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## General secretary John Hannett Use your vote in the general election

**W**ith less than two months to go until the general election on May 7, I think it's important we focus on the policies put forward by the Party leaders. Many people think politicians are all the same, if you look closely you'll soon appreciate that's not the case.

To me it's clear the Coalition's priorities have been to make the less well-off pay the price for the Government's economic policies.

In-work benefits have been cut, wage rises have not kept pace with inflation, VAT was increased permanently to 20 per cent, and yet millionaires were given a £42,000 a year tax cut.

We've seen thousands of people forced to depend on food banks, families have been penalised by the bedroom tax, and workers' rights have been attacked.

Labour's policies are clear. More houses and rent controls; a freeze on energy bills; a strong NHS; and a commitment to give young people better prospects – to name but a few.

We all have a choice to make in May. Judge the Coalition on its record not its promises. Ask yourself – am I better off now than I was five years ago? Do I feel more secure at work? Does my family have access to a good school and hospital?

I also want to make two final requests and that is for all Usdaw members firstly to be registered to vote and then secondly to use that vote on May 7. (Don't forget, you can also register for a postal vote). In 2010 almost 16 million people didn't vote, that's not good for democracy, so whoever you vote for it's essential that we all participate in the democratic process.

**John Hannett**, General Secretary

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Office details on page 47

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*Campaign days lift membership*

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## Retail turmoil

Usdaw steps in as jobs and pensions under threat after big retailers announce cost cutting measures

Saving jobs and ensuring decent pensions for Usdaw members are at the heart of the union's response to the 'devastating news' of store closures and pension changes announced by both Tesco and Morrisons.

Tesco has earmarked 18 Express, 12 Metro, seven superstores and six Homeplus stores for closure and wants to close the defined benefit pension scheme. Meanwhile, Morrisons has said it wants to shut ten stores and close its career average pension scheme.

Discussions are under way

about when and how the pensions consultation process will begin.

General secretary John Hannett said: "These were devastating announcements for our members but we are working hard to make sure there are no compulsory redundancies and any pension changes still offer the workers a **decent income** in retirement.

"Usdaw appreciates just how upsetting and worrying these announcements have been to our members. We want to see as many workers as possible offered **redeployment** at nearby

stores and our officials will be negotiating hard to protect jobs.

"On pensions, companies have to offer a scheme to its workforce and our job is to ensure any replacement is as good as it can be. Funds already built up in the pension schemes are **protected in law**.

"These are extremely difficult times but I want to reassure members Usdaw will not shrink from its responsibilities.

"Members should visit our website for the latest information. We will also be issuing our reps with **regular updates**."

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## Crime report

### Hundreds of retail staff assaulted every day

Usdaw's latest Freedom From Fear survey has shown that in the last twelve months on average **241 shopworkers** are assaulted every day and 33 per cent of shopworkers were threatened by customers with more than half verbally abused.

General Secretary John Hannett said: "Our survey shows once again that life on the frontline of retail is **tough** for many shopworkers and there is still a lot to do to help protect them.

"Our results confirm the British Retail Consortium's (BRC) Retail Crime Survey figures that show the levels of offences have remained steady from last year – little comfort for our members on



Still plenty to do to protect shop staff – John Hannett

the receiving end of **violence and abuse.**

"The increase in the value of shop theft is a worrying aspect of the BRC report, because all too often these incidents can lead to the criminal assaulting or abusing shop staff.

"However, we have had little or **no support** from the Government. On four occasions, in the current Parliament, the

Tory-led Coalition has defeated amendments to its own legislation that would have provided **stiffer penalties** for those who assault shopworkers.

"It's time for the Government to act. While retail crime remains steady it is not coming down in line with the overall levels of crime. Retail staff have a crucial role in our communities and that must be valued and respected."

## Job losses and closures for high street stores

Turmoil in the grocery sector has also been reflected in the non-food sector with a number of retail casualties announced already this year.

High Street fashion chain **Bank** went into administration putting **1,500 jobs** at risk at its 84 stores. The company has been loss-making for a number of years.

Meanwhile, the UK's largest dry-cleaning chain **Johnson Service Group** plans to close **109** of its 307 branches as it continues a shift away from traditional high street locations towards collection and delivery points within supermarkets. The planned closures affect more

than **400 jobs**. Johnson's closed more than 100 branches in 2012 although it plans to open at 46 new locations in the early part of this year.

**Austin Reed** is also set to close dozens of its stores as it seeks to secure the long-term future of the business. And finally **Sports Direct** is reportedly preparing to close a third of its USC stores, putting **hundreds of jobs** at risk.

**And it is not just the high street.** The administrators of collapsed parcel delivery company City Link announced a further 230 redundancies earlier this year, taking the total to **2,586**. The firm went bust on Boxing Day 2014.

# Be mindful

## Mental health was the key subject for members at weekend school

How Usdaw can help and support members with mental health issues was the topic at a special weekend school held in the North West division last year.

Activists heard from experts and campaigning groups on how they can guide members to the specialist organisations.

"It was really well attended and the feedback was fantastic," said equalities rep Brenda Shaw, who works for Tesco in Liverpool and was one of 40 members who attended the two-day event.

"Mental health will touch almost everyone's life at some stage, there is no escaping from it.

"We have to challenge the stigma and discrimination around it and encourage people to talk. It's about changing attitudes and behaviour."

The division presented charity MIND with a cheque for £1,000.



Cash for charity  
MIND from the  
NW division

Recent research has shown more than 100 people a day with a mental health condition are having their benefits stopped as a sanction.

"These sanctions show the Government is more interested in punishing vulnerable people than supporting them to find work," said TUC general secretary Frances O'Grady.

View the  
Usdaw mental  
health video at:

"We need a genuine system of support that gives people with mental illnesses extra help and combats disability discrimination."



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**People  
like you**

Partnership... Kirsty Kilmurry (left) with Barbara Wilson

**A blend of youth and experience is working perfectly in Tesco, St Ives**

# In tune

**N**o one is better placed to sing the praises of being a union rep than classically trained vocalist **Kirsty Kilmurry**.

The 25 year-old activist, who works part-time for Tesco, St Ives, in Cornwall, was encouraged to be a rep by her colleague and experienced rep Barbara Wilson.

"I moved down here from Ayrshire to live with my

grandmother when I graduated from University four years ago and I liked it so much I stayed," said Kirsty.

"Thanks to Barbara I've been a rep for 18 months now and I'm also a health and safety rep as well as a member of our divisional young workers committee.

"Getting involved has given me many opportunities and I've made some brilliant new friends.

"I think one of the most important things reps can do is to let members know we are there for them. That's exactly what Barbara did for me when I was a young worker with very little experience, she put an arm around me and gave me her support.

"And now look at me. Last year I was a first-time speaker at ADM and spoke from the rostrum to a full house in support of a proposition.

"It was a bit daunting. You think I'd be used to it as I've sang in front of big audiences all my adult life. However, when you feel passionately about something, as I do about equality, justice and fairness, when you are up at the rostrum the words just seem to flow.

"I'm looking forward to getting more involved both divisionally and nationally. If I succeed in being half as good a rep as Barbara I'll be more than happy."

For more information on being a rep visit the union's website:

[www.usdaw.org.uk/bearep](http://www.usdaw.org.uk/bearep)



# Your choice in May *News*

One in three voters chose not to vote in 2010 – that's 16m unheard voices – don't be left out on May 7!

Udswal is backing Labour leader Ed Miliband's campaign to ensure eligible voters are registered and use their vote for the forthcoming general election.

Registration can be done online and takes less than five minutes. The cut off date is April 20. Recent figures showed more than six million eligible voters are not registered. Young people are more likely to be missing from the register

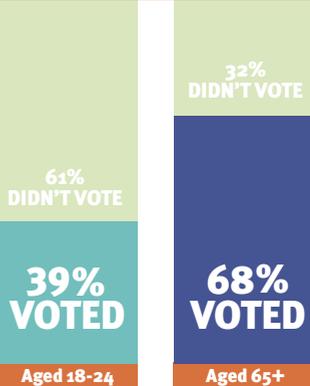
with at least one million unregistered women voters.

Figures also showed a stark contrast about which age groups vote with 68 per cent of over 65 year-olds and only 39 per cent of voters under 24 voting in 2010.

"It's crucial people use their vote on May 7," said general secretary John Hannett. "With one in three of the electorate choosing not to vote in 2010 it's important political parties reach out to these 16m voters – claiming political legitimacy depends on it. We also have to get young people re-

connected with politics

**2010 ELECTION SHOWS AGE GAP**  
Young people less likely to vote



You can register below (have your NI number handy). It takes five minutes to sign up

[www.gov.uk/register-to-vote](http://www.gov.uk/register-to-vote)

again. The democratic process is too important to be ignored – especially when politics decides your taxes, rights at work, pensions, education, safety, housing and much more."

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# Fairer holiday pay on its way after ruling

There has been a lot of press coverage about holiday pay – it's good news but the Coalition has imposed restrictions

## In a nutshell...

### Q What's going on with holiday pay?

Recent court rulings have determined that holiday pay should be based on **normal pay**, not just basic contractual pay.

These rulings are limited to the first four weeks' leave, in line with the provisions of the Working Time Directive. The decisions do not cover the additional 1.6 weeks granted through the UK regulations or any additional contractual holiday entitlement.

The Employment Appeal Tribunal has placed significant restrictions and **strict limits** on the ability to make claims over the previous underpayment of holiday pay. As a result, the majority of members are unlikely to have a claim for substantial backpay.

Because of the **legal complexities** Usdaw's main aim is to achieve normal pay for all future leave, but where a member may have a claim for significant backpay, legal assistance will be available via the normal channels.



## Calculating holidays

### Q What's the background to this?

The **European Working Time Directive (WTD)** dictates that all workers are entitled to four weeks' annual leave but does not specify the rate at which this should be paid.

The WTD is implemented in the UK by the **Working Time Regulations (WTR)**. Under the WTR, workers are entitled to the European four weeks' paid annual leave and also an additional 1.6 weeks' domestic annual leave.

Many employees may also be entitled to additional **contractual leave** often negotiated by their trade union.

The calculation of a week's pay is governed by the **Employment Rights Act 1996** which is generally basic contractual pay, excluding elements such as non-contractual overtime and commission.

So, for example, a worker could be contracted to work 16 hours a week yet work regular overtime taking their 'normal' weekly hours to 20 hours a week. However, when the employee took holidays they would only be paid for 16 hours – their contractual hours and leaving the employee **out of pocket**.

This is not the case for all employees as some employers do use a **formula** for calculating holiday pay that does take into account average hours often based on the previous P60 earnings. (Your P60 is a statement of how many hours you work, your wages and your tax and national insurance payments over the tax year. It is issued to all workers by their employer every year usually in April or May).

Many workers have been denied their 'normal' pay when taking holidays but thanks to the EU and recent employment tribunal rulings this is set to end.

# know your Rights

“ Overtime and other premiums must be added to your pay



## European influence

### Q What has changed?

Usdaw has always believed workers should not be prevented from taking this leave by being paid less for the holiday than they would normally earn. In other words there should not be a **financial disincentive** to taking holidays.

Recent decisions from the Court of Justice of the European Union (CJEU) have expressly decided that workers should be paid 'normal remuneration' for their four weeks' European derived annual leave.

Rather than looking at basic contractual pay to calculate holiday pay, the **following must now** be taken into account:

- Commission.

- Overtime (contractual and non-guaranteed and possibly voluntary).
- Shift payments (eg shift allowances, premium payments, on call payments).
- Unsociable hours payments.

A **reference period** must be determined to decide over what period of time earnings should be looked at to determine what a normal week's pay is. This is yet to be determined but could be anything from the 12 weeks prior to the holiday leave to the 12 months before. What is important is that the reference period is **representative** of a person's normal pay.

Employers are entitled to ensure that any calculating formula is designed in a way that does not allow people to benefit financially by taking holiday immediately after an abnormally high period of overtime or receiving a one-off bonus. ➤➤



# VACATION

[ [www.usdaw.org.uk](http://www.usdaw.org.uk) ]



## Union policy

**Q** What is Usdaw doing about the changes?

Usdaw is currently in talks with all employers to discuss how to implement the new rulings.

In particular Usdaw wants to see employers pay normal pay for all holidays not just the minimum four weeks' European leave.



## Retrospective claims

**Q** Can I claim for holidays already taken but paid at the lower rate?

That depends.

The **Employment Appeals Tribunal (EAT)** has placed significant restrictions and strict limits on the ability to make backdated claims. These restrictions mean that the vast majority of members will not have claims for substantial backpay.

Claims for underpaid holiday must be brought within three months of the most recent underpayment. The claim can go back beyond the three months as a 'series of deductions' (The government has just announced that from 1 July 2015 any claims for **backpay** as a series of deductions will be limited to two years.) However, the Employment Appeals Tribunal has recently decided that the series will be broken if there is a gap of more than three months between the underpaid holiday periods.

Also, the 1.6 weeks' additional leave and any additional contractual leave does not count and the EAT has determined that the four weeks' European leave is the first holiday to be taken in the holiday year. This will make it likely that there will be a gap of three months between periods of European derived holiday and **so limiting any claims** for back pay.

It is complicated and to put it briefly, an employee would have to satisfy a number of tough demands/circumstances before any claim is likely to succeed. If you think this applies to you contact your local office.



Usdaw is talking to employers to sort out this issue

# know your Rights

## Udaw pressing for change

**Q** What happens next?

Udaw will press employers where appropriate to introduce new rules for their employees' holiday pay as soon as possible. If agreement is not forthcoming collective grievances will be issued and tribunal proceedings considered.

## Case closed?

**Q** Is this the end of the legal wranglings?

Probably not. As yet there is no definitive list of what should be included in the calculation of normal remuneration or the reference period that should be applied.

Cases are still going through the courts and being appealed, so even the current guidance is uncertain.

In addition, the Government is setting up a task force to assess the impact of the recent rulings.

**WANT  
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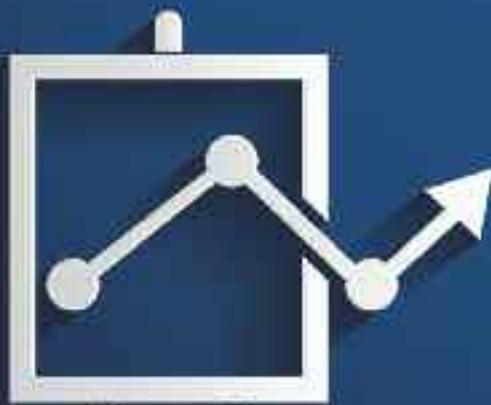


# Denied credit by a lender? Why is that?

How do banks and other financial institutions decide who is or isn't credit worthy? It's all in your credit report...

## Risky business

Have you ever wondered how a bank or lender decides whether or not to give you credit? One of the tools they use is your credit report (or file). This tells them about your credit history and helps them assess how much of a risk lending to you will be.



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[www.moneyadvice.org.uk](http://www.moneyadvice.org.uk)

## What's in your credit report?

Your credit report typically holds the following information.

- A list of all your credit accounts which will include bank and credit card accounts including other credit arrangements such as outstanding loan agreements or those with your utility company. They will show whether you have made repayments on time and in full. Items such as **missed or late payments** will stay on your credit report for at least six years, as do court judgments for non-payment of debts, bankruptcies and individual voluntary arrangements
  - Details of any people who are financially linked to you, which means you've taken out joint credit
  - Public record information such as County Court Judgments (called 'Decrees' in Scotland), house repossessions and bankruptcies for six years after they occur
  - Your current account provider, but only details of overdrafts
  - Whether you are on the electoral register
  - Your name and date of birth
  - Your current and previous addresses, and
  - If you've committed fraud (or someone has stolen your identity and committed fraud) this will be held on your file under the fraud prevention service CIFAS section.
- Your credit report doesn't carry other personal information such as your salary, religion or any other criminal record.

## Who compiles credit reports?

In the UK, there are **three main companies** that compile information on how well you manage credit and make your payments. They are:

- Experian
- Equifax
- Callcredit

*You may have never borrowed money before or have always paid your debts but that doesn't automatically mean you are credit worthy.*

# know your Rights

## Who looks at your credit re-

When you apply for credit the process usually involves you giving your permission to the lender to check your credit report. The term 'credit provider' doesn't only include banks, building societies and credit card companies but mail-order companies and, for example, providers of mobile telephone services – if you have a phone contract (but not if you're on a pay as you go deal).

Employers and landlords can also check your credit report, although they will usually only see public record information such as electoral register information and whether any **County Court Judgments** or insolvency records are held against you.



## Where to check your credit report

All three credit agencies have a **statutory obligation** to provide you with your credit report for £2, and you can access your report online or by asking for a written copy. Your statutory credit report shows a snapshot of your current credit history.

Callcredit, under the brand name Noddle, also offers free access to your credit report for life, so it's worth just applying for this rather than paying for a statutory report.

It is often worth getting a copy of your credit report from all three credit reference agencies if you've not applied for it before or if you've not checked it for quite some time. That's because different credit reference agencies may have credit information from different lenders (although there is quite a lot of overlap between them).

- Check your credit report with Equifax - [www.equifax.co.uk/Products/credit/statutory-report](http://www.equifax.co.uk/Products/credit/statutory-report)
- Check your credit report with Experian - <http://experian.co.uk/consumer/statutory-report.html>
- Check your Callcredit credit report with Noddle - <https://www.noddle.co.uk>

## When should you check your credit report?

### DID YOU KNOW?

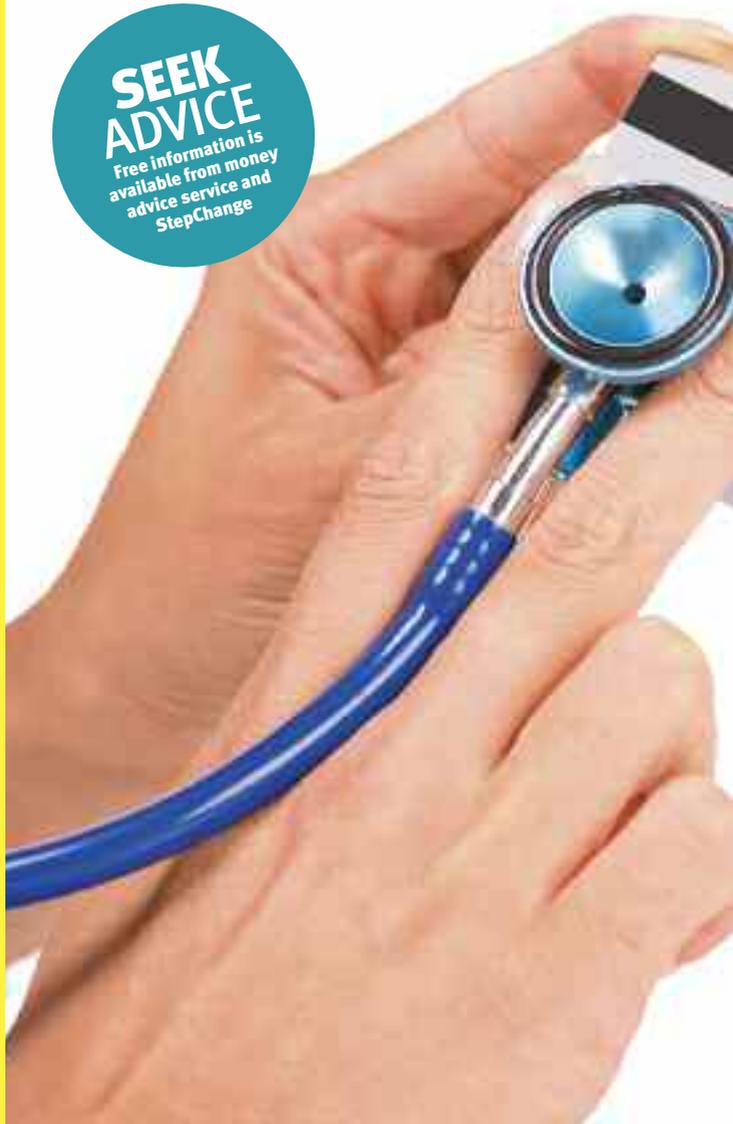
- Some companies will choose not to lend to you if you haven't always managed your credit well and don't have a good credit rating, while others will simply charge you a higher rate of interest or offer you a smaller amount of credit.
- If you are **applying** for a loan, mortgage, credit card or other borrowing then you should check your credit report. If not, it's a good idea to check it from time to time to make sure there are no **mistakes** or that you haven't missed any payments without realising it.
- You can **check your credit** report as often as you like and it won't affect your credit rating or credit score.
- It's normally only when you apply for credit and lenders search your credit report that there's a record left on your credit report. However, in some cases if you try and get a quote for something like a loan or credit card, there may be what's called a '**footprint**' on your file. See if you can find out what kind of credit file search a prospective lender will carry out.

**Remember** Be aware that repeatedly applying for credit can harm your chances of getting credit, as lots of credit searches make it appear as if you are having problems.

You can get free 30-day trials of more comprehensive credit checking services from Experian and Equifax, which include your full credit report. However, you normally have to give your credit or debit card details when you sign up to the free trial and money will be taken from your account unless you cancel in time.

You can look at your report as many times as you want for no charge during this **free trial period**.

**SEEK  
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available from money  
advice service and  
StepChange





FREE TRIAL

Free trials are on offer from some credit agencies for a limited period

# know your Rights

## What's a credit score?

Your credit score is an assessment by a particular lender or credit reference company of how good a credit risk you are, based on its own criteria. A good score is **no guarantee** you'll be able to borrow money, as different lenders have different criteria for choosing customers.

## How lenders use credit reports

Bear in mind that different **lenders** look for different things when looking at your credit report and deciding whether or not to lend to you.

## Help with debt problems

If you are struggling to pay the bills borrowing more money may not be the answer and you should contact **StepChange** an independent charity that gives free, impartial and confidential advice to Usdaw members.

call: 0800 980 8271

Visit: [www.stepchange.org/usdaw](http://www.stepchange.org/usdaw)

Keeping on top of your finances is essential

## Improving your credit score and correcting your credit report

It is possible to improve your credit score, sometimes by simply cancelling unused credit cards and there are other steps you may be able to take.

Remember you do not have to pay for financial advice. It is available free from a number of agencies.

For more visit:

[www.moneyadvice.service.org.uk](http://www.moneyadvice.service.org.uk)

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[www.usdaw.org.uk/bearep](http://www.usdaw.org.uk/bearep)

From printing rep to retail rep Mike Tucker has a novel approach

# Write on

**P**art-time checkout operator and rep **Mike Tucker** is about to open a new chapter in his life when he starts work on his second novel after he retires in April.

The man of many words is looking to build on his first novel *Run Mother To Be* which was self-published last year

under his nom de plume Michael J Rayhill.

It has been quite a journey for Mike who started out at the *Bristol Evening Post* in 1966 after leaving school with no qualifications. After 37 years' service he was made redundant. He spent three years travelling and then joined Tesco at the Midsomer

Norton store in Somerset.

"I've always been a union man. I was deputy father of the chapel for print union SOGAT for many years and was greatly influenced by the then local Labour MP a certain Tony Benn," said Mike, 64.

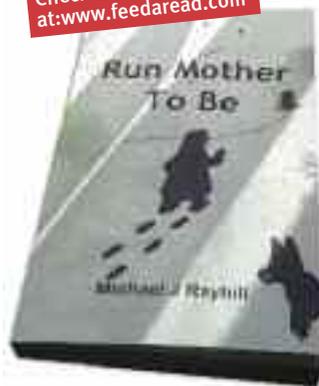
"Surprisingly I wasn't directly involved with the editorial side at the *Post*, but clearly a great deal of the atmosphere of story telling rubbed off on me which stood me in good stead for my creative writing. I also drew caricatures and cartoons of the people I worked with.

"My first book I'd describe as a fantasy thriller. It comes entirely from within and depicts ordinary people in an extraordinary tale of events.

"The second book is going to be set in the same fictitious village of Calton, and while I can't give too much away it involves a local man who ends up a hero but who pays a heavy price. Watch this space!

"I'm looking forward to retiring but one of the things I will miss is being a rep but I'm hoping I'll stay active with the union, once it's in your blood it's not a role you can easily retire from."

Check out Mike's book at: [www.feedaread.com](http://www.feedaread.com)





Activists and officials at the Black Members' Weekend

## News in brief

Retail tycoon Sir Philip Green is looking to sell his loss-making **BHS chain** after receiving a number of takeover approaches.

The 87 year-old chain formerly known as British Home Stores, has **180 stores** (150 of them have a licence to sell food) and **12,000 staff**, and could attract interest from discounters in both the food and non-food sector.

A sale could start the break-up of one of the biggest retail empires on the high street as Green also owns Topshop, Dorothy Perkins, Miss Selfridge and Wallis.

Meanwhile, upmarket grocer **Waitrose** has announced **2,000 new jobs** as part of its anticipated expansion this year, while **Sports Direct** could face a multi-million pound bonus claim from zero-hours staff.

# Equality for all

## Migrant workers deserve fair treatment says Usdaw

Members and activists from the union's black and Asian communities met up at a weekend get-together held in Manchester late last year to discuss how the union can stop the exploitation of migrant workers.

The popular annual event also aims to encourage black and Asian members to get more involved in the union at local, divisional and national level.

Tesco rep Susanah Roye said: "This was a very interesting and thought provoking weekend." While Scotland's Michael Anderson said: "We looked at the myths put out by the media

surrounding migrant workers as well as the difficulties faced by trade unions when trying to recruit and organise these workers. I enjoyed it."

General secretary John Hannett, deputy general secretary Paddy Lillis and president Jeff Broome joined the delegates who also heard from speakers from the TUC and organisations working to support migrant workers.

For more information on the union's equality

[www.usdaw.org.uk/equalities](http://www.usdaw.org.uk/equalities)





Learners at Boots Logistics Nottingham



The learning team at Tesco Holywell



Learner Jana Kokosinka



ULR Julie Smith

## Campaign Lifelong learning

# Working knowledge

Usdaw members are making the most of the learning opportunities on offer thanks to the hard work of their reps

**J**ana Kokosinska was one of 30 learners who received their certificates in English at a special ceremony last year at the Boots Logistics site.

Jana and her colleagues studied in the newly refurbished on-site learning centre, 'The Learning Tree.'

"I want to take full advantage of the learning opportunities," said the 25 year-old who has worked for Boots

for five years.

"My Union Learning Rep (ULR) Julie Smith gave me lots of support and advice. I was very proud and delighted to receive my first certificate for Level 1 English along with my colleagues and learners.

"I'm doing an IT course now and a business and administration course too. I'm hoping my new skills will help me with my future career."

ULR Julie Smith said: "We

have a great team of dedicated ULRs who have helped to relaunch the learning programme and helped create an atmosphere of positivity around learning.

"Put that together with the great partnership we have with Usdaw and Central College Nottingham and we have the recipe for success."

Meanwhile at Tesco, Holywell, ULR Lynda Carter has used lifelong learning to set up



British Sign Language and deaf awareness courses to help staff communicate better with one of their colleagues.

"Last September I was delighted to see the first six students presented with their Level 1 certificates," said Lynda. "This helped us with our colleague Jason Owen who has a severe hearing impairment and it was this that prompted me to get more involved. Jason also took part in the classes and this has given us all a better understanding of the difficulties faced by people with a hearing disability."

Incidentally, both Lynda and Julie won their division's 2014 nomination for the national Union Learning Rep award.

**Usdaw's Health and Dental Plan** (one of the union's affinity partner offers) has been winning rave reviews from members. Its 100% of your money back is proving to be a real winner\*.



## HERE'S WHAT A FEW **HAPPY CUSTOMERS** HAD TO SAY:

"It is simple and straightforward to claim and a fantastic way to get money back on your dental bills."

**Stephen Bibby**

"I tell members about this policy and recommend that they join as it is so simple, quick and easy to use."

**Pattra Soar**

"I received my money within three working days, very helpful customer service and would 100% recommend it."

**Anastasija Sofronova**

"I was paid out so quickly the ink was still wet on the cheque!"

**Rachel Howitt**

## TO FIND OUT MORE:



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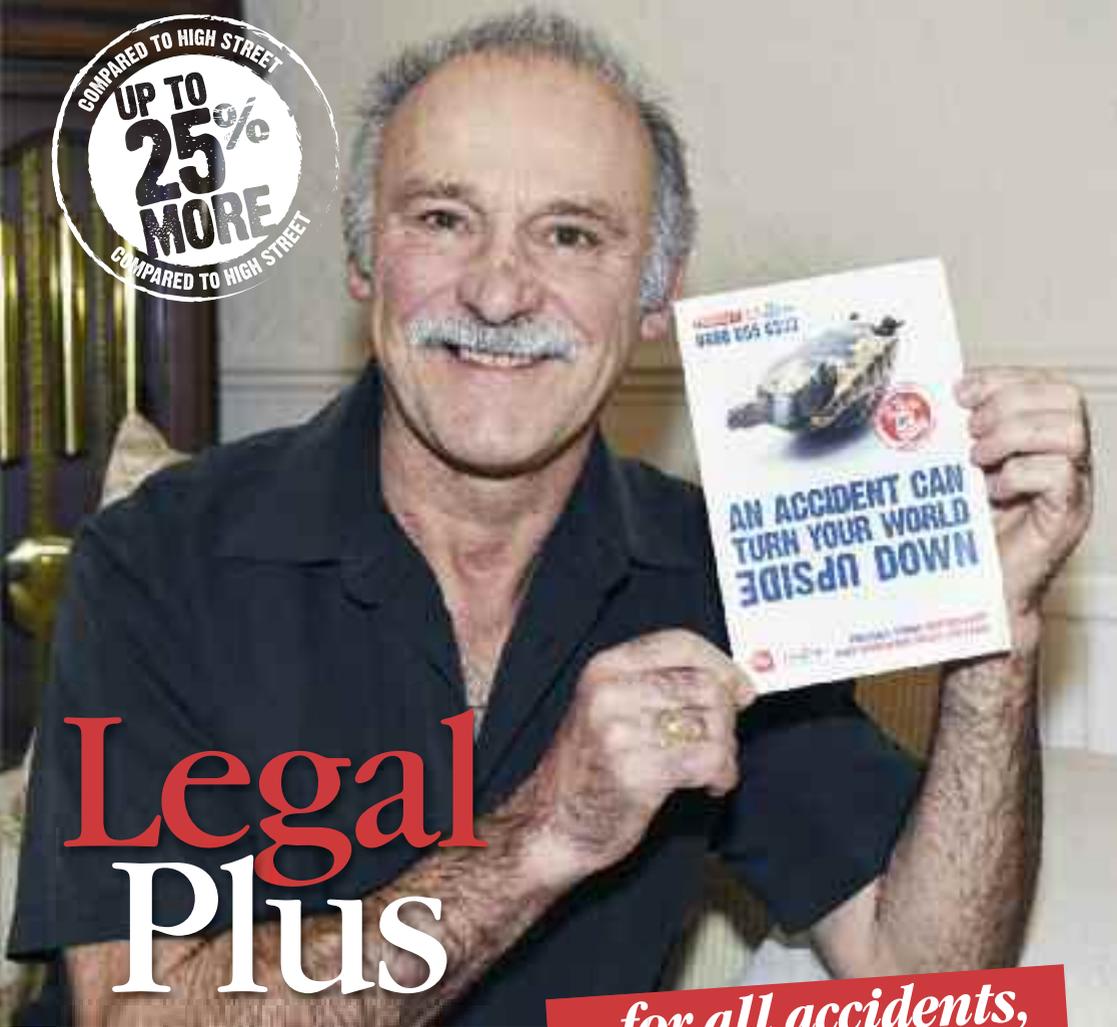
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# Legal Plus

*FirstCall steps in for driver*

*David after accident*

FirstCall delivered for Next distribution driver **David Weston** and won him £4,500 when he injured his leg in an accident at work.

"I can't believe how professional it was," said the 68 year-old from Swinton in Greater Manchester.

"My brother-in-law is a union rep and he advised me to ring FirstCall.

"From the minute I made the call my solicitor provided a very personal and efficient service."

The accident happened in November 2012. Kevin pulled a muscle in his calf when he was

*— for all accidents,  
anywhere, anytime*

putting the tail lift in on the back of his vehicle.

The injury was entered in the accident book and Kevin was examined at his local A&E where he was given crutches and painkillers and told to rest. He was off work for a month.

"I'd have no hesitation contacting FirstCall again in the future, I was very comfortable with the whole service. I think we need to make every member aware that they should use our fantastic legal service.

"That's what it's there for and it's completely free. You don't get better than that."

## Union membership vital for

**injured Jamie**

Nightshift worker **Jamie Brown** had the full backing of the union when he slipped on a metal plate in the chiller room and fractured his left arm in November 2013.

A local Usdaw panel solicitor handled his case. It was settled 11 months later and Jamie received a cheque for £10,434.

"The fault with the metal plate had been reported by colleagues on several occasions, but nothing was done to correct it," said 42 year-old Jamie who works for Tesco in Strood, Kent.

"I was off work for eight weeks and it was really comforting to know that FirstCall would take care of everything for me.

"I didn't have to worry about a thing. I couldn't believe how straightforward it was.

"My solicitor was fantastic and kept me informed throughout. She even advised me to reject the first offer as she felt my claim was worth more.

"I put my trust in her and she was absolutely right. An increased offer was made and she advised me to accept. I was delighted.

"I tell everyone that you are covered 24/7 from the minute you join the union. Thankfully I joined eight months before the accident and I wouldn't be without my membership now."



## DID YOU KNOW?

- In 2014 **15,452** members made applications for legal assistance – equivalent to one in 28 members.
- The total amount of compensation recovered on behalf of members was **£19,864,061**.
- Of this **£17,401,973** was in compensation for personal injury claims for 2,907 members.
- This also includes **£379,874** for 53 members under the Criminal Injuries Compensation Scheme.
- In 2014 the number of new claims increased to **5,357**, reversing the decline in previous years. This suggests that the message is beginning to get across and members are turning to Usdaw rather than costly high street or TV advertised lawyers.
- There were **136** accident claims where the injuries were serious enough to attract compensation of more than **£20,000**.
- This year **road traffic accidents (RTAs)** were the second most common cause for these claims. Many of these RTAs were not connected to work, demonstrating that support provided to members by **Legal Plus** extends beyond the workplace. For work-related accidents the most common causes of serious injury were slips and trips and manual handling.
- **990** individual employment cases were referred and **£2,447,305** was recovered for members, compared to £1,542,480 in 2013.
- Nationally claims to Employment Tribunals have dropped by over 60 per cent since the introduction of fees in 2013 by the Coalition. However, claims for legal assistance from the union have remained at the same level as previous years.
- In 2014 the union advanced **£30,900** in fees for 94 cases that were lodged with tribunals (80 per cent of those that had been settled by the end of the year were successful) providing essential support to members.
- During the year there were **4,145** free will applications and **4,587** applications for non-work related advice continuing the upward trend in demand for these services over the last few years.



## *Nightshift worker Kevin*

**delighted with his award**

Usdaw's legal team won a two-year battle and £3,000 in compensation for nightshift worker **Kevin Dagless** after an accident at work.

"I was delighted with the outcome and my award," said the 61 year-old, who works for Tesco in Dunstable.

Kevin was injured in December 2012 when a shelf collapsed and he was hit in the face with bottles of wine.

"At the beginning the company would not accept liability because the accident report went missing, so the whole thing dragged on for a while.

"My solicitor advised me to find a reliable witness, which I did. A colleague who was there at the time provided a report.

"They also organised specialist medical appointments so that my claim was backed up by medical evidence too.

"My solicitors fought really hard on my behalf and even advised me to reject earlier lower offers. Their expertise was vital in pursuing and winning my case.

"I couldn't have carried this through on my own, I just wouldn't have had the know-how or the stamina to stick with it.

"I tell everyone to join the union. Without Usdaw you're on your own."

## *Holiday nightmare sorted out*

**for injured Diane**

A nice relaxing break last summer turned into the holiday from hell for **Diane Willott** after she injured her ribs when she slipped in the bath while holidaying in Norfolk in June last year.

Luckily Diane contacted FirstCall who took on her case and she received £7,000 in compensation.

"The accident happened on the first day of our holiday," said 69 year-old Diane, who works for B&Q in Worthing West Sussex

"The union had helped me once before when I had an accident at work so I always keep my FirstCall card in my purse. When we got home I rang FirstCall for advice.

"I was pleasantly surprised to find out I was covered by Legal Plus for accidents that happen outside of work too and that the union's solicitors would take on my case.

"It's a real comfort knowing that as a member I have the benefit of professional advice on accidents – anytime, anyplace and anywhere. I always stress this to people when I encourage them to join the union."



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## LEGAL ROUND-UP

### *Peter Wilson*

- Age: 66
- Employer: Retired member
- Injury: Dog bite
- Date of accident: April 2013
- Case settled: March 2014
- Award: £2,300
- Quote: "I had a great service."

### *Les Ingham*

- Age: 60
- Employer: Tesco
- Injury: Work related disease
- Date of accident: Sept 2013
- Case settled: Nov 2014
- Award: £1,750
- Quote: "It's your choice to join the union – I'm glad I did."

### *Stephanie Tuckerman*

- Age: 58
- Employer: Tesco Express
- Injury: Nose
- Date of accident: March 2014
- Case settled: April 2014
- Award: £1,000
- Quote: "Join the union, it's

### *Lewis Berry*

- Age: 30
- Employer: Co-op
- Injury: Knee
- Date of accident: Aug 2012
- Case settled: Sept 2014
- Award: £1,500
- Quote: "I had brilliant support and backing."

### *Usdaw's legal team provide first-class*

*service for Bernie after slip*

It paid to be in the union for part-time café worker **Bernie Barnard** after she was awarded £8,518 when she slipped and broke her wrist at the Morrisons store in Scunthorpe, North Lincolnshire.

"My claim was settled in 12 months and I received every penny of the compensation. I had a first-class service," said the 64-year-old who has worked in the store for ten years.

The accident happened in October 2013 when Bernie slipped on a pool of water in the pot wash area of the kitchen.

Union solicitors handled her case and proved there had been a problem with the pot wash and leaking water for some time. It had been reported but the company did not take reasonable steps to rectify this. The company admitted liability.

"Another lady had an accident three months before mine, she's not in the union and has had to pay for a solicitor herself and they are still trying to prove liability.

"She couldn't believe it when I told her my case had been settled and I'd received my cheque and kept all of my settlement and didn't pay any legal fees at all.

"I advise everyone to join the union. It's worth it just for the legal service alone, it's essential."

## ***Chris makes a full recovery***

**after head injury**

Expert advice and support helped Morrisons driver **Chris Bold** back on the road to recovery after he sustained a serious head injury in an accident at work.

The union's legal team not only won his case and £5,428 in compensation but they also arranged for specialist medical treatment when he developed psychological problems after the accident.

"I had a unique service," said 50 year-old Chris from St Helens in Merseyside. "My solicitor was exceptional, her advice was invaluable, I can't praise her enough, but it's not always about the money, it's about making a full recovery."

The accident happened in November 2013 when Chris was putting an order together and a shelf fell and gashed his head.

"I was diagnosed with concussion. But as time went on I started to feel depressed. My solicitor referred me to a consultant.

"From there on I felt like a great deal of pressure had been lifted from me. All because my solicitor understood my needs completely and I was given the care I needed. I recommend the union to everyone, it couldn't do enough for me."



## ***Andrew delighted to get full***

**pay out settlement**

Technical Operator **Andrew Brown** could have been more than £570 worse off if he had used a high street 'no win, no fee' solicitor after he injured his back in an accident at work.

But thanks to Usdaw's FirstCall service he kept 100 per cent of his £2,300 compensation.

"As a union rep I'm always reminding members that if they have an accident – no matter where – they should pick up the phone and ring FirstCall," said Andrew, 44, who works for Weetabix in Northamptonshire.

"That's exactly what I did when I injured my back in February last year after a sustained period of lifting.

"It couldn't have been easier. Within no time I had a solicitor looking after my claim which was settled five months later.

"I now use myself as an example when I'm speaking to members explaining why they should never go to a high street solicitor who could take up to 25 per cent out of their compensation to pay for their legal fees."

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# Active!

**L**one rep **John Burns** is one of the union's many unsung heroes as he works tirelessly to build membership at his Ikea store in Ashton-under-Lyne, Tameside, Greater Manchester.

John's patient and methodical approach is paying off in a tough environment and it's all down to his good communication skills, his ability to run successful campaign days and his Usdaw training.

"I see building membership as a slow and steady project," said John, 60, who has been a rep for just 15 months. "Once people believe in the union and know what it can do for them they will join. And once they join, I believe, we have them for life."

"We held a very successful Legal Plus Awareness day last October. Not only did I recruit new members but it also raised

**One-man band John Burns is determined to build Usdaw's profile at his Ikea store**

the profile of the union and its superb legal services. It also gave staff the opportunity to get to know me as their union rep.

"And after the event members and non-members came to me with a range of questions and requests for a repeat of the day and other specialist union days in particular a Pensions Awareness day.

"Staff are also impressed with my knowledge

and I tell them I have to put this down to the excellent training

I've had from Usdaw. Most members are surprised at the quality and range of courses on offer. I'm convinced I can persuade one or two of them to volunteer to help with the next union event in-store, they might even think about getting more involved and sign up to be a rep."

**John in action during a campaign day at his store**



# arena Health

Send your health questions to the

arena team at: [arena@usdaw.org.uk](mailto:arena@usdaw.org.uk)



## Stalking thief

**Q** A customer who was banned for shoplifting after I apprehended him, but is now allowed back in the store, consistently stares at me and follows me round the store – from a distance, but still this makes me feel threatened and uncomfortable. What should I do?

Your employer has a duty of care to ensure your health and safety at work and you should not be harassed in this way. Speak with them and your

Usdaw rep in store about how the situation is making you feel.

The customer's behaviour could be seen as stalking, which is a criminal offence. The Suzy Lamplugh Trust runs a National Stalking Helpline which provides helpful advice for employers on dealing with stalking in the workplace. <http://www.stalkinghelpline.org/resources>

## Checkout rash

**Q** I've worked in retail for ten years now always behind the scenes as I get very nervous around people in formal settings. Up until now this hasn't been a problem but a new manager says everyone must be trained on checkouts, the mere thought of doing it brings me out in a nervous rash. Is there anything I can do?

Your employer is entitled to expect workers to carry out duties which are reasonable for the job. It is very unlikely that your employment contract specifies that your job does not include work with the public, so for most shopworkers it would be reasonable for them to do checkout work.

However, the employer should also take account of individual

differences and should try to accommodate the needs of individual workers.

If work on the checkouts would be so stressful for you, they should listen to your concerns. You need to raise your worries with your manager and your Usdaw rep. If the stress of public contact would make you ill, you may also need to talk to your own doctor and get your employer's occupational health team involved.

## Strip searches

**Q** Recently the company has introduced strict security measures which include an airport-like body scanner and security guards. I have no complaint with these measures, but they are also insisting on random strip searches, which I find degrading. I am told that if I refuse to be searched in this way I will be dismissed. My question is, do they have the right to impose strip searches?

Searching at work is a sensitive issue. Everyone has a right to privacy. Your employer needs to be able to justify their search procedure by proving there is a significant security risk. The procedure should ensure the privacy of the person being searched.



Your health and your safety at work is a vital part of Usdaw's service. For more advice visit:

[www.usdaw.org.uk/healthandsafety](http://www.usdaw.org.uk/healthandsafety)





Usdaw has its own health and safety section full of useful information, advice and a reps' forum at: [www.usdaw.org.uk/forum](http://www.usdaw.org.uk/forum)

If you have any questions for arena's health experts write to: **the editor, arena, Usdaw, 188 Wilmslow Road, Manchester, M14 6LJ** or email: [arena@usdaw.org.uk](mailto:arena@usdaw.org.uk)

Searching should normally be done by someone of the same gender and with a witness present and as far as possible should avoid any physical contact.

The procedure should be written down in clear language. It is extremely unusual for strip searches to be required at work. The reason for this extreme measure needs to be explained and there needs to be a clear definition of what actually is involved – eg do they mean asking people to remove outer clothing such as coats and jackets or does it mean taking off shoes, turning out pockets, etc?

If the airport-type scanner is one which can reveal the presence of small articles concealed under clothing it is not clear why strip searches should also be required. All that would be needed would be for the person to reveal the item which shows up on the scanner.

It is important to raise your concerns with your union rep at work so that the procedure can be reviewed.



Image © Dmitry Kalinovsky/Shutterstock

## Fit for purpose?

**Q I work on the loading bay and the equipment we use is showing more and more sign of wear and tear. They're not broken but just look like they're an accident waiting to happen. Can we pre-empt this by insisting on new equipment?**

Just because something shows signs of wear and tear it does not necessarily mean they have to be replaced. However all workplace equipment is covered by the Provision and Use of Workplace Equipment Regulations 1998 (PUWER) and

must be subject to regular inspection and maintenance.

Your employer has to work out a maintenance schedule based on the use of the equipment. If you use lifting equipment such as a scissor lift the Lifting Operations and Lifting Equipment Regulations also apply and set strict requirements for lifts to be inspected every six months.

There should be records of maintenance and inspection. Talk to your Usdaw safety rep. They can check the maintenance records and raise a grievance if necessary to get faulty equipment replaced.

*Feature*

# Awards Night

## National stage for Usdaw's best activists

Usdaw's very own 'Oscars' gives its reps the national recognition they deserve at a sparkling ceremony held in Manchester

**U**sdaw reps were the stars of the show when they gathered in January to celebrate their dedication, hard-work and commitment at the tenth annual Organising Awards Night.

Divisional nominees competed for eight national prizes at the glittering event – dubbed the union's Oscars – and a unique event in the trade union movement.

General secretary John Hannett was joined by deputy general secretary Paddy Lillis and president Jeff Broome to present the awards held at the Radisson Blu hotel at Manchester airport.

"There's always an amazing range of talent at this evening and I'm continually impressed by the

high quality of our reps," said John. "Of course not every one of our 11,000 activists can be here but over the last ten years this event has recognised just how much our reps put in to looking after their members.

"In fact, we all know without our reps the union wouldn't exist so I'm delighted to give them the recognition and respect they deserve and over the year they have clearly earned it.

"It's not easy being a rep but at the same time it can be very rewarding. It gives me a great deal of satisfaction to watch our reps grow into the role and develop their own skills and confidence.

"Congratulations to all the nominees and national winners and many thanks to all of our reps who are doing a great job for their members."



Everyone a winner at the 2014 Awards Night



Listen to what the winners had to say



## WHAT THE NATIONAL WINNERS SAID:

"I couldn't believe I'd won there were so many strong candidates..."

**Jason Stevens**

"This is for all the other reps who've helped me over the years..."

**Gary Renwick**

"I was gobsmacked to win...a marvellous night..."

**Janise Corfield**

"It's great to see all the reps appreciated..."

**Robert Ingleby**

"A complete shock to me... I was amazed how much all the reps had achieved."

**Barbara Elkington**

"Everyone was a winner...great venue...great night..."

**James Dietsch**

"I'm so proud all of my hard work has paid off..."

**Edwina Gover**

"I was absolutely made up...a very impressive night..."

**Sam Gooding**

"We were delighted to get the divisional award, to get the national one – amazing..."

**Tracey Shenton and Paul Timmins**

"We feel fantastic and very proud our hard work has been recognised..."

**Allison Black and Sandra McDonach**

More pictures at:

**flickr** UsdawUnion

# National Awards



## ROLL OF HONOUR

All the divisional nominations with national winners in **bold** (divisions in brackets).

### Individual Organising Award

**Jason Stevens (A)**, **Gary Renwick (C)**, Tony Beeby (E), Lee-Ann Moir (F), Richard Gray (G), Paul Jackson (H), Brenda Shaw (K)

### Individual Recruitment Award

Maureen Dawe (A), Bryan Watt (C), Terry Byrne (E), Chrissy Carter (F), **Jim McFadyen (G)**, Lawrence Miller (H) Bev Jamieson (K)

### Health and Safety Rep Award

Elaine Arberry (A), Freddy West (C), Simon Archer (E), Trish Beadle (F), Michael Anderson (G), Ricky Pound (H) **Janise Corfield (K)**

### Equalities Rep Award

Steve Kingwell (A), Sue Perridge (C), **Robert Ingleby (E)**, Barry Caldicott (F), Maria King (G), Southern Divisional Equalities Forum (H), Diane Howard (K)

### Most Promising New Activist Award

Bryony Hamblin (A), Steve Roach (C), Sue Ewer (E), **James Dietsch (F)**, **Edwina Gover (G)**, Antoine Brown (H), **Sam Gooding (K)**

### Union Learning Rep Award

Sophia Williams (A), Laura Pearce (C), Julie Smith (E), Jonathan Charnock (F), Stephen McKean (G), **Barbara Elkington (H)**, Lynda Carter (K)

### Campaigns Award

Swansea General A196 Branch (A), Elizabeth Charles (C), Mark Halfpenny (E), Sarah Van Der Merwe (F), Mark Payne (G), Shirley Dunaway (H), **Maura Brady (K)**

### Team Recruitment and Organising Award

Tesco reps, Cardiff (A), DHL/NISA reps, Harlow (C), **Morrisons reps, Skegness (E)**, Morrisons reps, Parkgate, Rotherham (F), **Sainsbury's reps, Kingsgate, East Kilbride (G)**, Tesco distribution reps, Reading (H), Expert Logistics reps, Crewe (K)



Midlands (E)



North West (K)





South Wales & Western (A)



Eastern (C)



North Eastern (F)



Southern (H)



Scottish (G)



**Who's who? South Wales & Western (A)** STANDING (from left): Jason Stevens, Bill Evans, Terry Cummings, Elaine Arberry, Maureen Dawe, Mike Walker (deputy divisional officer), Steve Kingwell, SEATED (from left): Paul Geisel, Bryony Hamblin, Nick Ireland (divisional officer), Barbara Wilson (executive councillor) Paul Weimers and Sophia Williams. **Eastern (C)** STANDING (from left): David Hammond, Bryan Watt, Dave McCrossen (divisional officer) Simon Vincent (executive councillor), Gary Renwick, Eamonn Abbott SEATED (from left): Steve Roach, John Bond, Christine Henry (deputy divisional officer), Laura Pearce, Barbara Woolford (executive councillor) and Freddy West. **Midlands (E)** STANDING (from left): Gavin Dadley (divisional officer), Julie Smith, Robert Ingleby, Tracey Shenton, Seated (from left): Maureen Bowen (executive councillor), Terry Byrne, Sue Ewer, Paul Timmins, Simon Archer and Gareth Davies (deputy divisional officer). **North Eastern (F)** STANDING (from left): Jonathan Chatnock, Cathy Godfrey (deputy divisional officer), David Chadwick Taylor (executive councillor), Angela Partington, Joanne Thomas (divisional officer), Pat Fitzgerald (executive councillor), Stephen Morris, Jamie Finch, SEATED (from left): Trish Beadle, James Dietsch, Barry Caldicott, Sarah Van Der Merwe, Chrissy Carter and Lee-Ann Moir. **Scottish (G)** STANDING (from left): Richard Gray, Isabel Fyfe, Allison Black, Lawrence Wason (divisional officer), Sandra McDonach, Stewart Forrest (deputy divisional officer), Peter Devine (executive councillor), SEATED (from left): Jim McFadyen, Edwina Gover, Stephen McKean, Maria King, Michael Anderson and Mark Payne. **Southern (H)** STANDING (from left): Chris Broadhurst, Shirley Dunaway, Isaac Gidudu, Paul Jackson, Lawrence Miller, Barbara Elkington, Paul Roderick, John Barstow (executive councillor), SEATED (from left): Su Patel, Amy Murphy (executive councillor), Sue Merrell (divisional officer), Sue Prynn (deputy divisional officer), Ricky Pound and Antoine Brown. **North West (K)** STANDING (from left): Lynda Carter, Danielle McCusker (executive councillor), Sam Gooding, Tony Clare (deputy divisional officer), Mike Aylward (divisional officer), Amanda Bailey-Coll (deputy divisional officer), Linda Craven (executive councillor), SEATED (from left): Jackie McNeill, Brenda Shaw, Rachel Moore, Bev Jamieson, Janise Corfield and Diane Howard.

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# Membership Week

## Reps press on to sign up new recruits

With restructures, rescheduling and redundancies, workers need their union more than ever during these tough times

**T**he first Membership Week of the year had a flying start in January when reps used Usdaw's campaigns to recruit, raise the union's profile and provide advice and support to members.

Union solicitors joined reps at a number of sites to remind members of the fantastic legal service the union provides especially on injuries at work and outside, road traffic accidents and the free will writing service.

General secretary John Hannett said: "Usdaw has to recruit upwards of 70,000 new members every year to maintain our strength and presence in the sectors where we organise.

"Turnover of staff in our sectors has always been traditionally high so it's important we ensure new starters are signed up. Many

workers don't know about the FirstCall Usdaw and Legal Plus service or about the opportunities to get involved in representing their colleagues that's why Membership Week is essential. It's part of our recruitment and organising strategy that has seen us grow consistently during the last 20 years.

"However, we can't take anything for granted and while last year our membership only nudged upwards given the difficulties in the economy this was a great achievement.

"Our potential to grow is massive and I'm confident our reps, officials and staff will be doing all they can to grow the union and protect our members' rights at work."

Warehouses, factories and retail stores were all targeted during a busy January Membership Week



Morrisons, Horndean, Portsmouth



Co-op Distribution, Leicester



Tesco, Barrow



Tesco Extra, Twickenham



Tesco Extra, Kings Lynn



Tesco Bank, Newcastle



Sainsbury's, Aberdeen



2 Sisters Food Group, Carlisle



Tesco, Workington

[ MORE PICTURES AT:  
[WWW.USDAW.ORG.UK/GALLERY](http://WWW.USDAW.ORG.UK/GALLERY) ]

# Sign up a friend and **£250 cash** could be in your pocket

Don't let your colleagues miss out on Usdaw membership – including free legal help, advice at work and member offers...**sign them up now...**

Zunair and Mahbulul Nahid

THERE'S NOW  
**£250**  
UP FOR GRABS FOR  
THE FIRST TWO  
LUCKY WINNERS  
PULLED OUT OF  
THE HAT!



Dawn Cobb and Sue



Heather with Sean Philips



Kay Moses and husband Ian



Suzanne Browning and Angela

## Last issue's winners

Five lucky members are celebrating after they each **won £100** in the winter Recruit a Friend competition.

- **Sean Philips** signed-up colleague Heather Sephton from the Sainsbury's store in Penrith.
- **Mahbulul Nahid** who works at Kanes Foods in Evesham recruited his colleague Zunair Baig.
- Illminster Tesco's **Dawn Cobb** signed-up colleague Suzanne 'Sue' Cottey.
- Co-op's **Suzanne Browning** recruited co-worker Angela Stobart, both work at the West Moors store in Ferndown, Dorset.
- **Kay Moses** from Ikea Gateshead signed-up her husband (and colleague) Ian.

By doing your bit for the recruitment drive you'll be **building the union**, helping your workmates get the many benefits of Usdaw membership and potentially putting some much needed cash into your own pocket.

The prize draw is **open to all members and reps** and all you have to do is recruit a friend, relative or colleague using the form opposite and send it in to:

**FREEPOST RTES-YHEE-XKGB, Arena Prize Draw, Usdaw, 188 Wilmslow Road, MANCHESTER, M14 6LJ.**

The first two out of the hat will each **win £250** (terms and conditions apply).

The weekly rates are **£2.29 for Scale A** (applicable to full-time and part-time workers) and **£1.43 for Scale C** (applicable to part-time workers only)

**Closing date is Fri 3 Apr 2015**



**Please complete and return to FREEPOST RTES-YHEE-XKGB  
Arena Prize Draw, Usdaw, 188 Wilmslow Road, MANCHESTER M14 6LJ**

**FOR OFFICE USE ONLY**

Branch No. \_\_\_\_\_ Membership No. \_\_\_\_\_

**Please use BLOCK LETTERS and complete this form as fully as possible.**

Please tick the appropriate box  
 Ms  Miss  Mrs  Mr  Female  Male

Surname \_\_\_\_\_  
 Forename \_\_\_\_\_

Member's Signature \_\_\_\_\_ Date \_\_\_\_\_

Full Postal Address \_\_\_\_\_

Tel. No. (inc. STD) \_\_\_\_\_ Mobile No. \_\_\_\_\_ Postcode \_\_\_\_\_

Email \_\_\_\_\_

Age \_\_\_\_\_ Date of Birth \_\_\_\_\_

Company Name \_\_\_\_\_

Workplace Address \_\_\_\_\_

Location Number \_\_\_\_\_ Employee No. \_\_\_\_\_

Occupation \_\_\_\_\_

**NOTICE**  
 Trade Union and  
 Labour Relations  
 (Consolidation) Act 1992

Every member of the Union who does not object to contribute to the separate fund for payments in furtherance of political objects within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992, will contribute to that fund. Every member of the Union has the right to be exempt from contributing to it. A form of exemption notice may be obtained by or on behalf of any member either by application at, or by post from, the Central Office or any branch office of the Union. Copies may also be obtained on request from the Certification Office for Trade Union's and Employer's Associations. Such form, when filled in, should be handed or sent to the secretary of the branch to which the member belongs. An exemption notice given within one month after the date on which a new member is admitted to the Union will take effect as from the date on which it is given. Should a notice be given AFTER one month from that date it will operate as from the following 1st January.

Recruiter's Name \_\_\_\_\_

Recruiter's Membership No. \_\_\_\_\_

Please tick the appropriate box  
 Have you been a member of Usdaw before? Yes  No

Please tick the appropriate box  
 Have you been a member of any trade union before? Yes  No

If so please give details \_\_\_\_\_  
 Union \_\_\_\_\_  
 Date Joined \_\_\_\_\_ Date Left \_\_\_\_\_  
 Contribution rate per week \_\_\_\_\_

Please tick the appropriate box  
 If you do not select a scale of contributions you will automatically be entered as Scale A in order to take advantage of the full range of benefits

**Scale A**  
 **Full or Part-time workers** Amount per week \_\_\_\_\_  
 **Scale C**  
 **Part-time workers only** Amount per week \_\_\_\_\_

I apply to join Usdaw. As a member of Usdaw I undertake to abide by the rules and regulations of the Union and to pay contributions regularly. I hereby authorise my employers for the time being, or their representatives, to deduct from my salary or wages the amount of contributions payable by me under the Union's Rules, as amended from time to time. I also authorise the deduction of any arrears which may accrue during my employment and agree where appropriate that my employers, or their representatives, shall notify the Union of any future changes in my home address to enable the Union to maintain a register of the names and proper addresses of its members. I give my explicit consent to the processing of data under the Data Protection Act 1998 as specified overleaf.

**The responsibility for keeping payments up to date rests with the member.**

**COVERED BY THE DATA PROTECTION ACT**

M&C received



# arena Letters

Members can have their say right

here via email or post – but keep it brief!



## Retail upheaval fear

I, and many others, were very concerned, as you can imagine, with hearing the news in the media about what is happening at Tesco.

I have a family to support and when I heard that they plan to close 43 stores it caused me a great deal of anxiety. I work in a Tesco Express store, which are



the ones that are going to be hit the hardest and not knowing if the store I work in was one of them was very concerning. I have worked for the company for more than 10 years. I feel utterly devastated and angry about the way the news was broken.

**Name and address supplied**  
*(This letter was received just before the store closure list was released. For Usdaw's response visit: [www.usdaw.org.uk](http://www.usdaw.org.uk))*

## Not enough store staff

I currently work in a small local store for one of the 'Big 4' chains.

Over the past few months staff numbers have decreased quite substantially and we are pretty short staffed, and now have the bare minimum amount of staff in at any one time.

A few job positions have now been advertised, but I feel that further action is needed as some of our customers/shoplifters can be abusive and we have just had an incident where our store manager was punched in the face.

A lot of us feel uncomfortable and we feel that something needs to be done to protect us all as we should not be subject to these circumstances.

Retail should be a safe place to work and we should not have to be concerned about our safety on a day-to-day basis.

We should have had a security guard over the Xmas period, nothing ever materialised from that, and we're still waiting.  
**Name and address supplied.**



## Book relaunched by rep

Congratulations and good luck to Tesco Sata rep Bob McHardy who has just re-published his great grandfather's collection of poems, songs and anecdotes of Montrose which was originally published in 1899.

The book *Bonnie Montrose, Poems and Songs*, by W F M'Hardy is available from internet booksellers and book shops in the area and profits will go to Cancer Research UK, British Heart Foundation and Diabetes UK. More at:  
[www.mereobooks.com](http://www.mereobooks.com)  
[www.bonniemontrose.co.uk](http://www.bonniemontrose.co.uk)  
**Lawrence Wason,**  
**Scottish divisional officer**

HAVE  
YOUR  
SAY

Send your thoughts  
to: the editor, arena,  
188 Wilmslow Road,  
Manchester, M14 6LJ.  
[arena@usdaw.org.uk](mailto:arena@usdaw.org.uk)

£50 for the best letter

Loyal Amanda



Back of the net!

### Double celebration

There were two reasons to celebrate for our Carlisle branch. The first is congratulations to Amanda Bamber on her 30 years' award she received from myself and two other reps Jason Selkirk and Shirley Bimson.

Secondly: Gary Ellison a member who came to a branch meeting asked the branch if the union would sponsor his son's under 8 football team. Everyone at the meeting agreed to support the local lads. Gary's parents and sister all work at Cavaghan & Gray and are all in the union. Myself and rep Shirley Bimson went down to the training to see

the boys play in their new strips with the Usdaw logo on. They looked great!  
Carol Gill (branch secretary),  
Cavaghan & Gray,  
F24 Cavray Carlisle



Margaret Higgins

### Toast of Wales!

I recently presented a 30 years' membership award to Mrs Margaret Higgins from A165 Ross on Wye Branch.

Margaret used to work for the Co-op and now after retiring she continues to maintain her membership of Usdaw. Congratulations and well done.

**Bipin Pitrola, area organiser,  
Cardiff office**

You can write or email your thoughts to; the editor, arena, Usdaw, 188 Wilmslow Road, Manchester M14 6LJ or [arena@usdaw.org.uk](mailto:arena@usdaw.org.uk)

### Labour in the picture!

My name is Navendu and I am member of K172 branch at Usdaw. I recently attended the Usdaw North West conference in Blackpool and all attendees took part in campaigning in Blackpool for Labour Party.

We took the attached selfie and I was encouraged to share this with you.

**Navendu Mishra,  
NW General No.2 K172**



Team Labour in view

## RICH/POOR DIVIDE

BBC documentary *The Super-Rich and Us* (episode 2) which highlighted the extremes of wealth in the UK featured a clip from Usdaw activist Hayley Pickles when she was on the Britain Needs A Pay Rise march held in October in London.

Presenter Jacques Peretti asked: "The phrase that comes up again and again when you talk to people here is the one per cent. What have the one per cent done to the rest of Britain, in terms of their wealth escalating and the lives and living conditions of everyone else stagnating?"

To which Hayley replied: "We're going

backwards very quickly. Back to Victorian times, I think. Before long it'll be pulling your forelock and saying 'Please, sir, I want some more.'"



TV times...Hayley Pickles in the frame

May 7, 2015

## Election date

# It's your decision

In May Usdaw members get to give their verdict on the Coalition's five-year record

**A**nother Tory-led government will see low pay continue, workers' rights attacked and the NHS's very existence under threat – these were just some of the messages from the National Political Conference held in Manchester in February.

Labour politicians joined hundreds of activists and senior union officials to discuss the main issues around the forthcoming general election. Family incomes, pensions, housing, education and involving young people all featured heavily during a packed two days.

"This is the most important election in decades," said general secretary John Hannett.

"Working people have already lost a lot in the last five years – busting the myth that all political parties are the same. Our members have been hammered since 2010. The Coalition has also spent thousands

trying to deny sacked workers a fair amount of compensation for not being consulted when made redundant. It cut pay-outs to members assaulted at work or in the community. It introduced fees of more than £1,200 to seek justice at a tribunal.

"This election is the closest in decades too, that's why every vote will count. Usdaw will be speaking up loudly and clearly on behalf of our members – on pay, hours, pensions, housing and much more.

"Our members' livelihoods are at risk on May 7. I urge everyone to use their vote on election day."

Get involved in Usdaw's election campaign.

0161 249 2452

politics@usdaw.org.uk

www.usdaw.org.uk/labour



Listen to MPs, John Hannett and Usdaw reps at the conference



Paddy Lillis

"The Lib Dems said they would rein the Tories in, but look at their record. They voted for the bedroom tax, for the trebling of tuition fees and for the five years of austerity. They've cut police numbers, closed Sure Start centres and cut benefits for disabled people. One thing is clear the Lib Dems can't be trusted."

*"Do voters want more of the same where those round the boardroom table get all the benefits and those people round the kitchen table get nothing? Or do they want to change the country for the better, to save the NHS, to offer hope for young people, to strengthen the national minimum wage and encourage the living wage."*

*"The Tories have much more money to spend than us and they will use personal attacks rather than debate the issues, but Labour will be talking about the policies that matter and listening to the electorate."*



**Lucy Powell MP**

Vice chair Labour Party election campaign



**Liz Kendall MP**

Shadow minister for care and older people



**Rob Flello MP**

*"The Tories think the way the country succeeds is when we cut taxes for the rich while squeezing the least well off. They say we have to reduce workers' rights so business can increase their profits. It's a view of society where for some to succeed, others must suffer. But that just isn't true. It leads to division and resentment, and it doesn't even work."*

*"But Labour's approach is different. We believe Britain does best when every Briton can do well. When we work together to get a better deal for all. That's what's at stake on May 7th."*

*"Using your vote is crucial. If you want multi-millionaires to prosper, if you want private health insurance and not an NHS, if you want low pay – vote Tory. But if you value yourself, your children, your workmates, if you want hope for the future then you have to vote Labour and ask your friends and family to do the same."*

## Young people hit hard by the Tory-led Coalition

- Around one in five 16-24 year-olds are out of work, that's almost one million young people.
- 70,000 16-26 year-olds have had to claim Jobseekers' Allowance for more than a year.
- The Coalition abolished the Educational Maintenance Allowance (£10-£30 a week) introduced by Labour to encourage and help young people from low income families stay in education.
- University tuition fees were trebled to £9,000.
- Housing benefit has been cut with more to follow.

## What will Labour do?

- Introduce a tax on bankers' bonuses to fund a youth jobs guarantee.
- Encourage more and higher quality apprenticeships and improved vocational training and qualifications.
- Allow 16-17 year-olds to vote.

## Labour's pledge on the NHS

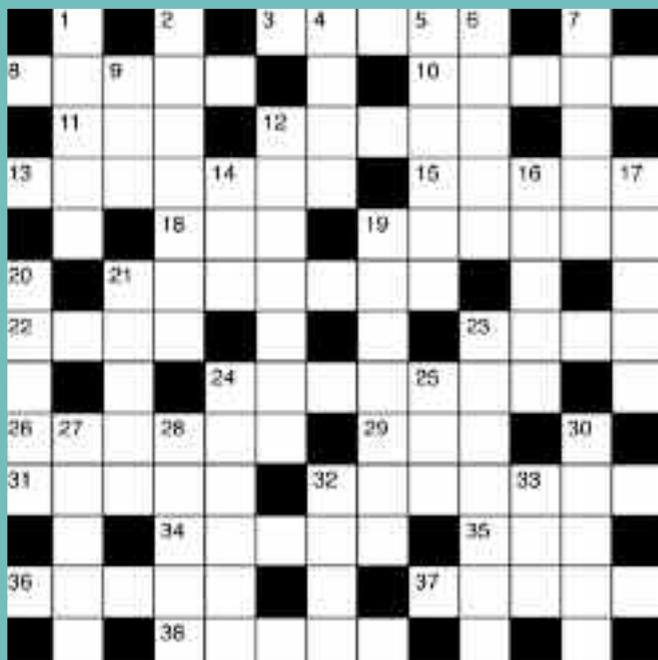
- To recruit 20,000 more nurses and 8,000 GPs paid for by a tax on homes worth more than £2m.
- Guaranteed GP appointments.
- Integrate the health and social care services.
- Give mental health higher priority.
- Improve testing and care for cancer patients.

# arena Crossword

WIN  
£50!

Three lucky members will win £50 each if they answer

correctly the crossword clues below. Closing date Fri 03 April 2015  
(Not open to Usdaw staff)



**Arena Winter crossword winners:**  
**Jillian Matthews**, East Cornwall A73.  
**Marian Sherwood**, West Wiltshire A24.  
**Florence McFadden**, W. Yorks Tesco F192.

## Word up!

Complete our prize crossword and you could be one of three members to win £50. The first three pulled out of the hat...win!

Send your completed crossword with your details to: the editor, Xword Comp, Arena, Usdaw  
 188 Wilmslow Road,  
 Manchester, M14 6LJ.

### ACROSS

3. Hold in a firm grasp (5)
8. Herb (5)
10. Arm joint (5)
11. Pistachio, e.g. (3)
12. Chosen way (5)
13. Tolerates (7)
15. Carpet nails (5)
18. Orienteering aid (3)
19. State of uproar (6)
21. Expose to danger (7)
22. Gorse (4)
23. Petrol, e.g. (4)
24. Exhibited buoyancy (7)
26. Idiosyncrasy (6)
29. Scottish river (3)

31. Present age (5)

32. State of being married (7)
34. Ascended (5)
35. Make a mistake (5)
36. Period of sovereign's rule (5)
37. Of a town (5)
38. Cairo's country (5)

### DOWN

1. Humorous (5)
2. Road surfacing substance (7)
4. Lavatories, informally (4)
5. Couch (6)
6. Appeal humbly (5)
7. Russian spirit (5)
9. Wet and soft earth (3)

12. Tortoise, for example (7)
14. Managed (3)
16. Nimbus, e.g. (5)
17. Facial expression (5)
19. Widen (7)
20. Fast (5)
21. Brilliantly coloured (5)
23. Tentacles, e.g. (7)
24. Airborne (6)
25. Mr Danson, actor (3)
27. Flows out slowly (5)
28. Canal boat (5)
30. Fragment (5)
32. Shed tears (4)
33. Sphere (3)

# Communication

From Aberdeen  
to Plymouth  
Usdaw has  
offices across  
the UK

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E: morden@usdaw.org.uk

**Andover**  
The Priory, 6a Newbury Street,  
Hampshire SP10 1DN T: 01264 321460  
E: andover@usdaw.org.uk

## Your contacts

Always speak to your rep first if you need advice or support.

If you don't have a rep at your workplace contact your local Usdaw office as shown on the map. Alternatively, you can ring our national helpline **0845 6060640\*** to be connected to your local office.

\*Calls charged at local rate.

### The union's head office is:

188 Wilmslow Road, Manchester, M14 6LJ  
Tel: 0161 224 2804/249 2400  
email: [enquiries@usdaw.org.uk](mailto:enquiries@usdaw.org.uk)  
[www.usdaw.org.uk](http://www.usdaw.org.uk)

Let us know if your details change...

[www.usdaw.org.uk/update](http://www.usdaw.org.uk/update)

**Edinburgh**  
39 York Place, EH1 3HP T: 0131 556  
5242/557 9109 E: [edinburgh@usdaw.org.uk](mailto:edinburgh@usdaw.org.uk)

**Newcastle**  
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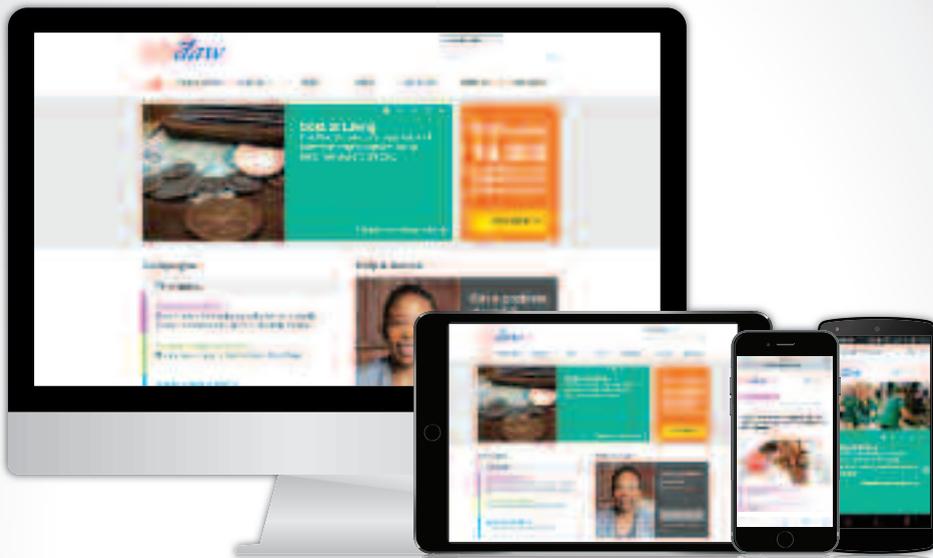
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