### Activity I: Managing members’ expectations

Members aren’t always realistic about what the union can do for them – or indeed should do! Sometimes members will come to you asking for your help and then you find they not only want the moon but the stars, the universe too...You need to be prepared to deal with such expectations and devise strategies for managing them while not making the member feel let down or defeated.

The email below is from a longstanding member who wants your help.

From: Ike Shouting

Sent: 5 January 2023

To: Mae Nurep, Branch secretary

Subject Company communication monitoring

I have just seen the company’s announcement that there is a new agreed policy on use of internet use and social networking and I am definitely not happy about this.

I suspect that the company is monitoring my correspondence on Slack. I think they are looking for instances I complain or moan about management and will try to discipline me for it.

Surely they can’t do this?

Can you please tell me how I can get this ridiculous policy overturned and why hasn’t the union intervened?

Regards, Ike

**Internet use policy**

This Internet Usage Policy is applicable to each employee, which requires computer and Internet access for their work.

Accepted and supported computer and Internet usage:

* The Internet usage is supported as long as it helps in increasing productivity and it is conducted responsibly;
* All the data shared, posted and received via the company equipment belongs to the company. It should be managed appropriately and accordingly to the legal policies of the company;
* The equipment available for employees at the working place belongs to the company, and its management has all the rights to monitor the Internet activity of all workers. The data transmitted, created and received via the company’s equipment can be monitored as well;
* Electronic mail exchanged via the company Internet should not include any offensive and/or harmful content. Such content involves language and imagery that could be considered as harassment or vulgarity;
* Any website and downloaded content can be monitored by the company. They can be banned and blocked by the company if considered harmful to productivity and business as a whole.

Unacceptable ways of using the Internet at the working place:

* Distributing harassing, violent, discriminating or hateful messages and imagery by the means of company equipment;
* Utilizing the Internet and computers at the working place in order to commit any kind of illegal activity, including piracy of music, movies, and other content;
* Appropriating someone’s login information and using it without permission;
* Illegally downloading, managing or uploading copyrighted content via the company computers;
* Distributing secret company information outside the company;
* Posting derogatory information regarding the company, its owners or other employees;
* Installing inappropriate software that could be harmful to the equipment and network at the working place;
* Distributing spam emails and posts via the company equipment and the Internet;
* Posting information based on your personal beliefs and presenting it as those shared by the whole company.

Each employee should consult with their manager or supervisor in the event of not knowing or being unsure about which actions and information are considered unacceptable.

You have 10 minutes to come up with a bullet point list of how you would deal with their problem.

For an example [Are your work messages as private as you think? - BBC Worklife](https://www.bbc.com/worklife/article/20210813-are-your-work-messages-as-private-as-you-think)