

SALHA 13a : NUMSA

BUILD NUMSA!

**NUMSA
SHOP
STEWARDS
1996-1999**



A guide for Numsa shop stewards

A Message to all shop stewards from Cde Mtutuzeli Tom, NUMSA President

Dear comrades

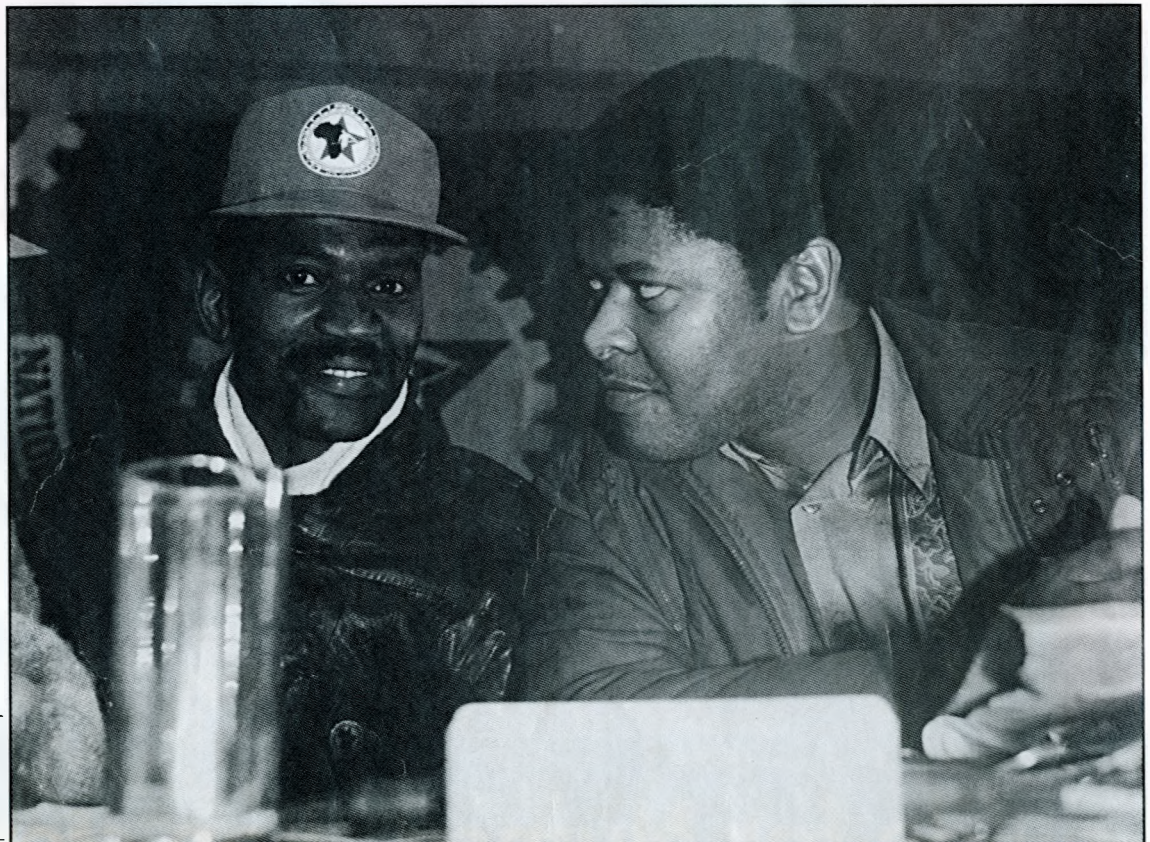
The South African labour movement is in a different environment altogether compared to the era before the 1994 general elections.

Most issues that we engage ourselves in, in relation to our trade union work are new and complex. Therefore we need to familiarise ourselves with these issues. But that is not enough. The most important thing to do is to sensitise our members and bring them on board with us. Workers must not be left behind. They must know these issues. All newly elected and re-elected shop stewards must begin to discuss the issues with workers and continue discussing with them.

NUMSA operates in dangerous sectors. Health and safety and the environment must be top priority for all of us in this new 3-year term of office. It is unfortunate that these issues have not been seriously dealt with in the past due to our involvement in the struggle to end apartheid.

I wish you well in your work and see you in the National Congress in October 1996.

Cde Tom with Phil Bokaba, NUMSA's First Vice President. The other National Office Bearers are: Vincent Mabuyakhulu, Second Vice President and Enoch Godongwana, General Secretary.



[pic: W. Matlala]

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Dear comrades

The NUMSA members in your factory have elected you as a shop steward until 1999. They have put their trust in you to represent them. This booklet will tell you about the following issues so that you can help represent them:

Duties of a shop steward Page 3

- Your job in your factory
- Your job in your Local
- Your job in your community

Information your members will want to know Page 4

- What is NUMSA
- History of NUMSA
- What happens to your subscriptions
- What are NUMSA's principles
- Structures of NUMSA
- NUMSA membership
- Offices, staff and regions

Activities of NUMSA Page 10

- Bargaining on wages and working conditions
- NUMSA's new Bargaining Strategy

Glossary of important words Page 13

NUMSA will also provide training for shop stewards. It is up to you to push for that training.

Duties of a shop steward

Your job in your factory:

- ☐ have regular factory shop steward committee meetings. Discuss workers' problems, discuss what issues you need mandates on from the workers, collect the workers' mandates and consolidate them for reporting to the local.
- ☐ have regular factory general meetings. Get workers to give you mandates on issues, listen to their problems, advise them, build unity amongst them.
- ☐ check your workforce in your factory, check your membership. Organise the unorganised.
- ☐ take up workers' grievances, defend workers against unfair treatment by bosses.

Remember that:

- *you are not an MP who gets elected and then never sees his constituency again. That is not how NUMSA works. Your constituency is all around you. NUMSA gets its power from its members and you are the link between the factories, you are the one that can make an action work or not work. If your members are not well informed, if they are not being told what is going on there is no link, NUMSA is weak, NUMSA has no power.*
- *It is difficult to get rid of an MP when he is not doing his job properly. It is not difficult to get rid of a shop steward. You will be a shop steward for three years until the next elections, but if more than half the members in your constituency vote to get rid of you because you are not doing your job well, they can.*

Your job in your local:

Attend your Local Shop Steward Council once a week. This is the structure that pulls together all factories that are around you. It discusses reports from each factory, hears reports on their disputes, and gives advice to new shop stewards on how to deal with problems in their factories, controls the local union officials, organises new members, carries out campaigns. Go there to get a report on NUMSA's activities regionally and nationally, to hear about Nedlac.

Make sure your Local calls a Local General Meeting for all workers in your Local at least once every 3 months.

Your job in your community:

- ☐ you are a worker leader, be active in the issues of your community
 - ☐ build democratic structures so you can fight for what you want.
- There are also structures at regional and national level (see page 6). If you are elected to represent your region, make sure you:
- listen to your constituency
 - take their mandates
 - report back to your constituency
 - carry out decisions of committees.

Information your members will want to know:

As a shop steward, workers will always be coming to you for advice and information. This is just some of the information that you must know.

What is NUMSA?

- NUMSA is the largest metalworkers union in South Africa with more than 300 000 members
- It is open to workers that:
 - assemble cars and make car parts, including tyres
 - that sell and repair cars and car parts;
 - that make steel and other products like steel, and make goods from steel, aluminium etc.
- NUMSA is affiliated to the Congress of South African Trade Unions (COSATU), the biggest trade union federation in South Africa. Other important COSATU affiliates are National Union of Mineworkers (NUM), South African Clothing and Textile Workers Union (SACTWU), Food and Allied Workers Union (FAWU), South African Democratic Teachers Union (SADTU), Chemical Workers Industrial Union (CWIU).

History of NUMSA

In May 1987, NUMSA was formed. It merged five different unions. These unions were:

MAWU – Metal and Allied Workers Union

MICWU – Motor Industry Combined Workers Union

NAAWU – National Automobile and Allied Workers Union

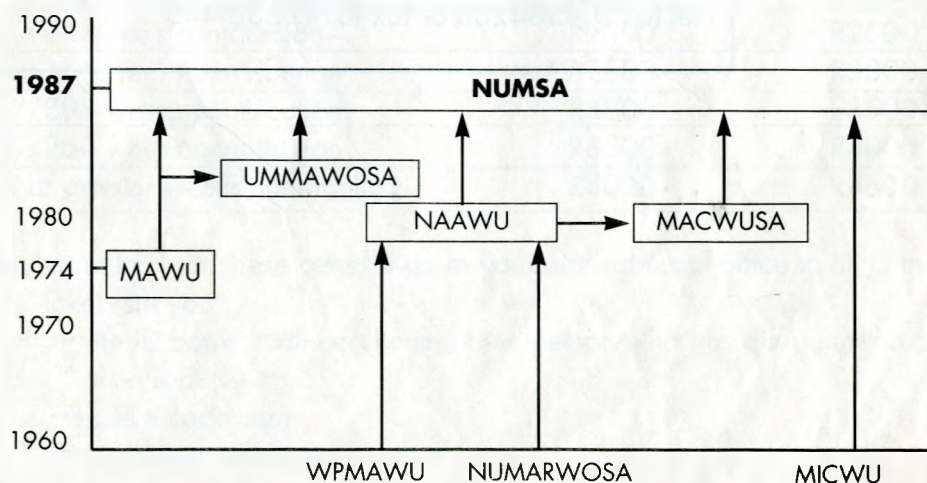
UMMAWOSA – United Metal, Mining and Allied Workers of South Africa

MACWUSA – Motor Assembly and Combined Workers Union of South Africa

Two different COSATU unions:

GAWU – General and Allied Workers Union

TGWU – Transport and General Workers Union also gave their metal members to NUMSA.



For many years **MICWU** organised and represented workers in the motor industry: components manufacturing, body building, servicing, and petrol attendants. It started as a union for coloured workers in 1961 when laws forced unions to be divided along racial lines. Its white sister union was part of TUCSA and so it too became a member. But in 1984 it left TUCSA because of its racist and reactionary policies, and joined in discussions with MAWU and NAAWU aimed at building one metal union.

MAWU was the first union formed in Durban from the General Factory Workers Benefit Fund. Then it was illegal for black workers to belong to a trade union so workers joined Benefit Funds – a cover for trade unions. Thousands of workers joined the fund after the Durban strikes in 1972 and 1973. MAWU was formed in 1973, and the Transvaal branch in 1975. MAWU was a founder member of the Trade Union Advisory and Co-ordinating Council (TUACC) formed in 1974 and of the Federation of South African Trade Unions (FOSATU) formed in 1979.

NAAWU was formed in 1980 from two unions in the motor assembly industry – NIMARWOSA and WPMWU. Both unions were affiliated to TUCSA and organised mostly coloured workers. But the racism and conservatism of TUCSA forced both unions out of TUCSA and to look at building another trade union federation that would unite all workers and be a force for change in South Africa. Both these unions were key players in pushing for the birth of the new federation of trade unions – FOSATU. The new federation brought together these unions together with MAWU – and talks of building a giant metalworkers union began.

MACWUSA was started in 1980 when dissatisfied members of NAAWU broke away to form their own union. **UMMAWOSA** was formed in 1983 by dissatisfied members of MAWU. These splits were a great setback for the unions, but NUMSA brought them back together again and brought new unions in to build the unity of metalworkers.

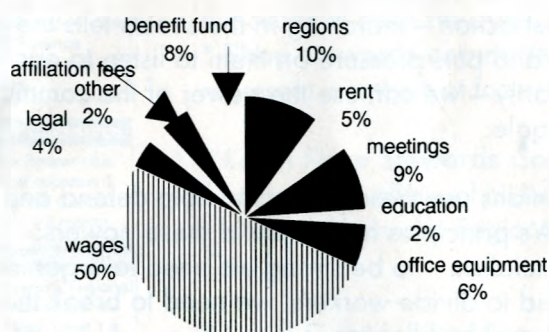
(If you want to find out more about your union's history, ask your organiser to show you the NUMSA video – *Insimbi Ayigobi*. Or get your own copy for R55 by writing to:

Film Resource Unit, P.O. Box 11065, Johannesburg, 2000
Tel (011) 8384280 or fax (011) 838 445

What happens to your subscriptions?

Your subscriptions fund NUMSA's activities. You and your members are paying 1% of your basic wage as subscriptions to the union. This is how that money was spent in 1995....

How were your subs. spent last year?



In the past our whole education programme was funded by overseas trade unions. But for the first time last year we paid for some of our own education activities. We are striving to pay for all our activities, including education.

Sixty cents of your subscription each week goes into the NUMSA Benefit Fund. This Fund pays out these benefits.

Funeral benefit (for member or member's family)	Now	from 1.7.96
Member or member's spouse	R1000	R1500
Member's child over 14 years	R750	R750
Member's child less than 14 but more than 6	R500	R750
Member's child 0 - 6 years	R300	R500
Member's parent	R200	R300
Death benefit (just for member)	Now	from 1.7.96
26 - 51 weeks contribution	R400	R1000
52 - 104 weeks contribution	R2000	R2500
105 - 156 weeks contribution	R2500	R3000
157 - 208 weeks contribution	R3000	R3500
209 - 260 weeks contribution	R3500	R4000
260 or greater weeks contribution	R4000	R4500

If you want to claim these benefits go to your nearest Local office to fill in the claim form. Take with you:

- the ID book, birth certificate of the person who has died and the person who is claiming
- death certificate
- marriage certificate.

What are NUMSA's principles

First let's look at where workers get power from.

Workers are not like bosses. They cannot buy power with money. Workers get power from:

- ☐ numbers – workers are many but bosses are few.
- ☐ unity – workers are strong when they act together but weak when they are divided.
- ☐ organisation – trade unions organise workers to act together and be united.
- ☐ industrial action – we do the work, if we refuse to work there is no production and no money for the bosses.
- ☐ protest action – marching in the streets tells the government and/or bosses what we feel and puts pressure on them to listen to our demands.
- ☐ solidarity – we can use the power of the community or the whole industry to help our struggle.

Trade unions use these powers to help defend and advance workers' rights.

NUMSA's principles help to build these powers:

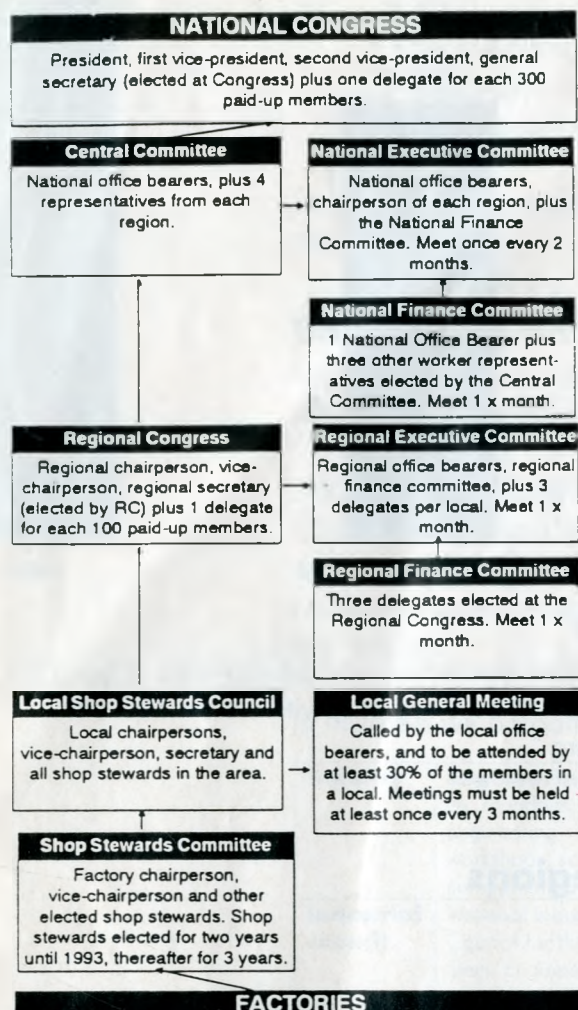
- non-racialism – to be strong we need to organise all workers. The bosses used apartheid to divide workers, we need to break the division between white and black workers and build unity.
- democracy and worker control – in every structure we have a majority of workers to make sure that workers make the decisions and not officials; shop stewards are voted for by members, they are members' democratic representatives.
- unity of metalworkers and all workers in South Africa and internationally – we need one union in the metal industry to prevent bosses dividing workers; we need to fight together as workers to protect and advance our interests.

'Workers are many but bosses are few' – NUMSA members march to SEIFSA HO in June 1992 in support of their living wage demands



[pic: w Matlala]

NUMSA's Constitutional structures



The structures of NUMSA are set up to build a strong democratic, worker controlled union. They all rest on the factory - if the factory is not strongly organised, NUMSA is weak.

Functions of each structure:

*** Shop stewards committee:**

represent members at factory level

*** Local Shop Stewards Council:**

- controls the affairs of NUMSA in the area
- elects delegates to Regional Congress and National Congress

*** Local General Meeting**

- can overrule the Local Shop Stewards Council if more than 30% of the members attend and disagree with the Local

*** Regional Congress (RC)**

- elects regional office bearers including Regional Finance Committee
- elects delegates to the Central Committee
- controls the affairs of the NUMSA region
- meets once every 3 months.

*** Regional Executive Committee (REC)**

- responsible for affairs of the region in between RCs

*** Central Committee (CC)**

- carries out policies of NUMSA nationally in between NCs
- meets every 6 months
- elects National Finance Committee that looks after the Unions finances

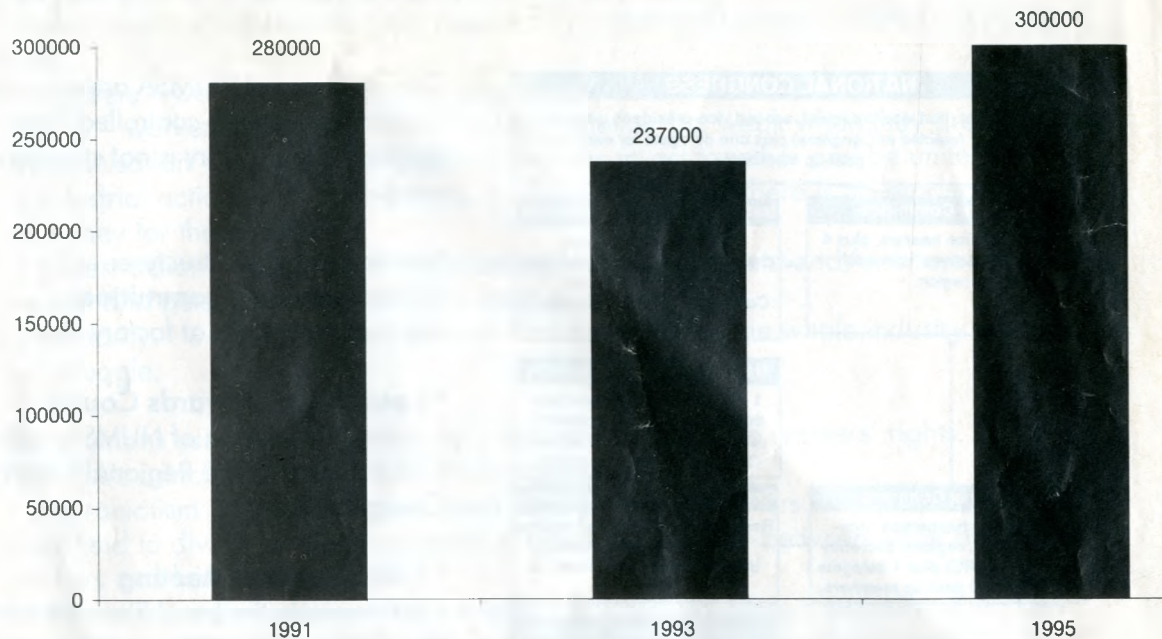
*** National Executive Committee (NEC)**

- controls affairs of NUMSA nationally in between CCs and NCs

*** National Congress**

- NUMSA's highest decision making body. Meets every three years, next NC is in October 1996.
- adopts new policies, changes old policies to give direction for the Union
- each LSSC elects 1 delegate per 300 paid up members.
- NC elects National Office Bearers.

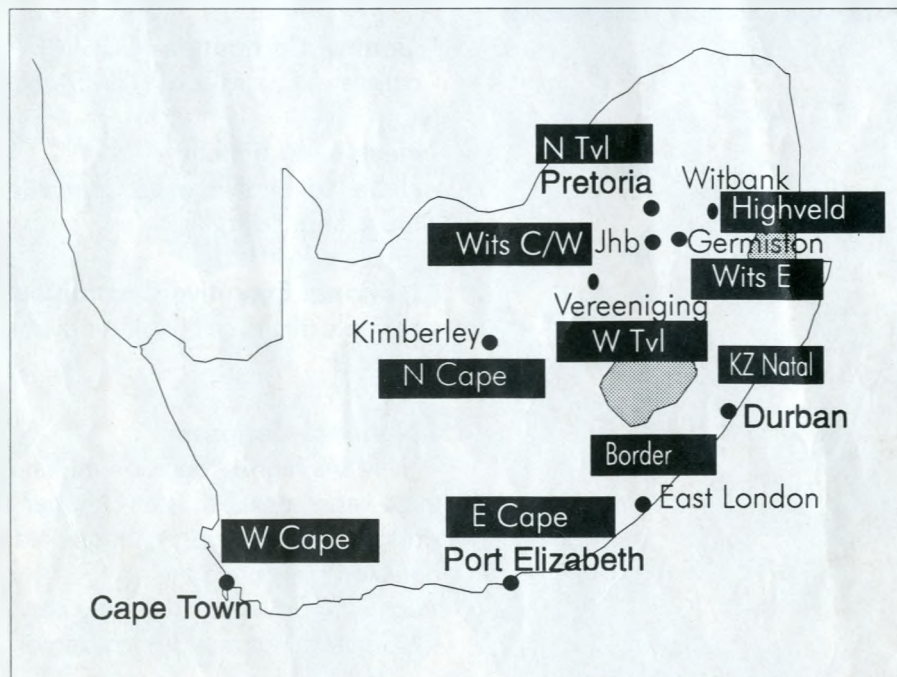
Chart showing NUMSA Membership since 1991



Offices, Staff and Regions

NUMSA is a national union with 60 offices situated around South Africa. It has 10 regional offices (from March 1996 there will be 9 regions) with almost 300 officials. The Head Office is in Johannesburg.

Map showing NUMSA's regions



Activities of NUMSA

A good trade union belongs to its members. A good shop steward

- takes up workers' grievances
- represents workers in disciplinary actions
- negotiates on wages and working conditions
- represents the rights and hopes of the working class.

The most important of these for shop stewards is bargaining on wages and working conditions.

Bargaining on wages and working conditions

Most of you have probably never seen wage negotiations taking place at plant level. All you know is that in July each year you get an increase.

This is because NUMSA negotiates centrally with most employers at Industrial Councils. Industrial Councils bring together all trade unions and all employers who work in one industry. Once an agreement is reached at an Industrial Council, the Minister of Labour can extend this agreement to cover every employer that fits into this industry.

In NUMSA we bargain in the following industries:

industry	Engineering eg. foundries, engineering workshops, some component factories	Auto eg. VW, Delta, some component factories	Tyre eg. Firestone, Tycon	Motor eg. McCarthys, Midas etc., petrol stations
industrial council	National Industrial Council for the Iron, Steel, Engineering and Metallurgical Industry (NICISEMI)	National Bargaining Forum (NBF)	Eastern Province Tyre Industrial Council	National Industrial Council for the Motor Industry (NICMI)
major employ- ers assoc- iation	SEIFSA	NAAMSA	New Tyre Manufacturers Employers Association	SAMIEA, MIF
Compan- ies that are excluded	Metal Box, Nampak. Many in KwaZulu/Natal, and ex-homelands.	none	BTR Dunlop	many in the homelands

SEIFSA (engineering) and SAMIEA (motor) produce a summary of the agreement that is signed each year. Push your employer to give you a copy. Otherwise if you are a motor member, details of the latest wage rates are in the NUMSA Motor News from 1995 and for the other sectors, you will find the details in the NUMSA News of November 1995.

There are some factories, like Metal Box, Nampak, Escom where there is no centralised bargaining for the industry. But in many of these plants NUMSA has built National Shop Steward Councils. In these shop steward councils, all the shop stewards from that company meet nationally to negotiate with the employer. There are also some plants that are part of NICISEMI but that also negotiate wages at plant level.

NUMSA's new Bargaining Strategy

In 1993 NUMSA adopted a new Three Year Bargaining Strategy. There were lots of problems with the industries where we organised:

- the grading system was linked to tasks not skills and so it was not clear how to move to a higher grade
- there was no training for the majority of black workers because apartheid had excluded them from artisan training and many did not have enough schooling to do this training
- the low grade workers were earning very low wages compared with the artisans
- many of the low grade workers knew the jobs of the higher grade workers from doing them every day but they were not paid for doing those jobs.

We realised we could not carry on demanding higher wages without getting more training for our members. So we demanded that employers

- develop training and career paths for all workers and recognise skills learnt on the job.
- develop a new grading system based on skills not tasks. We wanted the number of grades reduced and each grade linked to the artisan rate to close the apartheid wage gap between unskilled and skilled.

Workers at PG Bison, Alrode on strike demanding higher wages during 1995 plant negotiations

(Pic: E Jiyane, CDC)



(pic: W Matlala)

'Close the apartheid wage gap now' was the key 1995 demand to employers

We agreed to changes in work organisation on condition that:

- employment security is guaranteed in the process
- management structures are flattened
- that all changes are negotiated and benefits of the changes are collectively received by all workers.

We have made some progress, especially in the auto and tyre industries. In these industries we have signed 3 year agreements that guarantee us:

- increases of more than inflation for the lower paid workers, inflation rate increases for higher paid workers
- training for those who want.

It is your job as shop stewards to understand these bargaining issues and be able to explain and report back to workers.

Viva NUMSA shop stewards viva!

NUMSA members protest in support of workers on strike in the USA



[pic: SAIB]

Glossary - Definitions of some words that you might see everyday

ACROSS THE BOARD INCREASE (ATB increase) R2 across the board increase means that every grade gets the same money increase. For the higher grade workers it would mean a lower percentage increase. We use ATB increases to close the wage gap between top and bottom grades.

BENEFICIATION The process of working on raw materials/minerals like iron ore so that they can be used in the production process to make other goods. e.g. iron ore is made into stainless steel, value is added to the material and it is made more useful i.e. it is beneficiated.

CAPITALISM Capitalism is an economic system where the reason for production is to make a profit. The profit forms the income of capitalists because they own the means of production. The working class do not own the means of production so they depend on wages as a form of income. Private ownership of the means of production is central to this system. Capitalism has emerged out of a long struggle over the control of the means of production. This occurred from about 1600 onwards in Europe. Thereafter capitalism expanded to other areas of the world. This expansion led to many bitter struggles.

COMPETITIVENESS If a company or a country is able to produce the same product or service at a cheaper cost than other countries or companies then it is more competitive.

CONGLOMERATE A large company which operates in a number of different industries. e.g. Barlow Rand is a conglomerate because it has SUBSIDIARIES in the mining, steel, motor, food, textile, packaging and chemical industries.

CONSUMER DURABLES These are products that people buy and that last for a few years i.e. they are durable eg. motor cars, stoves, fridges and tvs.

CONSUMER GOODS These are goods that the consumer buys and uses - they are not durable e.g. food, clothing etc.

FLEXIBLE SPECIALISATION A worker is taught many different skills so that s/he can take part in the production process at different levels - maintenance/planning/production/orders etc. (See also MULTI-SKILLING)

FREE TRADE ZONES (also called EXPORT PROCESSING ZONES - EPZs) In these areas laws which normally apply eg. wages and working conditions, health and safety, environmental regulations etc. do not apply. Conditions for export are favourable. These areas undermine trade unions in the areas as well as other countries because goods are produced at an artificially low price. Examples of countries are: Philippines, Malaysia, Mauritius, Singapore, Hong Kong, Mexico. Industrial areas in our ex-homelands were similar to these Free Trade Zones.

GATT General Agreement on Trade and Tariffs

An international organisation operating since 1948 (now called the World Trade Organisation - WTO). This agreement regulates trade between most countries of the world. It is dominated by the major powers. The "Uruguay Round" of negotiations (started in October 1986) and now complete, pushed countries, especially developing countries, to drop all tariffs on imports. South Africa has signed this agreement and has agreed to drop tariffs in terms of this agreement. Many sectors in NUMSA are affected by the dropping of tariffs eg. consumer durables, electronics.

GDP Gross Domestic Product. This measures the size of an economy. It is the value of all goods and services produced by the economy over a period of time. The GDP is used to measure whether the economy is growing or getting smaller and to measure particular sectors of the economy. A sector is measured by how much it contributes towards the GDP.

ICEM and IMF International Trade Secretariats that NUMSA is affiliated to. These are trade union federations that unite all workers from particular industries around the world. IMF (International Metalworkers Federation) - all metalworkers. ICEM - all energy, chemical and mining workers.

IMF International Monetary Fund

This is a Washington-based organisation set up in 1945 to help stabilise the international monetary system by giving countries access to foreign exchange if they had a short term problem in their balance of payments. This practice continued until by the 1980s the debt problem for the Developing World had become critical. Repayment of interest on the loans began to absorb nearly all the foreign exchange earned by falling exports.

The IMF now began to play a critical role. Commercial banks and governments would not lend to a debtor country unless the IMF gave the go-ahead. But the IMF would not do this unless the country agreed to the harsh medicine of a Structural Adjustment Programme (SAP). (See definition of SAP). The effects of this on workers and the poor has been very serious leading to widespread criticism of the IMF and SAPs by unions and popular political parties in the South.

IMPORT SUBSTITUTION A process where a locally produced product replaces an imported one. This can only take place if the State imposes a tariff or tax on the imported product in order to make local production competitive or possible.

INDUSTRY POLICY A strategy which sets out policies on how to grow an industry or an economy.

INFLATION is a general rise in prices of goods and services.

INFRASTRUCTURE These are basic structural things that have to be built in order for other productive activities to take place. The most important are roads, railways, harbours, electricity, water, posts and telecommunication. There are other very important forms of infrastructure that are needed by workers. These are housing, education, health services, child care facilities, old age homes and recreation facilities. We call these SOCIAL INFRASTRUCTURE.

JIT Just-in-Time. Process established by employers to cut down on non-valued added time. Parts and components for the production process are ordered as and when they are needed for production. This cuts back on unproductive storage space and cuts back on high amounts of capital usually invested in building up stocks needed for the production process.

LEAN PRODUCTION Costs of production are cut back as much as possible by: - reorganising the process of production so that goods are assembled in a more time-saving and labour saving way; rationalising the workforce into work teams; improving and teaching workers a number of different skills - making them flexible. Team leaders are responsible for production, work teams have to work to strict targets, sometimes supervisors are done away with. Such changes can empower workers, but they can also control workers even more. Because of this some workers have termed this "lean and mean production." (See also **MULTI-SKILLING, FLEXIBLE SPECIALISATION, JIT**)

MNC Multinational Corporation (also called TNC - Transnational Corporation) Large international companies with investments in many countries eg. Phillips, National Panasonic, Siemens etc.

MONOPOLY A company that has total control of one particular industry eg. SA Breweries and the beer industry.

MULTI-SKILLING A worker is taught many different skills so that s/he can move between production and non-production jobs e.g. between machine operating and maintenance and planning and so on.

MULTI-TASKING A worker does many different repetitive jobs but each job does not need any new skills so s/he does more jobs for the same pay.

NIC Newly industrialised country. The major NICs are Taiwan, South Korea, Thailand. The term is used to describe those countries that have experienced rapid economic development in the last two decades to become major international economic actors. South Africa, Brazil also fall into this category although they would not feature among the top achievers.

NTB National Training Board. Deals with training and career pathing. There are also Training Boards in all the sectors where NUMSA organises (except for Tyre). They are also dealing with training that will fit into the NQF.

NQF National Qualifications Framework. A national set of guidelines that is being developed that will say what skills fit into what levels or grades. Once this is established training boards will fit their skills into these levels so that workers can take their training across to other industries/ sectors.

PARASTATALS Companies owned completely by the state or the state is the majority shareholder eg. Eskom, Telkom.

PICKET Under the new LRA workers can picket, demonstrate with placards, posters, outside the company when on strike.

PRODUCTIVITY This measures how efficiently an economy or a company uses its resources (i.e.. labour, machines, raw materials) to produce goods and services.

RESTRUCTURING Capital restructures (rationalise) when it faces a crisis in profitability etc. This is mainly as a result of competition between companies. Companies restructure in order to save costs, increase efficiencies, productivity and profitability and to become more competitive. In South Africa capitalists used to restructure by introducing new machinery, cutting back on the labour force or by imposing stricter control on workers. Recently they have started restructuring using **JIT, TQE, GREEN AREAS, QUALITY CIRCLES, WORK TEAMS, LEAN PRODUCTION.**

SAP Structural Adjustment Programme. The name given to economic programmes by the IMF to Third World Countries. These programmes usually concentrate on economic features and usually lead to increased unemployment and poverty.

SME Small and Medium Enterprises.

SUBSIDIARY A company that has 50 - 100% of its shares owned by another co. and is legally controlled by that co.

SUPPLY-SIDE That part of the economy related to the process of production. South Africa has a SUPPLY-SIDE CRISIS because the problems are created in the process of production not because of a lack of demand. So to correct this type of crisis would need substantial investment in production like more training, better machines etc. A DEMAND-SIDE CRISIS is one that is caused by lack of demand on the part of consumers. So one way of correcting this type of crisis would be to look at expanding exports so as to increase markets.

TARIFF A tax that is put on something e.g. imports. In South Africa, like many other countries, a tariff was put on imports to raise the price of goods coming into the country so that the same goods produced locally were protected.

TECHNOLOGY The knowledge, the means and the methods of producing goods and services.

WORLD BANK (also called International Bank for Reconstruction and Development)

The World Bank is a Washington-based organisation. It is an international bank that was set up to provide development assistance to the very poor and poor countries. The idea is good but in practice there are problems:

- * the financial and technical power of the World Bank allows them to be the dominant partner in any assistance programme so their models of development dominate irrespective of the particular conditions that exist in that country.
- * because wealthy countries dominate World Bank policy, the needs of developing countries are also dominated by them.
- * countries only receive World Bank loans if they agree to co-operate with the IMF.

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Jhb South:

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GERMISTON 1401
Tel: 011-8253515/29/59
Fax: 011-8255167

Spring:

24 Isben House, 1st Floor
3rd Street
SPRINGS 1559
Tel: 011-8154905/6
Fax: 011-3621774

Nigel:

27 Main Road
NIGEL 1419
Tel: 011- 7396224/5
Fax: 011- 7393521

Alrode:

89 Voortrekker Street
ALBERTON 1456
Tel: (011) 9078319
Fax: (011) 8698675

Wadeville:

101 Nagington Road
WADEVILLE 1422

Where can you find NUMSA offices

Tel: 011- 8279366/9
Fax: 011- 8279396

4. Highveld

First Floor Triangle Bldg
President Avenue
WITBANK 1035
Tel: 0135-656 2732/3
Fax: 0135-6561119

Local offices**Ermelo/Secunda:**

Motswene African
Medicine
Stand No 2120
EMBALENIHLE 2285
Tel: 0176-6853392
Fax: 0176-6852370

Nelspruit:

1st Floor Euko Bldg
Andrew/Voortrekker St
NELSPRUIT 1200
Tel: 01311-26287
Fax: 01311-23795

Witbank:

1st Floor Alfriston Bldg
440 Athlone Avenue
WITBANK 1035
Tel: 0135-2847/8
Fax: 0135-902519

Middelburg:

15 Browress Chambers
14 Mark Street
MIDDELBURG 1050
Tel: 013-2431933
Fax: 013-2434473

5. Western Transvaal

2nd Floor Roval Bldg
24 Sydney Watterson St
VAN DER BIJL PARK 1900
Tel: 016-810225/6
Fax: 016-334512

Local offices**Vanderbijlpark:**

Shop 3 Executive Bldg
39 F.W. Beyers Street
VANDERBIJLPARK 1900
Tel: 016-331160/4
Fax: 016-815880

Vereeniging:

1st Floor Chrisco Bldg
12 Beaconsfield Avenue
1930 VEREENIGING
Tel: 016-4555719

Klerksdorp:

5th Floor Saambou Bldg
30 Boom Street
KLERKSDORP 2571
Tel: 018-4641676
Fax: 018-4642133

6. KwaZulu/Natal

301 Metal Industries
House
15 Ordnance Road
DURBAN 4001
Tel: 031-326561/2
Fax: 031-372590

Local offices**Durban South:**

5 Eaton Road
Congella
4001 DURBAN
Tel: 031-259513/4
Fax: 031-258927

Durban North

1304 Teachers Centre
113 Albert Street
DURBAN 4001
Tel: 031-3096971
Fax: 031-3091756

Isipingo:

Flat 2, 23 Inwabi Road
ISIPINGO RAIL 4110
Tel: 031-925361
Fax: 031-9024866

Pinetown:

14 Imperial Lane
PINETOWN 3600
Tel: 031-725424/723207
Fax: 031-726849

Ladysmith:

Suite 10, 34 Alexander St
LADYSMITH 3370
Tel: 0361-26538
Fax: 0361-311224

Pietermaritzburg:

3rd Floor Pebs Bldg
258 Longmarket Street
PIETERMARITZBURG
3201
Tel: 0331-424596
Fax: 0331-945300

Newcastle:

18 Commercial Building
19 Voortrekker Street
NEWCASTLE 2940
Tel: 03431-23842
Fax: 03431-51779

South Coast:

Suite 3, Aitken House
Aitken Street
4240 PORT SHEPSTONE
Tel: 0391-22148
Fax: 0391-22660

Empangeni:

Office No 2A, Allumina
Centre
Allumina Alley, Alton
RICHARDS BAY 3900
Tel: 0351-24381/2
Fax: 0351-27018

Stanger/Isithebe:

Lot 77
Newark Business Centre
LOWER TUGELA 2621
Tel: 0391-4570214
Fax: 4570215

7. Western Cape

205 Palace Building
1-3 Malta Road 7925
SALT RIVER 7925
Tel: 021-476180/1
Fax: 021-475241

Local offices**Cape Town:**

105 Palace Building
1-3 Malta Road
7925 SALT RIVER
Tel: 021-476191/2/3
Fax: 021-4486585

Bellville:

Solnisa Centre
cnr. Kasselsvei/
Modderdam Roads
7530 BELLVILLE SOUTH
Tel: 021-9516821/2/3
Fax: 021-9515812

Atlantis/Dassenburg:

Room 118 Utilitus Bldg
cnr Neil Hare &
Henshilwood
ATLANTIS 7349
Tel: 02157-71591
Fax: 02157-71500

Worcester:

54 Grey Street
6850 WORCESTER
Tel: 0231-72826
Fax: 0231-74718

8. Eastern Cape

7th Floor Traduna House
16 Jetty Street
6001 PORT ELIZABETH
Tel: 041-556632/7/8
Fax: 041-556661

**Local offices
George**

Parkwood Bldg
57 York Street
6500 GEORGE
Tel: 04441-745698
Fax: 04441-735836

Uitenhage:

1st Floor Union Providers
Bldg
234 Caledon Street
6230 UITENHAGE
Tel: 0422-9911411

9. Border

3rd Floor Werners Bldg
Argyle Street
5201 EAST LONDON
Tel: 0431-431463/0
Fax: 0431-28498

Local offices**Queenstown:**

Status Centre
11 Robinson Road

QUEENSTOWN 5320
Tel: 0451-2405 / 81171
Fax: 0451-81171

East London:

First Floor Milner Centre
Cnr St Johns and Milner
Road
EAST LONDON 5201
Tel: 0431-439713/5
Fax: 0431-24711

King Williamstown

4 King Cross Building
Smith Street
KING WILLIAMSTOWN
5600
Tel: 0433-24805/24813
Fax: 0433-24746

Butterworth:

5 Robinson Street
Nombembe Bldg
BUTTERWORTH 4760
Tel: 0474-610110
Fax: 0474-610111

10. Northern Cape

Room 1-4 Potgieter
Building
13 Market Square
8301 KIMBERLEY
Tel: 0531-
811639/811353
Fax: 0531-812216

Local offices**Bloemfontein:**

14 St Georges Street
Fenix Building
9301 BLOEMFONTEIN
Tel: 051-9964
Fax: 051-480071

Welkom:

Metropolitan Bldg
WELKOM 9460
Tel: 057-3526610/25
Fax: 057-3523358