



MEMBER MANUAL

PROTECTING MEMBERS SINCE 1894

UASA is a registered Trade Union with the Department of Employment and Labour
Reg. No. LR 2/6/2/1499, and a FEDUSA and IndustriALL Global Union Affiliate.

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Foreword

UASA welcomes you, our valued member, to a team of proficiency, where we continuously strive for a better future in the ever changing world of work. As one of South Africa's oldest trade unions, we have evolved into a dynamic, trusted organisation for workers across multiple sectors and the growing independent workforce.

Looking ahead to 'The Future We Want', we understand that technology is advancing at a rapid pace and Artificial Intelligence (AI) is transforming, creating and displacing jobs. UASA continues to reaffirm its dedication to protecting and advancing our members rights, whilst striving to collaborate in building a sustainable, fair and innovative world of work.

Under the guidance of our National Executive Committee (NEC) and Management Committee as elected by our diverse sectors, what sets us apart from other trade unions is that we focus on good corporate governance and professionalism. Our Members deserve this!

As an affiliate of the Federations of Unions of South Africa (FEDUSA) - South Africa's second-largest federation representing over 600 thousand workers locally and as a member of IndustriALL Global Union representing 50 million workers globally, UASA remains firmly positioned with a mandate to give input and influence national and international labour agendas on behalf of its members. Our active participation in social dialogue platforms ensures that members' interests are consistently represented in discussions involving government, employers, stakeholders and global partners. Through these relationships, UASA continues to play a vital role in shaping policies that support decent work, job creation, just transition, digital transformation and economic stability.

UASA's Vision, Mission and Core Values of Integrity, Excellence, Unity, Passion, Efficiency and Sustainability continue to guide our work as we build on over 130 years of experience and prepare for the future of labour in South Africa.

As you engage with this manual, you will gain a deeper understanding of UASA's service offerings and our commitment to empowering every member. We invite you to journey with us as we shape a resilient, inclusive and forward-looking future for all workers.

**Kind UASA Greetings,
UASA President**

Proudly Affiliated To:



About UASA

UASA campaigns for our members, workers and fights to protect their rights so that they can enjoy employment security.

Some members develop into enthusiastic and committed trade union representatives who persuade fellow workers to join, so as to maximise the collective power of members to effectively deal with workplace challenges.

UASA also provides a Funeral and Maternity Benefit, a Study Grant Scheme, a 24/7 Call Centre and other Value Added Benefits, the details which appear in this manual.

Trusted Support

UASA representatives are trained to deal with health and safety, pensions, disciplinary assistance and all workplace related issues. They are all dedicated to stand up for members and to improve their working lives.

The policy and direction of the union is driven by members through the Unions branches, regional and national structures. Some new members join up by themselves but the majority are recruited to make UASA strong and influential in the respective workplaces.

Members can always count on trusted support from a dynamic UASA team through:

- Legal assistance
- Dispute handling
- Discipline and grievance handling
- Provision of value added benefits
- Collective bargaining and consultations
- Labour related support throughout the retrenchment process

UASA Constitution

The constitution of UASA sets out the principles which govern how the interests of members are promoted. All members are bound by the provisions of the UASA constitution which is available to members upon request. The main objects of UASA, amongst others, are:

- To promote the interests of its members by articulating their needs and to plan, organise and execute activities independently.
- To promote social dialogue and to influence legislative processes in the best interest of its members and workers in general.

- To provide legal assistance to members in accordance with the guidelines and principles laid down by the Congress and the National Executive Committee from time to time.
- To promote the development and upward mobility of individuals by supporting and influencing the setting of training and education standards.
- To foster a spirit of solidarity amongst its members and to support any scheme calculated to benefit them socially, intellectually and / or financially.
- Strive that all members at least receive a living wage in a decent work and the minimum benefits prescribed by law.

UASA Vision, Mission & Core Values

VISION STATEMENT:

To be a recognised and reputable organisation serving with excellence and integrity, with a developmental and sustainable focus.

MISSION STATEMENT:

UASA is devoted to serving and protecting members by progressively adapting to changes in the world of work.

CORE VALUES:

Integrity: Subscribing to the highest level of honesty, ethical behaviour and transparency in all we do.

Efficiency: We take pride in what we deliver while continuously improving in what we do.

Excellence: Consistently exceeding expectations.

Sustainability: Pursue growth by increasing output through enhanced performance.

Passion: We are committed to improve, energise and inspire.

Unity: One team. One vision, with unity in diversity.



Membership Types

ACTIVE MEMBERS

Members in good standing including contractors and atypical workers. A monthly membership fee set by the National Executive Committee of UASA and is paid by payroll deduction or debit order. As an Active member you can enjoy all the benefits and services offered by the Union.

INDEPENDENT PROFESSIONAL MEMBERS

These are members in good standing who belong to the Independent Professional Sector. Their needs are not ordinarily found within the South African Labour Relations Act nor within the established structures such as the CCMA and Bargaining councils. UASA assists them with legal advice in terms of remuneration, contract reviews and work related civil matters.

PENSIONER MEMBERS

If you have been a member in good standing for at least three (3) years without a break, members can become Pensioner members after retirement. You can only become a pensioner member if you stop working when you retire. The Pensioner membership fee is set by the National Executive Committee of UASA annually and is paid by bank debit order.

Pensioner members are entitled to the UASA Funeral Benefit and related cash benefits as well as the full range of normal UASA benefits and services but with the exclusion of all legal and workplace-related services and benefits.

Pensioner members who become re-employed must re-apply for Active membership and pay the normal subscription fee in order to qualify for legal and workplace-related benefits and services.

LIFE MEMBERS

Members with thirty-five (35) or more years without a break (including proven membership of trade unions that amalgamated with UASA) may take up 'life-membership' by paying a once-off payment of a year's subscription after retirement.

Life members are entitled to the full range of benefits and services with the specific exclusion of all legal and workplace related services and benefits. Life members who become re-employed must re-apply for Active membership and pay the normal subscription fee in order to qualify for legal and workplace-related benefits and services.

GOLDEN YEAR MEMBERS

Individuals who join after the age of sixty (60) years become Golden Year members. Golden Year membership fees are set by the National Executive Committee of UASA annually and is

payable either by bank debit order or payroll deduction.

Golden Year members are entitled to the same UASA benefits and services enjoyed by all active members in good standing, with the specific exclusion of the UASA Funeral Benefit and related cash benefits.

WIDOW / WIDOWER MEMBERSHIP

Spouses are allowed to become Widow or Widower members after the death of the main member. The surviving spouse has to contact the UASA claims department within thirty (30) days after death of the main member to let the office know if s/he wants to take up membership or not.

Widow / Widower members are entitled to the UASA Funeral Benefit and related cash benefits as well as the full range of normal UASA benefits and services, with the specific exclusion of all legal and workplace-related services and benefits.

Widow / Widower membership fees are set by the National Executive Committee of UASA annually and are paid via bank debit order.

HONORARY LIFE MEMBERS

The National Executive Committee may recommend to the National Congress to grant Honorary Life membership to any member as a reward for good service provided to fellow members of the Union.

Honorary Life members and their spouses are entitled to free membership while enjoying all the services and benefits offered by the Union.

Honorary Life members may attend meetings of the Union and participate in discussions, but they don't have voting rights.

TERMS AND CONDITIONS

Terms and conditions apply to all Membership Types. Services and Benefits may change from time to time as determined by the UASA NEC.

Membership Landscape

Members enjoy the trusted support of UASA in the following sectors:

Sector	Description	Collective Bargaining: Yes / No
Mining	Gold; platinum; coal; copper; chromium; iron ore; base metals and diamonds e.g. Anglo; Sibanye; Goldfields and Harmony; De Beers, Petra and Ekapa; Gas exploration and Plants; etc.	Minerals Council and Diamond Industries Bargaining Councils with a tendency to decentralise in e.g. coal. Collective Bargaining under auspice of the Mineral Council and Companies on Company Level.
Metal and Engineering	All segments of engineering e.g. Franke; Schaeffler; Actom; etc.	Metal and Engineering Industries Bargaining Council (MEIBC).
Aerospace and Aviation	Denel and all its different business units.	Bargaining forum with different bargaining units.
Personal Care	Beauty, Cosmetology and Hairdressing; e.g. Carlton Hair; Partners Hair Design; Jeaupal; etc.	Bargaining Council for the Hairdressing, Cosmetology, Beauty and Skincare Industries.
Paper & Pulp	Sappi; Mondi; Timrite; etc.	National Bargaining Council for the Wood and Paper Sector (NBCWPS).
Sugar	Hulett; Illovo; RCL Foods, Sugar; etc.	National Bargaining Council for the Sugar Manufacturing and Refining Industry.
Security	Private security firms e.g. G4s and Chubb; Reshebile Aviation and Protection Services; Protea Coin Group; Gold Protection Services; Eagle Eye; etc.	Bargaining rights available in certain workplaces.
Water	Rand Water; Vaal Central Water; Midvaal; etc.	Amanzi Bargaining Council.
Motor Related	Toyota SA; Hesto; etc.	No
Retail and Funeral	Group 35; PNS PackNStack; SPAR; Avbob; etc.	Bargaining rights available in certain workplaces.
Transport Logistics	Golden Arrow Bus Services etc.	Bargaining rights available in certain workplaces.
Agriculture & Fishing Industries	Pioneer Foods; De Keur; Easy Greens Farming; etc.	Bargaining rights available in certain workplaces.
Metro-Council-Local Government Sector; Arts & Entertainment; Healthcare, Media & Communications	SABC; ATKV; Gold Circle; Lancet; Platinum Health; etc.	No
Independent	All Industries	No



All services and benefits only apply to members in good standing (paid-up members), subject to the applicable membership type. The onus is entirely upon members to ensure that membership fees are paid up. No fees = no services and benefits. Furthermore, members may not be entitled to labour law assistance / benefits in the following cases:

- A member pays advance or arrear membership fees in order to qualify for benefits or for waiving of waiting periods.
- If there is a pre-existing case before the member joins UASA.
- If in the opinion of UASA, there is insufficient merit.
- If a dispute is referred by a member him / herself.
- If the member has not fully completed and signed a mandate.
- In the event of a member being unwilling to use a person designated by UASA, representation may be refused and UASA will not be liable for any costs resulting from the dispute. (This also applies to external dispute resolutions and to representation on any external forums).

In the event of a member not been fully paid up at the date of claim, if the arrears are brought up to date, UASA will still provide labour law advice only.

Services and benefits may be amended from time to time by the National Executive Committee of UASA.

Any concession and / or waiver of any terms and conditions by UASA, should not be deemed to be a waiver of rights of any of UASA's terms and conditions to which members are bound to at all times.

Services and Benefits I

Collective Bargaining

Description

A trade union is 'recognised' by an employer when a certain number of workers join the union.

When UASA is 'recognised' by an employer, it becomes involved in collective bargaining on behalf of members.

When UASA is 'recognised' by a bargaining council, it becomes the collective bargaining agent of its members in a particular sector or industry.

Representatives and officials are trained by UASA to become skilled negotiators who negotiate better wages and conditions of employment on behalf of UASA members. This is known as collective bargaining, as the union representatives 'bargain' for better conditions for members.

Terms and conditions

If the union is not 'recognised' by an employer, it can still represent you as a member in grievance, disciplinary, CCMA and Labour Court cases individually, but they cannot collectively negotiate better wages and conditions of employment.

Services and Benefits 2

CCMA or Bargaining Council Representation

Description

If a conflict cannot be resolved through internal grievance and disciplinary procedures, a dispute regarding an unfair dismissal, unfair labour practice, promotion, discrimination, misconduct, incompetence etc, can be referred to the Commission for Conciliation, Mediation and Arbitration (CCMA) or the relevant Bargaining Council.

The Union normally does the referral and a trained representative or official will assist the member.

What you need to do

You need to forward your requests for disciplinary / grievance assistance to the local UASA service centre / representative without any delay. Contact details can be found on page 23 of this member's manual.

Terms and conditions

If the union is not 'recognised' by an employer, it can still represent you as a member in grievance, disciplinary, CCMA and Labour Court cases etc. individually, but they cannot collectively negotiate better wages and conditions of employment.

Services and Benefits 3

Legal Assistance

Description

As a worker, you need to know your legal rights and how UASA can assist you to make sure you are treated fairly.

UASA has a legal department with well-qualified staff who can give advice and who can draw up documentation as and when required. Depending on the merits of your particular case, if need be, outside legal expertise may be considered.

Members in the Independent Professional Sector get representation and assistance inclusive of remuneration and work related contractual matters.

What you need to do

You need to forward your requests for disciplinary / grievance assistance to the local UASA service centre / representative without any delay. Contact details can be found on page 23 of this member's manual.

Terms and conditions

As a matter of principal, UASA may refuse to assist with or take on a case:

1. Which already exists at the time when a new member joins the union, or
2. If a member declares a dispute on his / her own without the knowledge / input of UASA, or
3. If a case, in the opinion of the UASA legal department, does not have merit. This means that the legal team don't think you have a good case and it is their opinion that you will not win the case.
4. An annual limit of R120 000 per annum applies to members in the Independent Professional Sector in respect of cases referred for external legal assistance.

Services and Benefits 4

Labour Court Representation

Description

Some disputes can only be adjudicated by the Labour Court while other unresolved cases from the CCMA may also be referred to the Labour Court.

Referrals are strictly subject to the merits of a particular case and only the UASA legal department may recommend such referrals.

Terms and conditions

UASA's involvement in Labour Court matters is based purely on the merits of a particular case and approval by senior management.

Services and Benefits 5

Section 189 Restructuring

Description

Employers can legally restructure their businesses for structural, financial, technological or similar reasons. This means that they can down-size, close a department or sell-off parts of the business if the company is not making enough money. As a result, certain employees may no longer be needed by an employer and they can be retrenched or laid-off.

If you are going to be retrenched, the company has to follow the proper procedure, starting with giving you official, written notice that you will lose your job.

A process of consultation should follow between the employer and registered trade unions who represent the employees. In your case, this means that UASA will negotiate with your employer on your behalf to make sure you and other UASA members are treated fairly.

Trained union representatives will assist you if you receive a notice of intention to restructure the workplace from your employer.

What you need to do

You need to forward your request for assistance to the local UASA service centre / representative as soon as the notice of intention to restructure is served. Contact details can be found on page 23 of this member's manual.

Services and Benefits 6

Liquidations, Mergers and Acquisitions

Description

Liquidations: A liquidation of a company is when your employer either voluntarily decides to bring to an end the existence of the company, or, the company is liquidated by a court order as a result of an application by a stakeholder, most commonly a creditor of the company who has not been paid monies owed.

This means the company has to sell off all its assets, such as buildings and equipment, to pay its debts. Your employer needs to consult with you in such an event, but often fails to do so timeously. Employees affected by liquidation are left destitute with no immediate income as liquidations can take years to finalise. This means that you will not receive any compensation until the liquidation is finalised - or there might not be enough money left over to pay you what you are entitled to.

UASA's legal department provides assistance and will do their best to ensure that you are treated fairly.

Mergers and acquisitions: When a company joins with, or is taken over, by another company it is called a merger and / or acquisition which could, among other issues, have a negative effect on you as an employee as the new company may not need your services anymore and you could be retrenched.

Merging companies need to apply to the Competitions Commission and the relevant trade unions need to also be involved in the process.

The UASA legal department scrutinises these applications and makes representations to the Commission if and when required. They have your interests at heart and will do their best to make sure you are treated fairly.

What you need to do

Members need to inform the UASA legal department at head office immediately when they receive notice of either a liquidation or merger application. Contact details can be found on page 23 of this member's manual.

Services and Benefits 7

Workmen's Compensation (Injury-on-duty claims)

Description

An employer has to make a contribution to the Workmen's Compensation Fund (WCF) for every worker employed in the company.

If you are injured while you are at work, even if it doesn't seem like a serious injury, you must fill in the prescribed WCF forms and see a medical doctor. The forms are sent to a state-appointed Compensation Commissioner who will assess your case and decide on what compensation you are entitled to.

This process can take a long time and is only completed when the Commissioner confirms that the matter has been finalised. In more serious cases, the Commissioner might award compensation if the incident is acknowledged as an injury on duty. If not, the employee can appeal the decision of the Commissioner. The UASA legal department provides advice and assistance when appeal or review cases are being heard by the Workmen's Compensation Commissioner.

What you need to do

You need to forward your request for assistance to the UASA legal department who will assist you in completing the forms and submitting them.

Services and Benefits 8

Fatal Accident Inquiry

Description

Fatal accidents, resulting in an enquiry, occur in the mining industry. The causes of a fatal accident and who might have been involved or responsible for it need to be established and for that reason a fatal inquiry needs to be conducted. The safety officer on a mine is responsible for the safety of mineworkers and if a fatal accident

happens, the safety officer has to explain why the accident happened and what should have been done to prevent the accident from happening. If the inquiry finds that someone neglected to do their job properly, criminal charges can be laid against those responsible for the accident.

The Mine Health and Safety Act (MHSA) grants people involved in an inquiry the right to be represented and over the years, health and safety representation has become a specialist and recognised field of legal practice. Employees therefore need to have the best possible representation at these inquiries.

UASA has well-trained and experienced representatives who can assist members during these inquiries. You are not alone - the UASA legal team will support and guide you through the process. At the discretion of UASA, if need be, specialist expert legal assistance is provided to represent member/s.

What you need to do

If you want to ask for assistance you need to send your request to the local UASA service centre / representative in good time. Contact details can be found on page 23 of this member's manual.

Services and Benefits 9

UASA Funeral Benefit Scheme

Description

UASA contributes a portion of qualifying member's subscription fees towards the UASA Funeral Benefit Scheme, underwritten by Guardrisk Life Ltd - Registration No. 1999/013922/06 and FSP No. 76. Every active member automatically qualifies for the benefits under the scheme, subject to the applicable waiting periods.

Qualifying members, are limited to one spouse per lifetime and a total of four biological or legally adopted children under the age of 21 who are solely dependent on the member. Children who are studying full time at a recognised institution and are fully dependant on the member are covered up to the age of 25. Disabled children, as so diagnosed by a medical professional and fully dependant on the member, are covered irrespective of age. AVBOB, Martins, Mosaic Funeral Group and selected other undertakers (subject to change from time to time) are contracted to provide the 'coffin and services' benefits to beneficiaries. If you decide not to use any of the contracted service providers, a cash amount in lieu, is paid out to you or your family who can then make their own arrangements.

In addition to the coffin and services benefit, a cash benefit is paid out to the beneficiary, as determined from time to time by the UASA National Executive Committee.

The benefit is the same for standard burials and cremations and the family is responsible for paying for items which are not covered by the benefit. Make sure you know how much is covered so that you can work out how much you or your family will have to pay to make up the rest of the costs, if any.

What you need to do

All claims have to be submitted to the UASA claims department. Remember to submit the following original **certified copies** of documents:

- A copy of the deceased ID document / card and death certificate of the deceased
- A copy of the beneficiary's ID document
- A copy of the marriage certificate, if applicable
- A copy of a recent bank statement or letter confirming banking details.

Please call 011 472 3600 or email claims@uasa.org.za for assistance. All claims will be paid out within 2 (Two) working days once all documents have been received.

Terms and conditions

The benefit, terms and conditions may change from time to time as determined by the NEC and is subject to the availability of funds. The following waiting periods apply in respect of a claim:

- 3 months for coffin and services benefits.
- 6 months for cash benefit.
- Immediate cover for active members who we have received the 1st months membership fee, should death be as a result of accident.
- Cancer, tuberculosis and any pre-existing illnesses excluded for 6 months after join date.
- Suicide and HIV / AIDS excluded for 12 months after join date.
- In the event of not utilising one of UASA's accredited undertakers, the member or family may opt for a cash amount in order to make their own arrangements. Given UASA's preferential pricing with it's undertakers, the cash amount may not buy the equivalent services and benefit provided by a registered UASA undertaker, outside of our network. Also, members with less than 36 months membership receive the opted cash amount on a pro-rata basis, based on membership duration. The UASA claims department will advise accordingly on the amount at date of claim or query.
- Members must be in good standing to qualify for the benefit, at the date of the passing away of the member, spouse or dependant/s.
- The claim must be submitted within 3 months of date of passing to qualify for the benefit.



Services and Benefits I 0

UASA Maternity Leave Benefit

Description

Expectant mothers going on maternity leave must have been a fully paid up member for 12 consecutive months at the birth of the baby to qualify for the UASA Maternity Leave benefit.

All claims must be submitted within 12 months of the birth of the baby. The value of the cash benefit paid is determined by the UASA National Executive Committee. Maternity benefits are limited to four (4) pregnancies per female member.

What you need to do

If you are a female member and qualify for the maternity leave benefit you need to provide the following documents:

- Completed Application Form
- Copy of your Identity Document
- A copy of birth certificate of the child
- A letter from your employer verifying the period of maternity leave. Independent Professionals and / or atypical workers not in a traditional employer and employee relationship may be exempt from this requirement,
- A copy of a recent bank statement or letter confirming banking details.

Services and Benefits I 1

UASA Financial Services (UFS)

Description

UASA established UASA Financial Services (pty) Ltd (UFS) to support members through their different life stages towards financial wellness. UFS aims to help you to build, secure, and grow your financial wellness so that you can eventually enjoy it.

On your way to achieving financial wellness, it is important to learn how to budget and to attend to a number of critical components in your financial portfolio such as:

- Last will and testament
- Saving for retirement
- Household cover
- Funeral cover
- Medical care
- Family care
- Investment
- Life cover
- Finance
- Budget

Terms and conditions

Contact a UFS-accredited and trusted Financial Service Provider (FSP) who can assist you with filling the gaps in your personal portfolio. UFS refers all member queries to the relevant FSPs. Contact us at head office on 011 472 3600 or visit: www.uasa.co.za/ufs/

Services and Benefits 12

Study Grant Scheme

Description

UASA awards a total of Thirty-two (32) study grants annually through its Study Grant Scheme. It is a once-off grant intended to enable members or their dependants to further their studies.

Applicants must have completed at least their first years' study at an accredited learning institution and must provide satisfactory proof of enrolment for the first semester of the following year. Thirty-two (32) grants are awarded per year, sixteen (16) to graduate students and sixteen (16) to qualifying students at a technical college.

Applications are invited between 1 January and 31 March. The closing date is 1 April and successful applicants are announced on 1 May of each year.

Terms and conditions

UASA's Main Office Bearers decide on the successful applicants in accordance with the following qualifying criteria:

- Number of years' uninterrupted membership of UASA
- Number of previous unsuccessful applications
- Previously disadvantaged groups
- Number of enrolled children
- Member's annual income
- Spouse's income

*The decision of the adjudicating panel is final and no correspondence shall be entered into regarding the merits of any application and / or the final outcome as decided by UASA's NEC.

The value and the number of grants are reviewed by the UASA NEC from time to time.

What you need to do

Complete Application form and email together with proof of enrolment and last year's results to: study@uasa.org.za. Alternatively, call our head office on 011 472 3600 for queries.

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UASA Call Centre: 086 100 8272

Description

Services provided by Azoga

- *Members can contact UASA 24/7 with any Labour related query.*
If the call centre operator cannot assist, he / she will ensure that someone from one of the specialist divisions in UASA will contact the member, the next working day.
- *Legal advice (Other than labour related)*
Referral to a lawyer to correspond on your behalf or to litigate. The first 30 minutes of the consultation will be free but the rest will be for the member's personal account.
- *Medical attention*
The call centre operator will assess the situation and immediately arrange for an ambulance / medical assistance to get you stabilised in the nearest hospital. (T's and C's apply).
- *Crisis line assistance*
If you have been involved in an attack, hijacking, housebreaking, theft, fire or any other traumatic experience, the operator will try to contact a neighbour, the nearest police station, security service provider or the nearest fire station to notify them of the incident and to call for assistance. They will monitor until the situation has been stabilised.
- *Roadside assistance*
You will be connected to a service provider that can help with e.g. fuel, a flat battery, tow-in etc. Any exclusions & costs for the members account will be advised by the call centre agent.
- *Teacher on line*
This CAPS-aligned service which is relevant to private and public schools provides telephonic academic assistance for grades 4 to 12, Mondays to Thursdays from 18:00 to 21:00 during school terms. All major subjects are covered. T's and C's apply.



Protection of Personal Information (POPI)

UASA and its subsidiaries comply with the Protection of Personal Information Act 2013 (Act 4 of 2013) which promotes the protection of personal information processed by public and private bodies by, amongst others, introducing certain conditions for the lawful processing of personal information so as to establish minimum requirements for the processing of such information, as detailed in the provisions of the UASA Protection of Personal Information Policy (Data Policy), amended from time to time, as available on our website and upon request.

How to access services

To Join

- Complete a membership application form online on the UASA website. Download a membership application form on the UASA website at www.uasa.org.za
- If you cannot join online, get a membership application form from your local UASA representative at your place of work, or call any of our offices.
- Click on the 'Contact Us' button on the website, complete the form and submit. We will then contact you.

To get help

- Complete a form on the UASA website and submit. We will call you back.
- Call 011 472 3600 and chat to us about your problem / query.
- Call the UASA Call Centre: 086 100 8272. You can also contact any of our offices on the detail provided on page 23.



UASA Head Office and Branches

UASA has a long-standing commitment to supporting its members with practical, reliable, and professional service. Whether you are looking for guidance on workplace issues, need help with your membership, or want to explore how UASA can empower and represent you in your career, our experienced and dedicated team is here for you.

Connect with us through any of our official channels, or visit your nearest UASA office. Your voice matters, and we are proud to stand with you every step of the way.

Head Office

- Constantia Ridge Office Park, Block B, 231 Panorama Drive, Constantia Kloof.
- Telephone: 011 472 3600
- WhatsApp nr: 076 465 9183
- Email: admin@uasa.org.za

Regional Offices

Carletonville

- 70 Annan Road, Carletonville
- Telephone: 018 787 3224
- WhatsApp nr: 083 274 1476
- Email: farwestrand@uasa.org.za

Durban

- 70 Cato Rd, Glenwood, Durban
- Telephone: 031 201 7299
- WhatsApp nr: 083 274 0743
- Email: kzn@uasa.org.za

Klerksdorp

- Romareo Centre shop no.6, Buffel-doorn 89, Wilkoppies, Klerksdorp
- Telephone: 018 462 9611
- WhatsApp nr: 060 523 6810
- Email: nwest@uasa.org.za

Thabazimbi

- 149 Van der Bijl Street, Thabazimbi
- Telephone: 014 772 3457
- WhatsApp nr: 060 524 2929
- Email: thabazimbi@uasa.org.za

Welkom

- 411A Stateway Road Doorn, Welkom
- Telephone: 057 352 4066
- WhatsApp nr: 083 273 8451
- Email: freestate@uasa.org.za

UASA 24/7 Call Centre Number

- 086 100 8272

Witbank

- 27 OR Tambo Road, Ennead House
- Telephone: 013 656 4751
- WhatsApp nr: 083 274 1127
- Email: mpumalanga@uasa.org.za

Rustenburg

- 193 Kock Street, Rustenburg
- Telephone: 014 533 4740
- WhatsApp nr: 083 274 5328
- Email: nprovince@uasa.org.za

Cape Town

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Gqeberha

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