying, dismissal threats, intolerable working conditions and getting them to sign warnings, till, stock shortages, pay for unknown "lost or broken goods"
- 30 **Never allow members to sign something which they do not agree with or unsure, they must write refuse to sign or received but not agree with the above content. Or put "REFUSED TO SIGN." And then request a copy.**
- 31 During a disciplinary hearing, don't sign chairperson's minutes, warning, dismissal letter, do not even sign or enter into any settlement agreement. Signing will destroy your case.

UNION REP: _____ SIGNATURE: _____
S/STEWARDS: _____ SIGNATURE: _____
DATE : __ / __ /20 __