

# Arena

**KNOW  
YOUR  
RIGHTS  
COST OF  
LIVING  
SCAMS**



## **MENTAL HEALTH AT WORK**

**TAKING CARE  
OF YOURSELF  
AND EACH  
OTHER**



*Legal Plus!*

**LOOKING  
AFTER YOU**

**EQUALITY  
WEAR RED  
DAY 2022**

**PARKINSON'S  
A MEMBER  
SHARES HIS STORY**

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Published on behalf of Usdaw by

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Paper produced from ecologically sustainable sources. arena is the membership magazine of Usdaw. Published quarterly, arena is distributed to Usdaw members. Reproduction in whole or part by any means without written permission of the publisher is strictly forbidden. The publisher accepts no responsibility for errors, omissions or the consequences thereof. © arena 2022.



## Welcome

Millions of people around the country will be enduring a tough winter with many being pushed to breaking point with rising food, fuel and energy costs as well as increased mortgage payments. Twelve years of Conservative stagnation, austerity policies and a disastrous budget have left far too many working families struggling to make ends meet.

This new year our role is clear. Usdaw will not accept poverty pay and insecure work. We will not accept children going hungry, or public services stripped back to the bone. Workers deserve better, and workers demand better. The union will do everything in its power to secure a meaningful package of support for working people including minimum wage rates of at least £12 per hour for all workers and an uprating of benefits by at least the level of inflation. It is clear that the Conservatives are not going to keep their promise to 'build back better', so we have to work to win a Labour Government and get Keir Starmer into number 10, to help get the country back on track.

Despite the challenges we face please remember that your union is always here if you need help or advice and I urge you to get in touch.

I want to place on record my appreciation and thanks to our members, reps and staff for their support during 2022 and I wish you and your family a happy and healthy new year.

**Paddy Lillis, General Secretary**

# NHS DENTAL PLAN

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Would you like all  
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or online at **[www.usdawdental.co.uk](http://www.usdawdental.co.uk)**



## Know Your Rights

- P18 Cost of Living Scams** A guide outlining what to watch out for.
- P20 Bullying** Half of all UK employees have witnessed bullying.

## Health and Safety

- P40 Arena** answers your questions on bad weather driving, winter clothing and shift working.

## Special features

- P14 Political Fund** A explanation of how the fund supports Usdaw's top campaigns.
- P24 Mental Health Day of Action** Usdaw reps pulled out all the stops for this important campaign event.
- P28 Labour Party Conference** Usdaw sought action on automation and abuse of shopworkers.
- P30 Member Stories** An Usdaw member talks about being sexually assaulted and seeking justice.

## Regulars

- P4 News** General secretary election, Respect Week Summit and menopause.
- P9 Publications Update** The latest leaflets, posters, booklets and online courses.
- P18 Campaign Update** New Deal for Workers and Universal Credit reforms.
- P36 Member Offers** Discounts and special offers from health to holidays.
- P44 Crossword** Three lucky winners get to go shopping with a £50 voucher each.



# News for you

## Paddy Lillis re-elected general secretary

**P**addy Lillis has been re-elected unopposed to serve a second five-year term as the general secretary of Usdaw, after being the only candidate to receive the required 25 branch nominations.

Paddy has been an Usdaw member since 1978. He joined the union when he was employed as a heavy goods driver at Abbey Meat Packers in Newtonabbey, County Antrim in Northern Ireland. He was first appointed to the union's staff in 1989 as an area organiser in the Bristol office before being promoted in 1997 to divisional officer in charge of the South Wales and Western division.

Paddy has been Usdaw's general secretary since 2018 and was deputy general secretary for the 14 years before that.

In his time as general secretary, Paddy has overseen the launch of a number of high profile Usdaw campaigns including the Retail Recovery Plan and New Deal for Workers. He has liaised with retailers and employers' groups, such as the British Retail Consortium, to highlight the issues



facing the retail sector and led campaigns calling for clear Government action.

"I am honoured to have been re-elected as Usdaw general secretary and I will continue to tackle the many challenges ahead for our union," said Paddy. "I'd like to thank our national executive council for their ongoing support. We have a fantastic team of workplace reps, activists and staff who do a great job of representing our members and their work is crucial in supporting me in taking Usdaw forward."

### Independent Scrutineer Report of Nominations and Uncontested Election for Position of General Secretary 2023

At the close of nominations at 5pm on 14 November 2022, the following candidate was the only valid nominee for the position and accordingly is deemed to be elected unopposed: Paddy Lillis. As Scrutineers appointed in accordance with Section 49 of the Trade Union and Labour Relations (Consolidation) Act 1992 (as amended), we are satisfied as to each of the matters specified in subsection 52(2) with regard to the election.

The person appointed under Section 51A was Civica Election Services.

Section 49(3) requires the scrutineer to inspect the register of names and addresses of the members of the trade union whenever it appears appropriate to do so or when requested to do so under the conditions specified in subsection 3(A). It was not deemed appropriate, at this time, to inspect the register and no requests to inspect the register were received.

We would draw your attention to Sections 52(4), 52(5) and 52(6). Section 52(4) requires that a copy of this report be published and made available to all members of USDAW within a three-month period from today. This does not, however, mean that every member has to be notified individually.

Section 52(5) requires that the union will, on request, supply any member of the union with a copy of the report on payment of a reasonable fee.

**Alex Lonie, Associate Director  
Civica Election Services**

# Spotlight on the Menopause as Usdaw develops new campaign

**Usdaw welcomed a group of women reps from the North West and North East regions to head office in November to help produce its new menopause campaign.**

The union believes it is time we stopped dismissing the menopause as a women's health issue and start recognising it for what it is - a legitimate occupational health and safety issue and a workplace concern

that involves physical and emotional changes that many women find difficult and exhausting. Materials for the menopause campaign will be launched in the new year.

If you have experience of the menopause then please take five minutes to complete Usdaw's survey and help develop the campaign: [www.usdaw.org.uk/menopausesurvey](http://www.usdaw.org.uk/menopausesurvey)



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Sponsored by UsdawProtect. [www.usdaw.org.uk/usdawprotect](http://www.usdaw.org.uk/usdawprotect) Closing Date 27 January 2023. Terms apply.

# January money tips – from The Co-op Credit Union

Need to get your finances back on track after Christmas? Here's a roundup of top tips from The Co-op Credit Union to get you started.



## 1. Avoid the credit trap

Tempted to dip into your overdraft or take the 'buy now, pay later' option? – beware! you could end up paying back far more than you need to, often with sky high interest rates.

If you do need to borrow – even small amounts – the credit union is a safer way. Loans are available from £50 upwards, with fair, competitive interest rates and no hidden charges.



## 2. Check your benefits

£16 billion of benefits go unclaimed in the UK each year – and it's most often working people on low incomes who are missing out, often by hundreds of pounds each month.

There's a simple-to-use benefits calculator on the credit union's website where you can easily discover any benefits you might be entitled to, and how to claim. Try it now at:

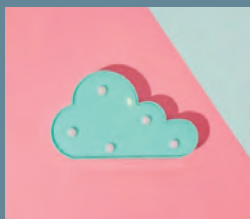
[www.co-operativecreditunion.coop/benefits](http://www.co-operativecreditunion.coop/benefits)



## 3. Save by consolidating debts

If you've got debts with other lenders, it's worth finding out if a credit union consolidation loan could save you money and reduce your repayments.

By clearing loans at a better interest rate with the credit union, you'll be left with one more affordable monthly repayment. It could help make your debts more manageable – and potentially get them cleared quicker too.



## 4. Get Saving

Even putting away a few pounds each month can soon add up.

Membership of The Co-op Credit Union means saving a minimum of £10 a month, which is set up automatically when you join to help you get your savings habit started.



Membership of The Co-op Credit Union is free for Usdaw members – scan the QR code to visit the website and join  
[www.co-operativecreditunion.coop/usdaw](http://www.co-operativecreditunion.coop/usdaw)





# Legal Plus

## Looking after you and your family



**L**egal support and representation can be unaffordable for many low-paid workers – but Usdaw members can call on the backing of our FREE Legal Plus service.

Legal Plus helps hundreds of thousands of members every year and secures millions of pounds in compensation for accidents, injuries and diseases. Usdaw members keep every penny of their compensation – high street solicitors deduct up to 25 per cent of the amount received.

The Legal Plus service doesn't end with workplace accidents. Usdaw members and their families also benefit from a free will writing service, pensions advice, workplace health and safety issues and favourable rates on conveyancing, probate and legal advice not related to work.

This handy leaflet will help you find out more about the services offered by Legal Plus. Check it out at [www.usdaw.org.uk/312](http://www.usdaw.org.uk/312)

### ■ Leaflets

- The Usdaw Home Study (Leaflet 130)
- Training for Members – Federation Schools

and Education (Leaflet 297)

- Legal Plus - Looking After You and Your Family (Leaflet 312)
- Training for Members - The Open University (Leaflet 367)
- Supporting Young Workers - Your Rights At Work (Leaflet 396)
- Member Offers (Leaflet 398)
- Mental Health Issues - Where to go for help and support at work (Leaflet 400)
- Together Against Hate Course (Leaflet 447)
- Supporting Young Workers - Workplace Mental Health (Leaflet 450)
- An Usdaw Guide to Maternity and Parental Rights
- Labour's New Deal For Workers (A6 Booklet)

### ■ Posters

- Pensions Home Study (Postcard)
- Puzzled By Pensions? - Salary Exchange Explained
- Want to Learn More About Mental Health? (Postcard)
- Wranx Learning



## Respect Week launched with key retail summit at Westminster

**U**sdaw hosted a summit of retail employers and their representative bodies at Westminster in November to mark the start of Respect for Shopworkers' Week. The group, which included Helen Dickinson OBE, Chief executive of the British Retail Consortium, ACS chief executive James Lowman and Co-op's Campaigns, Public Affairs and board secretariat director Paul Gerrard, looked at the continuing problem of violence, threats and abuse against shopworkers, along with wider issues related to retail crime.

New statistics from an Usdaw survey were released at the event to demonstrate the scale of the growing problem. Interim results from over 4,600 retail staff responses show that in the last twelve months (pre-pandemic levels in brackets, from the 2019 survey):

- 71 per cent (67 per cent) have experienced verbal abuse.
  - 48 per cent (42 per cent) were threatened by a customer.
  - 5 per cent (5 per cent) were assaulted.
  - 45 per cent said they were not confident that reporting abuse, threats and violence will make a difference.
  - 20 per cent of those who had been assaulted did not report the incident.
- Meanwhile, Usdaw reps across the country

took part in Respect Week by running stalls in their workplaces highlighting the Freedom From Fear campaign. Many invited along their local labour councillors and MPs.

Usdaw general secretary Paddy Lillis said: "A key part of Usdaw's Freedom From Fear campaign is working with employers to help make stores safe working environments and protect our members from abuse and attacks. The retailer's response to our survey, who employ nearly one million workers, clearly demonstrates the sector's commitment to tackling abuse of shopworkers and highlights best practice ideas. The aim of this project is to bring the industry together and work collaboratively to tackle violence and abuse. We sincerely hope that all retailers will find this report useful and provide ideas on how to better tackle the issue."

"However, this is not a concern that can be resolved by the retail industry alone. Despite the investment and engagement from so many retailers, violence and abuse have continued to rise. If we are to truly tackle these issues, we must continue to engage with politicians and the police, to press for action on retail crime prevention, detection and access to justice. This summit is another step along our journey to provide 'Freedom from Fear' for all retail workers."

# Usdaw adopts TUC anti-racism manifesto and vows to do more

**G**eneral secretary Paddy Lillis signed the TUC's anti-racism pledge at Congress in October to commit Usdaw to adopting the TUC's anti-racism manifesto.

The manifesto sets out what the trade union movement will do as a whole to make sure it secures the economic and social justice of Black communities. Along with the Anti-Racism Action Plan adopted by Congress it sets out how the TUC will refresh, renew and reboot the movement's campaigning, organising and bargaining work, and what is needed to tackle racial inequalities in workplaces and communities.

"Today we make a strong statement, not just in recognition of the impressive work of the task force, but also of the need

for an ongoing dialogue and engagement within and between unions about how we can truly deliver on the commitments we have set," said Paddy. "This must go far beyond the life of the task force and of course the wider political climate is going to be deeply challenging, for our work on racial justice and anti-racism.

"There is much to be done. Developing Black members' networks, training for reps, surveys of Black workers, joint action plans with employers. All vitally important work, but let us never lose sight of the fact that ultimately, we are about not just changing lives but saving lives. Racism destroys lives."

Visit: [www.tuc.org.uk/research-analysis/reports/trade-union-anti-racism-manifesto](http://www.tuc.org.uk/research-analysis/reports/trade-union-anti-racism-manifesto)



# A NEW DEAL FOR WORKERS

minister Rishi Sunak will remain in post but what is clear is that in the last few weeks the Tories have shrunk the economy, caused interest rates to rocket and risked pensions funds, all because they tried and failed to cut taxes for the wealthiest. It says everything about who they are. This trickle-down economics has never worked in the past and abandoning the principle of fair

**U**sdaw general secretary Paddy Lillis expressed concern at the chaos that is consuming the Conservatives and their economic experiments that crashed the economy.

The economic chaos that has been inflicted on the country by the Conservatives is something that everyone will pay the price for. This year, there have been three prime ministers and three chancellors, and U-turns too numerous to count.

It is unclear how long the latest prime

redistribution of wealth is deeply damaging to our members and all workers.

Workers need a government that will make a positive difference to their lives, as they desperately struggle to make ends meet in the midst of a cost of living crisis. They need a new deal, which could help give workers the protections they deserve and promote the productivity gains that are a crucial ingredient of growth.

A new deal that will end low-paid insecure employment, giving workers the dignity of a fair day's pay for a fair day's

## Usdaw's New Deal for Workers calls for:

- Minimum wage of at least £12 per hour as a step towards £15 for all workers, ending rip-off youth rates.
- Minimum contract of 16 hours per week, for everyone who wants it, that reflects normal hours worked and a ban on zero-hour contracts.
- Better sick pay for all workers, from day one, at average earnings.
- Protection at work, respect for shopworkers, abuse is not a part of the job.
- Proper social security system, Universal Credit does not provide an effective safety net.
- Job security, with day one employment rights for unfair dismissal and significant improvements to redundancy protections.
- Fair treatment and equality for all workers, including equal pay.
- Voice at work, stop rogue employers refusing to engage with trade unions and end 'fire and rehire'.



# Reform universal credit now

**A**s inflation hits double digits, **Usdaw calls on the Government to increase universal credit and other benefits in line with inflation.**

Usdaw general secretary Paddy Lillis said: "The Government is still not doing the decent thing, providing the assurance that low-paid working people need and guaranteeing that welfare benefits, including Universal Credit, will rise in line with inflation. We call on the Government to immediately confirm that will happen.

"After the cruel £20 cut a year ago, earlier this year Universal Credit claimants suffered a pitiful 3.1 per cent increase when inflation was over 8 per cent, a huge real terms cut in income for the lowest paid workers. To receive a further derisory increase next year will plunge many working people further into poverty, with inflation now in double digits, prices skyrocketing and energy bills doubling since last winter.

"Universal Credit remains universally discredited. Usdaw has consistently called for a fundamental overhaul of the Universal Credit system and how the Government supports the incomes of working people. We need a proper social security system that supports families and

provides a proper safety net.

Usdaw has long called for a fundamental reform of Universal Credit, including:

- Five week wait scrapped, by making advance payments non-repayable.
- Two-child limit removed.
- Reducing the taper rate and increasing the work allowance to incentivise work.
- Benefit Cap stopped.
- Universal Credit payments paid to the main carer by default.

Voices from the frontline of the cost of living crisis: Some of the comments we received from Universal Credit claimants in our cost of living survey of nearly 7,000 Usdaw members, mainly grocery retail workers:

- "Paying for gas, electric and food is very difficult. Heat or eat is real!"
- "Not always being able to buy enough food or cover all bills."
- "Can't afford to eat, now live off tea and toast at work."
- "We already struggled to make ends meet and now this is worse. We don't have any spare money."
- "Struggled to keep up with rising energy bills and the increasing cost of food."
- "Cutting back on our already very tight food budget."

# Vote yes to keep your political voice

The union will be balloting its members in March 2023 and asking them to vote yes to retain the political ballot fund.

**P**olitics affects all our lives and that is particularly true for working people. All workers rely on employment rights that were only secured through trade unions running political campaigns to improve workers' lives. The money for these campaigns comes from the union's Political Fund.

## What is the Political Fund?

Like most large unions, Usdaw maintains a Political Fund. This money is kept separately from the union's general funds and is the only money it is allowed, by law, to spend on political campaigning.

The law sets out what campaign work and other activities are classed as political and because of this, there are a number of things that the union must pay for out of the Political Fund. The activities covered as political is surprising and includes elements of key campaigns, information leaflets, encouraging members to register to vote, supporting



members who want to get involved in politics and supporting the Labour Party.

## Why is there a ballot now?

At various points over the last decades, the UK Government has introduced increasingly restrictive legislation on the activities of trade unions. One of these restrictions, brought in by the Conservative Government in the 80s means that Usdaw is required to hold a review ballot of members at least every ten years in order to retain its Political Fund.

## Why does Usdaw need a Political Fund?

Trade unions need a Political Fund because not everything can be delivered



through negotiation. Often, they need to work with politicians on crucial issues such as stronger employment rights, parents and carers' rights, protecting Sunday trading, preventing cuts to tax credits and the Criminal Injuries Compensation Scheme, equality in the workplace and Freedom From Fear.

### What would happen if unions did not have Political Funds?

Without a Political Fund, unions could not fight back against proposals that would damage their members' interests such as cuts to employment rights, they would not be able to lobby politicians for a protection of shopworkers law and the Labour Party would be at a

massive financial disadvantage, making electoral contests unequal.

### Isn't it all just about the Labour Party?

Not at all. Over its history, members of Usdaw (and its predecessor unions) decided that they needed a strong political voice and founded the Labour Party. Usdaw remains affiliated to the Labour Party to this day as the best representative of working people's political interests.

However, the Political Fund also supports the union's campaigns, wider political activities and helps to lobby politicians from all parties on issues that matter to Usdaw members. For example,

Usdaw has spent years lobbying the Conservative Government to bring in a protection of shopworkers law.

### How much do members contribute to the Political Fund?

The Political Fund contribution is 10p per week and is taken out of the normal Usdaw subscription through what is known as the Political Levy. With members contributing only a small amount to the fund, Usdaw is able to deliver significant benefits on their behalf.

### What happens next?

Usdaw will be sending out further briefings in the coming weeks, so keep an eye out for updates.

- Ballot papers will be issued on Monday 6 March.
- Final deadline for return of ballot papers will be Friday 31 March.
- The result will be published in the summer issue of Arena.

### Usdaw's Political Fund supported our campaigns in these and other important areas

- The National Minimum Wage.
- Tax credits to support working families on lower incomes.
- The right to 28 days paid holiday.
- Maternity and paternity leave.
- The legal right to union representation.
- Stiffer sentences for criminals who assault a shopworker.
- Large shops closing on Christmas Day.

### Result of previous review ballots

In previous review ballots, Usdaw members have overwhelmingly backed keeping their voice by having a Political Fund, with 93 per cent voting in favour in 2013. In 2004, it was 81 per cent; 1995, 82 per cent; and in 1985, 88 per cent.







## Legal Notice

Members should note that in accordance with the Trade Union and Labour Relations (Consolidation) Act 1992 (as amended), Usdaw is required to hold a review ballot at least every ten years, so that the union can retain its political fund.

- The ballot will give members the opportunity to vote on whether the union should be able to spend money for political purposes. The law says that the union must have a political fund to do this. Usdaw will therefore be balloting members on whether or not to maintain the union's political fund. The ballot will take place between 6 March and 31 March 2023.
- The ballot will be a postal ballot and voting papers will be sent directly to members' homes or to another address, nominated by the member and requested in writing to the union.
- Only members in Great Britain will be eligible to vote, i.e. England, Scotland and Wales.
- Civica Election Services will be acting as the independent scrutineer and will oversee the conduct of the ballot.
- Any member who has changed their home address or wishes their ballot paper to be sent to a different address and has not yet notified the union, should contact the records department at head office (0161 224 2804).
- Independent Scrutineer - Civica Election Services, The Election Centre, 33 Clarendon Road, London, N8 ONW.  
electionservices@civica.co.uk





# Scammers exploit the cost of living crisis

As the cost of living bites, scammers are increasingly trying to capitalise on the crisis by targeting people with bogus offers of rebates, grants and support payments. Fraudsters have adapted their tactics from covid-related scams to exploit people's anxieties around rising inflation and rocketing energy, food and fuel bills. Things are extremely tough for millions of people which leaves them especially vulnerable to scammers.

Data from the Office of National Statistics (ONS) revealed that in one month more than 700,000 people across England and Wales replied to or clicked on a phishing attack link, and 80,000 of them provided personal information that could be exploited by cyber criminals.

## What is phishing?

Phishing is when scammers use email or text messages to try and steal passwords, account numbers and other personal information so that they can access the individual's emails, bank and other accounts.



Arena looks at some of the scams that are currently going around.

## Texts asking you to apply for cost of living help

Cost of living payments are paid automatically to those who qualify and there is no need to apply. Texts claiming they are from Gov.org or from the DWP (Department of Work and Pensions) are fake.

## Council rebate

Phone calls asking for bank details in order to pay you a council rebate are scams. Councils will never call to ask for your bank details. If you qualify for a rebate, it will be paid automatically to those who pay their council tax by direct debit.

## Ofgem offering a £400 energy rebate

This is a scam. Ofgem will never text anyone about getting money or a rebate.



*"Fraudsters have adapted their tactics from covid-related scams to exploit people's anxieties around rising inflation"*

If you get a text about this, don't respond or click any links. The £400 grant will be paid automatically in six monthly instalments from October 2022 to April 2023, there is no need to apply.

### **Your bank asking for your PIN or password**

Your bank will never email or text you asking for your PIN or password. Neither will they send someone to your house to collect your cash or bank cards. If you get a call about fraudulent activity on your account, hang up, look up your bank's official contact details and ring them back to verify if the call is legitimate.

### **Impersonating family members**

Fraudsters are impersonating family members and tricking relatives into sending them money to help pay bills. Scammers send a message,

pretending to be their son or daughter, from a new number alongside a plausible story on why their number has changed. After winning their confidence an emotive request for a payment is sent through. People have lost hundreds of pounds through this scam.

### **If you think you've been scammed, here's what to do:**

- Call your bank and cancel any recurring payments.
- Report the scam to the police through Action Fraud **0300 123 2040** [www.actionfraud.police.uk](http://www.actionfraud.police.uk) or **0808 164 6000** (Scotland).
- Email scams can be forwarded to [report@phishing.gov.uk](mailto:report@phishing.gov.uk) and text scams can be sent to the number **7726**.



# Know your bullying rights

**Bullying at work is a widespread and growing problem, yet it is still mistakenly thought of as something that only happens in the school playground. Research by the TUC found that almost half of UK employees have witnessed bullying at work.**

## What is bullying?

Bullying can take various forms and while there is no legal definition it usually involves persistent and unwelcome treatment that belittles, excludes or undervalues an individual, and is often carried out by people in a position of power such as supervisors and managers.

## Behaviours that could be classed as bullying

- Persistent and unfair criticism.
- Publicly humiliating someone including shouting at them in front of other staff or customers.
- Threats, verbal abuse or physical abuse.
- Refusing to speak to somebody or physically isolating them from others.
- Setting impossible deadlines.
- Withholding information from an employee so that it is harder for them to do their job.
- Starting malicious rumours about someone to undermine their reputation.
- The above conducted over social networking sites would constitute as cyber bullying.



The examples given above should not be considered a checklist. Whether any behaviour amounts to bullying will depend on the impact that it has on the person concerned, and not on the intention behind it.

## What bullying is not

Bullying does not refer to legitimate, properly conducted criticism of an individual's work performance by their manager or supervisor. Nor does it refer to the sort of everyday disagreements that go on in any workplace. Bullying is not about one-off arguments between individuals. It is about prolonged intimidation and abuse.

## What are the effects of bullying?

People who are constantly bullied can suffer from stress and ill-health, and bullying contributes to up to half of all work-related



*"You have the right to work in an environment which is free from bullying and intimidation."*

stress. People who are bullied can also experience high levels of anxiety and feelings of dread about coming into work each day. This can develop into depression and, in extreme cases, thoughts of suicide.

### **The impact of bullying on employers**

There is a strong business case for tackling bullying at work as it can cause major problems such as sickness, poor morale, loss of productivity and high turnover.

### **What causes bullying?**

Bullying behaviour can occur for many reasons. It is often carried out by overworked and stressed managers, who take their anger and frustration out on

the people they work with. It is far more likely to occur in companies which have aggressive, macho styles of management and which encourage people to get on by putting others down.

### **What to do if you're being bullied?**

You have the right to work in an environment which is free from bullying and intimidation. There is never any excuse for bullying at work and the union will represent and support you. There are a number of things you can do which will help the union to take up your case.

- Talk to your Usdaw rep at the earliest possible opportunity. They will be able to give you advice on how to proceed.
- Keep a record of all incidents of bullying. Save emails, take screenshots of messages, make a note of what was said or done, the date, time and location, and if there were any witnesses.
- Try to find out if you are the only person being bullied or whether other people are also affected. Consider making a collective complaint.
- Consult your company's grievance policy and/or bullying policy for guidance on how to raise your complaint.
- You might want to consider talking to a counsellor for support. Some companies give access to confidential telephone or face to face counselling, which you may find useful.

### **Further information and Support**

- National Bullying Helpline **0800 323 0169**
- Bullying and Harassment in the Workplace **[www.gov.uk/workplace-bullying-and-harassment](http://www.gov.uk/workplace-bullying-and-harassment)**
- ACAS Helpline **0300 123 1100** and a bullying and harassment guide for employees can be found here **[www.acas.org.uk/discrimination-bullying-and-harassment](http://www.acas.org.uk/discrimination-bullying-and-harassment)**
- Usdaw's Bullying at Work **[dtp.usdaw.co.uk/314](http://dtp.usdaw.co.uk/314)**



# Living and working with Parkinson's

Over 145,000 people live with Parkinson's in the UK, a brain disorder that causes unintended or uncontrollable movements, such as shaking and difficulty with balance and co-ordination

**L**ee Faxon (46) received a life changing diagnosis three years ago. He talks to *Arena* about living and working with Parkinson's.

When I was thirty, I had an issue with my left knee which made me limp. I just assumed I had injured my knee whilst playing football. I even had a clean-up operation and was told that it would be fine after this but the limp never went away. I ended up living with the limp because I went on believing that it was a knee injury that couldn't be healed.

Three years ago, when I was 43, I noticed that I struggled to pick up my right leg. At first, I thought it was because I was using my right leg more to compensate for my left knee.

It was only when I started falling over that I thought it must be something else.

That's when I went to the doctor, who later referred me to a neurologist.

My relatively young age and the fact that I wasn't displaying the 'typical' symptoms of Parkinson's such as shaking hands or slurred speech, meant it took them about two-and-a-half years to diagnose me with genetic Parkinson's. You need to have two faulty markers to inherit Parkinson's. Unfortunately for me, both my mum and dad have a faulty marker each so I inherited both markers. This is extremely rare and at the time I got diagnosed, I was the only person in Yorkshire to have genetic Parkinson's. Because of me, they decided to redo other people's diagnosis to see if they had this version of Parkinson's. Getting the diagnoses was such a shock. Like a lot of people, I wrongly assumed that only old people got Parkinson's.



have enabled me to carry on working including giving me a lighter pick and letting me spend time as a marshall and a trainer. They have also adjusted my pick rate as well as changing my hours. Instead of working 5 days, I now work 4 days and do longer shifts. I don't mind the longer shifts as this gives me three days off to rest and recuperate. With Parkinson's I get extremely tired especially when my pills are wearing off. When that happens, I can't pick up my leg or I lose my balance and fall over.

Although I can't play football anymore, I can still do a lot of other things. I can still drive, look after my kids and do things around the house. In my spare time I go fishing. I find it very calming being near water and it puts me at ease.

*"I'm the kind of person who just gets on with things and this has helped me come to terms with my condition"*

I am a bit conscious about the way I walk but most people have been very understanding and supportive of my condition. I have a laugh with my friends about it but that's the way I want it, I wouldn't want their pity.

I'm the kind of person who just gets on with things and this has helped me come to terms with my

If you met me, you would notice that I walk with a very bad limp and I'm stiff all over my body which causes other pain issues. The medication helps control my symptoms by connecting the signals from my brain to my body. The pills give me the chance to live a relatively normal life and have helped me stay in work. I'm an extremely proud person, it's important for me to keep working as long as possible and provide for my family. Without the structure of work, I know I would deteriorate both mentally and physically.

I've managed to stay in work thanks to the support I have received from my employer, Tesco. I work in the distribution centre in Goole and the managers there have been fantastic. They have made a number of reasonable adjustments which

condition. I know it's going to get worse and most of the time I can cope with that. But sometimes certain things can really upset me. Recently I saw the actor Michael J. Fox in a reunion with his Back to the Future co-star Christopher Lloyd. Michael was diagnosed with Parkinson's many years ago and his condition has noticeably deteriorated. I couldn't help but think, that could be me in a few years. But that's what it is. I can't change it. I have to try and make the best of it. For the time being, I can still work, I have a lovely family and thankfully not one of my siblings have the genetic markers for Parkinson's so there is still a lot to be grateful for.

# Mental Health Day of Action



Tesco Cardiff



Tesco Silverburn



Midcounties Co-op Pendeford post office



Tesco Cambridge





**U**sdaw held its first co-ordinated Day of Action on Mental Health on 10 October to coincide with World Mental Health Day. The event aimed to raise awareness on how the union can support members who are struggling with their mental health at work.

Reps and activists pulled out all the stops and ran campaign events in workplaces all over the country. They set up stalls, invited members for tea and biscuits, helped members sign up for Usdaw's free mental health courses, handed out surveys and shared messages of support on social media.

Usdaw general secretary Paddy Lillis said: "Usdaw has been campaigning on mental health for over a decade now. We were one of the first unions to take up mental health as a union workplace health and safety issue, highlighting how the workplace can impact on members' mental health and vice versa.

"Organising campaign activity on mental health in the workplace can make a big difference by helping to tackle the ongoing stigma. It also helps to let members know that where they are experiencing problems at work for reasons relating to their mental health, we can help. Where the problems go beyond the workplace then the union can help by signposting members to independent, specialist support organisations."



# Retail Trades

**T**his year saw the return of the first in-person Retail Trades Conference since the pandemic. The conference was held over a weekend in October and was hosted by Usdaw general secretary Paddy Lillis, deputy general secretary Dave McCrossen and chaired by president Jane Jones.

The agenda included an opening address by Paddy Lillis, a debate on the propositions, updates from national officers; John Gorle, Joanne McGuinness, Dave Gill and Daniel Adams, and workshops on organising challenges and opportunities led by Dave McCrossen.

## Usdaw president Jane Jones

"Usdaw has faced a number of unprecedented challenges," said Jane. "During the pandemic membership levels took a significant hit. Declining membership isn't just problematic when it

comes to the union's finances and putting on conferences like this. It really impacts our collective strength and what we can deliver on behalf of our members. As trade unionists, we know that there is strength in numbers. This is why we must continue to recruit and organise as much as possible."

## Usdaw general secretary Paddy Lillis

"It's taken the Government less than a month to crash the economy," said Paddy. "It's damaged the country and cuts to our public services will damage our communities. We're living in a country where people can't afford to get to work, turn on their heating and kids are going to bed hungry. Winter will be a catastrophic time for many. But unions will do what they have always done. They will fight for their members and push the Government into doing what's right by working people."



# Conference

## Propositions

### One on one working

Called for one on one working to stop being a regular occurrence and only be used in exceptional circumstances.

Usdaw deputy general secretary Dave McCrossen responded to both propositions.

"In recent years, one on one working has become a growing issue in the convenience sector," said Dave. "It's not something that the union supports. It impacts on our members' safety and on their health. Having just two people in a store can leave staff extremely vulnerable to abuse, threats, and violence. Our national officers will continue to raise this issue with employers and the union's Freedom From Fear campaign will continue to push for both legislative and company solutions to these concerns."

### Protection of workers in extreme heat

Called for employers to apply a mandatory maximum working temperature policy in the workplace and for devolved governments to introduce legislation to protect all workers across the UK.

"Usdaw has been at the forefront of campaigning on this issue and continues to lead calls for a legal maximum workplace temperature for indoor work of 30°C, or 27°C for those doing strenuous work," said Dave. "There should also be a new legal duty on employers to protect outside workers by providing sun protection, water, and avoiding outside work during the hottest part of the day, and also to ensure drivers' vehicles are replaced with up-to-date air conditioning."

Both propositions were supported by the NEC and passed by conference.



# Labour Party

**L**abour's Party Conference ended on a 13-point lead over the then prime minister Liz Truss, following the Labour leader Keir Starmer and his shadow cabinet pledging a number of new policies.

The conference was held against the backdrop of the ex-chancellor Kwasi Kwarteng's disastrous mini-budget that unveiled the biggest tax giveaway in 50 years, which would largely benefit the wealthy. In response, the pound fell to a record low against the dollar, the Bank

of England took emergency action to ensure the UK's financial stability, and the possibility of rising interest rates led to spooked lenders pulling mortgage products. The Government was also criticised by the International Monetary Fund (IMF) because the planned tax cuts were likely to increase inequality and counteract the Bank of England's monetary policy.

An Usdaw delegation attended the Labour Party Conference in Liverpool and sought action on two motions: the

## Labour Pledges

- Reverse the mini-budget tax cuts which make the rich richer.
- Better working conditions by introducing a Labour's Fair Work Standard which will guarantee fair conditions, job security, wellbeing, proper training, rights at work and union access.

- Scrap business rates and replace them with a new system of business taxation fit for the 21st century.
- Spend more on the NHS and prioritise mental health, including expanding the NHS workforce, double the number of medical school places, creating extra nursing and midwifery placements and



# Conference

growing challenges of automation and the protection of retail workers from threats, abuse and violence. Both motions were backed by Labour. Labour also committed to delivering a new deal for workers, to make the minimum wage a genuine living wage and to revive the high street.

Usdaw general secretary Paddy Lillis said, "Keir Starmer offers hope for working people while the Tories are mired in economic chaos. He rightly identified that people are working harder, but standing still; simply surviving,

when they should be thriving. Keir committed to growing the economy and raising living standards for everyone, not just a privileged few. He promised a new deal for working people within the first 100 days of a Labour Government. A deal that will end low-paid insecure employment and give workers the dignity of a fair day's pay for a fair day's work and security of employment. Keir Starmer offers the hope and change our members need. The time is up for the Tories, we need a general election and a Labour Government."

doubling the number of district nurses qualifying each year.

- A plan for Great British Energy which would be a publicly owned energy company.
- Bring home ownership up to 70 per cent and pledge to raise stamp duty on foreign buyers, to stop overseas

investors buying up property and out-pricing British individuals and families.

- Improve tenants' rights by ending automatic evictions for rent arrears, abolishing no-fault evictions, create a national database of landlords, introduce a legally binding decent home standard and build a new generation of social housing.

# Why reporting matters

Usdaw's Freedom From Fear campaign has been lobbying for a protection of shopworkers law and encouraging members to report incidents of abuse and violence

**A** woman who was sexually assaulted by a customer speaks out to encourage other victims to report assaults to the police.

Bec Shale, 44, who refused anonymity, spoke to *Arena* about what happened on the day and the subsequent aftermath of the assault.

"The assault happened back in 2015," said Bec. "It was a Sunday and I was stacking the shelves so I had my back turned to the aisle. Out of nowhere, I felt someone grab my breasts from behind. I froze as he slowly ran his hands down my body. It felt like I had his hands on me for a lifetime.

"Eventually I turned round and saw a customer, someone I had spoken to previously. I always thought he was a bit of a creep because he was a lot older than me and would repeatedly ask for my number. He was just standing there, looking at me like he hadn't done anything wrong. After a few seconds he moved away and I went to find my supervisor. When I started to explain what had happened, she said, "Did he touch



your boobs?" When she asked me that, I knew he must have done something similar to the other women in the store.

"I was a bit shaken, so I went outside to have a cigarette and compose myself. After that, I just carried on with my day. But it kept going round and round in my head. Why didn't I do something? Why didn't I say something? I always assumed that if anything like this happened, I would shout. But I didn't. I just let it happen.

"I was in work the next day and asked my manager, what should I do? He told me to report it to the police, which I did. The police came and took my statement.



*"Report incidents,  
it's the only way  
to change and  
improve things"*

wanted to give evidence via video link. I told them I would. I wasn't going to let him get away with what he'd done to me, and I wanted to prevent him from harming other women.

"I went to court at the end of September 2022. I was very nervous about giving evidence but thankfully, I was supported by a volunteer, who was just amazing. She helped to put me at ease. While I was waiting, the CPS said that he had pleaded guilty and I wouldn't have to give evidence, which was such a relief. They reckoned he had only pleaded guilty because I turned up. He was put on the sex offenders register and if he commits another crime within three years, then he will be recharged for mine.

"I was really pleased about the result. I know not everyone has a good experience with the police and the justice system, but it worked for me. They caught and punished the man who assaulted me.

"The reason I wanted to do this interview was to raise awareness, not just about sexual assaults but also about customer behaviour that is completely inappropriate. You get customers standing too close to you and putting their arms around you and they really shouldn't be doing that. We even had one male customer who would touch a pregnant colleague's belly. Just because we serve people doesn't mean they have the right to touch us. Customers need to know that touching staff, no matter how kindly intended, isn't appropriate. We don't have to put up with this. I get how a lot of shopworkers will let things slide because they don't want to cause trouble or because they think nothing will happen even if they report it. But I want to encourage everyone to report incidents. It's the only way we can change and improve things."

I was disappointed that no-one else in my store came forward. I got the feeling, they saw him as a 'handsy' customer, a nuisance but ultimately harmless. Luckily, the cameras in the aisle were working and captured everything. He was taken in for questioning but disappeared before the case could go to court. Once he disappeared, there was nothing the police could do. I got on with my life and put the incident behind me.

"Seven years after the incident, I got a call from Staffordshire police telling me they'd caught him. They said he was going to plead 'not guilty' and asked whether I



When band saw operator **Adrian Ford** severed his thumb in a workplace accident in April 2021, FirstCall were there to take the pain away from the claim and get him the substantial compensation he deserved.

*"I made one phone call to the union and it was plain sailing from there on"*

**A**drian was using the band saw to trim some meat at the Pilgrim's Pride warehouse in Bristol when the blade got caught and his thumb was dragged under.

"It all happened very quickly and I didn't really have time to think about it," said Adrian. "I just looked down and thought 'don't panic, it's happened now'. I didn't want blood getting everywhere so I just stayed calm. I've got a big tattoo on my back so I must have a high threshold for pain.

Adrian's colleagues called an ambulance and a couple of hours later he was in surgery to try and repair his thumb.

"I sliced it right where it bends," said Adrian. "The surgeons couldn't repair the tendons so they inserted a metal pin and fused it together. I was in hospital recovering for a week and then off work

for another eight weeks. My thumb is now about 2cm shorter than the other one and there's no feeling in the top of it. I can't bend it, I just move it up and down and from side to side. It's going to be that way for the rest of my life."

The company have since bought new stop blade band saws which are designed to stop within milliseconds if you get too close.

Adrian has been a member of Usdaw since 2012 and knew about the free legal service.

"I made one phone call to the union and it was plain sailing from there on," said Adrian. "I gave them all the information and they put me in touch with a solicitor who took on my case. It took 18 months to settle but I'm really pleased with the result. It's a fantastic service for members. I wouldn't be without my union membership."





*"I couldn't have asked for a better service and wouldn't hesitate to use it again"*

FirstCall delivered 100 per cent compensation for Ocado driver **Ahad Ali** after he was attacked by a customer's dog in Matlock.

**T**he incident happened in April 2021. Ahad was delivering a customer's shopping to their door when their adult Dalmatian dog escaped and bit him on the leg.

"It was traumatising," recalled Ahad. "I could hear a dog barking when I was approaching the house but I thought I was safe because the customer had put him in another room. The dog managed to push the door open and came charging at me. I was holding a tote box which I used to protect myself but he managed to get to my leg and bit me. It was extremely painful. I was terrified about what was coming next but thankfully his owner managed to pull him away and put him back inside the house. I was bleeding and in pain but limped back to the van where I was safe. I showed the customer my leg and she was very apologetic.

"I reported it to work straight away and went to the hospital to get the wound

cleaned and dressed.

"I've been left with a scar and I still find it traumatic if I arrive at a customer's house and I can hear a dog barking."

Ahad contacted the union a few days after the incident. He already knew about the legal service having been in the union for five years.

"It just took one phone call to get the case up and running and my involvement after that was minimal," said Ahad. "I passed over all the information and attended a few medical appointments and that was it.

"The case took over a year to settle but that was mainly because the customer was denying the truth about what had happened. We got there in the end and I received £4,000 in compensation. I'm really happy with the result, especially because by using FirstCall Usdaw there were no fees and I got to keep 100 per cent of the compensation. I couldn't have asked for a better service and wouldn't hesitate to use it again."

# Arena Legal plus



*"Within seven months we reached an agreement and I received 100 per cent of my compensation"*

Shopworker **Andrew Quinn** was awarded £3,330 in compensation thanks to FirstCall Usdaw after being hit by a runaway shopping trolley at work.

**A**ndrew was going down the travellator at his Sainsbury's store in Ramsgate when he heard a scream and looked behind him to see a customer's trolley racing toward him. He tried to stop it so it wouldn't hit anyone but as a result it collided with his leg. The trolley was faulty so the wheels had failed to lock into the mechanism when the customer had pushed it onto the travellator.

"The trolley hit me full force in my left thigh," said Andrew. "It was very painful. I managed to hobble down the rest of the travellator and then hobble back up again to report the accident.

"I went to hospital to get my leg checked. My thigh muscle was swollen and there was a 'railway line' mark in my leg where the trolley hit me but fortunately there was no long term damage. I didn't need to take any time off, but I did return to work on light duties while I was recovering - work

were very supportive. I do still find being on the travelator a bit traumatic and that might be something I have to live with."

Andrew called the union a few days after the accident. "I knew about the legal service because I used to be a member of the RMT when I was a trolley steward on the trains and my ex-wife used a similar service through them. So I had an idea about what would be involved. I gave the solicitor all the information and left it in their hands. They said that based on the evidence I had a strong case, so it was just a matter of waiting to agree a settlement with the company. Within seven months we reached an agreement and I received 100 per cent of my compensation. I was extremely happy with the outcome. The service is such a great part of union membership and not in the least bit stressful. It's like the tag line says 'no forms, no fuss, no delay'. I would thoroughly recommend it."



*"The union really helped me through a difficult time. We got there in the end and I got justice"*

**Jayne Cooper** was grateful for her Usdaw membership after the union's legal service recovered £2,500 for her in compensation when she damaged her knee in an accident at work.

**It was December 2020 and ex-delivery driver Jayne was collecting goods from a walk-in freezer ready to be packed and delivered to customers when she slipped and badly damaged her knee.**

"I was wearing the correct footwear, but the floor was worn down and there was no grip, my foot just went from under me," said Jayne who lives in Stoke-on-Trent. "I managed to drag myself out of the freezer but I was in absolute agony.

"The pain got much worse as the day went on. I went to the hospital the following morning where I had an x-ray and the doctor said I had damaged the ligaments around my knee, which he said can be just as painful as a break. It was debilitating. I was off work for six weeks and I couldn't drive. It really affected Christmas too as I couldn't get down on the floor to play with my little girl and help her open her Christmas presents."

Jayne knew about the union's Legal Plus service after reading about it in an edition of *Arena*. She decided to make the call a few months after the accident.

"The solicitor was amazing," recalled Jayne. "It was just a case of making a couple of phone calls to begin with and I didn't need to do anything else. He did all the hard work and he kept me in the loop without me having to ask. It was quite a traumatic time as my employer was trying to claim that I had lied in the accident report, so my mental health was affected by that too, but the union really helped me through a difficult time. We got there in the end and thankfully I got justice.

"I'm really pleased with the outcome. The accident may have ruined Christmas 2020 but this Christmas is definitely going to make up for it as I'll be able to buy my daughters some really special presents."

# MemberOffers

## CARS & TRANSPORT

Car Maintenance  
Car Parking: Q-Park  
Electric Vehicle Charging  
Fiat  
Griffin Motoring  
Startrescue  
Vauxhall Cars

## HEALTH & BEAUTY

Comfort Insoles  
Gym Membership  
My Active Discounts  
Usdaw Health Plan  
Usdaw Dental Plan  
Vision Express

## HOLIDAYS

Airport Parking, Lounges & Hotels  
Away Resorts  
Currensea: Travel Card  
Eurocamp  
James Villa Holidays  
Lost Luggage Protection  
Parkdean Resorts  
Pontins  
Wightlink Ferries

## LEISURE & ENTERTAINMENT

Beer52  
Cinema at Home: Chili.com  
Cinema Tickets  
Discount Card  
English Heritage  
Go Ape  
Golf Membership  
Magazine App: Readly  
Magazine Subscriptions  
National Trust Gift Cards  
Theme Parks & Attractions  
Virgin Experience Days

## INSURANCE

Accident Protection Cover  
Appliance Cover  
Home/Motor/Travel Insurance  
Gadget Insurance  
Home Emergency Cover  
Life Insurance  
Pet Insurance  
50+ Personal Accident Cover  
Free £5,000 Accidental Death Cover

## MONEY & FINANCE

Debt Advice  
Financial Advice  
Mortgage Advice  
Pensions Advice  
Pensions Annuity Service  
Shepherds Friendly Savings  
The Co-op Credit Union

## SHOPPING

Apple  
Charles Tyrwhitt  
Crown Decorating Centres  
Dell  
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UsdawRewards Cashback  
Virgin Wines

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TOTUM Pro Card  
International  
Student ID Card

Don't forget about the Union's legal services such as free will writing and Legal Plus



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

# Find out more [www.usdaw.org.uk/offers](http://www.usdaw.org.uk/offers)\*

\*Terms and conditions for individual offers on the website.

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\*To find out more about Shepherds Friendly's range of savings plans call 0800 526 249 or visit: [www.shepherdsfriendly.co.uk/usdaw](http://www.shepherdsfriendly.co.uk/usdaw)



*Please remember, when investing your capital is at risk.*

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To find out more go to [www.usdaw.org.uk/offers](http://www.usdaw.org.uk/offers)\* and don't forget to quote **USDAW76** for your special discount



## SAVINGS FROM APPLE



### Great savings on a wide range of Apple products.

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# Usdaw calls for a new deal

**U**sdaw delegates attended the first in-person TUC conference since the pandemic. Conference was due to be held in September but was postponed as a mark of respect following the death of the Queen.

Delegates from 48 member unions representing more than 5.5 million workers, gathered in Brighton to decide the movement's priorities for the coming year.

Usdaw joined the call by the TUC's general secretary Frances O'Grady for a general election, so that workers can get a pay rise and a new deal, a long-term plan to reduce energy bills, and improved training and workplace protections when new technology and automation are introduced.

## General Election

Usdaw general secretary Paddy Lillis said: "Our members are facing huge challenges as they desperately struggle to make ends meet in the midst of a cost of living crisis. They need a new deal, that will end low-paid insecure employment, giving workers the dignity of a fair day's pay for a fair day's work and security of employment. The time is up for the Tories, we need a general election and a Labour Government to put Britain back on track."

## Energy Crisis

Usdaw president Jane Jones said: "Usdaw's research has found that one in four low paid workers are already missing meals every month, just to pay everyday bills. Many are already fighting for survival as a result of energy costs. This crisis is affecting everyone, but once again, those on the lowest incomes are being hit hardest. It's clear that we need a long-term plan to reduce energy bills and we need action right now, to support customers who fall into energy debt or can't pay their bills."

## Improved training and workplace protections when new technology and automation are introduced

Usdaw deputy general secretary Dave McCrossen said: "Technology has been playing an ever-increasing role in the workplace. While technological change has the potential to offer benefits, it is also creating significant challenges for workers. We need certain protections in place such as the right to collective consultation on the introduction of technology in the workplace. A right to retraining to ensure that workers can take advantage of these developments and we need significant improvements to redundancy rights, so that making redundancies is no longer the cheap and easy option."

# Wear Red Day

**U**sdaw members and reps, along with thousands of other people across the country, stood together against racism on Friday 21 October by taking part in Wear Red Day.

This annual national day of action is organised by the UK's leading anti-racism educational charity, Show Racism the Red Card. The charity uses the high-profile status of football players and other sports people to help tackle racism in society. Wear Red Day calls on the public to wear something red and raise funds to support the charity's anti-racism education work with young people and adults in the UK.

Usdaw reps in more than 50 workplaces across the UK set up campaigns on the day and encouraged their colleagues to wear something red to help raise money and show their support.

Usdaw general secretary Paddy Lillis said: "Wear Red Day reminds us all that everyone has the right to be treated with dignity and respect. Regardless of race, religious belief or national origin everyone must be allowed to go about their lives free from fear of abuse.

"Across the country Usdaw reps will be supporting Wear Red Day in a range of ways to both raise awareness and funds for the educational work delivered by Show Racism the Red Card.

"These activities complement Usdaw's ongoing No Room for Racism campaign, which involves the union's reps running workplace campaigns all year round; doing what our reps do best, standing up for workers at the sharp end and bringing people together. They engage members, non-members and employers with our anti-racist message - not in my name, not in my workplace."



Tesco, Aston



Arla Foods, Westbury



Co-op Distribution, Castlewood



Boots Logistics, Beeston

# Arena Your health

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)



## Q Bad weather driving

I drive a van for a supermarket home delivery service. In the last few years, we have had to deal with snow and flooding as a result of winter weather but my manager still insists on sending the vans out. If we get more bad weather this winter, what should we do?

Drivers should be trained in winter driving and vans should be fully serviced and prepared for winter. Tyres should be in good condition and properly inflated (changing to winter tyres which give better grip in snow and ice may help). Windscreen wipers/washers, lights and heaters/demisters should all be checked. On rural rounds it is a good idea to carry a blanket, some food, a hot drink and a snow shovel to help dig the van out of drifts. Suitable boots and winter clothing

should be provided. A mobile phone to warn the base if you do get stuck is also a good idea.

Management should make a decision about refusing deliveries to remote locations or suspending deliveries altogether in really bad weather.

The Royal Society for the Prevention of Accidents (RoSPA) gives some useful advice for anyone who drives in winter weather [www.rospa.com/road-safety/advice/drivers/better-driving/winter-tips](http://www.rospa.com/road-safety/advice/drivers/better-driving/winter-tips)

## Q Winter clothing

I work in the warehouse area at the back of a large store. At Christmas we use extra storage containers in the yard and the back door is always open. As the temperature falls our uniform provides no protection against the cold. What clothing should our employer provide in the winter?



adjust the clothing depending on the work you are doing and can easily add or remove layers when you go from cold to warm areas. In extreme weather you may need thermal socks and underwear, warm boots, fleeces, gloves, scarfs and hats. The outer layer of clothing should be waterproof if going outside. Where safety shoes or boots are provided, they should have slip-resistant soles.

Working in varying temperatures can be problematic. Winter clothing is Personal Protective Equipment (PPE) which should be provided by the employer, free of charge, when the risk requires it.

Several layers are best so that you can

If you feel the clothing supplied by your employer is not keeping you dry and warm, then speak with your Usdaw rep in your workplace or if you have no rep contact your local Usdaw office.



## Q Flood

In a recent heavy downpour, our drains could not cope and the warehouse, toilets and part of the main shop was flooded with a couple of inches of water. The manager has told us to come in and clean up the mess. Can they order us to do this?

It will depend on the scale of the problem and whether the instruction to clean up is 'reasonable'. If there is serious contamination or a really major clean-up operation is needed, then specialist cleaners may be required. If any electricians have been in contact with the flood water, it should be checked by a competent electrician before workers move back into the area.

If you are expected to clean, your manager needs to make sure you have

appropriate protective equipment - boots, overalls, gloves and possibly masks or face protection if there is a risk of splashing. Workers should be advised to cover any cuts with waterproof plasters and should have access to water to wash their hands when they've finished. The TUC produced a useful guide on cleaning after flooding in 2016 [www.tuc.org.uk/workplace-issues/health-and-safety/health-and-safety-flooded-areas](http://www.tuc.org.uk/workplace-issues/health-and-safety/health-and-safety-flooded-areas)

SEND YOUR QUESTIONS TO ARENA'S HEALTH EXPERTS:  
[arena@usdaw.org.uk](mailto:arena@usdaw.org.uk)

## Q Lone Worker

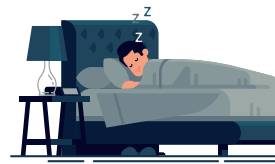
I work in a convenience store and often work on my own at the till in the evenings. Last week there was an attempted robbery and a guy threatened one of my colleagues. I am worried sick about being left on my own on nights in the store but the manager says it is legal and we are not allowed to double up. What should I do?

It is usually legal to work alone at night in a shop, or most other places. However, the employer has a legal duty to make sure that you are safe at work so far as is reasonably practicable. They should do a risk assessment to make sure that any problems are identified and the risk is minimised. For example, what would happen if the lone worker slips and is

injured? What precautions are there against the risk of violence - especially if the shop sells age-restricted products such as alcohol or cigarettes? Usdaw provides a useful checklist for the risks in our 'Guide to Lone Working' at: [www.usdaw.org.uk](http://www.usdaw.org.uk) and search **Guide to Lone Working** For further advice contact your rep.

## Q Shift working

Most of the week is ok, but on a Sunday night I finish at 10pm and then start again at 8am Monday morning. Because of travel to and from home, I seriously struggle with this as I only get about three hours sleep. I thought I should get an 11 hour break between shifts?



Under the Working Time Regulations the normal daily rest break should be 11 hours. However, this can be reduced to eight on some occasions, through a trade union negotiated collective agreement. Travel time to and from work does not count as working time so even on the

Sunday/Monday change-over, as far as the law is concerned, you get 10 hours break. If there is an agreement in place where you work that may still be legal. If it does cause you problems because of your own circumstances, raise it with your manager and speak to your Usdaw rep.

# Arena



# Win! £50

Correctly complete the grid and you could win a **£50** shopping voucher!

**Closing date 13 February 2023**

(Not open to Usdaw staff)

## Word up!

Complete our prize crossword to spell out the hidden word in the yellow squares and you could be one of three members to win a £50 shopping voucher.

Email your answer along with your name and address to:

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

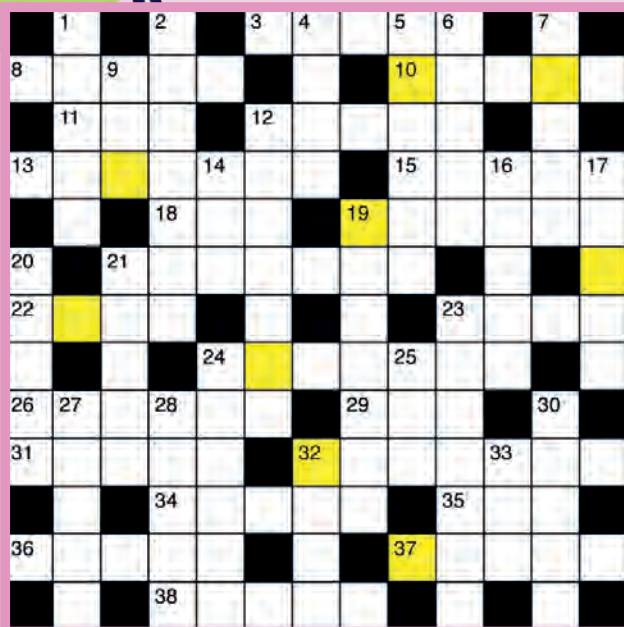
Please put 'xword' in the subject box.

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

Solutions available from 14 February 2023.

### Autumn winners:

Alison Joyce, East Kilbride  
Euan Kerr, Mauchline  
Gordon Carroll, Arbroath



### ACROSS

3. Freedom from war (5)
8. Bishop's headdress (5)
10. Make amends (5)
11. Foot digit (3)
12. End of life (5)
13. Male sibling (7)
15. Rise to one's feet (3,2)
18. Toddler (3)
19. Priest's assistant (6)
21. Draw back (7)
22. Mimicked (4)
23. Mr Faldo, golfer (4)
24. Mounted bullfighter (7)
26. Axilla (6)
29. Vigour (3)

### DOWN

1. Liquid measure (5)
2. Worried (7)
4. Water jug (4)
5. Strong cord (6)
6. Anaesthetic (5)
7. Animal's nose (5)
9. As well (3)
12. American city (7)
14. Spicy (3)
16. Type of animal (5)
17. Jaunty (5)
19. Mobile home (7)
20. Precocious girl? (5)
21. Paper quantities (5)
23. Candidate (7)
24. Corsair (6)
25. Slope downwards (3)
27. Correct (5)
28. Flower part (5)
30. Artificial waterway (5)
32. Manage (4)
33. Large beer cask (3)

# Arena Our members

*Have your say -*

SEND YOUR THOUGHTS OR PICTURES TO:  
Usdaw Head Office, Voyager Building,  
2 Furness Quay, Salford Quays,  
Manchester M50 3XZ  
arena@usdaw.org.uk



*Usdaw members campaigning for a New Deal for workers in Plymouth*



*Usdaw Young workers campaign at Sainsburys Blackpole in Worcester*



*Academy rep David Gibson enjoying Usdaw reps' magazine Network on holiday in Spain*



*Equality for Women stand at Birmingham Primark*



*Tesco Hincley DC reps and Tamworth Samaritans campaigning for mental health awareness*

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

# Sign up a friend and you could win **£250** of shopping vouchers!

## Your chance to **win!**

You could **win £250** of shopping vouchers in this issue's prize draw. All you have to do is sign up a colleague or friend to Usdaw using the form opposite, and return it to Usdaw. Just put **FREEPOST USDAW** on the envelope and put it in the post.

TWO RECRUITERS WILL WIN SHOPPING VOUCHERS WORTH **£250** EACH IF THEY ARE THE **FIRST** TO BE PULLED OUT OF THE HAT!

USE THIS FORM TO SIGN UP A FRIEND AND ENTER THE PRIZE DRAW

You can also enter online:

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

**4** prize draws a year



The weekly rate (applicable from 26 June 2022) is **£2.60**.

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. The home address I give is the address that Usdaw will use for balloting purposes. Members joining from 1 July 2021 are automatically entered at Scale A. For details of current membership rates and cash benefits visit [www.usdaw.org.uk](http://www.usdaw.org.uk). **Responsibility of keeping payments up-to-date rests with the member.**

**Use BLOCK LETTERS and complete this form as fully as possible.**

Have you been a member of Usdaw before? Yes  No

Please tick the appropriate box

Ms  Miss  Mrs  Mr  Mx  Other \_\_\_\_\_ Female  Male

Surname

Forename

Email

Full Postal Address

Postcode

Tel. No. (Inc. STD)  Mobile No.

Date of Birth  Age

Company Name  Occupation

Workplace Address

Postcode

Location No.  Employee No.

**Opt-in Notice** I agree to contribute to the Union's political fund at the rate set out from time to time in the Rule Book, and I understand that this agreement constitutes an opt-in notice for the purposes of the Trade Union and Labour Relations (Consolidation) Act 1992 as amended and the Trade Union and Labour Relations (Northern Ireland) Order 1995. Every member may opt to contribute to a separate fund for the furtherance of the Union's political objects under the Trade Union and Labour Relations (Consolidation) Act 1992 (as amended) or, as appropriate, the Trade Union and Labour Relations (Northern Ireland) Order 1995 by ticking this opt-in notice. A member who chooses not to contribute shall not, by that reason, be excluded from any benefits of the Union or be placed in any respect either directly or indirectly under a disability or at a disadvantage as compared with other members of the Union (except in relation to the control of the fund).

**For Members Paying by Payroll**

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. I consent to the Union sharing my personal data with my employers, or their representatives in order to process my deduction contributions. I also authorise my employers, or their representatives, to share my information with Usdaw in order to process and maintain my Union membership and where appropriate that my employers, or their representatives, shall notify the Union of any future changes in my home address and email to enable the Union to maintain a register of the names and proper addresses of its members.

**Privacy Notice**

As a member of the Union, Usdaw will process your personal data as part of its legitimate activities in providing trade union services and benefits in accordance with the Union's Objects stated in the Rule Book and to perform its obligations to you under statute or contract. This involves processing of personal and sensitive personal data under the current data protection legislation. We will store your personal data only for the period necessary under law to enable us to fulfil our legal obligations. You have the right to request access to your personal data, and its rectification, erasure, restriction on processing, and portability. You have the right to withdraw consent for sharing of your personal data and to complain to the Information Commissioner. Usdaw and its Data Protection Officer may be contacted at Usdaw, Voyager Building, 2 Furness Quay, Salford Quays, Manchester M50 3XZ.

Member's Signature  Date

Recruiter's Name

Recruiter's Membership No.



# A brief guide to Usdaw

**U**sdaw is the UK's fifth biggest trade union with around 360,000 members. Most Usdaw members work in the retail sector, but the union also has members in other trades such as transport, distribution, food manufacturing and chemicals.

Usdaw helps people at work by

negotiating better pay and conditions. Being a member of the union also gives you the opportunity to have a say in issues that affect your working life. The more Usdaw members there are in the workplace, the stronger the union's voice when talking to your employer.

## Usdaw membership includes...

### Representation in meetings

There are over 7,000 Usdaw reps in workplaces across the country. If you have a problem at work, or need advice on an issue, Usdaw reps are on hand to advise and represent you in grievance, disciplinary and sickness meetings. The union can also provide specialist advice on pensions, health and safety and legal queries.

### Free accident cover

Workplaces with unions have far fewer accidents. With 4,000 health and safety reps, Usdaw makes sure that your safety at work is taken seriously. If you do have

an accident, your membership gives you free accident cover. If your claim is successful, you keep 100 per cent of your compensation. If you have an accident please contact our free claim line

FirstCall Usdaw on **0800 055 6333**.



### Member offers and discounts

Usdaw partners with a number of organisations to give members deals and discounts on everything from cinema tickets to holidays, and great discounts at shops and restaurants. For further information please see the member offers pages within the magazine or go to: [www.usdaw.org.uk/offers](http://www.usdaw.org.uk/offers)

# Where to find information

## Usdaw website and enews

For everything you need including sections on legal advice, workers' rights, health and safety, news, training opportunities, upcoming events and campaigns. You can also download informative leaflets and posters, and sign up for email updates. Visit [www.usdaw.org.uk](http://www.usdaw.org.uk)



## Social media

As an Usdaw member we recommend that you follow **@UsdawUnion** on Facebook, Twitter, Instagram, YouTube and Flickr. It's a great way to keep up to date with news, campaigns, events, rights at work, competitions and offers exclusive to Usdaw members.

# Want to get more involved?

## Branch meetings

The best way for members to get involved and stay informed is to attend their branch meetings. These are regular union meetings run by reps and are a good way of finding out what is happening in your workplace, your region and the wider union. Your branch number is printed on the wrapper of each issue of *Arena* and will start with a letter from A to K. To find out where and when your branch meeting is held, speak to your union rep or call your local office.

## Become a rep

Usdaw is always looking for members to volunteer as reps. Becoming a rep gives members invaluable opportunities to develop personally and professionally. For further information visit [www.usdaw.org.uk/bearep](http://www.usdaw.org.uk/bearep)

# How to contact the union

## Usdaw regions and offices

Usdaw divides the UK into seven geographical regions. If you have a problem at work always contact your Usdaw rep in the first instance (details can be found on your union noticeboard) or contact your local Usdaw office:

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

**Update your details:**  
[www.usdaw.org.uk/update](http://www.usdaw.org.uk/update)



### A South Wales and Western Region

Bristol 0117 931 9730  
Cardiff 029 2073 1131  
Plymouth 01752 765930

### C Eastern Region

Bury St Edmunds 01284 775700  
Waltham Cross 01992 709280

### E Midlands Region

Redditch 01527 406290  
Kegworth 01509 686900

### F North Eastern Region

Leeds 0113 232 1320  
Newcastle 0191 296 5333

### G Scottish Region

Edinburgh 0131 556 5242  
Aberdeen 01224 652820  
Glasgow 0141 427 6561

### H Southern Region

Faversham 01795 532637  
Andover 01264 321460  
Morden 020 8687 5950

### K North West Region

Preston 01772 704003  
Belfast 028 9066 3773  
Warrington 01925 578050

### Privacy Notice

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Car loan



Holiday fund



Saving up



Xmas bills



Clear debts

## January spending hangover?

**We could save you money & get you back on track**

**Did you know?** as an Usdaw member, you can get free membership to The Co-op Credit Union for low-interest loans & access to simple savings plans. Membership also comes with a wide range of benefits, offers and free tools to support your financial wellbeing & help with the rising cost of living – all year round.

**Join & borrow today:** with a quick & easy online application. Get an affordable loan from £50 to £15,000 for any purpose. We're also here to help you consolidate debts at a better rate or get started with saving.

**Free membership: join us today:**

[www.co-operativecreditunion.coop/usdaw](http://www.co-operativecreditunion.coop/usdaw)



Find us on  
**Facebook**  
[@coopcredit](https://www.facebook.com/coopcredit)

**Phone:**

0345 602 3554  
(callback service)



Scan to visit website