

## Amicus is backing you all the way to improve your life at work.

It makes sense to have someone on your side. And only a union with the massive financial, legal and industrial back-up of Amicus can really provide the representation and influence in the workplace that **YOU** need. Our aim is to get you the best terms and conditions of service and provide advice and support on any matter you may need related to your job.

It is a proven fact that well organised, unionised workplaces have better terms and conditions than non-union workplaces:

- On average 6% higher basic rates of pay
- Less sexual or racial harassment
- Less bullying in the workplace
- Better health and safety performance
- Better trained representatives and effective procedures
- Better training and better opportunities



## MEMBER BENEFITS

*There are many more free benefits of membership of which you can take advantage:*

- Stakeholder pension
- Amicus MasterCard
- Financial advice
- Unsecured personal loans
- Motor and home insurance
- Vehicle breakdown cover
- WellWoman insurance
- Travel insurance
- Amicus personal accident plan
- Amicus illness cash plan
- Union Energy electricity and gas
- Health care cash plan
- Holiday club
- Airport parking

Plus  
Free Will-making  
service

*The above offers will help you to offset the cost of your union membership.*

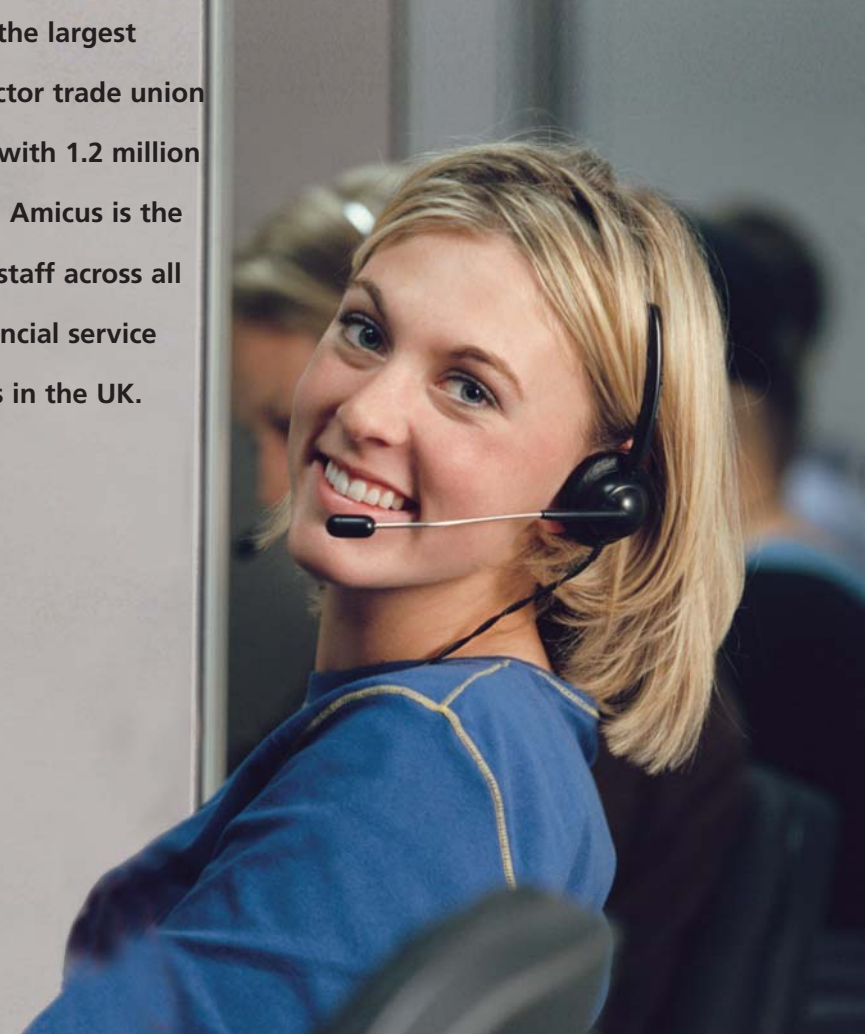
You can join on-line at [www.amicustheunion.org](http://www.amicustheunion.org)

# AMICUS



your voice in the call and contact centre industry

Amicus is the largest private sector trade union in the UK with 1.2 million members. Amicus is the union for staff across all major financial service companies in the UK.



You can join on-line at [www.amicustheunion.org](http://www.amicustheunion.org)

We negotiate on pay and terms and conditions, provide individual representation and advice. We also campaign on the major issues that affect our members.

### Pay matters



Despite the billions of pounds of profit that finance companies report year on year, the reality for many is low pay. Sub-inflationary pay rises coupled with unachievable targets means many employees have to rely on tax-credits to survive.

Amicus negotiates to improve the pay of our members. We do not accept that any worker deserves less than an annual cost of living pay rise, our 'zero tolerance of zero pay rises' campaign challenges employers to give adequate pay rises to all their staff.

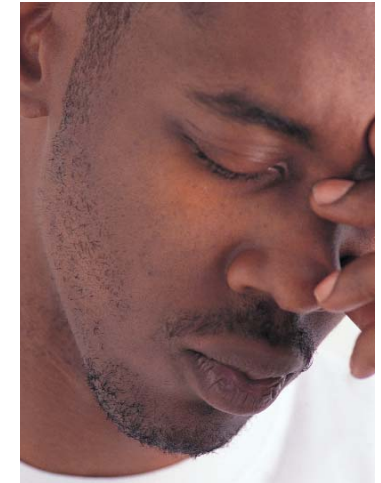
### Burn out stress syndrome

In the UK one in five people are suffering from work-related stress. Stress is second only to back pain as the most common work-related health problem. Stress causes misery for the individuals affected, and also has implications for the workplace as a whole. In order to reduce stress at work it is necessary to find the causes of the problems. Amicus campaigns for employers to: implement a stress policy; conduct risk assessments; and support local workplace safety representatives.



### Dignity at work

Bullying in the workplace is a serious issue. The consequences for an individual can be psychological and in some cases physical. It can lead to a variety of problems from increased absence from work to full-blown legal proceedings against employers. Amicus is challenging employers to tackle the problem of bullying head on. The union has a good record of working to eradicate bullying in the call centre industry, for example Amicus stopped one company using a dunce's hat for poor sales, and the humiliating requirement of staff having to put their hand up to go to the toilet. The reality remains that many people still face bullying in the workplace, this is unacceptable. Amicus runs the world's biggest anti-bullying project 'Dignity at Work'. The union wants to work with employers to eradicate bullying from every workplace.



### Offshoring

The practice of sending call centre jobs abroad is becoming increasingly common in the financial services sector. This is very concerning for employees in the industry. Amicus is determined that organisations recognise their responsibilities when sending work overseas. Amicus will continue to challenge the lack of investment in the skills and training of UK employees. Without investment in skills UK employees will be unable to adapt to this changing employment market. We call on companies to demonstrate their commitment to a thriving UK call and contact centre industry. Amicus promises to defend our member's job security.



To find out more about Amicus and our campaigns visit: [www.amicustheunion.org](http://www.amicustheunion.org)