

# CSR & Holcim Staff Association

## Role of Members' Representative

### 1. Communication

- a. The Representative is responsible for assisting with Association communications to members when required. For example placing newsletters on notice boards
- b. The Representative will also be required to relay information to the Association to raise awareness of problems/issues both current and potential.

### 2. Recruitment

- a. Representatives are responsible for contacting transferees and newly appointed staff where possible, and introducing themselves and the Association. Representatives share the responsibility for recruiting new members.
- b. The Representative has a responsibility for local administrative matters of the Association. This would involve knowing who are members at their site. Representatives can contact the Association office when required to request a current list of members at their site.

### 3. Other responsibilities

- a. There may be occasional need for the Representative to conduct a formal meeting, therefore some knowledge of meeting procedures will be needed.
- b. Representatives may be requested by a member to attend disciplinary meetings in the capacity of observer. In such circumstances the Representative is encouraged to take written notes. It is not the role of the Representative to act as mediator or negotiator in such matters, but rather to provide moral support to the member.
- c. If a member raises an issue with a representative, the representative can either:

- i. direct the member to contact the Association, or
- ii. contact the Association on the member's behalf

It is not the role of the Representative to attempt to resolve issues on behalf of the member.

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