ON BEHALF OF ITS MEMBERS, THE CWU STRIVES FOR:

1. **Annual pay rises** above the rising cost of living.
2. **Fair pay** to reflect skills and responsibility.
3. **Equal pay and opportunity**, regardless of gender, age, ethnicity, disability, sexual orientation or any other characteristic covered by the Equality Act.
4. **Access to good occupational pension schemes** with a meaningful employer contribution.
5. **Access to training and skills development** that maximises employability and encourages career progression.
6. **Annual leave entitlement above the statutory minimum**, and freedom to take leave to meet family and personal circumstances.
7. **Work life balance** in the length of the working week, the pattern of attendance and the provision of family friendly policies.
8. **Equal treatment** for agency, contract, temporary and home workers.
9. **High standards of health and safety** in all working environments.
10. **Freedom from bullying and harassment** and an environment that fosters dignity and respect.
11. **Excellence in management style** that inspires workers to achieve their potential and ensures fair and consistent treatment of individuals.
12. **Trade union recognition and rights of representation** for all UK telecoms and financial services workers wherever they are employed.
13. **Employer adherence to employment rights** including the operation of effective information, consultation, disciplinary and grievance procedures.

HOW THE CWU SUPPORTS YOU AT WORK

Information for new members in companies where the CWU is not currently recognised for collective bargaining purposes.

WELCOME TO THE CWU
WELCOME to the CWU and congratulations on joining the largest union for UK communications workers, with over 204,000 members. This leaflet provides a brief introduction to what the CWU does to represent your interests in the workplace.

The CWU provides individual representation and support for members in the workplace. If you face a problem at work, such as a discipline or grievance or the need for more flexible working, the CWU can offer you advice and we can accompany you in meetings with management.

The CWU and GMB have joined forces to create Unionline, the only law firm owned by trade unions. With Unionline, we aim to provide the very best free legal advice and representation to almost one million members and their families, who will receive 100% of their compensation awards with no deductions. In addition, Unionline also runs a free motor claims service – these are services you will never get on the High Street or by responding to an advert, a real benefit of union membership.

Unionline allows us total control over our members’ claims. This means putting our focus on a reliable one-stop-shop legal service for our members. This is your law firm working for you.

The CWU also offers a range of benefits and services to members which can be viewed on the union’s website at http://www.cwu.org/benefits.html

* Trade Union Membership 2013, Department for Business Innovation and Skills/ONS Labour Force Survey 2014