

The magazine of the Union of Shop, Distributive and Allied Workers

arena

www.usdaw.org.uk

Summer 2020

NEW DEAL

FOR WORKERS

£10 MINIMUM WAGE **A NEW DEAL** MINIMUM 16 HOURS CONTRACTS

RIGHT TO 'NORMAL HOURS' CONTRACT

BAN ZERO HOURS CONTRACTS **A NEW DEAL** BETTER SICK PAY

PROTECTION FROM VIOLENCE AND ABUSE

JOB SECURITY **A NEW DEAL** PROPER SOCIAL SECURITY SYSTEM

FAIR TREATMENT AND EQUALITY FOR ALL

STRONGER UNION RIGHTS **A NEW DEAL**

#NewDealForWorkers



GENERAL SECRETARY PADDY LILLIS

A new deal for workers

I am writing this during an unprecedented moment in our country. Covid-19 (Coronavirus) has upended 'normal life' and has highlighted that in a national crisis retail workers, drivers and those working in warehouses, distribution centres and in associated industries are the backbone of keeping this country running.

I know that many of you will be on the frontline. You will be providing an essential service during an incredibly difficult and stressful time. That's why we have been working with employers and lobbying Government to ensure the safety and wellbeing of our members. And once this is over we are determined that things can't go back to the way they were.

This crisis has shown that too many of our key workers are trying to exist on low-pay while facing high levels of abuse. That's why we'll be working towards a new deal for workers. One that ensures workers are paid at least £10 per hour, that there is legislation to protect shopworkers against abuse and that our social security system supports people instead of punishing them.

I want to thank each and every one of you for everything you are doing. If we come together we can get through this crisis.

Paddy Lillis, General Secretary

The team

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Councils not enforcing Sunday trading laws must provide guarantees that this is a strictly temporary measure to deal with Covid-19

Usdaw is urging councils that are considering not enforcing Sunday trading laws to proceed with caution and guarantee that it is strictly a temporary measure.

Usdaw general secretary Paddy Lillis said: "We have long believed that the current compromise around Sunday trading is the right one, one that allows customers to shop, stores to trade, and provides our members and other retail workers with guaranteed time away from work in what is an increasingly 24/7 society.

"We are aware that some local authorities have stated that they will not prosecute illegal Sunday trading. Given the extent of the crisis the country is facing, we are not going to pursue this, although I'm not sure how much this will benefit key workers or reduce the pressure on the shops. However, we are only willing to accept this as a short-term temporary situation and we expect the cooperation of shopworkers

to be respected and the situation to revert to compliance with the existing trading regulations once the immediate crisis has eased. Seeking longer term variation of the trading laws is taking advantage of shopworkers' good will.

"We are working with our members and retailers every day to keep the food supply chain moving and to keep retail workers safe and we support measures that would genuinely help other key workers. We would be more than prepared to discuss meaningful and effective measures to ensure that key workers can access essential supplies, but a blanket deregulation of Sunday trading is unlikely to help those who need it and would simply increase pressure on those working to resolve them."



LET'S
KEEP
SUNDAY
SPECIAL!





Usdaw continues to pressure the Scottish Government to protect shopworkers

Shopworkers deserve legislation to protect them from violence

In April, Usdaw met with business minister Jamie Hepburn MSP to press the case for shopworker protection and Daniel Johnson MSP wrote to the cabinet secretary for justice to discuss how his proposed Protection of Retail Workers Bill offers an opportunity to support the retail sector in the current Covid-19 outbreak.

Daniel Johnson MSP said: "Covid-19 has placed our retail workers on the front line of the crisis and my bill would provide them with the protection they deserve. What this ongoing emergency has clearly shown us

all is how much we depend on the professionalism and hard work of our retail sector. Retail workers are being asked to handle panic buying and increased customers which has exacerbated the confrontational situations faced by retail workers that led to my introducing the bill in the first place."

Usdaw's Scottish divisional officer Stewart Forrest said: "Throughout the Coronavirus outbreak, and the panic buying which has

surrounded it, shopworkers have been on the front line, ensuring that Scotland remains fed.

"Despite this key role, the Covid-19 outbreak has led to a significant increase in abuse against shopworkers as a result of long queueing times, lack of availability of products and limits on the number of products one individual can buy.

"This crisis has highlighted the fact that the current legal provisions are not fit for purpose. Usdaw is calling on the Scottish Government to clearly support Daniel Johnson's Protection of Workers' Bill currently going through the Scottish Parliament".

"This crisis has highlighted the fact that the current legal provisions are not fit for purpose."



Increases in statutory minimum wage welcomed

But the crisis has shown essential workers deserve £10 per hour

Usdaw has welcomed the uprating of national minimum wage rates but continues to call for at least £10 per hour, recognising the essential work millions of low-paid workers are doing to help the country through the Coronavirus emergency.

Usdaw general secretary Paddy Lillis said: "Any increase in minimum wage rates is welcome, but this uprating falls way short of the £10 per hour Usdaw called for and goes

Age	Rate 2019	Rate April 2020
over-25s	£8.21	£8.72
21-24	£7.70	£8.20
18-20	£6.15	£6.45
Under-18s	£4.35	£4.55
Apprentices	£3.90	£4.15

nowhere near the 'real' living wage rate, which takes account of the cost of living.

"Many workers on or near the national minimum wage, such as staff in retail, are finally being recognised as essential in the

current crisis, so these workers at least deserve a pay rise.

Usdaw continues to call for at least £10 per hour now, which is not too much for people doing essential work and putting themselves at risk."

Boohoo warehouse in Burnley should **operate safely or close** says Usdaw

Employers should put the safety of their staff over profits

Usdaw is calling on the company to operate safely to restrict the spread of Coronavirus. The union is also calling on the Government to clarify their advice.

The most recent guidance from the Government states that, 'Online retail is still open and encouraged and postal and delivery service will run as normal.' At the same time the Government advice was that 'non-essential businesses and premises must now shut.'

Online retail relies on people working in warehouses, distribution centres and delivering to residential addresses. Social distancing is very difficult in all these situations and yet many non-food purchases will not be essential. The Government needs to act to ensure that workers are protected and the risks are minimised by

restricting non-essential online retail.

Usdaw divisional officer Mike Aylward said: "I have written to the company informing them of the enquiries received from Usdaw members in the Burnley warehouse concerned about their health and safety during the Coronavirus outbreak.

staff will become 'furloughed workers' i.e. they will be covered by the Government's Coronavirus job retention scheme entitling them to 80 per cent of their wages while they are unable to work.

"A crude calculation shows that it would cost in the region of £10 million to pay everyone in the warehouse their full wages

boohoo

"Selling fashion items is not essential in a period of national emergency. Therefore, I am asking the company to do the right thing and close their warehouse for the safety of their employees and their families.

"Assuming the company do the right thing and close the warehouse then Boohoo

for three months. 80 per cent of this would be recoverable from government so the ultimate cost to Boohoo would be about £2 million. This is easily manageable for a company with a turnover approaching £1 billion and profits in excess of £50 million. It's a couple of weeks' profits at most."

WIN

£100



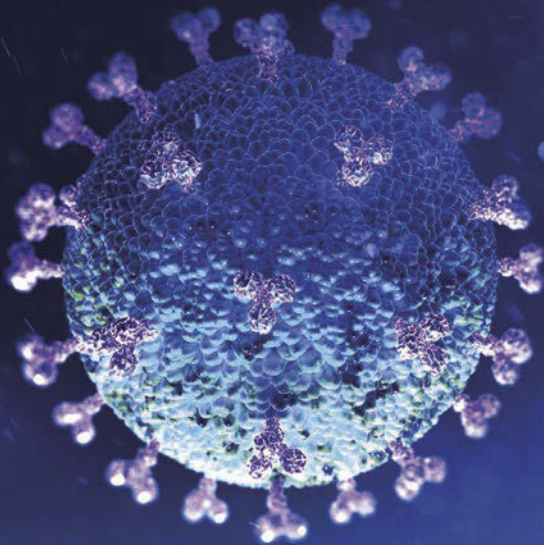
Usdaw
Health and
Dental Plan

at **WWW.USDAW.ORG.UK/WIN**

Sponsored by Usdaw Health and Dental Plan. www.usdaw.org.uk/healthplan Closing date 2 August 2020. Terms apply.

Due to the current situation with Covid 19, the voucher will be despatched as soon as possible after the draw has taken place.

JD Sports condemned by Usdaw for putting lives at risk



Usdaw is calling on JD Sports to temporarily close their Rochdale warehouse to protect 5,000 staff and the wider Rochdale community from Coronavirus.

Hundreds of staff have expressed fears that the warehouse is a breeding ground for Coronavirus, due to poor hygiene and crowded working conditions. The company is refusing to close down, despite the fact that the Government would pay 80 per cent of staff wages, leaving JD

with a wage bill of only £5 million for a company that made £340 million profit last year.

Usdaw deputy divisional officer Tony Clare

"Selling trainers is not essential"

said: "This is disgraceful behaviour from one of the country's most successful companies. They may be abiding by the letter of the

Government guidelines, which are now being shown to be an absolute shambles, but this is not in the spirit

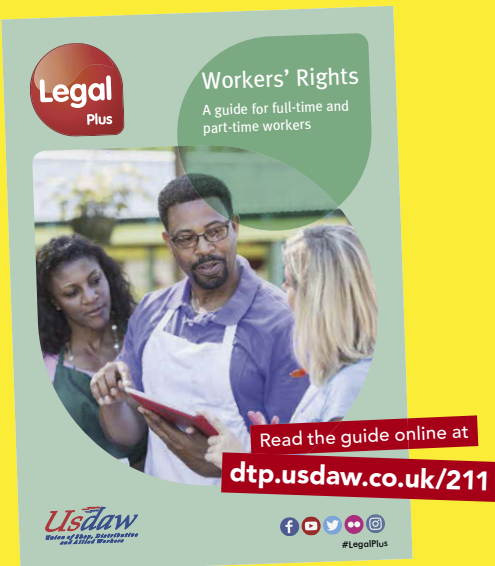
of what the Government and more importantly the public expect.

"Selling trainers is not an essential service in the middle of our greatest ever national emergency. We are calling on JD to do the right thing and close the warehouse for everyone's safety."

Workers' Rights - a Guide for Full and Part-Time Workers

Thanks to the efforts of trade unions like Usdaw, all workers in the UK have a range of rights to keep them protected at work. It's really important that you're aware of these rights and how Usdaw can make sure your employer sticks by them – that's why we've produced this comprehensive workers' rights guide.

All Usdaw members will find useful information in this pocket-sized leaflet. Covering all aspects of statutory (basic) rights, contractual rights, protection from discrimination and family and maternity rights, this guide is essential reading for full-time and part-time workers. It's also important to note that these are your basic rights and your contract, and Usdaw collective agreements, may give you improved rights and entitlements – so if you need further information on any points covered in the guide, check your contract and contact Usdaw if you're unsure.



NEW PUBLICATIONS

Leaflets

Workers' Rights - a guide for full-time and part-time workers (Leaflet 211)

Pregnancy Risk Assessment - Know Your Rights (Leaflet 342)

Working Parents Know Your Rights (Leaflet 381)

Worried about Money? Know Your Rights (Leaflet 385)

Mental Health Issues - Where to go for help and support at work - an advice guide for Usdaw members (Leaflet 400)

Social Media and Mental Health (Leaflet 425)

Men's Mental Health - It's OK to ask for help (Leaflet 433)

Supporting Young Workers - Workplace Mental Health (Leaflet 450)

Depression (Women's Health Series: 3)

Urinary Incontinence (Women's Health Series: 16)

Working to Improve Maternity and Paternity Rights (A5 Leaflet)

Posters and Factsheets

Thank You Poster

Thank You Poster - Colour At Home

Maternity Calendar (Poster R67)

Puzzled By Pensions? Proposed Changes to the Unilever Pension Fund (Factsheet)

Online Courses

CV Writing – IT bitesize course - www.usdaw.org.uk/cvwriting

Helping With Homework – Bitesize Maths Course www.usdaw.org.uk/mathshomework

Pensions Home Study - www.usdaw.org.uk/pensionshomestudy

Staying Safe Online – Social Media and online safety course - www.usdaw.org.uk/SafeOnline

Summertime Songbirds – English bitesize course – www.usdaw.org.uk/summertime

Labour Leadership Election

Usdaw congratulates the winners of the Labour leadership contest. The union nominated Keir Starmer for leader and Angela Rayner for deputy leader of the Labour Party.

Usdaw, the fourth largest affiliate of the Labour Party, saw the candidates it had nominated for the Labour leadership election comfortably win the contest.

Usdaw general secretary **Paddy Lillis** said: “We are delighted that our nominees **Keir Starmer** and **Angela Rayner** have secured the confidence of party members and supporters. We backed Keir and Angela because they are the right leadership team to unite and rebuild Labour after a devastating election loss and, most importantly, secure the confidence of the country.

“Keir, a defence barrister and Angela, a qualified social worker and union rep, understand the issues that affect working people. Our members cannot afford another decade of Conservative governments attacking workers’ rights, incomes and public services.

“We have every confidence that Keir will be a leader who can persuade voters that he has what it takes to be Prime Minister and Labour is a government in waiting.

“At this time of crisis we know he will be responsible and collaborative as Leader of the Opposition, but also offer constructive criticism to the Government on behalf of working people who are struggling through the Coronavirus

emergency.

“Whether you’re an essential worker on the frontline, like so many of our members in the food supply chain, or worried because you’re forced to carry on regardless in a non-essential business, or wondering how you’re going to make ends meet because your workplace has closed down, we know Keir Starmer will be standing up for your interests, your family and your community.”



Angela Rayner MP



Keir Starmer MP



Usdaw MPs in the shadow cabinet

Usdaw's Parliamentary Group are the union's voice in Westminster, the Scottish Parliament, and the Welsh Assembly. They work hard to raise the issues that Usdaw members care about at the highest levels of government.

Following his election, the Leader of the Labour Party, Keir Starmer, has appointed a number of Usdaw members of the Parliamentary Group to the Shadow Cabinet positions, with others also working as part of Labour's wider leadership team:

- ◆ **Ed Miliband**, MP for Doncaster, is the Shadow Business, Energy and Industrial Strategy Secretary.
- ◆ **Jonathan Reynolds**, MP for Stalybridge and Hyde, is the Shadow Department for Work and Pensions Secretary.
- ◆ **Jo Stevens**, MP for Cardiff Central, is the Shadow Culture Secretary.
- ◆ **Jim McMahon**, MP for Oldham West and Royton, is Shadow Transport Secretary.

- ◆ **Ian Murray**, MP for Edinburgh South, is the Shadow Scottish Secretary.
- ◆ **Nia Griffith**, MP for Llanelli, is the Shadow Welsh Secretary.
- ◆ **Valerie Vaz**, MP for Walsall South is the Shadow Leader of the House of Commons.

Labour's Shadow Cabinet holds the Government to account, scrutinising the actions and decisions of Government ministers, and play a key role in developing Labour's policies.

It's really positive to see politicians who understand the issues facing Usdaw reps and members across the country taking important roles in the Labour Party. The union will be working alongside them to take forward our key campaigns and make a real difference.

Usdaw sends congratulations to all of our Parliamentary Group, and looks forward to continuing to work with them to benefit Usdaw members.

Workers deserve a new deal

Key workers who kept society going during the Covid-19 crisis deserve a new deal that recognises their hard work and contribution.

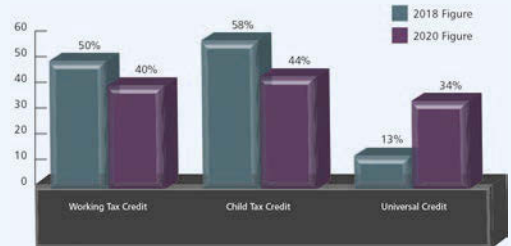
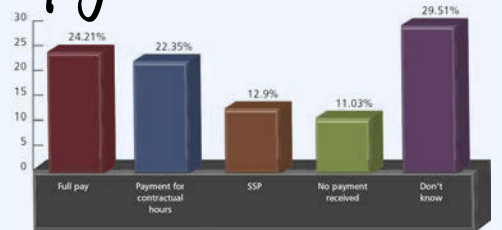
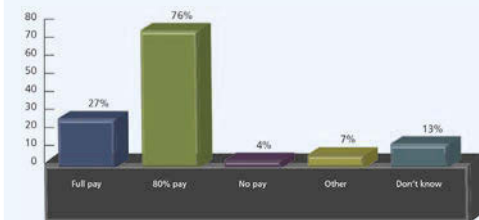
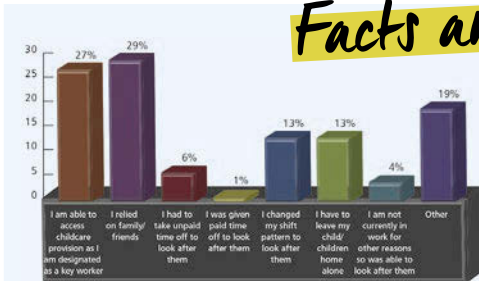
Udsaw recently ran an online survey on the impact of Coronavirus in the workplace. 7,357 workers took part in the survey. Those surveyed work in shops, distribution warehouses, road transport or work as delivery drivers.

The results of this survey provide an in-depth look at what is actually happening to some of our key workers ensuring food supplies are maintained at this time of crisis. Some of the findings are shocking and should act as a wake-up call to everyone, but especially to Government.

One of the most shocking findings is that abuse against retail workers has doubled since the start of the crisis. Shopworkers have faced abuse while trying to enforce social distancing in shops. At the extreme end of the abuse, out of 5,000 shopworkers who responded to the survey question, 196 have been physically assaulted. This is a scandal.

Workers in retail are very worried and concerned over the health risks resulting from the increased social contact in shops. 70 per cent of those surveyed reported that they have raised issues with their employer around concerns over the Coronavirus.

Facts and figures



This crisis has shone a light on the low pay of key workers keeping essential services going. Workers in retail are running higher risks of sickness and yet many will only qualify for Statutory Sick Pay of £95.85 per week if they fall ill. This is simply not enough to survive on. And workers earning below £118 per week are currently not entitled to any SSP.

Given food retail's essential role it is not surprising that fewer Usdaw members have been furloughed than across the population, with only one in every ten workers surveyed (12 per cent) having been furloughed or laid off. Many who have been furloughed are facing pay cuts and are only getting 80 per cent of their normal pay. For low-paid workers this is real hardship and leading to stress and anxiety.

Many workers who have seen changes in their incomes have applied for universal credit. This is a bureaucratic process, with our survey showing that 94 per cent of those attempting to claim universal credit have had difficulty with the claims process. The five-week wait to receive the first payment is causing severe financial problems.



NEW DEAL FOR WORKERS

The Usdaw survey has shown us that many key workers working to keep our society going in this pandemic are low-paid with insecure hours and few employment rights. The workers who are carrying out these essential roles deserve more. That's why Usdaw is calling for a new deal for workers:

- ◆ £10 minimum wage for all workers, ending rip-off youth rates and providing a living wage.
- ◆ 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.
- ◆ A proper social security system, universal credit does not provide the necessary safety net.
- ◆ Job security, with day one employment rights for unfair dismissal and redundancy.
- ◆ Fair treatment and equality for all workers, including equal pay.
- ◆ A voice at work, stop rogue employers from refusing to engage with trade unions.



Following the rules on social distancing

In preparation for the anticipated reopening of stores, the British Retail Consortium (BRC) has worked with Usdaw to produce guidance on Social Distancing for Non-Food Retail Stores. This guidance draws on Government advice as well as the many lessons learned by essential retailers in recent weeks.

arena gives you a summary of the guidance so that when your workplace opens you can check whether your company is adhering to best practice to ensure the safety and wellbeing of staff and customers.

Outside the store

- ◆ Limit number of entry and exit points into and out of store.
- ◆ Place clear signage outside of the store explaining the social distancing requirements.
- ◆ Limit the number of customers in the

store at any time to ensure 2 metres social distancing.

- ◆ Place markings outside to assist with correct queue spacing.
- ◆ Encourage customers to shop alone wherever possible.

Hygiene and cleaning inside the store

- ◆ Provision of cleaning station at front of the store including hand sanitisers, if available and disinfectant wipes or sprays and tissue for trolley/basket handles.
- ◆ Identify and regularly clean key touch points eg door handles, lift buttons, key pads, stair/escalator handles.

Social Distancing on the Shop Floor and Till Areas

- ◆ Use floor markings inside to facilitate compliance with the social distancing advice of 2 metres, particularly in the



most crowded areas and where queuing is likely.

- ◆ Place clear signage throughout the store and regular announcements reminding customers of the social distancing measures and asking them to follow these rules.
- ◆ Review the layout of the store to ensure aisles/walkways are as clear as possible to accommodate 2 metres social distancing.
- ◆ Consider one-way systems using floor markings and signage to highlight system and direction.

- ◆ Erect physical barriers at till points to protect those working on the tills.
- ◆ Where tills and self-scan points are close together, consider closing every other till point.
- ◆ Encourage cashless purchases.
- ◆ Consider keeping changing rooms closed. If this is not possible, there must be a colleague in place at all times to ensure social distancing is maintained.
- ◆ Consider what steps will be taken by managers and staff where customers are not following social distancing measures.

Cafes and Toilets

- ◆ Consider whether it is safe to keep customer toilets open or if these should be available on request. If open, regular cleaning should include manual multi-person touch points such as door handles, flushes, taps, etc.
- ◆ Baby changing facilities should be available but consider frequency of cleaning.
- ◆ Cafes and restaurants are closed until further notice and should be securely closed off to ensure customers do not use them for seating.

If you feel that your employer is not following the guidance or you feel you are at risk then please contact your Usdaw rep. Contact details of your rep can be found on the Usdaw noticeboard. Alternatively, you can contact your local Usdaw office via www.usdaw.org.uk/contact

The information given here was correct at the time of writing however the situation and advice change every day. For the most up-to-date information please go to our website www.usdaw.org.uk

For more information on social distancing please go to

www.usdaw.org.uk/BRCguide



Violence doubles during pandemic

Usdaw carried out a survey in March 2020 to see what effect the Coronavirus pandemic had on violence against shopworkers. The survey shows that on average UK shopworkers have been verbally abused, threatened or assaulted every week during the Coronavirus emergency. This has doubled since Usdaw's 2019 survey which found that the average was once a fortnight.

Usdaw is calling for urgent action to tackle this growing problem and shadow home secretary Nick Thomas-Symonds is seeking assurances from Government that tackling these crimes is a policing priority throughout this crisis.

Usdaw's survey of 4,928 shopworkers shows that since the Coronavirus outbreak:

- ◆ **62 per cent of UK shopworkers experienced verbal abuse.**
- ◆ **One in six was abused on every shift.**
- ◆ **Almost a third were threatened by a customer.**
- ◆ **4 per cent were assaulted.**

Usdaw general secretary Paddy Lillis said: "We are shocked that violence, threats and abuse have doubled during this national emergency. At a time when we should all be working together to get through this crisis, it is a national disgrace that people working to keep food on the shelves for their local



Voices from the frontline

As part of Usdaw's survey respondents had the opportunity to feed back their experiences, here are some examples:

"Customers are getting worse and are refusing to listen to store staff as this situation continues. Whole families are shopping and others are meeting at the store and using it as a place to gather."

"I have taken abuse when having to remove items from the customer because they wish to purchase more than the permitted number of restricted items."

"I had never cried in work until the first week of the lockdown. I received constant abuse from nearly every customer during one shift when the rules were changed so that we couldn't accept returns. My job has become emotionally draining and it is really starting to affect my mental health."

"Constant verbal abuse/swearing. Customers spitting, coughing and sneezing towards us on purpose."

"Some customers have been extremely abusive when they have been asked to pay by card instead of cash."

communities are being abused and assaulted.

"The safety of our members is absolutely paramount. So there needs to be action to help protect staff. We want the Government to legislate for stiffer penalties for those who assault workers; a simple stand-alone offence that is widely recognised and understood by the public, police, CPS, the judiciary and most importantly criminals. Retail staff have a crucial role in our communities and that role must be valued and respected, they deserve the protection of the law."

To read the survey results in full visit:

[dtp.usdaw.co.uk/
CoronavirusSurveyResults](https://dtp.usdaw.co.uk/CoronavirusSurveyResults)

What happens to your holidays?



The Coronavirus situation is developing rapidly. *arena* attempts to guide you through some of the most frequently asked questions on holidays. However, for the most up to date advice please go to **www.usdaw.org.uk**

I had a holiday booked, but my employer is telling me I have to cancel it. Can they do this?

We would ask employers to support staff taking their leave where possible, as rest is important, especially where staff have been working in a stressful situation. However, as they are responding to severe pressures, in the current emergency employers may need to take the unusual step of cancelling pre-booked leave.

The law allows them to do this, but they must give you at least the same number of days' notice as the length of your booked leave. So for example if you have five days booked off, they must tell you at least five days before the holiday was due to start that it's cancelled.

You should check your own company's policy on this if your manager tells you that your leave is cancelled.

I had holiday booked but am unable to take it, what will happen to it?

Where possible, your holiday should be rebooked and taken at another point in the holiday year. However, this may not be possible for everyone. The Government has introduced a temporary new law allowing workers to carry over up to four weeks' leave over a two-year period.

This law applies if you haven't

"Your employer can legally still make you take time off but we would ask them to be flexible."

been able to take your holiday because of Coronavirus, for example if:

- ◆ You're self-isolating or too sick to take holiday before the end of your leave year.
- ◆ You've been temporarily sent home as there's no work ('laid off' or 'put on furlough').
- ◆ You've had to continue working and could not take paid holiday before the end of your leave year.

Check your own company's policy on how your employer will be implementing this.

I had a week's holiday booked but I don't want to take it because I can't go away. Do I have a right to cancel this and take it at another time?

Your employer can legally still make you take the time off but we would ask them to be flexible where possible. If you want to change it you would need to get your manager's agreement.

My employer is closing and is telling me that I have to use some of my annual leave during this period. Is that allowed?

We would encourage employers to pay staff for time off where they are closed without making them use their annual leave, where this is possible. However, they do have a legal right to tell you when to take your holiday. If they decide to do this, they must tell you at least twice as many days before as the amount of days they need you to take. For example, if they want to close for 10 days, they should tell everyone at least 20 days before.

For more information on please go to

www.usdaw.org.uk/Help-Advice/Coronavirus-Update/FAQs

Protect your mental health

The Coronavirus pandemic is taking its toll on the mental health of the nation. arena guides you through some tips and where to go for support.

Coronavirus has left all of us feeling concerned about our health and the health of loved ones.

Usdaw wants to make sure that Usdaw members have the support and advice they need at this extremely difficult time and is committed to supporting our members' mental health.

Being worried is normal

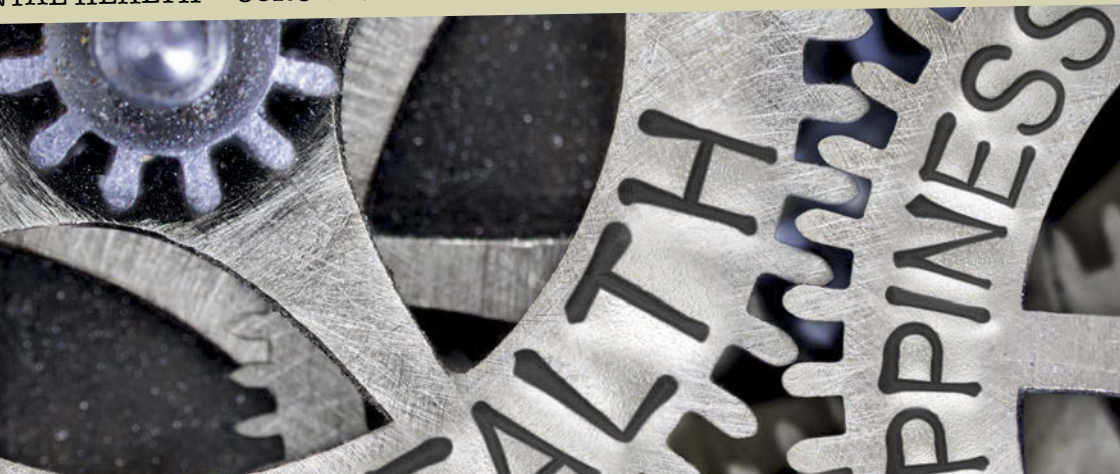
It is absolutely normal that some of us are worried, or even anxious about catching the virus, or passing it on to loved ones. Caution is sensible, but long-term stress and worry can be bad for our mental health, this is especially true for those who already have a mental health condition such as anxiety.

Turn off news notifications on your phone

Keeping well informed is important, but constant news notifications pinging on your phone can amplify feelings of worry, and it can start to feel overwhelming. So, turn off your notifications and set yourself a specific time that you will check the news.

Don't believe everything you read

There are a lot of scare stories circulating on social media platforms like Facebook and WhatsApp groups such as 5G caused the virus or that eating certain foods can make you immune. False stories like these can ramp up anxiety and are a serious risk to public health. Before sharing content you can fact check it by going to reputable sites like the UK Government website gov.uk and the NHS



website [nhs.uk/conditions/coronavirus-covid-19/](https://www.nhs.uk/conditions/coronavirus-covid-19/)

Keep your support networks going

Luckily, we live in an age where it is relatively easy to stay in touch with people. Regular emails, texts and phone calls are a good idea – and if you haven't used video messaging before – now is probably a good time to start.

Isolation during lockdown

If you're feeling isolated during lockdown TUC Union Learn have a webinar that gives practical ideas and advice on combating isolation as well as signposting you to a wide range of free resources. You can access the webinar here www.crowdcast.io/e/gojlnsap/register

Try to make time for yourself

Usdaw members will be some of the busiest workers in the country at the moment. So, we understand that making time for yourself will be more difficult than ever. However, all of the evidence suggests that if you can put aside even a little bit of time a day to do something you enjoy this can help protect your mental health.

Seek professional help if you need to:

If you feel overwhelmed, don't be afraid to reach out for help. Call your GP for advice,

most surgeries are still accepting telephone consultations and face to face appointments where necessary.

Usdaw Support

If you need support at work talk to your Usdaw rep or full-time official to see what they can do to help.

Usdaw has leaflets and factsheets about mental health at work and these will explain your rights at work and where to go for help beyond the workplace. You can find these at:

dtp.usdaw.co.uk

The situation is changing on a daily basis therefore for the most up-to-date advice and support please go to the Usdaw website

www.usdaw.org.uk/Coronavirus

For more support try Usdaw's
'Looking after your mental health' course:

www.usdaw.org.uk/YourMentalHealth

Further support

Samaritans - 116 123 (24 hours) or
www.samaritans.org

Mind - 0300 123 3393 or www.mind.org.uk

Key workers

Paddy's message to members

In all my years as a union rep and official, I have never known a situation that has had such a dramatic impact on Usdaw members in every single workplace across the country as the Coronavirus crisis. Overnight Usdaw members became frontline staff and have been doing a fantastic job in ensuring the country's food supply.

Like organisations across the world the Coronavirus crisis has been extremely challenging for Usdaw. However, we have adapted to the situation and have been working hard to ensure that we continue to provide the advice and support our members need to get through this crisis.

Behind the scenes we've been lobbying Government to ensure that the needs of Usdaw members are taken into consideration when the Government makes policy decisions to deal with the pandemic. We have also been working with employers to make sure that they are prioritising the safety and wellbeing of Usdaw members during this extremely difficult time.

Thanks to our lobbying we have managed to secure some of the following wins for our members:

- ◆ Winning 10 per cent pay bonuses for members working for many retailers – including Tesco, Ocado, Sainsbury's/Argos, One Stop, B&M.
- ◆ Achieving the closure of some non-essential retail stores, such as Ikea and 32 Poundland stores.
- ◆ Getting sick pay from day one for workers showing symptoms and self-isolating in many businesses such as Tesco, Co-op, Morrisons.
- ◆ Enhanced colleague discount in businesses such as Co-op and Mid-Counties Co-op.


- ◆ Closure of non-essential online operation and distribution centre such as Next.
- ◆ Workers 'furloughed' where they are unable to work or where the business operations have been severely affected by Coronavirus.
- ◆ Furloughed workers getting guarantees over wages – at least 80 per cent, and IKEA is paying 90 per cent, of 'normal pay'.
- ◆ Pay and additional flexibility over working hours for members who need time off due to school closures.
- ◆ Enhanced social distancing and improved health & safety in many workplaces including plastic screens and limiting the number of customers in store at one time.
- ◆ Morrisons have agreed to 'maternity suspension' on full normal/average pay for all pregnant workers employed in the stores.

If you need help or support on any workplace issue please contact your Usdaw rep. Contact details can be found on the Usdaw noticeboard. Alternatively you can contact your local Usdaw office via:

- ◆ www.usdaw.org.uk/contact
- or you can email us at:
- ◆ contactus@usdaw.org.uk

The Union will continue to fight for your rights at work, and to challenge the Government to give you the support you need. Whether it's on health and safety measures in the workplace, pay protection if your workplace has closed, or time off to care for children while schools are closed, Usdaw is working for members throughout this crisis.

Best wishes, and stay safe.





Visit the Usdaw website for more information and updates

[www.usdaw.org.uk/help-advice/
coronavirus-update](http://www.usdaw.org.uk/help-advice/coronavirus-update)

Key workers



Joe Gilchrist

Usdaw members are on the frontline of the Covid-19 crisis. arena spoke to Joe at JD Sports about the impact on him and his colleagues of the company staying open

Joe Gilchrist is a warehouse operative at JD Sports Rochdale in Greater Manchester. Joe, who is blind, has worked for the company for 24 years and recently appeared on ITV News to talk about his concerns for staff who are being compelled to work at the distribution centre during the Coronavirus pandemic.

"I'm currently off work because my wife is classed as a vulnerable person. If I get ill and pass the virus on to her I could potentially kill her. I can't risk her life for a job.

After I appeared on ITV even the Government said I should be furloughed but I've heard nothing from the company since I've been off. I have no idea if I'll be getting paid or whether I'll even have a job after this.

"The reason I'm speaking up is because I'm worried about my colleagues who are still going into work. All the colleagues I've spoken to are really scared.

"Many of them have underlying health conditions or they're terrified of catching the virus and passing it on to their loved ones. My colleagues feel unable to speak up because they're in an impossible position. They have children and mortgages so they're terrified of losing their jobs.

"The company has been trying to reassure staff that they are practicing social distancing but how can it be possible to maintain social distancing in a warehouse that employs over 5,000 people and has thousands of orders to fulfil?

"The Government said non-essential businesses should close. I think most people

would agree that trainers are not an essential service like food or medicine. Yet we are open because even during a pandemic people want to buy trainers of all things. We're getting thousands of orders from all over Europe.

"People who are ordering online aren't thinking about the fact that thousands of people like me and my colleagues will have to go to work and put ourselves and our loved ones in danger to fulfil their orders. They're just thinking about cheering themselves up or grabbing a bargain. If there was no demand then we would all be furloughed.

"The other issue is that our trainers come from all over the world. There's a whole chain of people who will be touching the trainers, the boxes and the packaging. I worry that this just increases the risk of

passing the virus on.

"People are ordering online which means they're paying upfront so JD is still making huge amounts of money. Last year they made £340 million. If they furloughed all of us the Government would pay 80 per cent of staff wages, so it would cost them about £5 million. "When this is over people will remember the employers that did the right thing and those that didn't. JD could so easily have come out of this looking like a great employer who put people before profits but instead it will be remembered as a company that decided to continue selling trainers and sports gear during a world-wide pandemic."

As we went to print, Joe had been furloughed on the account of his wife being classed as an 'extremely vulnerable' person.

"Trainers are not an essential service like food or medicine, yet we are still open."

Key workers Kevin Brett

Kevin spoke to arena about how the good working relationship between Usdaw and Tesco ensured that the health, safety and wellbeing of the staff was prioritised during the pandemic.

Kevin Brett is a dotcom driver at Tesco Aylesbury Customer Fulfilment Centre. He started working for the company when the site opened in 2008. Kevin is a rep and a health and safety rep and works with a team of sixteen other reps to look after a site with over 1,200 people. Due to the hard work of the reps' team the site boasts a density of over 80 per cent. The great work of the reps was recognised in 2009 when they won a regional organising award for recruitment and organising.

Kevin talks to *arena* about the experience of being a delivery driver during the Coronavirus pandemic.

"The whole thing is very surreal but things are pretty good at our site. Usdaw has a really good relationship with the company so we have been working together to ensure the safety of the staff. The company is taking the pandemic seriously and has implemented social distancing with stickers on the floors. We have hand sanitisers everywhere and they have introduced a one-way system to avoid congestion.

"Our site is very busy at the moment because there's a shortage of drivers. A lot of our drivers have underlying health conditions such as diabetes so they're having to self-isolate. The company is recruiting a lot of new staff to keep up with the demand.

"As a driver, I don't spend a lot of time at the site as I'm out on the road. Once I'm out of the site, I'm in my van and at the moment that feels like the safest place to be.

"Delivering is a lot easier now as there is hardly any traffic on the roads and the customers

are always in! Thankfully, I have found most customers are lovely. They're grateful that we are delivering food to their door and the ones who are isolating are really pleased that they can talk to someone for a couple of minutes.

"I feel very fortunate because I know that my positive experience is relatively rare. A lot of my colleagues in retail are struggling with increased workloads and abuse from customers. And they're also worried about their own health and the health of their loved ones.

"The uncertainty of what's going to happen is proving very challenging for lots of people, including myself. We don't know how long

we're going to be in lockdown. Will businesses survive? Will there be a recession? Not having answers to these questions is very difficult as people can't

plan anything. I'm worried that when we do eventually come out of this, the isolation, the loss of loved ones and the uncertainty around jobs could lead to a massive rise in mental health issues.

"At the moment the Government thanks NHS workers every Thursday but let's not forget it was the Conservatives who voted against a pay rise for nurses with great whoops of delight.

"The Government has recognised retail workers as 'essential workers', which is nice enough. But once this is over will they give all 'essential workers' a pay rise or will everything go back to the way it was?

"My hope is that both the Government and employers will recognise the great work done by millions of workers who put themselves and their families at risk to keep this country running."

"The uncertainty of what's going to happen is proving very challenging for lots of people."



Know Your Rights

Covid-19 has had a significant impact on all our daily lives, at work and at home.

Pensions and C

Pension types

Q Have all types of pension schemes been affected?

STATE PENSIONS

It may be reassuring to know that the State Pension is not affected by fluctuations in the stock market.

DEFINED BENEFIT (FINAL SALARY) SCHEMES

If you are currently a member of a Defined Benefit (DB) arrangement, where your pension is directly linked to your pay and how many years you have been in a scheme or perhaps you might have benefits in a closed DB scheme, it is important to understand that the investment risk is borne by the employer.

It is your employer's responsibility and that of the Trustees, to ensure that all the promises which have been made, continue to be met.

The Pension Regulator introduced a package of measures to help employers through these unprecedented times, whilst protecting members' interests.

DEFINED CONTRIBUTION SCHEMES

Many DB schemes have now closed so if you are currently contributing to a workplace arrangement it is more than likely that you will be a member of what is known as a Defined Contribution (DC) scheme.



If you are contributing to a DC pension you will have your own pension pot and your contributions will more than likely be invested in line with choices you made when you first joined the scheme.

Many will be invested in what is known as a "default fund" which is offered by pension providers as most people do not feel confident making their own investment decisions. This is

The pandemic has undoubtedly affected our finances including pensions and here we address some of your questions.

COVID-19



where you leave the investment decisions to the experts.

These pensions will undoubtedly be affected by the current market volatility to some degree, however, regulators are urging savers to keep calm and not rush to make any decisions about their pension in response to the Covid-19 pandemic.

Investments

Q What has happened?

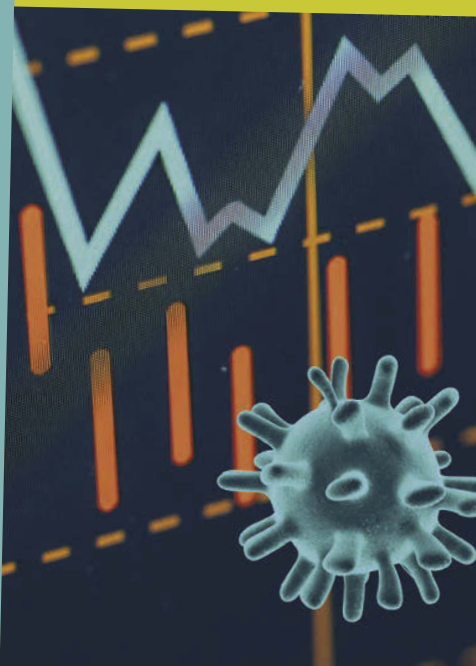
When you are a member of a workplace pension both your contributions and your employer's contributions are invested.

They are invested in a range of assets, these might include stocks and shares (also known as equities), government bonds (gilts) commercial property or foreign currency.

As a direct result of the pandemic, stock markets across the globe have fallen and many other assets have suffered from considerable volatility.

However pensions should be considered as a long term investment, there will always be fluctuations in the stock market and periods of high volatility that occur over the short to medium term.

It is important to understand that big stock market crashes usually recover in the following years.





Take action

Q Do I need to take any immediate action?

As mentioned earlier, it is important to understand that if you're currently paying into a workplace pension and have several years before you're planning to draw on your pension, then there is time for your pot to achieve growth over the long term and recover from fluctuations in the stock market that occur in the short to medium-term.

If you're close to retirement or considering it within the next five years, you may have seen your funds "lifestyled".

This means as you get closer to your retirement age the pension provider will automatically switch your money into lower risk/lower return investments such as bonds and cash. The idea is to try and ensure there are no nasty surprises as you get closer to retirement such as a sudden drop in the value of your pot.

This doesn't mean your pension investment

won't have been affected, but it should be less than if you had remained invested completely in shares.

Not all pension schemes offer automatic lifestyling so it might be worthwhile checking what type of funds your pension is invested in.

You may have chosen to invest your retirement savings yourself and find your pension is still invested mostly in shares or you might be closer to your retirement age and looking to retire soon, the important thing is not to panic. Try to take as much time as you can, markets are likely to recover. Depending on when you are planning to retire however, you may have to consider taking a lower income or retiring later.

If you are in a position to do so you might want to think about increasing your contributions right now. Every contribution you make is boosted by 20 per cent tax relief and your employer may also match any increased regular contribution, please refer to the Usdaw website in the Pension Section for more information www.usdaw.org.uk

Know Your Rights

Furloughed

Q What happens to my pension if I have been furloughed?

Government announced new measures to support employers on 20 March 2020 in the form of the Coronavirus Job Retention Scheme.

In a nutshell Government agreed to meet 80 per cent of the usual monthly salary costs of employers up to £2,500 per month for each furloughed employee.

Government will also meet employer National Insurance contributions and minimum auto-enrolment employer contributions on this minimum salary.

Employers have had the choice to pay furloughed employees more but this has meant they must also have paid National Insurance and pension contributions on the extra salary.



Pension transfer

Q I'm tempted to transfer my pension pot, is this the right thing to do?

Fears over the impact of the pandemic on our finances could make some of us more vulnerable into making bad decisions.

The pension regulators have urged pension savers not to panic and take their time when making any decisions about their investments.

Unfortunately not everyone will have your best interests at heart and this will be a perfect opportunity for the scammers to look at how they can increase their fraudulent activity.

If you are an Usdaw member and would like to talk this through with someone contact

**the Usdaw Pension Section
on 0161 224 2804**

Confused

Q I'm really concerned I don't understand pensions, what should I do?

We would recommend that you talk to someone who can be trusted. If you are an Usdaw member and would like to talk through your worries or concerns or even if you would just like to find out more about your pension contact the Usdaw Pension Section on **0161 224 2804**

or email us at pensions@usdaw.org.uk

Free Legal support for members

Usdaw has its own legal department with qualified professionals working exclusively for Usdaw members, backed up by a nationwide network of solicitors.

The union's legal service is free from the day you become a member and covers accidents and injuries, wills, prosecutions, conveyancing, probate and also legal advice about non-work related matters.

With private solicitors charging over £100 an hour for their services and high street personal injury solicitors typically taking 25 per cent of your compensation you can't beat Usdaw's Legal Plus service.

As an Usdaw member you are entitled to...

- ◆ **FirstCall Usdaw** – Legal assistance for any accident, anywhere in the UK, and for accidents/injuries outside of the UK while on a package holiday.[†]
- ◆ **Legal assistance in all employment matters.***
- ◆ **A free will-writing service** for you and for your partner saving you up to £250.
- ◆ **Conveyancing** – Usdaw solicitors will deal with all stages of your property transaction, professionally and efficiently, at favourable rates. You will receive a written quotation at the outset so you won't have any unwelcome surprises.
- ◆ **Probate** – Sorting out probate when someone dies can be stressful. Union solicitors can provide sympathetic and professional advice at special rates.
- ◆ **Free initial legal advice** – You are entitled to free advice from the union's nationwide network of solicitors and special follow-up rates about any non-work related legal problem. For example:
 - ◆ **Consumer issues**, if you've bought a car or a washing machine that simply isn't up to standard and the sales person refuses to do anything about it.
 - A dispute with your landlord, the council, or with nuisance neighbours.
 - A matrimonial or other family problem at home, or want advice about debts.
- ◆ **Help for your family**

Children of members, who are aged under 18 years of age, are covered for any accident, anywhere in the UK (including where they are victims of violent crime) and also if injured outside the UK on a package holiday.[†]

Also, Usdaw looks after your immediate family too. If a family member living with you is injured in a road traffic accident, they are fully covered by Usdaw Legal Plus.

[†] Package holiday claims mean accidents, injuries or other personal injury claims covered under the Package Holidays and Package Tours Regulations 1992.

*Legal assistance in employment matters when we think you have reasonable prospects of success.

Please note: Usdaw Legal Plus is not an insurance policy. The Personal Injury cover does not replace the need to obtain specialist holiday insurance, car insurance and home insurance.

Other legal advice services...

Pensions advice

Usdaw has a specialist pensions section, ready to help you with any questions about your pension. Where appropriate we will also support legal action to secure your pension rights.

To contact the Usdaw pensions section call 0161 413 0920 or email pensions@usdaw.org.uk

Health and Safety advice

The union also has specialist advisors in all matters affecting health and safety in the workplace. You can contact the Usdaw health and safety section on 0161 413 0927 or email healthandsafety@usdaw.org.uk

The Legal Plus service is offered subject to the rules of the scheme. A member must be fully paid up at the time of the problem and remain so. Legal assistance will not be granted to a family member if they should have been in Usdaw themselves.

Legal assistance cannot be granted to bring proceedings against the union.



An Usdaw member who recently used the legal service gave this review...

"I took out membership with Usdaw because I know from experience it's always useful to have help and advice regarding any employment issues. I was also interested in the free legal assistance and support in a number of non-work related matters, as I realise how helpful this is when it can be very expensive to seek it out on your own.

"The union offers a great deal of benefits for very little cost, which is not only reassuring but great value too. I have been very pleased with the quick response, the professionalism and sound advice I've been offered by the legal team, who go above and beyond to help."

For more information visit

www.usdaw.org.uk/legalplus

LEGAL PLUS

Accident at work

Usdaw's legal support ensured Tracy won £1,800

Tracy Martin has been a member of Usdaw for over 20 years and a rep for three years so she knew she could count on the union after an accident at work.

Tracy, who works in the Sainsbury's cafe in Bridgend, was collecting a trolley stacked with dirty dishes in August last year. As she pulled the trolley towards her it toppled over crushing her hand.

"The trolleys are old and flimsy, this is actually the second time one has fallen on me," said

Tracy, 59. "I didn't realise what had happened until a customer pointed out that the wheel had come off. I went to see the manager and they just bandaged my thumb and sent me back to work. I was in agony and felt really angry that the incident wasn't taken seriously.

"As the day progressed my hand became swollen and the pain got much worse so I went to casualty. Thankfully it wasn't broken but it was badly bruised and sprained. I was off work for three weeks recovering. I was unable to use my hand and I live on my own so it was a struggle.

"I was angry that this had happened again and

that's what pushed me to contact the union.

"Being a rep, I already knew about FirstCall Usdaw and had actually used the service many years ago. The process has changed a little, all the forms are now online and I'm a bit of a technophobe, but the solicitors were more than supportive and were happy to help me over the phone. Everyone I spoke to was very friendly.

"It only took six months for the case to be settled and I was delighted to receive £1,800 in

compensation.

"A lot of members are frightened to contact the union if they have an accident at work in case they get into trouble with management, but employers have a legal duty to protect the health and safety of their staff and when they fail to do so employees have a right to seek justice. As a rep I'm constantly telling people about the union's legal service, it's another excellent reason to be a member of Usdaw."

"You don't think about unions offering legal advice and support."

Slips, trips and falls



FirstCall Usdaw supported Janet with her accident claim

Janette Salisbury was delighted that Usdaw's legal service was straightforward and helped her win £6,400 after being involved in an accident at work that left her with a back injury

Janette Salisbury was thankful for her Usdaw membership after an accident at work, that wasn't her fault, left her with a severely bruised back. She contacted FirstCall Usdaw and union solicitors took on her case. Nine months later Janette was awarded £6,400 in compensation.

The accident happened in March 2019. Janette was at work in Gloucester indoor market and visiting the stock room in the basement. The light wasn't working so Janette was forced to walk down the stairs in darkness causing her to slip and fall on her back.

"The light had been broken for a while," said Janette, who has been an Usdaw member for 10 years. "The council owns the building and had failed to fix the light even though lots of businesses in the market had complained.

"I thought I had reached the bottom step but I hadn't and I fell. I didn't think much of it at the time, I was just embarrassed and got up quickly. Then a couple of minutes later the pain

in my back started and gradually got worse. I told my boss and we phoned my husband to take me to the hospital.

"An x-ray ruled out any breaks and the doctors diagnosed bruising to the bone in my lower back and left leg. I was given painkillers and sent home to rest.

"When I returned to work a week later I couldn't believe that the light was still broken. That's when I decided to contact the union.

"I already knew about FirstCall through the member stories in *arena* magazine. The legal team and the solicitors were very helpful and the whole process was straightforward. I just phoned up, told them what had happened and they took it from there. They arranged for me to see a private doctor who confirmed my injuries, and then in January this year I received a cheque for the compensation.

"FirstCall is a fantastic benefit of Usdaw membership and I would thoroughly recommend it to everyone."

Road Traffic Accident

There's more to FirstCall Usdaw

An Usdaw member, who chose to remain anonymous, talks about his traffic accident

A member of Usdaw was involved in a horrific car accident through no fault of his own in 2016 leaving him with serious injuries. He contacted the union for help and solicitors took on his case eventually securing him significant compensation.

The member was driving home from work when he was confronted with a car travelling towards him in his lane – the driver was attempting to overtake a van. In order to avoid a head on collision the member was forced to swerve off the road crashing through a fence and into a field.

“I was fully awake throughout the crash and initially felt fine, but 20 minutes later I started to get severe shoulder pain and I was struggling to breathe. I went to hospital where I had an emergency operation to release the pressure in my collapsed lung. I'd also

sustained a broken shoulder and broken ribs.

“I was in hospital for a week and in recovery at home for about three months. It took me a few weeks to start using my arm again as initially I couldn't even move it.

“A colleague at work recommended FirstCall, so I contacted the union a few days after the accident.

“The process was so simple. I was referred to a union solicitor who took care of everything and kept me informed every step of the way.

“Shockingly the driver of the oncoming vehicle had failed to stop at the scene and was never traced but thankfully we were able to proceed with the case through the Motor Insurers' Bureau who accepted full liability.

“I still don't have full range of movement in my shoulder but with a lot of gym work it is now just as strong as my other one.

“The union was there for me when I needed it most and supported me throughout the case. I intend to remain a member and I'd recommend membership to everyone.”

THE MOTOR INSURERS' BUREAU

If you are involved in a road traffic accident either as a driver or a pedestrian and the driver of the other car is uninsured, or leaves the scene and cannot be traced, you can make a claim through the Motor Insurers' Bureau (MIB) – In fact even if there is no other vehicle involved, eg, if you skidded or slipped on an oil spillage, a claim could still be made.

The MIB will consider claims for vehicle and property damage as well as injury where compensation cannot be claimed from another source such as an insurance company. (It also covers hit-and-run victims).

You should follow the usual recommendations if you have an accident and get details of the driver, the vehicle, phone number(s), email address and photographs if applicable.

You should report the incident to the police and get a crime reference number.



Read how Sharon took up learning
to take back control of her life

Usdaw rep Sharon wins learning award

Faced with the threat of redundancy from a job she had been in for 30 years, Usdaw member Sharon Brazier decided it was time to enhance her skills and prepare for the future.

With the support of the union, she enrolled on a text processing course at night school at her local college. Three years later Sharon has successfully completed several more courses and earlier this year she was honoured with the Northern Ireland Trade Union Learner of the Year award.

“I became a member of Usdaw in 1995 and knew all about the lifelong learning side of the union thanks to our brilliant in-store union learning rep Jennifer Gracey,” said Sharon who has worked as a wages clerk in the admin and payroll department at Tesco Lurgan. “She is a great promoter of all the courses that are available through the union and is very encouraging with the colleagues to help them get started.

“I hadn’t really thought of going back to learning before because I love my job and never really thought it necessary. Also, when you work full time, finding the energy and time can be difficult. It was the fear of losing my job in 2017 that made me take the plunge. At 47, being told that I might not have a job really scared me. I was faced with the choice of waiting to see what happened or preparing for the worst, so I decided to prepare.

“I enrolled on a text processing course at Southern Regional College in Portadown and



I can honestly say I felt sick with nerves that first night, it wasn’t even a difficult course but I was the oldest student there. As time went on I loved it, I felt that I was taking back some control from a situation where I originally had no control.

“While I was undertaking that course the tutor recommended I look at a Sage course for the second year, Jennifer helped me find an online Accounting and Payroll course and I signed up straight away. Even though I had worked in retail for 30 years, I had been in admin and wages for the last 13 years and I knew if I ended up leaving I wanted to be able to apply for a similar position somewhere else.

“The classes were one night a week, so I would work from 8am until 5pm and go to school for 6pm. I only ever missed one class and that was to celebrate my 50th birthday.

“I found the Sage course frustrating at times, it was all new to me and the younger students seemed to pick it up so much faster,



LIFELONG LEARNING

The union's lifelong learning campaign was launched in 1998 to provide members with the chance to return to education and improve their skills, knowledge and career prospects. Since that time more than 80,000 members have returned to some kind of learning supported by the union including distance learning, college courses, apprenticeships and university degrees.

To make it even easier to take up the learning opportunities on offer, members now have exclusive access to the online learning gateway. Through the gateway members can read more information about the learning opportunities available and access online courses in English, maths, ICT, languages, CV writing and much more.

Members can access the online learning gateway through the Usdaw website at: www.usdaw.org.uk/onlinelearninggateway

To find out more about returning to education speak to your union learning rep or contact your local Usdaw office – details can be found on page 46. **Visit**

www.usdaw.org.uk/lifelonglearning

but my husband was very encouraging and supportive and told me not to let that intimidate me or stop me completing the course and in the end it didn't.

"The courses have helped me in my current job role because everything is now moving online and I have been able to embrace the change with more confidence.

"I've also been able to help and encourage other colleagues around my age and older to not be afraid of the changes. Our generation were brought up when the scientific calculator was as technical as it got and there was one computer for the whole school, so a lot of us can be technophobic."

At this year's Northern Ireland Union Learning Conference, held in March, Sharon was presented with the award for Trade Union Learner of the Year 2020. The award celebrates the success and achievement of a trade union learner who, through union-led learning has excelled, transforming their own working life

and inspiring others.

"I was truly honoured to win the award and very touched at being nominated by Usdaw's lifelong learning project worker Lorna Morton. I wouldn't be where I am without the support and encouragement from both Jennifer and Lorna. The trophy is proudly displayed on the bookcase in my living room.

"I have no regrets about returning to education because in two and a half years I have become calmer about what the future holds, no more panic attacks or sleepless nights wondering if anyone would hire me, I feel I can stand up and say not only do I have the years of experience but I'm also capable of learning and adapting to any new situation.

"I can clearly see my job coming to an end at some point, what that end will look like, change of duties or redundancy, is out of my hands, but I no longer fear what the future holds."

MemberOffers

Some of the offers are temporarily unavailable due to the Coronavirus pandemic but keep checking the website for regular updates

CARS & TRANSPORT

Car Hire
Car Leasing
Car Maintenance
Fiat
Startrescue
Usdawdrive
Vauxhall Cars

HEALTH & BEAUTY

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

INSURANCE

Accident Protection Cover
Car/Home/Travel
Insurance
Life Insurance
Pet Insurance
50+ Personal Accident
Cover
Free £5,000 Accidental
Death Cover

LEISURE & ENTERTAINMENT

Beer52
Cinema at Home: Chili.com
Cinema Tickets
Cinema at Home: Rakuten TV
Discount Card
English Heritage
Go Ape
Golf Membership
Magazine Subscriptions
National Trust Gift Cards
Online Ticket Store
Theme Parks and
Attractions
Virgin Experience Days

HOLIDAYS

Airport Parking, Lounges &
Hotels
Away Resorts
Cottage Breaks
DFDS Ferry Crossing
Forest Holidays
James Villa Holidays
Lost Luggage Protection
Parkdean Resorts
Pontins
Wightlink Ferries

MONEY & FINANCE

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

SHOPPING

Apple
Crown Decorating Centres
Discount Card
Domestic Appliances
Flowers
Magazine Subscriptions
TM Lewin
Usdaw Prepaid Cashback
Card
UsdawRewards Cashback
Virgin Wines

MISCELLANEOUS

Funeral Planning
Gas and Electric
Mobile Phones
TOTUM Pro/NUS Extra
International Student ID Card

www.usdaw.org.uk/offers*

Find out more

www.usdaw.org.uk/offers*

*Terms and Conditions for individual offers on the website.

SUMMER OFFERS★SUMMER OFFERS★SUMMER OFFERS★SUMMER OFFERS

CINEMA AT HOME



**17.5% off
movie rental!**



**Rent movies at home for less
with chili.com***

All the latest releases (and tens of thousands of your favourite movies) at discounted prices*

www.usdaw.org.uk/offers*

NEW EXPERIENCES



Save 20% on stay-at-home experiences

**Virgin
EXPERIENCE
DAYS**

Save 20% off Digital Experiences*

Discover something new from the comfort of your own home. Usdaw members can save on a range of online experiences including cooking classes; arts and crafts sessions; home/DIY tutorials and tutored gin tastings. There's something for everyone at Virgin Experience Days.

www.usdaw.org.uk/offers*

FRIENDLY SAVINGS



Open a savings plan and get a shopping voucher worth up to £55*

Our endorsed savings partner, Shepherds Friendly, is offering an exclusive Love2shop voucher code worth up to £55* when you open a savings plan with them, if you are a member of Usdaw.

They offer savings plans for the whole family, ranging from a Stocks and Shares ISA for yourself, a Junior ISA savings plan for your child or a young saver plan for your grandchild. Please remember, when investing, your capital is at risk.

Call **0800 526 249** or visit: www.shepherdsfriendly.co.uk/usdaw

USDAW INSURANCE



Protecting members for over 15 years

We know there has been a huge impact on everyone due to Covid-19, caring for and worrying about loved ones, social distancing and lockdown. It would be very easy not to remember insurance for your home, but please remember we're here to help. Usdaw Insurance provides Home Insurance to Usdaw members and their families – find out more at: www.usdaw.org.uk/offers*

*Terms and conditions apply to all benefits. See website for details. Offers subject to change without notice. Usdaw Discounts & Offers is managed and run on behalf of Usdaw by Parliament Hill Ltd. Further benefits are organised directly by Usdaw Membership Services. Please see website for further details.



Social distancing

Q I work in a convenience store. The aisles are narrow and customers aren't paying attention to the 2-metre social distancing rule. What can I do?

If a customer does get too close, ask them politely to step back. Point to the signs your employer has put up if necessary. You can step back yourself, even if it means interrupting your

work. If the customer persists or becomes abusive, call for assistance. If it is happening all the time and you feel concerned report it to your manager. If there is a problem with an individual customer who ignores requests to step back the manager should speak to them. If it is lots of different people, it may be necessary to tighten up on the numbers in store at any one time.

Wearing gloves and hand hygiene

Q I work on the checkout and I am not being supplied with gloves to protect me from catching Covid-19. Should my employer provide me with a supply of disposable gloves?

Gloves do not provide a barrier to becoming infected with Covid-19 as it is not absorbed through the skin. A person who is shedding the virus will pass it onto another person through respiratory droplets they sneeze, cough or exhale. They can also pass the virus on by touching surfaces with



contaminated hands. If you touch a contaminated surface with gloves it will be passed onto them the same as your hands. If you touch your face with contaminated gloves the virus will still be passed onto your face or mouth. Washing your hands correctly

**SEND YOUR QUESTIONS TO
ARENA'S HEALTH EXPERTS:**

The Editor, arena, Usdaw,
188 Wilmslow Road, Manchester,
M14 6LJ or email:
arena@usdaw.org.uk

for twenty seconds and regularly and avoiding touching your face is needed to prevent transmission of the virus.

**Compulsory
face masks**

Q In some other countries it is compulsory for everyone to wear a mask when in public or for customers to wear masks in stores. Why is it not the same in this country?

Some experts argue that getting the public to cover their nose and mouth with some form of face covering could help by trapping any droplets they exhale. They don't need to be surgical masks, even scarves or simple cloth masks would trap some of the particles. But many fabrics are not effective at trapping particles.

Most fabrics will quite quickly get impregnated with moisture from your breath and provide a warm, moist environment which is perfect for viruses and other infections. People fiddle with their masks and scarves all the time (often without being

**For further information
on health and safety go
to www.hse.gov.uk**

aware they are doing it). So, they transfer viruses from other surfaces to the surface of their mask or, if they are infected, transfer viruses from their masks to other surfaces they touch. There is also a concern that some people may have a false sense of security because they are wearing a mask and will be less careful about following social distancing rules.

For all these reasons public face covering may have at best a limited effect on

reducing risk. Regardless of whether it becomes Government policy, or if it becomes more common because of social pressure, it can never be a substitute for the rules on good hand hygiene, regular cleaning of surfaces that may be infected and social distancing by staying at home, especially if you have symptoms, and maintaining physical distancing when you are out in public.



arena crossword

Correctly complete the grid to spell out the hidden words and you could win a £50 shopping voucher!
Closing date 6 July 2020

(Not open to Usdaw staff)



Win! £50

Word up!

Complete our prize crossword to spell out the hidden words (5,3) in the yellow squares and you could be one of three members to win a £50 shopping voucher. The first three pulled out of the hat...win!

Email your answer along with your name and address to:

arena@usdaw.org.uk

Please put 'xword' in the subject box.

www.usdaw.org.uk/xword
Solutions available from 7 July 2020.

ACROSS

1. Vocalist (6)
7. Hardhearted (8)
8. Company of musicians (4)
10. Subsides (6)
11. Shopping mall (6)
14. Diocese (3)
16. Carries (5)
17. Nagging pain (4)
19. Auctioneer's hammer (5)
21. Stair part (5)
22. Group of nine (5)
23. Romantic appointment (4)
26. Glory (5)
28. Obtain (3)

29. Loves intensely (6)
30. Develop into (6)
31. Mosque prayer leader (4)
32. German shepherd (8)
33. Sprinkle with flour (6)

DOWN

1. African desert (6)
2. Pointed beard (6)
3. Sticks (4)
4. Fourth part (7)
5. Capital of Morocco (5)
6. Hereditary units (5)
8. Strike, informally (4)
9. Born (3)

12. Mountain pass (3)
13. Player's first game (5)
15. Intense beam of light (5)
18. Nimbus, e.g. (5)
19. Alcoholic spirit (3)
20. Animal doctor (3)
21. Flower-shaped badge (7)
22. And not (3)
23. Ten years (6)
24. Minute particle (4)
25. Come into view (6)
26. Eskimo boat (5)
27. Throw water over (5)
28. Jewel (3)
30. Tie fast (4)

arena letters

**HAVE YOUR SAY –
SEND YOUR THOUGHTS TO:**
The Editor, arena, Usdaw,
188 Wilmslow Road, Manchester,
M14 6LJ or email:
arena@usdaw.org.uk



**The Unison Hull and East
Riding Health branch.**

Shopworker thanks ✓

Dear members of USDAW,
I work at Hull University Teaching Hospitals Trust
in Hull, East Yorkshire and I would like to offer
my heartfelt thanks to your members who work
at Morrison's supermarket in Beverley and Hull.
Morrison's have kindly opened their supermarkets for
NHS staff between 7am and 8am allowing us to shop
easily, and the staff are so kind and helpful. This has
made such a difference to my colleagues and to our
branch's members, and something as simple as this
kindness has reduced many of us to tears over the last
week. Please pass on my thanks from our branch



Reply from Paddy Lillis

Many thanks to NHS worker and @unisontheunion member
Rachel for her message of support for shopworkers – and from
myself and all Usdaw members, a big thank you to Rachel and all
her colleagues in the NHS for



Valerie Vaz MP

Key Workers ✓

Thank you to our key workers
#solidaritywithshopworkers

From: Former Labour MP Douglas Alexander
Sent: May 2020
To: Usdaw

Dear Usdaw

I hope the USDAW team are keeping safe and well in these
deeply worrying times. I just wanted to be in touch to say how
grateful I am, and all of us should be, to all of your members who
are putting their health on the line during this crisis to ensure that
communities can still access food and other necessary supplies.
Thank you also for everything the Union is doing to help retail
workers across the country during these unprecedented times
- this crisis is a powerful reminder of the importance of worker
representation and solidarity. All power to you and very best
wishes.

Stay safe.
Douglas

And celebrating loyal Usdaw members.... 30 year awards



Sheila Reeve, Rep at Tesco
Pitsea in Essex



Darin Byers (centre) with branch members
from Carlisle Cavray F024

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

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...**

davidf via Getty Images

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

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 send it to **ARENA PRIZE DRAW**, Usdaw, 188 Wilmslow Road, Manchester, M14 6LJ.

The weekly rates (applicable from 1 July 2019) are **£2.48 for Scale A** (applicable to full-time and part-time workers) and **£1.61 for Scale C** (applicable to part-time workers only)

Four prize draws a year

You can also enter online:

www.usdaw.org.uk/recruitafriend

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.



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

Please tick the appropriate box

Ms Miss Mrs Mr Mx Other _____ Female Male

Surname _____

Forename _____

Full Postal Address _____

Postcode _____

Tel. No. (inc. STD) _____ Mobile No. _____

Email _____

Date of Birth

D	D	M	M	Y	Y
---	---	---	---	---	---

 Age _____

Company Name _____ Occupation _____

Workplace Address _____

Postcode _____

Location Number _____ Employee No. _____

Have you been a member of Usdaw before? Yes No

Choose your membership rate. 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. For details of current membership rates and cash benefits visit www.usdaw.org.uk

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

Please tick the appropriate box **Scale A** Full or Part-time workers **Scale C** Part-time workers only

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 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 188 Wilmslow Road, Manchester M14 6LJ.

Member's Signature _____ Date _____

Recruiter's Name _____

Recruiter's Membership No. _____

A Brief Guide to Usdaw

Udaw is the UK's fifth biggest trade union with over 400,000 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.

Udaw 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.



Udaw membership includes...

Representation in meetings

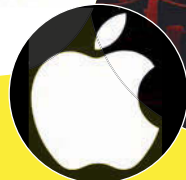
There are over 9,000 Usdaw reps in workplaces across the country. If you have a problem at work, or need advice on an issue, Usdaw reps are on hand to advise and represent you in grievance, disciplinary and sickness meetings. The union can also provide specialist advice on pensions, health and safety and legal queries.

Free accident cover

Workplaces with unions have far less 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

Udaw partners with a number of organisations to give members deals and discounts on everything from cinema tickets, to home, car and travel insurance, to great discounts at high street shops and restaurants. For further information please see the member offers pages within the magazine or go to www.usdaw.org.uk/offers



Where to find information

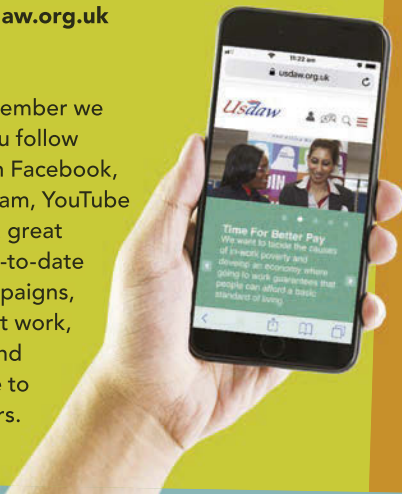
Usdaw Website and news

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

Social media

As an Usdaw member we recommend 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.



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 division and the wider union. Your branch number is printed on the wrapper of each issue of arena and will start with a letter 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

Want to get more involved?

How to contact the union

Usdaw divisions and offices

Usdaw divides the UK into seven geographical divisions. 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

Update your details:
www.usdaw.org.uk/update



A South Wales and Western Division
Bristol 0117 931 9730
Cardiff 029 2073 1131
Plymouth 01752 765930

C Eastern Division
Bury St Edmunds 01284 775700
London 020 7323 5550
Waltham Cross 01992 709280

E Midlands Division
Redditch 01527 406290
Kegworth 01509 686900

F North Eastern Division
Leeds 0113 232 1320
Newcastle 0191 296 5333

G Scottish Division
Edinburgh 0131 556 5242
Aberdeen 01224 652820
Glasgow 0141 427 6561

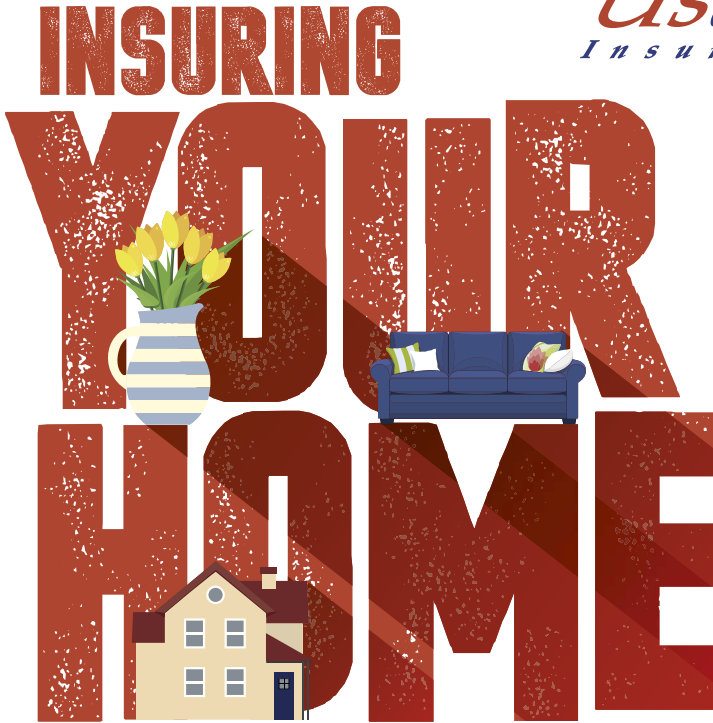
H Southern Division
Faversham 01795 532637
Andover 01264 321460
Morden 020 8687 5950

K North West Division
Preston 01772 704003
Belfast 028 9066 3773
Warrington 01925 578050





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INSURING YOUR HOME



DID YOU KNOW?

-  You won't be charged extra for paying by monthly direct debit
-  Alternative accommodation is for you AND your family and pets, should your home be uninhabitable due to a claim
-  You're covered for accidental damage to TVs, laptops and games consoles in the home
-  Usdaw Insurance has been protecting members for over 15 years

94%
of our customers
are satisfied[^]



Get a quote for your home now
Call **0800 376 0300**^{*} (Quote arena220)
or visit **usdawinsurance.co.uk/arena220**

★ Trustpilot



Trustscore 4.6 | 1,167 reviews[†]

[^] Research carried out by UIA (Insurance) Ltd, December 2019. ^{*} Lines are open 8.30am-8pm Mon-Fri. [†] Trustpilot rating correct as at 1 April 2020.