



In person meetings policy
IWGB Legal department

Prior to Covid-19 the IWGB's ("the Union") legal department ("LD") operated a system by which members were required to come to the office in order to open a case. At the time the LD handled between 300 and 400 cases per year. Members often complained about having to attend the offices especially due to long working hours and/or childcare commitments.

During Covid-19 and as result of a series of national lockdowns, members of the union were unable to attend the offices and the LD developed a system for opening and handling cases remotely, using a variety of methods such as phone calls, Whatsapp video calls, Zoom/Teams calls etc. This system has proven to be a more efficient way of dealing with casework and ensure members receive support faster without causing undue inconvenience to them. This is especially relevant when taking into account that the LD has now doubled its cases and it's currently handling 800-1000 cases per year. A system of handling the cases remotely is therefore the only way to ensure the LD has capacity to deal with such a high volume of cases. This system also protects the wellbeing of LD's members of staff as it ensures their workload is manageable and it fits around their hybrid working arrangements and needs for reasonable adjustments.

The same situation applies to in person representations with employers. With the current volume of cases the LD members of staff are unable to travel often to attend in person representations as the time spent in traveling limits the capacity of the team to attend other cases.

In light of the above, this policy establishes that unless there are exceptional circumstances in which in person representations/meetings are needed (i.e sensitive cases, members' reasonable concerns and anxieties etc), those meetings should always take place remotely.