

FirstCall Usdaw the free accident claim helpline – 0800 055 6333

arena

www.usdaw.org.uk

WINTER 2016

Q&A

YOUR HEALTH
QUESTIONS

Membership

*Building
a strong
union*

**YOUR USDAW A-Z
UNDERSTAND
YOUR UNION**

Get Involved

*Do you have
what it takes
to be a rep?*

**PEOPLE
LIKE YOU
JEROME
EATOUGH**

**MEMBERS TELL
THEIR STORIES**

on legal victories



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



General Secretary John Hannett A united Labour Party can win

We live in a divided country. The gap between rich and poor is growing, low wages are widespread, and we have seen more attacks on migrant workers. Electorally the divisions are stark: Labour is virtually unrepresented in the south, outside of London; the Tories barely present in northern metropolitan councils and nationalism is rampant in Scotland. The European referendum vote split the country almost in half.

For Labour, the true workers' Party, the challenge is to build a vision that speaks to all parts of the country and engage with people of differing views, because our primary purpose is to secure the confidence of voters, win elections and form a government.

Labour has always been a broad church; a place where people who share common values unite, even when we don't agree we have to respect each other. Labour can reunite our country; by giving workers greater control over their lives, allowing workers a collective voice through trade unions and helping employers re-find their moral compass and treat employees with respect.

We must reach out way beyond our traditional voters; to those who are tempted by UKIP, to the voters who couldn't place their trust in us in 2010 and 2015 and reluctantly voted Conservative; to the Liberal Democrat supporters who lost faith when their MPs propped up a Conservative-led Coalition, and we must remake the case for Labour in Scotland.

It's been a tough year but Usdaw will fight on to protect workers' rights. Looking ahead to the festive season, may I wish all of our members a very happy Christmas and a prosperous New Year.

John Hannett, General Secretary



arena

Published by

USDAW

188 Wilmslow Road,
Manchester M14 6LJ
T. 0161 224 2804
F. 0161 257 2566
E. arena@usdaw.org.uk
W. www.usdaw.org.uk

HEAD OF MEDIA & COMMUNICATIONS

MIKE GLOVER

EDITOR

Peter Rees-Farrell
E. arena@usdaw.org.uk

REPORTER

Mairead Bradley

EDITORIAL ASSISTANT

Paula Barke

ADVERTISING & DESIGN

Century One Publishing

Alban Row, 27-31 Verulam Road,
St. Albans AL3 4DG
T. 01727 893 894
E. enquiries@centuryonepublishing.uk
W. www.centuryonepublishing.uk

Advertising manager

Jonathan Knight

T. 01727 739 193
E. jonathan@centuryonepublishing.uk

Design & production

Heena Gudka

Print

William Gibbons & Sons Ltd

Paper produced from ecologically sustainable sources.

arena is the membership magazine of the Union of Shop, Distributive and Allied Workers (Usdaw).

Published quarterly, **arena** is distributed to Usdaw members.

Copyright: 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 2016**



Usdaw
Union of Shop, Distributive
and Allied Workers
www.usdaw.org.uk



p08



p35



p44



p20

Membership Week in the picture

Inside this issue

Legal Plus & FirstCall Usdaw

22 Winning for you How FirstCall Usdaw is helping members win compensation for injuries.

People like you

08 Denise Evans An incredible five years for busy activist after she became a union rep.

Features

12 A beginners guide to Usdaw Understand how individual members fit in with the union nationally.

16 Could you be a union rep? Activists are the life-blood of the union, could you take the next step?

20 Membership Week round-up arena pictures some of the events from across the UK.

28 Summer schools How the class of 2016 enjoyed their residential training courses in September.

38 Retail Trades Conference arena reports on the second biggest event in the union's calendar.



Facilities under scrutiny

Workers' health in focus

32 Health and safety special... All of your questions answered on everyday workplace issues.

Regulars

04 Latest News The latest members' survey results, the BHS pension debacle and M&S pay cuts.

47 New Recruit a Friend A bumper £500 prize now on offer in our recruitment draw.

Letters

40 Have Your Say Your news, views and pictures on the topical issues of the day.

Your opinions count

Usdaw asked 30,000 members for their views on the union, here's the replies...



The majority of union members are satisfied with Usdaw and would recommend membership to a friend or colleague, independent research has found.

The biennial survey, carried out by the highly respected **Insight** organisation, was sent out to 30,000 members to gauge their feelings on Usdaw. It was the fifth survey since 2007 and the main findings were:

- **70 per cent** of members say that they would recommend Usdaw membership to friends/colleagues
- **66 per cent** say that they value their membership
- **73 per cent** say that they

feel the amount of information they receive about campaigns is 'about right'

■ The most well known campaigns were **Sunday Trading, Freedom From Fear** and **Pensions Awareness**

■ **72 per cent** represented by Usdaw say they were satisfied with their representation

■ **73 per cent** who used Legal Plus FirstCall, say they were satisfied with the service they received

■ **82 per cent** prefer email newsletters as the most preferred communication channel, a big increase on 2014.

Investment pays off

"These are a pleasing set of results but we're not going to rest on our laurels," said general secretary **John Hannett**.

"We need to get more members taking an active part in what we do and we have to work harder to deliver an improved service to our existing members.

"We're not standing still. Our training for reps has improved, we have increased the number of full-time officials and we have invested heavily in our membership records system, website and other communication channels.

"These regular surveys prove we listen to our members and we will continue to do so and we will act on the feedback we receive."

Win a  **fitbit**
courtesy of UsdawProtect
at www.usdaw.org.uk/win



“EXCELLENT CUSTOMER SERVICE”

John Kenway   TRUSTPILOT

£NIL
ROAD TAX



13 REG

CITROEN C1 1.0i VTR 5DR GREY 69K

OUR PRICE £3696



13 REG

VAUXHALL ZAFIRA 1.7 CDTI EXCLUSIV (110) 5DR GREY 27K

ONLY £7697



13 REG

FORD FIESTA 1.0 ECOBOOST 125 TITANIUM 5DR SILVER 29K

ONLY £8399



10 REG

NISSAN QASHQAI 1.5 DCI ACENTA DARK RED 77K

ONLY £6834



12 REG

FORD C-MAX 1.6 ZETEC 5DR BLACK 64K

ONLY £6580



63 REG

MINI CONVERTIBLE 1.6 ONE 2DR AUTO BLACK 43K

ONLY £8950



12 REG

PEUGEOT 508 1.6 HDi 112 SR 4DR WHITE

ONLY £6490



12 REG

BMW 120D SE 5DR BLACK

ONLY £8646



10 REG

SKODA FABIA 1.6 TDi CR 90 SE 5DR MAUVE

ONLY £4880



PART EXCHANGE WELCOME



FULL HISTORY CHECK



FLEXIBLE FINANCE AVAILABLE



NATIONWIDE DELIVERY TO YOUR DOOR



BRAND NEW CARS AVAILABLE ALL MAKES

UP TO 4,000 USED CARS PRICE CHECKED DAILY, COMPREHENSIVELY CHECKED AND FULLY GUARANTEED

HASSLE FREE, RISK FREE CAR PURCHASING FOR USDAW MEMBERS AND THEIR FAMILIES

Usdawdrive

CALL 0333 130 0290

USDADDRIVE.CO.UK  

Finance subject to status. Terms and conditions apply. Applicants must be 18 or over. Guarantee/indemnity may be required. We can introduce you to a limited number of carefully selected finance providers. We may receive a commission from them for the introduction.

Lobby for Respect

Usdaw speaks out against abuse of workers at special parliamentary event



Usdaw's delegation at the House of Commons demands respect for workers

Usdaw members and senior officials took the union's award winning Freedom From Fear campaign to the houses of parliament in October with more than 60 Labour MPs turning out to support the event.

The campaign drive, timed to coincide with the beginning of the festive shopping spree, calls on customers to keep their cool and respect workers. MPs were also able to view the whole array of campaign materials.

General secretary John Hannett said: "We're well in to the busy shopping

season and under pressure staff do not deserve to have irate customers take their frustrations out on them.

"We will also be running our annual Respect Week from November 14-20 when active reps will be holding workplace events to raise awareness about the issues with employers, workers and customers. Our simple message is this – abuse is not part of the job.

"It's not just about in-store staff either, but call centre workers and delivery drivers who we know

face abuse when things don't go the way the customer expects them to. So, let's see an end to shouting abuse, threatening behaviour, and even assaults on staff who are just going about their day-to-day jobs.

"Many thanks to the Labour MPs who turned out to support us and to the lay delegates, members of our national political committee, who travelled to London to promote the campaign."

For more on Freedom From Fear:

www.usdaw.org.uk/campaigns

Online support

News

Members urged to get tech-savvy with Usdaw

Members who are not yet fully up to speed with the digital world can sign up for Usdaw's online home study course designed to improve their online skills and knowledge.

Members can register for the course *Get Online with Usdaw* by visiting the union's website or contacting their local rep.

General secretary John Hannett said: "We know the internet has transformed and improved many people's lives, such as cutting household bills, finding a job or maintaining contact with distant friends and relatives. "However recent research



found that 21 per cent of Britain's population lack the basic digital skills and capabilities to get the most from the internet.

"*Get Online with Usdaw* is a free course for our members who want to feel confident

about using the internet safely at work or at home. The course explains how to use the internet to find information, keep in touch with people and use digital services like shopping or entertainment."

USDW MEMBER BENEFIT

LOGIN: USDW

WANT TO FIND OUT MORE ABOUT DISCOUNTS ON NEW VAUXHALLS?



With Vauxhall Partners, not only do you benefit from discounts on a wide range of new Vauxhalls, but your family members do too.

To find out more go to www.partnersprogramme.co.uk/join. Call 0344 875 2448 or visit your local Vauxhall Retailer.

associate partners
more for / you and your family



VAUXHALL

Official Government Test Environmental Data. Fuel consumption figures mpg (litres/100km) and CO₂ emissions (g/km). ADAM ENERGISED 1.2i (70PS): Urban: 39.2 (7.2), Extra-urban: 65.7 (4.3), Combined: 53.3 (5.3). CO₂ emissions: 125g/km.*

*Model shown is an ADAM ENERGISED. #Fuel consumption information is official government environmental data, tested in accordance with the relevant EU directive. Official EU-regulated test data is provided for comparison purposes and actual performance will depend on driving style, road conditions and other non-technical factors. For Partners Terms and Conditions go to www.partnersprogramme.co.uk/terms-and-conditions. Correct at time of going to press 27/09/2016.

People
like you



Rep's role provides Denise with plenty to smile about

Activist excels as rep

A family bereavement turned **Denise Evans'** life upside down and she needed something worthwhile to focus on to help her get back on track so she decided to become a rep.

The 55 year-old, who works at the Tesco New Oscott Extra store in Sutton Coldfield, has been on a remarkable journey since making her decision.

"I lost my mum to leukemia five years ago," she said. "And since becoming a rep I haven't looked back.

"I've just finished six months with the Organising Academy, which has been amazing.

"I've hit so many personal goals, it's been an incredible

five years for me.

"As an Academy rep I've visited and worked with reps in 28 stores in our division over the last six months.

“I've hit so many personal goals it's been an incredible few years

"I was also part of the union team that went to Parliament for the 'Keep Sunday Special' campaign, another proud moment.

"With the help and support of a great team of reps in my store I've grown into a confident, self-assured, focused and well organised

person. Membership in our store has grown and it's great to feel part of that success.

"I'd like to thank everyone for believing in me and making me realise that the only obstacle in my way was me!"

"I'd recommend the Usdaw academy to any rep who wants to progress. It's been a great experience for me. Believe in yourself. If I can do it, so can you!"

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

www.usdaw.org.uk/bearep



Welcome to the **The co-operative** credit union

If you need cash at short notice pay-day loan companies are not the only option and as an Usdaw member you have a much better alternative.



One of the benefits of your Usdaw membership is you can join the **Co-operative Credit Union**, which offers a wide range of attractive loans and savings options.

The credit union, which is a 'not for profit' co-operative owned and controlled by its members, **provides loans** to support everyday expenses such as unexpected bills and car repairs as well as offering loans for holidays and home improvements.

The **interest rates are competitive** and there are **no hidden charges** or early repayment penalties on loans and they also only charge interest on the

reducing loan balance to save you money. A huge bonus is that the credit union offers **free life cover on all loans up to £5,000** if you are under the age of 70, which means that members protect their family too.

The Co-operative Credit Union, which is regulated by the Financial Conduct Authority and the Prudential Regulation Authority, also provides an easy way to save. **Simply save as little as £10 per month** deducted by direct debit. Withdrawals are easy too.

To join, visit the website:
www.co-operativecreditunion.coop/join/

Or call 0345 6023554 for an
information pack and application form.

Funeralcare



Pre-paid Funeral Plans

So when the time comes, you know they're still in good hands.

For a Pre-paid Funeral Plan that saves you money and your loved ones worry, contact us today for a FREE information pack. Call us on
0800 023 4710

Visit your local Co-op Funeralcare Funeral Home or find us online at
www.coop.co.uk/funeralcare



Co-op Funeralcare is a trading name of Funeral Services Limited, a registered society registered in England and Wales with registration number 30808R and registered office 1 Angel Square, Manchester, M60 0AG. VAT registered 403 3146 04. Part of Co-operative Group Limited. Calls to 0800 freephone numbers are free from landlines but call charges from mobiles may vary and you may want to check this with your service provider.

Green delays

The BHS pension is yet to be 'sorted' by former owner



Pressure on former BHS owner **Sir Philip Green** continues as the retail tycoon has yet to keep his promise to 'sort' the company's pension scheme.

More than 11,000 workers lost their jobs after the chain collapsed in the summer with an estimated £570m deficit in the pension scheme – now facing rescue by the state-backed Pension Protection Fund. The parliamentary inquiry into the sale of BHS dubbed Green 'the unacceptable face of capitalism'.

National officer Dave Gill said: "Philip Green has claimed to 'have been working on this issue on a daily basis', but we have seen precious little

progress so far. Thousands of loyal staff feel totally let down by the actions of a handful of so-called retail experts who seemed more interested in playing a game of corporate monopoly for their own personal gain, rather than running a profitable retail business. The workforce deserve better than that and we will continue to press the Government to ensure justice is done."

Meanwhile, MPs unanimously backed calls for Green's knighthood to be removed. He was variously described as a 'billionaire spiv', and compared to Napoleon and former pension-fraudster Robert Maxwell.

Bogus jobs

Companies that use large numbers of agency or self-employed workers could be investigated by the Government after low pay was uncovered in parcel carrier Hermes.

Other firms including Uber and Deliveroo, who between them have almost 60,000 staff on their books, have been accused of denying their workers employment rights like the national minimum wage and paid holidays and sick pay. The TUC has called for firms who force staff into 'bogus self-employment to be held accountable'.



Usdaw ramps up recognition campaign at underfire M&S

Usdaw has stepped up its recruitment drive at Marks and Spencer after it was revealed the company was forcing through significant changes to staff terms and conditions.

The retailer, which has consistently refused to talk to

Usdaw about recognition, has cut premium payments and changed pension arrangements. Deputy general secretary Paddy Lillis said: "Now is the time for M&S staff to join Usdaw."

Meanwhile, Siobhain McDonagh, Labour MP for

Mitcham and Morden, said she had seen a leaked internal document from the company that shows the retailer was prepared to cut jobs for in-store staff who did not accept revised payment terms.

NEWS IN BRIEF

Zero security

The number of people on zero-hours contracts rocketed by **20 per cent** during the last 12 months to reach **903,000** by the end of June.

The official data estimates this equates to **three per cent of the total UK workforce** with the hospitality and transport sector more likely to use these controversial arrangements.

Retail stumbles

Fifteen shops a day closed in the first six months of the year with fashion sales falling at the steepest rate since the 2008 financial crisis, new figures have shown.

Shoppers spent **£700m less on clothing** in the year to September compared with the same period in 2015. Experts blame the shift to online shopping and predict next year will be worse.



Pension call

Companies and individuals caught dodging their pension liabilities should be heavily fined, according to Alan Rubenstein the head of the Government's Pension Protection Fund.

Increasing the pension's regulator's powers, the ability to force profitable companies to increase their pension payments and the ability to intervene in underfunded schemes should also be considered.

Meanwhile, official figures have revealed that almost **75 per cent** of the annual £27 billion cost of tax relief goes to higher and top-rate tax payers.

Home Insurance you can trust

And we guarantee to beat your
Home Insurance renewal quote*

Why choose Usdaw Insurance?

- Cover against flood and storm damage
- Sheds and garages on your property covered
- Alternative accommodation for you, your family and pets if needed
- We'll find the source of any leak with our trace and access cover

uia & **Usdaw**
mutual Insurance
insurance for trade union members

Call **FREE**
for a quote on
0800 376 0300

Quoting ref: ARENA 316

Lines open 8.30am-8pm
Mon-Fri, 9am-1pm Sat

*'Price Guarantee' is an introductory offer and applies to new customers only for the first 12 months of the policy, subject to our usual acceptance and underwriting criteria. Full terms and conditions can be found by visiting www.uia.co.uk/terms-conditions. To be eligible for this offer, a quote must be requested by 28.03.17. Quotes are valid for 45 days. UIA Mutual and Usdaw Insurance are trading names of UIA (Insurance) Ltd. UIA (Insurance) Ltd is a member of the Association of British Insurers and is a registered society under the Co-operative and Community Benefit Societies Act 2014. Principal Office in England at Kings Court, London Road, Stevenage, Herts SG1 2TP. Usdaw is an Introducer Appointed Representative of UIA (Insurance) Ltd which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority.

Understand Usdaw

Take a look at our beginner's guide to Usdaw

All union members are part of a national organisation with an automatic right to get involved in the democratic process

Usdaw recruits around 80,000 new members every 12 months, year in year out, it has to, just to stand still in terms of its overall membership.

Usdaw organises in sectors with a traditionally high turnover of staff. This is particularly marked in the retail industry.

It all starts with you – the individual member

It all starts and ends with the member. You can choose to pay either Scale A for full and part-time workers at £2.34 a week and this gives you access to the full range of **union benefits**, some of which are subject to a 12 month qualifying period, but include: Free Legal Plus Service and FirstCall dealing with personal injury at work or outside of work, full representation rights, information on your legal and

contractual rights, health and safety, pensions, cash benefits and much more.

Part-time workers can choose to join at Scale C at £1.47 a week and still qualify for the comprehensive legal help and representation rights and qualify for a reduced amount of cash benefits, (more details of these at: www.usdaw.org.uk/benefits).

Once you are signed up member the opportunities to get more involved are many.

Union reps – the lifeblood of the union

Usdaw has around 10,000 reps including health and safety and union learning reps, who are elected by their fellow members in their workplaces. (For more details on being a rep, see pages 16-19 of this issue). The union provides a range of training courses too, for more visit: www.usdaw.org.uk/bearep





USDAW IN NUMBERS...



435,000 MEMBERS

Usdaw recruits around 80,000 new members every year

RECOVERED £18.4m

FOR MEMBERS INJURED
OR TREATED UNFAIRLY
AT WORK LAST YEAR

Campaigns

ON WORKERS'
RIGHTS, RESPECT
AT WORK, SUPPORT
FOR PARENTS AND
CARERS, PENSIONS,
FAIR PAY FOR
YOUNG WORKERS,
LIFELONG LEARNING
AND MUCH MORE



MORE THAN 100 FULL-TIME OFFICIALS

USDAW IN NUMBERS...



From retail to road transport and all members can have their say in

Each union member belongs to a local branch

451 BRANCHES

Often reps are also the local branch officers so if you know who your rep is and need more information – just ask.

workplaces by company (sometimes more than one) in your area. So for example, a number of Morrisons stores, or Tesco stores, can be grouped together geographically to form one union branch.

In contrast, a distribution centre or factory may have its own branch based on just one workplace. Whereas if you work for one of the smaller employers you may find yourself in a branch, which combines different companies from different sectors across a geographical area, this is called a **general branch**.

All members are eligible to go to their branch meetings, which can be held locally either monthly, bimonthly or quarterly. Branches may be looked after by elected lay members or alternatively some branches are run by a local **area organiser** (a full-time official). You can find out who looks after your branch by contacting your local office, (*full contact details are on page 45*).

Most importantly branches are responsible for feeding their members' concerns and policy proposals up to the divisional and national level and so play a key role in the democratic policy making process of Usdaw.

The union's seven divisions

Usdaw divides the UK into seven geographical divisions.

10,000 REPS

Usdaw provides its small army of reps with first class training courses

A	South Wales	G	Scottish
C	Eastern	H	Southern
E	Midlands	K	North West
F	North Eastern		

The union branch – step one in the democratic process

All members are grouped into a branch. This is not the same as your company branch, which usually refers to your store and its number.

Your Usdaw branch varies and may be located at your workplace or include many

MORE THAN 4,500 REPS

WENT ON AT LEAST ONE TRAINING COURSE LAST YEAR



from distribution to food manufacturing Usdaw locally, divisionally and nationally

These have evolved over the union's 125 years' history and can be seen from the graphic (left). Each division has responsibility for the branches in its area.

Giving each division a letter and each branch a number identifies that branch. So for example, if you live in Scotland (divisional letter G) and work for Tesco Distribution (branch number 122) your Usdaw branch is G122.

Each division is overseen by ten elected members who make up the **divisional council**. Elections are run every three years. The **divisional officer**, a full-time union official, is responsible for running the division.

In addition all divisions have a **deputy divisional officer** and a team of area organisers who look after the branches, reps and members.

Each division holds two conferences a year to give members the chance to participate in the democratic process. To find out when your next **divisional conference** is contact your local office.

Divisions also have **young workers' committees** and **equality forums** to encourage young activists and to promote fairness in the workplace, more at:

www.usdaw.org.uk

Beyond the division – the national stage and democratic decision making

Members, reps and branches also have a role to play in national events. The union's supreme decision-making body is the **Annual Delegate Meeting**, which is made up of elected members (delegates) from branches who meet annually for four days in Blackpool to decide the union's policies and priorities.

Usdaw also holds **trade conferences** for the retail, transport, distribution and warehouse, and food manufacturing sectors. These are usually held over a weekend. Similarly **get-togethers** are also held annually for young workers, black and Asian members and LGBT activists. An annual **political conference** is also held but you must be a member of the Labour Party to be eligible to attend.

Nationally the union also has lay members at the very top of its structure. This is the **executive council** made up of two members from each division, three from the biggest North West division, who along with the general secretary and president oversee the business of the union. The executive council meets at least 11 times a year, and elections for this, the divisional council and the president are held every three years.



People like you are Usdaw reps

Could you represent members?

Udaw reps play a key role in recruiting and looking after their fellow workers, *arena* answers your questions...

If you believe in fairness, equality and respect for workers, being a union rep can be just the role you are looking for.

Q. I'm interested in being a rep, but I'm not 100 per cent sure, what do I need to do?

Firstly, speak to one of the reps at your workplace who will tell you if there are any vacancies and the procedure for being elected or appointed. They can also give you a flavour of what the role entails.

If you don't have a rep at your workplace call your local office and speak to an area organiser – a full-time union official. Details of your local office are on page 45 of *arena*.

Reps share common characteristics and include: a commitment to fairness and equality, a willingness to help others, and an interest in

learning about your rights at work. If this sounds like you – you're in the right place.

Q. Does Usdaw provide training?

Yes and it's very good too. Would-be and new reps are not expected to be experts in employment or contractual law, or experts in any other field for that matter. Usdaw's training courses will give you all you need to know and you're legally entitled to time off to attend these courses.

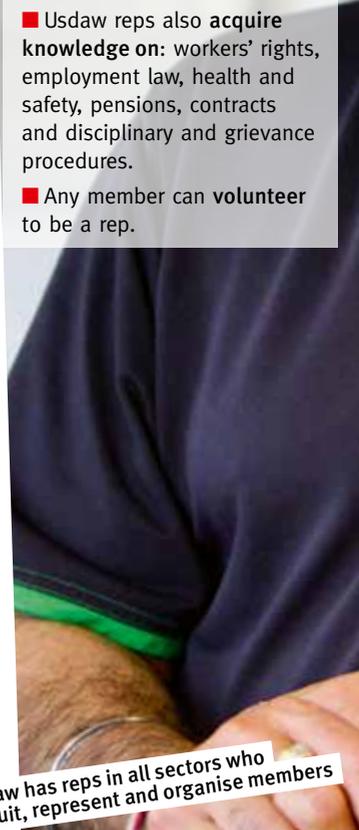
It's best to start with the home study course to give yourself an easy-to-read guide to the union, how it operates and the role of the rep.

After that courses begin with a three-day introductory session held locally followed by a two-day follow-on course a few months later.

If you enjoy the role of a

KNOW?

- Usdaw has around **10,000 reps** looking after its 435,000 members.
- Usdaw reps are among the **best trained** in the trade union movement.
- Usdaw reps acquire many **new skills** via their training and every day experiences, these include;
 - how to prepare a case and represent members
 - how to communicate better with both members and management, both verbally and in writing
 - how to plan and run a campaign
 - how to conduct a meeting.
- Usdaw reps also **acquire knowledge on:** workers' rights, employment law, health and safety, pensions, contracts and disciplinary and grievance procedures.
- Any member can **volunteer** to be a rep.



Udaw has reps in all sectors who recruit, represent and organise members



JOIN

COVER & PROTECTION
COVER

SAFER
WORKPLACE

BETTER
PAY

USDAW

SECURITY

COVER & SUPPORT

PROTECTION
AT WORK

TODAY

YOUR
VOICE

BETTER
CONDITIONS

FAIRNESS
AT WORK

Usdaw
Union of Shop, Distributive
and Allied Workers

THE CAMPAIGNING UNION
0845 60 60 640
WWW.USDAW.ORG.UK

Twitter LinkedIn YouTube Facebook

More information at:

www.usdaw.org.uk/bearep





Reps come from all walks of life

rep and want to get more expert training your division may well have weekend schools available and conferences which will help. You can also apply to summer school, a six-day residential course.

If you want to volunteer to be a health and safety rep or union learning rep there are specialist training courses for these too.

Q. It's not easy to stand up to management, will they listen to me?

You're right it takes a certain amount of confidence and courage, but as a recognised rep in the workplace you have the right to be treated with respect by the company. You'll find many reps started off tentatively but through the union's training courses gained a great deal of knowledge and boosted their confidence and self-esteem. Even the shyest of reps have seen their lives transformed by Usdaw's training courses and support networks.

As you grow into the role,



ANY MORE QUESTIONS?
Call: 0845 60 60 640
Email: enquiries@usdaw.org.uk
Visit: www.usdaw.org.uk



DID YOU KNOW?

- Usdaw has reps in retail, distribution, transport, food manufacturing, call centres and in supervisory and technical roles.
- Usdaw reps come from all backgrounds, occupations, age groups, ethnicities, sexual orientation and from across the UK
- All of Usdaw's area organisers were once workplace reps
- The three most senior elected positions in Usdaw are all held by former workplace reps



building up your experience, you'll be surprised by how much respect a well-trained, professional rep gets from both members and management.

Q. How much time will I have to devote to being a rep?

That depends on the type of workplace, and the number of reps and members at your workplace. You could be part of a well-organised team of reps who look after lots of members or the only rep in a store but with fewer members.

Some weeks you may not have any issues to deal with but other weeks or days you could be busy. However, for most reps it's about being available to give

advice and offer support as and when members need it.

Q. What types of issues will I have to deal with?

Again that varies, but it will include recruiting members, representing members in discussions with managers at a disciplinary or grievance hearing.

You may have to deal with health and safety concerns or you may be called upon to offer advice on issues like time off, holidays, pay, changes to hours, company policies and procedures.

If at any time you are unsure on how to proceed or how to deal with an individual's circumstances you can speak to a local rep or contact your local office. Remember, you are never alone as a rep, you have a massive organisation behind you with 125 years of experience and a wealth of expertise to share with you.

Q. What if I'm asked a question and don't know the answer?

Be straight and tell the member you don't know but then seek advice from another rep or ring your local office and then get back to the member with the answer. No one knows the answer to every question and it's best not to pretend otherwise. Your knowledge base will build up over time but in the first few months be upfront with members. Remember, always seek advice and there's lots of that on the website,

from local reps and from the network of offices the union has throughout the UK.

Q. Does being a rep begin and end at my workplace?

Yes if you want it to. However, as a rep you can get involved in the wider work of the union by attending weekend schools, get-togethers and conferences in your area. You can also opt to get involved in national conferences where you can directly influence the union's policies and priorities. There are other activities too but how much you get involved is entirely up to you.

As you begin your Usdaw journey you'll find it opens many doors and provides numerous opportunities to help you develop as an individual, acquire new skills, meet like-minded people and have a direct influence on improving your members' working conditions on a daily basis.



Being a rep is a very rewarding role

Membership Week

Activists use campaigns

Reps used Membership Week to reach out to new recruits and existing members

Usdaw activists continued to promote union awareness and sign up new members during Membership Week in June.

Campaigns using Legal Plus and FirstCall, Supporting Parents and Carers, Freedom From Fear, Lifelong Learning and pensions all featured prominently in workplaces across the UK, helping to nudge the total membership figure above 435,000 once again.

The campaign was also given a boost by the specially commissioned Usdaw bus, which was on its UK tour during the summer calling at workplaces up and down the country.

General secretary John Hannett was full of praise for the hard-working reps. "We have two Membership

Weeks each year in January and June and they give us the ideal opportunity and focus to reconnect with current members and reach out to new ones," he said.

"These last ten months have been one of the most turbulent periods in recent years especially in the retail sector with massive changes impacting on many workers. Our reps have done a great job in representing our members in the toughest of circumstances.

"Many people don't realise how few rights workers have under this and previous Conservative Governments – that's why union membership is as important now as it ever was. Usdaw reps play a vital role in helping workers deal with everyday issues. Our activists are problem-solvers not problem-causers."





Tesco Extra South Mansfield

Get involved
in the next
Membership
Week 16-22
January



Tesco Catterick



Morrisons Diss



Morrisons Failsworth





Legal Plus

Injured driver thanks Usdaw

Agency driver **George Clark** had a first-class service thanks to FirstCall Usdaw after he was injured at work when he slipped on ice while out making a delivery to the Tesco store in Bathgate.

The union's free accident helpline dealt with his call promptly and efficiently and within hours he had a union solicitor dealing with his claim.

His case was settled in June this year and he was awarded £4,500 in compensation.

"I'd had help from the union before so I knew exactly what to do and once again I was not disappointed," said George, who worked for Monarch Personnel Services in Livingston, West Lothian in Scotland.

The accident happened in December 2013.



– looking after you and your family

George slipped on ice and banged his head when he was making a delivery.

"After the accident I felt a bit dazed and shaken but I felt well enough to drive back to the warehouse where I spoke to one of the first aiders on-site.

"He entered the details in the accident book and advised me to go to the hospital to be checked out.

"I was off work for a couple of days and had no long-term problems.

"I've been a driver for over 30 years and worked for a variety of companies and agencies but I've always been a union member.

"I pay my membership by direct debit so it's with me 24/7. I'd never be without it."

Membership pays off for Leslie

When former rep **Leslie Gordon** injured his back in an accident at work he immediately rang FirstCall, the union's free accident helpline.

Usdaw's solicitors took up his case and his claim was settled for £2,650.

"I was delighted with the outcome and the professional help from the union's solicitors," said Leslie, 56, who worked for Wincanton Distribution in Snodland at the time of the accident.

It happened in 2015 when Leslie was making a delivery to the Tesco store in Bexhill, Sussex.

"The loading bay was on an incline and suddenly one of the containers inside my trailer started to roll and then collapsed causing me to fall backwards and wrench my back."

"Having been a rep previously I knew that the accident needed to be recorded and that I should ring FirstCall for advice."

Leslie was off work for four weeks.

"My solicitor put in a claim against Tesco who accepted liability and my case was settled nine months later.

"With the union on my side making a claim for personal injury was a piece of cake, it couldn't have been easier, my solicitor did everything for me.

"I'm now retired but I never tire of telling everyone they need to join the union."



Essential financial help for Salma

Customer service assistant **Salma Jahan** received more than £17,000 after she injured her right knee in an accident at work.

"I can't thank the union enough for their help and support to win my case. I would not have been able to do it if I had not been a union member," said Salma, 31, from East London.

The accident happened in May 2014 when Salma worked for the Compass Group in London. A wooden board fell from a shelf when a colleague was moving stock and hit Salma on her right knee.

"It was such a shock, my knee swelled up almost immediately and I was taken to hospital.

"I was diagnosed with tissue damage and at first I was told to rest and take painkillers but it was worse than I thought.

"I was off work for 16 months and it was a struggle not only dealing with the injury but also financially.

"While I was off recovering I received a copy of arena magazine and I read the stories about members who, just like me, had been injured in an accident at work that wasn't their fault.

"I rang FirstCall and I had expert advice and support and not only did I receive compensation for the accident but also back pay.

"I tell everyone to join the union because it's your security at work."



Quick settlement after injury

ALDI worker **Gunther (Gint) Rieper** had the full backing of Usdaw when he injured his elbow in an accident at work.

The union's legal team won the claim against his employer for personal injury compensation.

Gunther's case was settled three months after the accident in June last year and he received a settlement cheque for his injury.

"I had an excellent service," said Gunther, 73, a part-time caretaker at the Stockport store in Greater Manchester.

"My solicitor kept in touch and looked after everything from the moment I made the call. I didn't even have to leave home as it was all done over the phone."

Gunther injured his elbow when he stepped

backwards to get out of the way of a colleague and fell onto a pallet that had been left unattended in the warehouse.

"I was surprised my solicitors settled my claim so quickly and I received a cheque for all of my compensation.

"I didn't have any fees or costs to pay to the solicitor. As a member of Usdaw these costs were all taken care of for me. You can't underestimate the power of the union, joining gives you the security and peace of mind you need at work.

"Anyone can join Usdaw, it doesn't matter who you work for, you can join online and pay your subscription by direct debit, just like I do.

"And I can't emphasise enough that there will be no repercussions from your employer as every worker has a legal right to join a trade union of their choice."

Expert advice pleases Linda

FirstCall put Co-op checkout supervisor **Linda Coleman** back on her feet after she injured her shins and ankle in an accident at work.

Her case was handled by one of Usdaw's local solicitors and she was awarded £3,000.

"I can't thank the union enough for their expert advice and support, they fought really hard to get me the best settlement they could," said Linda, 59, who works at the Chipping Norton store in Oxfordshire.

"I was pushing a trolley into the store when one of the wheels got stuck on a broken floor tile and toppled over onto my shins. Within no time my leg had swelled up like a balloon."

The accident happened in March 2015 and was settled sixteen months later.

"I had no hesitation ringing the freephone number to see if I had a case.

"I was delighted to be told I had good grounds for a claim and was immediately put through to a union solicitor.

"My solicitor advised me not to take the first cash offer as it was too low and eventually I received £1000 more thanks to my solicitors excellent advice.

"And I kept every penny of my compensation award, there were no costs or solicitor's bill to pay. As an Usdaw member I am entitled to a completely free service.

"I recommend the union to everyone, I cannot understand people who say they can't afford to join. My answer to them is – you can't afford not to join!"



LEGAL ROUND-UP

Belinda Dale

- Age: 50
- Employer: Boots Industrial
- Injury: Finger
- Date of accident: Sep 2015
- Case settled: March 2016
- Award: £1,429
- Quote: "I was surprised I had a case and delighted with the outcome."

Jacqueline Gwinnett

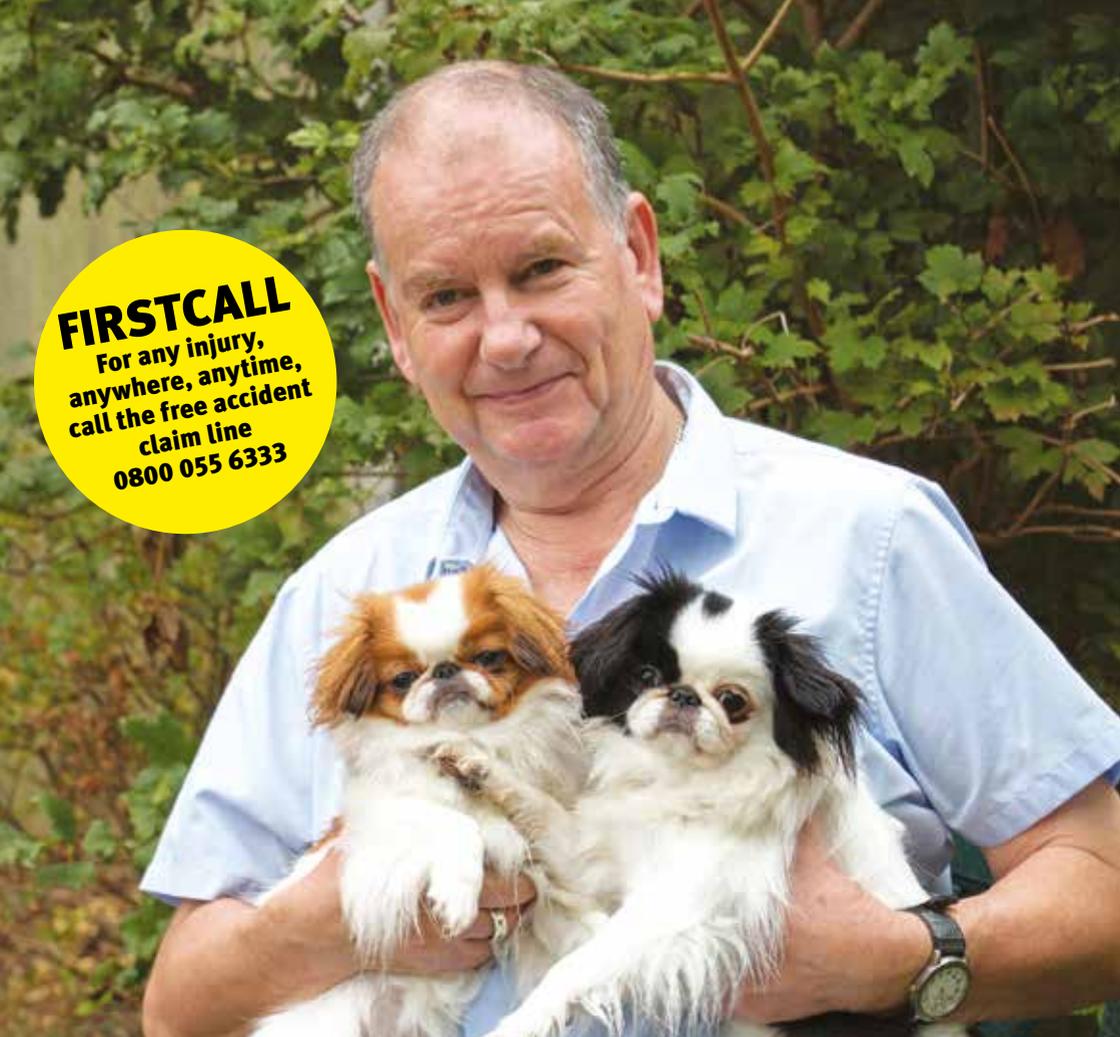
- Age: 57
- Employer: Morrisons
- Injury: Hand
- Date of accident: June 2014
- Case settled: May 2016
- Award: £4,640
- Quote: "Putting a claim in didn't affect my job. I had nothing to worry about."

Michael Jones

- Age: 47
- Employer: Former employee of Capital Coated Steel Limited
- Injury: Noise induced hearing loss
- Date of accident: 2014
- Case settled: July 2016
- Award: £3,500
- Quote: "You're covered for occupational illnesses too."

Wendy Kinsey

- Age: 57
- Employer: Morrisons
- Injury: Arms and legs
- Date of accident: June 2014
- Case settled: April 2016
- Award: £2,700
- Quote: "I'm so grateful to the union and its solicitors."



FIRSTCALL
For any injury,
anywhere, anytime,
call the free accident
claim line
0800 055 6333

Professional help and support

You never know when you might need the union, said backdoor worker **David Harris** when he injured his foot after being hit by a car last year.

"Being part of the union gives you all the protection you need for such a small cost. I wouldn't be without my membership," said David, 64, who works for Tesco in Gillingham, Kent.

David was injured when he was struck by a car while talking to a colleague outside the loading bay at the back of the store.

"It was such a shock, the car came round the corner and knocked me over. I was picked up by colleagues and helped back into the store and the

incident was recorded in the accident book.

"My rep advised me to ring FirstCall and I was put through to a union solicitor. I had a wonderful service.

"At first the driver wouldn't admit liability but my legal team were marvellous and in the end she admitted all liability.

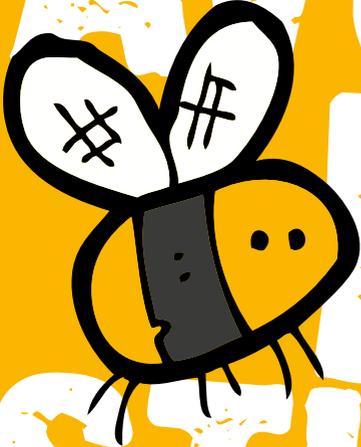
"My case was settled for £4,000 seven months later.

"I can't stress enough how important it is to sign up to the union, it's your insurance at work.

"Professional help, support and advice whenever you need it.

"I've been a member of Usdaw for 17 years so when the accident happened my first thought was relief as I knew I was covered."

AVOID ING STUNG



**IF YOU HAVE AN ACCIDENT HIGH STREET SOLICITORS
CAN TAKE UP TO 25% OF YOUR COMPENSATION**

KEEP 100% OF YOUR COMPENSATION WITH FIRSTCALL USDAW

- ✓ Keep 100% of your compensation – no 25% reduction.
- ✓ Any accident, anytime, anywhere in the UK.
- ✓ Expert solicitors to look after you.
- ✓ And family members living with you are also covered for road traffic accidents.

First Call *Usdaw* 0800 055 6333
VISIT WWW.USDAW.ORG.UK/FIRSTCALL



Usdaw
Union of Shop, Distributive
and Allied Workers





Knowledge builders

arena called in on activists at summer school1 in September to find out what they thought of their specialist training course

Life-long friendships are forged at the union's popular summer school courses, here's what the latest batch had to say.

Fantastic experience

Eileen Allardyce, 24, works for Morrisons in Edinburgh.

"I was nervous when I arrived," she said. "But that soon faded and I've taken in a massive amount of information which I can use back at work to help me as a rep.

"The whole experience has been fantastic. My confidence has gone through the roof.

Great support, lovely venue, relaxed atmosphere, I didn't want it to end!"

Intense but enjoyable

Julie Haycraft, 45, works for Lincolnshire Co-op in Lincoln.

"It's an intense week, really full on," she said. "That surprised me but once we had a break on the Tuesday I felt I'd coped with the pressure and I've picked up a huge amount along the way. I'm already looking to book for summer school2 next year so that shows how much I've enjoyed it.

"I'd encourage everyone to do it, you get a lot out of it."

An informative week

Callum Affleck, 26, is a night shift worker at Tesco in Durham.

"I signed up for the school because other reps I know have been transformed by their time here so I thought I'd give it a

go," he said.

"It's great to be in a place with so many like-minded people. There was a lot of



Eileen Allardyce



Julie Haycraft



Callum Affleck



Jagbir Singh

More information
and details of the
application process at:

www.usdaw.org.uk/education



Summer school class of 2016

information being swapped and you learn a great deal from each other.

"Each day is different and I particularly enjoyed the equalities session that was very informative."

Learning and fun
Jagbir Singh, 60, works for Tesco in Bristol.

"I was a rep with the communication workers union for 16 years so I was

interested to see how Usdaw compares with the CWU. Of course they are very different but Usdaw's training courses are much better, very professional, the tutors are great and everyone works together.

"I've enjoyed it immensely. For me it manages to combine learning with a sense of fun and that's a great way to learn.

"I'm a great believer in the idea that you never stop learning."

DID YOU KNOW?

Summer School1:

- Is open to reps (regardless of experience) and members
- Is held in early September for one week
- Runs from Saturday to Saturday
- Activists stay at Wortley Hall (a former stately home), near Barnsley
- Accommodation and food is provided
- Travel expenses are reimbursed
- Class sizes are between 10-15
- Activists also get some individual tuition and support

More information at:

www.usdaw.org.uk/education



Summer school2 class of 2016

DID YOU KNOW? Summer School2:

- Is open to activists who have been to summer school
- Is open to reps who have completed the Academy programme
- Reps can choose from four subject areas
 1. Trade unions and Organising
 2. Health and Safety
 3. Women and Organising
 4. Politics
- Is residential and held at Wortley Hall, near Barnsley
- Is run during mid-September and runs from Saturday to Saturday
- Accommodation is provided
- Travel expenses are reimbursed

Arena met up with activists at the popular residential week-long course to find out what they thought of their busy schedule.

Zarina Saleem, 57, works for Tesco in West London.

“I was in the Women and Organising group and thoroughly enjoyed it,” she said. “We looked at the history of women in the workplace and issues around maternity, pensions, flexible working and much more.

“It was great to speak to the other reps and there was a lot of information that I can take back to work, which will help me inform my fellow reps and members.”



Zarina Saleem

Active reps on course

Summer school2 provides experienced reps with an intensive training course designed to improve their skills



Adrian Maddocks, 42, works for Kelloggs in Wrexham.

"I was in the Trade Unions and Organising group and we looked at campaigning, which I found particularly interesting," he said.

"We also looked at the international dimension of unions and that was fascinating. The week also gave me a great insight into how Usdaw compares with other unions.

"This is a friendly course, everyone gets along and we all learn from each other. I'd do it all again."

Justin Smith, 50, works for XPO Logistics in Bristol.

"I was in the Health and Safety group and it was great to be reminded of some of the stuff I'd forgotten and to get updates on all the new regulations," he said. "We covered everything including the legislation and regulations and the practical use of these on the shopfloor.

"It's all about acquiring knowledge and information, how we use it and then how we pass it on to our reps and members back at work. It was a great week."

Sharon Milner, 46, works for Boots in Blackpool.

"I was in the Politics group," she said. "I wanted to learn more about this issue and the course delivered everything I wanted and more. The history, how it affects our everyday lives, how politicians talk, how voting works, everything was covered.

"I didn't know much when I started but by the end of the week I'd learned so much. We need more working class people like us in politics. I took a lot from this course, it was great."



Adrian Maddocks

Justin Smith

Sharon Milner

arena Health

Send your health questions to the
arena team at: arena@usdaw.org.uk



In convenience

Q I work at the petrol station in a motorway services, which has recently been refurbished. We used to have a staff toilet but no customer toilet as there are public toilets in the main services building, but now have to share toilet facilities with the customers. There is only one toilet and in my opinion there is too much foot traffic so staff have to wait and queue if we need to use it. Should my employer have separate toilets for staff and customers?

There is no legal obligation to provide toilets for customers at a petrol station. Under the

Workplace (Health Safety and Welfare) Regulations your employer must provide 'suitable and sufficient' toilets for staff, which are 'available at readily accessible places'.

There are recommended numbers of sanitary conveniences (and wash basins) in the Approved Code of Practice to the Regulations. The number of workers at any one time in the petrol station will be less than 5 so the table says one WC and one wash basin should be sufficient. However, the Approved Code of Practice adds: *'If the facilities provided for workers are also used by members of the public, the number of toilets and washbasins specified above should be increased as necessary to ensure that workers can use the facilities without unreasonable delay.'*

So the issue is whether the customer use of the facilities causes 'unreasonable' delay. You may need to collect the evidence to prove it. Keep a diary of occasions when there are excessive delays including a note of the time that was spent queuing. If you have a strong case, your employer will have to decide if staff should be given time to use facilities in the main services or customers should be referred to

the main services as before or extra toilets should be provided at the petrol station for customer use.

Hard labour

Q I have to stand on a hard concrete floor for hours while working on the customer service desk in my store. It is hard on my feet and my legs ache. Is there anything that can be done?

Despite the recent headlines that standing at work is supposed to be good for you, there is a lot of research which shows that prolonged standing on hard floors can cause discomfort and health problems such as swollen legs, varicose veins and low back pain.

The fact is that sitting or standing in one place all day is bad for your health. The best way to protect against health problems is to arrange work so that workers have an opportunity to move around and change between sitting and standing.

Providing a chair or stool so that the worker can rest their legs from time to time will help (and the law says a suitable seat must be provided where some of the work can be done while seated). Anti-fatigue matting can also help but mats must be well designed and maintained or they



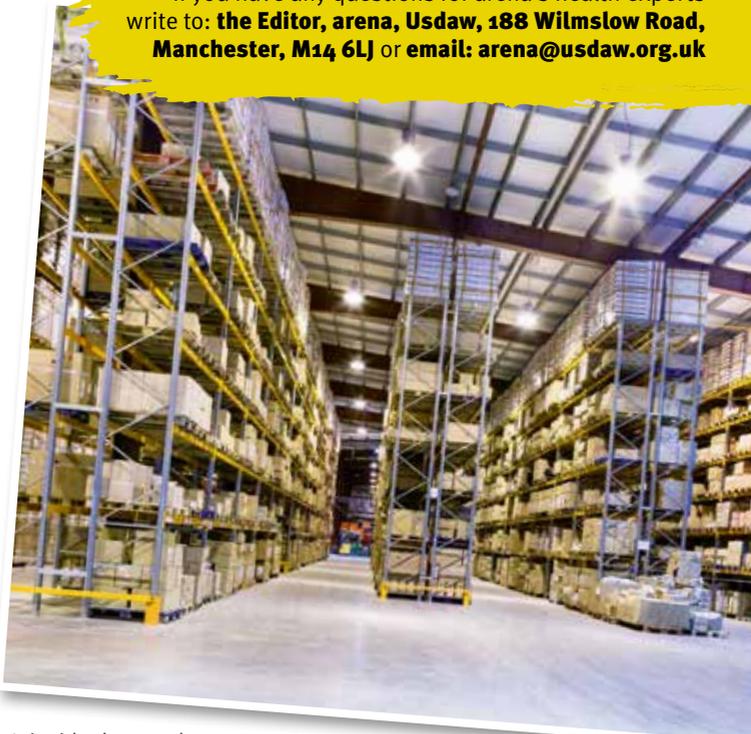
Your health and your safety at work is a vital part of Usdaw's service. For more advice visit:

www.usdaw.org.uk/healthandsafety





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



could be a tripping hazard.

There are things the workers can do themselves. Moving their weight from one foot to another, standing with one foot in front of the other rather than side by side, moving about as much as possible and wearing shoes or insoles which provide support can all help.

But the main responsibility lies with the employer who should try to organise work so that there are sufficient breaks or standing in one place alternates with other activities.

Heat deficit

Q Every winter the heating system at our warehouse always fails. Even when it is working it doesn't provide adequate heating when the weather is really cold.

What can we do?

Your employers have a duty under the Workplace (Health, Safety and Welfare) Regulations 1992 to maintain a reasonable temperature in the workplace at all times. The Approved Code of Practice to the regulations states that 16 degrees Celsius (or 13 degrees Celsius for physically strenuous work) is the minimum requirement.

Your employer also has a legal duty to maintain equipment such as heating. If temperatures

inside the warehouse are regularly at or below the minimum or if the heating breaks down, raise this with your Usdaw rep at work and use the grievance procedure. If necessary the union can call in the enforcing authority for health and safety laws – which for most warehouses will be the Local Authority Environmental Health Department.

Winter warmth

Q I work at the back door of a large store. At

Christmas time we use extra storage containers in the yard and the back door is always open. This last couple of winters have been really nasty. The uniform provided gives no

protection against the cold, wet and snow. What clothing should we have in winter in our store/warehouse?

Working in varying temperatures can be problematic. If you are always rushing in and out of the yard having the correct clothing can make a big difference. Winter clothing is Personal Protective Equipment (PPE) and should be provided when the risk requires it, not at the whim of a manager.

Several layers are best so that you can adjust the clothing depending on the work you are doing and you can easily add or remove layers when you go from cold to warm areas. In extreme weather you may need thermal

arena Health

Send your health questions to the
arena team at: arena@usdaw.org.uk



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.

If you feel the clothing supplied by your employer is not suitable or sufficient then speak with your Usdaw rep in your workplace.

Snowed in

Q I'm a delivery driver and during previous wintry weather me and my colleagues often get stuck in traffic for hours because of the snow and/or accidents. How long can we legally be van-bound?

There is no legal limit on how long you can be stuck in a van in such bad weather. Delivery van drivers are covered by British 'domestic drivers' hours' legislation. This says you should not drive more than 10 hours in a day and you should not work more than 11 hours in a day on which you are driving. Your normal schedule should be set to allow you to comply with these rules.

Your employer should make allowances for the weather and the general road conditions when scheduling deliveries. However it is not possible for them to predict just how bad

things might get. There may be occasions where drivers could be stuck for several hours.

It is a good idea to make sure that drivers are trained in winter driving and that the vans are fully serviced and prepared for winter.

Tyres should be in good condition and properly inflated (many organisations are finding it helps to change to winter tyres which give better grip in snow and ice).

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 and a hot drink and a snow shovel to help dig the van out of drifts.

It is also useful to carry a mobile phone to let the depot know if you are stuck (but not to use it when actually driving).

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

Equality advice

Q I started having fainting fits recently and have been diagnosed as epileptic. My boss at the shop where I work says he will have to lay me off because it could be a health and safety risk if I had a fit in the shop. Can he sack me like this?

No. Depending on the seriousness of your condition it is likely that your epilepsy would mean that you are disabled. Under the Equalities Act 2010, employers have a duty not to discriminate against disabled people and to make reasonable adjustments to enable them to carry on working.

Instead of dismissing you, your employer needs to consider what other options are available to keep you at work.

Health and safety is often used as a reason to justify actions that would otherwise be discriminatory, but it is not always true.

There are some jobs such as work with dangerous machinery that someone with epilepsy may not be able to do, but other jobs such as a general assistant in a shop are unlikely to be a problem.

Your employer should also work with you to see if there are any reasonable adjustments such as changes in working hours, which may enable you to control your epilepsy and reduce the risk of attacks.

In 2015, the TUC produced a helpful guide with the support of Epilepsy Action which explains how unions can help members who have epilepsy to overcome discrimination and prejudice. Visit: www.tuc.org.uk and search 'epilepsy'.

**People
like you**

Stuart Bunyan has the recipe
for success at his store

Piece of cake!

During the last five years Tesco's **Stuart Bunyan** has found all the right ingredients to make him a successful rep at his Galashiels store in Scotland.

The 32 year-old works in the butchery department but his real passion is for baking and his talents are well known divisionally and even nationally at the LGBT weekend get-together.

"Once I made up my mind to get involved I was keen to give it my best and help my

members just as my rep had helped me," said Stuart, who was elected in June 2011 and four months later joined the Scottish division equalities forum.

"I was brought up by my mum who has always been a union member. She taught me to believe in the principle of protecting workers' rights.

"I'd been in jobs where I felt unsafe and often bullied because of my sexual orientation. But

being a union member makes me

feel safe and secure. I want my members to feel like that too.

"I'm much more confident now thanks to all the training courses I've been on and from the people I've met who have helped and supported me.

"I'm part of a dedicated team of seven reps in-store, I like to think we make a difference by running different campaigns and promoting the union's benefits and services.

"I know I've grown and I feel part of a family. I've made many friends through our campaign work and weekend schools.

"Although I know there are a lot of people in the division who will remember me for my baking and cake decorating too!"



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

www.usdaw.org.uk/bearep

Usdaw member



SHOPPING

Apple
Crown Decorating Centres
Domestic Appliances
Flowers
Magazine Subscriptions
Usdaw Prepaid Cashback Card
UsdawRewards Cashback



LEISURE & ENTERTAINMENT

Cinema Tickets
Frankie & Benny's
Golf Membership
Magazine Subscriptions
Naked Wines
National Trust Gift Cards
Online Ticket Store
Theme Parks and Attractions



MISCELLANEOUS

Funeral Planning
Gas and Electric
NUS Extra
Voice Mobile



HOLIDAYS

Airport Parking/Lounges/Hotels
Cottage Breaks
Hotels and Short Breaks
Mini-holidays
Park Resorts
Pontins



SPECIAL OFFERS



Great Savings
on a wide range of

 **Apple**
products

Offers

Find out more
www.usdaw.org.uk/offers*

*See Terms and Conditions for individual offers on the website.



INSURANCE

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



MONEY & FINANCE

Debt Advice
Financial Advice
Pensions Annuity Service
SureSave Savings Plan
The Co-operative Credit Union



HEALTH & BEAUTY

Gym Membership
Spa Gift Cards and Vouchers
Usdaw Health Plan
Usdaw Dental Plan
Vision Express



CARS & TRANSPORT

Car Hire
Commuter Club
Usdawdrive
Vauxhall Cars
Vehicle Servicing

Claim a
£40 VOUCHER
from naked wines

See if **USDAW ENERGY**
can save you money
on your
**GAS &
ELECTRICITY**



Companies told to pay up

Too many store staff are being exploited in the convenience sector and the union is determined to do more to protect them

Retail workers in the rapidly expanding convenience sector are missing out on breaks, working unpaid additional hours and having their safety compromised, delegates at the union's second biggest conference heard during an impassioned debate.

Reps from across the retail sector spoke of their experiences of being under-staffed, under pressure and under appreciated by their companies despite raising the issues at store level.

Staff also struggled to maintain a decent work/life balance and conference agreed it was vital the union addressed these fundamental issues, which would undoubtedly help recruit new members.

"I'm an experienced rep, not backward in coming forward, but when I raised these issues at store level the manager made my life difficult and the animosity in the store was tough to deal with. I'm afraid I'll lose my job," said one experienced rep.

Conference called on the union to press the companies

at national level to ensure individual stores were following the agreed terms and conditions negotiated by Usdaw. "It's in these companies' interests to treat workers with respect because that's how they win the loyalty of staff, reduce both turnover and staff going off with stress, and get a productive workforce," said another delegate.

General secretary **John Hannett** (right) said: "We have seen massive changes in the convenience sector in the last few years with staff expected to be multi-skilled. But that's no excuse for companies not insisting on workers getting their entitlements to breaks and payment for the actual hours they work.

"Usdaw has worked hard to ensure staff contracts clearly stipulate what workers are entitled to. In fact what's happening is that staff are going the extra mile, out of loyalty to the company and their colleagues, but this has in some places become the norm and workers are being exploited.

"We know in the smaller



stores we have fewer reps and I am worried not all the staff know what they are contractually entitled to, so we have a job to do there.

"Individual stores may think they are cutting costs but it's a false economy with higher turnover of staff, more sickness and a demoralised workforce.

"Usdaw officials at local, divisional and national level will be doing all they can to support reps and press the companies to ensure workers' rights are delivered in every store."



It was a packed agenda at the union's second biggest conference



FULL-TIME JOBS CALL

In other debates conference agreed to press companies to reconsider the Think 25 policy with a view to reduce the pressure on staff when serving underage products. "It's not illegal to sell someone over 18 alcohol, for example, so why should staff face potential disciplinary action just because they have not asked for ID?" said **Barbara Peacock** (South Wales and Western division).

Concern was also raised about the long-standing trend of using more and more part-time, flexible and casual contracts over full-time job offers. "Full-time contracts give more financial security, would contribute to economic growth and would result in a more loyal and committed workforce," said **George Petrie** (South Wales and Western division).

Dangerous knives should be removed from open sale to help reduce knife crime, **Michelle Whitehead** (Midlands division) told conference. "Overall crime figures have fallen but knife crime has seen an increase in recent years," she said. Delegates agreed to press companies to sign up to a voluntary scheme to withdraw knives.

The growth of online shopping and pressure on in-store pickers poses a number of health and safety issues, **Susan Olech** (Southern division) told delegates. "Heavy totes, fully-laden cages and hard-to-read handsets are causing our members lots of problems," she said. "The whole process should be reviewed and the many safety concerns addressed."

FIGHTING FOR MEMBERS

Udaw will continue to increase its influence in the Big 4 retailers (Tesco, Sainsbury, Morrisons and the Co-op) but anti-union companies like Aldi, Lidl and Marks and Spencer will also be targeted to offer workers there the union's support, deputy general secretary **Paddy Lillis** told conference.

"Our members have faced an extremely tough time in retail this year," he said. "Job losses, insecurity and cuts to premiums for some staff. However, it's not all doom and gloom, we have negotiated some good increases on the hourly rates and we have made progress in Ocado and B&M Bargains.

"We've also revamped our reps' training and this is beginning to pay off. Reps are getting on courses quicker and when this happens they are less likely to drop out. It's vital we build our presence and influence across retail."



arena Letters

Members can have their say right here

via email or post — but keep it brief!

Money for MENCAP

Thanks to all those in the North West division who took part in the Warrington and Cheshire Team Games at Chester Racecourse on Sunday 18 September. Usdaw officials gave up their Sunday to participate in the It's a Knock Out Event, Retro Sports Day and an Assault Course all in aid of raising funds for MENCAP.

The sun shone, the team spirit was raised and the awareness of MENCAP highlighted.

Thanks to all who took part or came along on the day to support.

Well done also to Usdaw rep Diane Howard (inset), who raised Diane more than £600 for MENCAP by climbing up mount Snowdon in North Wales.

Amanda Bailey-Coll,
North West deputy divisional officer

HAVE
YOUR
SAY

Send your thoughts to:

**The Editor, arena, Usdaw,
188 Wilmslow Road,
Manchester, M14 6LJ**

or email: arena@usdaw.org.uk

Star Letter wins £50!

Remembering history

I very much enjoyed the 125 years of Usdaw booklet that was given to delegates at this year's ADM. I thought that my husband would like to read it as he worked for Leeds Co-op at the age of 15 in the late fifties.

When he finally picked it up to read he was disappointed that the history of the movement didn't get up to the late fifties as he has always boasted his first job with Leeds Co-op was the forerunner of the dotcom business.

He worked on one of the 15 travelling shops riding a delivery bike with people's orders, ordered the week before. Leeds Co-op provided these vehicles because after the war new housing was built on the outskirts of Leeds.

There were no shops and no tarmac roads. The vans had to park on serviceable roads and then it was down to my husband and his fellow bike riders to do their best.

He was introduced to Usdaw when he began working for the Co-op and everyone had a good word for the union.

Barbara Cotton, F148
Leeds Private Trade

Loyalty rewarded

Here is Denise Martin receiving her Usdaw 30 year membership award at her store, Tesco

Lakeside Essex.
Freddy West,
Tesco Retail C21

Margaret hits 30

Delighted to present Margaret Ritchie of IFC in Fraserburgh with her 30 year award.

Pictured with union rep Steve Pirie.

Kate Cumming,
area organiser Aberdeen

Graham's recognition

Congratulations to Graham Jenks from Tesco, Whitstable who I presented with his 30 year award in the summer.

Also in the picture are Usdaw reps Blanche Fitzsimmons and Pauline Smith, from the Whitstable store.

Paul Reynolds,
area organiser, Faversham

Racism campaign day

Respect to the reps at Morrison's RDC Sittingbourne for running a campaign day on No Room For Racism on-site, pictured are Siobhan Medwyn Cliff Price and Emily Biggs.

Paul Reynolds,
area organiser, Faversham

Legal Plus awareness

We held a very successful Legal Plus day at Tesco Hednesford in September with Rowley Dickinson solicitors

Alan Fitzpatrick and trainee Kim, Denise Evans organising officer, and Ika Heard store rep. Thanks to everyone for their support.

Sarah Hughes,
area organiser, Redditch



Denise Martin – 30 years up



Margaret Ritchie – 30 years up



Graham Jenks – 30 years up

Cash generators in North West



Morrisons Sittingbourne



Legal Plus day Hednesford



arena Letters

Members can have their say right here

via email or post — but keep it brief!

FirstCall won for me

As an Usdaw member I'd like to say a big thank-you to FirstCall for supporting me in my personal injury claim after I was injured in a road traffic accident in March last year.

I ended up with a whiplash injury when a transit van drove into the back of my car while I was sat waiting at a junction.

The driver's employer said I'd reversed into him and wanted me to withdraw my claim but my solicitor pursued the case all the way to the courts and at this point the other side decided to settle the claim.

I would never have won my case if it hadn't been for my union solicitor.

I can't speak highly enough of the expert advice and support I had.

Sarah Hughes, area organiser, Redditch

Cardiff campaign day

Our equality forums do great work with members in their local area in highlighting campaigns and giving out advice on a range of issues relating to work and home.

I've been involved in all kinds of events since

becoming a rep and my work with the forums gives me a great deal of satisfaction.

We recently held a Parents and Carers spotlight day in Cardiff city centre and spoke to shoppers and members. Everyone was interested in our advice once they'd got over the fact that we weren't asking for money.

Lots of people signed the pledge cards and took away the leaflets and balloons as well as the free carrier bags.

I don't think there's any better way to highlight the union and its campaign work than to speak face to face with people.

It would be great to see more active members getting involved with local union events especially campaign days.

Maureen Loxley, South Wales and Western divisional equalities forum

Half a century for Harry

Congratulations to Harry McAllister who was presented with his 50 years' membership certificate by divisional officer Lawrence Wason at a lunch organised by our branch.

Harry has held many positions within the union

culminating in being elected to the executive council a few years ago. Harry and his wife Mary are now enjoying their retirement and send their best wishes to everyone.

Hugh O'Neil, branch secretary Glasgow (SB) G194

125 celebrations fund

At our Scottish Divisional Conference in early October, Steven Dumble, branch secretary and Jonathan Gargan, rep from Jusrol, Berwick, presented a cheque for £10,000 to the general secretary John Hannett and deputy general secretary Paddy Lillis on behalf of their branch, G160 Berwick-on-Tweed (SB) to assist with the costs of Usdaw's 125 Years Anniversary celebrations.

Many thanks

Carol White, Glasgow divisional office manager



Summer school1

I went to summer school this year and want to tell your readers what a fantastic experience it was.

I was nervous when I arrived, after all it was seven days away from my family with people I'd never met. But I was pleasantly surprised how quickly we all settled. The tutors put us all at ease very early on.

All of the activities, class work and talks were enjoyable, informative and productive. My favourite was equalities officer Jo Bird's speech.

Six days after arriving, and speaking in class every day, my one-to-one with my tutor Warren emphasised how far I'd come in such a short space of time. Speaking in public gives

you such an adrenalin rush and buzz, which makes it really enjoyable.

We had a campaign day in nearby Sheffield, which helped the group bond. We also discussed child poverty, inequality, and mental health and by the end of the week I wanted to change the world.

I came away proud of myself and what we had all achieved. The venue was perfect and the tutors amazing. I loved every single minute of it. I'm sad it's over and would do it all again – hopefully next year.

Tammy Caven,
North Midlands Area Tesco E76

Calling young workers

I enjoy reading arena, it's full of everything members need to know. However, I worry about young workers who may not realise the importance of unions until it is too late and they get sacked, have an accident, or need representation.

These young workers are more likely to be bullied or be unaware of health and safety issues. So I would urge all workers to sign up to Usdaw so that the 'little' person can stand up to big business. If it wasn't for unions we couldn't do that. Keep up the good work.

Joseph Coleman, East Midlands
Morrisons No.1 E8

Top man Douglas

Congratulations to Douglas Lindsay on his 30-year membership award presented recently at our site by branch officials Carol Gill and myself. Jason Selkirk, branch secretary Carlisle Cavray F24



**People
like you**

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

www.usdaw.org.uk/bearep

Jerome Eatough and Betty
Partridge with children
from the local school

Reps win recognition for charity work in-store

Community stars

Tesco reps **Jerome Eatough** and **Betty Partridge** were presented with a special award for their store in Wigston, Leicestershire for their commitment to improving communication with shoppers.

The store award was given in recognition of the duo's work helping colleagues to provide a positive and inclusive environment for all customers.

"We worked with the Makaton charity and ran a series of workshops in-store for staff to learn how to use signs and symbols to communicate," said union learning rep, Jerome, 58.

"Initially we ran these to help staff interact better with our deaf and hard of hearing customers.

"But we were surprised to learn that our new Makaton skills would also help us to communicate with a whole range of people with specific language impairment such as Down's Syndrome, autism and including people who have had a stroke.

to her learners!"

Fellow rep Betty, 66, added: "We were all very proud to learn it's the first Makaton award to be given to a large retailer like Tesco.

"It also contributes significantly towards the company's community

involvement.

"We were also pleased to hear that many learners have

“ This the first award of its kind given to a large retail company

"The training sessions were held over a 12 month period by teacher Bernie Young from Birkett House Community Special School in Leicester.

"She was wonderful and brought enthusiasm and passion for her subject, and demonstrated endless patience and encouragement

decided to take their basic training to the next level and have signed up for a four week foundation course to improve on the skills they've already gained."

For more visit:

www.makaton.org

Communication

From **Aberdeen**
to **Plymouth**,
Usdaw has
offices across
the UK

Channels

Aberdeen
1 Queens Lane North, AB15 4DF
T: 01224 652820
E: aberdeen@usdaw.org.uk

Glasgow
Muirfield,
342 Albert Drive,
G41 5PG
T: 0141 427 6561
E: glasgow@usdaw.org.uk

Belfast
First Floor, Unit 2, 41
Stockmans Way, BT9 7ET
T: 028 9066 3773
E: belfast@usdaw.org.uk

Preston
First Floor, Units 6 & 7, Eastway
Business Village, Olivers Place,
Fulwood, PR2 9WT
T: 01772 704003
E: preston@usdaw.org.uk

Warrington
5 Ibis Court,
Centre Park, WA1 1RL
T: 01925 578050
E: warrington@usdaw.org.uk

Kegworth
3c Market Place, Derby DE74 2EE
T: 01509 686900
E: kegworth@usdaw.org.uk

Redditch
1 Oak Tree Park, Burnt Meadow Road,
Moons Moat North,
Worcestershire B98 9NW
T: 01527 406290
E: redditch@usdaw.org.uk

Cardiff
Unit 10, Oak Tree Court,
Mulberry Drive, Cardiff
Gate Business Park,
Pontprennau
CF23 8RS
T: 029 2073 1131
E: cardiff@usdaw.org.uk

Plymouth
First Floor, Rhin House,
24 William Prance Road,
PL6 5WR
T: 01752 765930
E: plymouth@usdaw.org.uk

Bristol
Unit D Abbey Wood
Business Park,
Emma Chris Way, Filton
BS34 7JU
T: 0117 931 9730
E: bristol@usdaw.org.uk

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

Your Contacts

Always speak to your rep first if you need advice or support. If you don't have a rep at your workplace contact your local Usdaw office as shown on the map. Alternatively, you can ring our national helpline **0845 6060640** to be connected to your local office.

The union's head office is:

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

Know your Branch! The number of your Usdaw branch is printed on the plastic wrapper of each issue of arena above your name. Some members change branches during the year, so check this to make sure you attend the right branch meeting. You are only entitled to take part in Usdaw elections at meetings of your own branch. If you need further information, contact your local Usdaw office.

Let us know if your
details change...

www.usdaw.org.uk/update

Edinburgh
39 York Place, EH1 3HP
T: 0131 556 5242/557 9109 E: edinburgh@usdaw.org.uk

Newcastle
2 Hedley Court, Tyne & Wear NE29 7ST
T: 0191 296 5333
E: newcastle@usdaw.org.uk

Leeds
Unit 2 Temple Point Business Park,
Bullerthorpe Lane LS15 9JL
T: 0113 232 1320
E: leeds@usdaw.org.uk

Bury St Edmunds
The Anderson Centre,
6 Olding Road, Suffolk IP33 3TA
T: 01284 775700
E: burystedmunds@usdaw.org.uk

Waltham Cross
Unit 12/13 Regent Gate, 83
High Street,
Hertfordshire EN8 7AF
T: 01992 709280
E: walthamx@usdaw.org.uk

Faversham
11 Jubilee Way,
Kent ME13 8GD
T: 01795 532637
E: faversham@usdaw.org.uk

London
Ground Floor,
Congress House,
Great Russell Street,
WC1B 3LS
T: 020 7323 5550
E: london@usdaw.org.uk

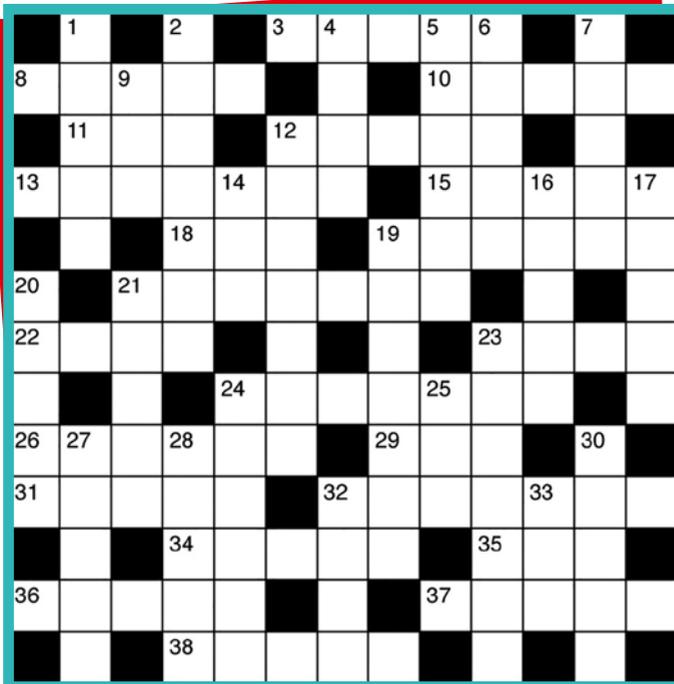
Morden
Meldrum House,
89-91 Middleton Road,
Surrey SM4 6RF
T: 020 8687 5950
E: morden@usdaw.org.uk

arena Crossword

WIN!
£50

Three lucky members will win £50 each if they answer correctly the crossword clues below. Closing date 23 Dec 2016

(Not open to Usdaw staff)



Word up!

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

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

arena Autumn £50 winners:

Patricia Veale
NW Co-op Retail No.4 K38
Marilynne Tomlinson
NW General No.4 K110
Carolyn Zak
Chelmsford & Colchester C37

ACROSS

- 3. Set (5)
- 8. Month (5)
- 10. Indian monetary unit (5)
- 11. Rodent (3)
- 12. Of the moon (5)
- 13. Rifle attachment (7)
- 15. Courage (5)
- 18. Narrow brooch (3)
- 19. Waited in line (6)
- 21. Questionable (7)
- 22. Wading bird (4)
- 23. Boat of logs (4)
- 24. Swimmer's breathing device (7)
- 26. Brigand (6)

- 29. Chest bone (3)

- 31. Mass of bees (5)
- 32. Fight off (7)
- 34. Dismay (5)
- 35. Equipment (3)
- 36. Spoor (5)
- 37. Man's name (5)
- 38. Recently (5)

DOWN

- 1. Unit of purity of gold (5)
- 2. Sea creature (7)
- 4. Defeat heavily (4)
- 5. Planet (6)
- 6. Pulped food (5)
- 7. Rummage (5)

- 9. Marine fish (3)
- 12. Tolerant (7)
- 14. Pen part (3)
- 16. Rustic (5)
- 17. Revises (5)
- 19. Disagreement (7)
- 20. Arms, e.g. (5)
- 21. Girl's name (5)
- 23. Reprimands (7)
- 24. Elementary (6)
- 25. Sleep, informally (3)
- 27. Prize (5)
- 28. Sewer (5)
- 30. Garden flower (5)
- 32. Complain bitterly (4)
- 33. Illuminated (3)

Please complete, write FREEPOST USDAW on the envelope and put it in the post.

FOR OFFICE USE ONLY

Branch No. _____

Membership No. _____

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

Please tick the appropriate box

Ms

Miss

Mrs

Mr

Female

Male

Surname _____

Forename _____

Member's Signature _____

Date _____

Full Postal Address _____

Tel. No. (inc. STD) _____

Email _____

Mobile No. _____

Postcode _____

Age _____

Date of Birth _____

Company Name _____

Workplace Address _____

Location Number _____

Occupation _____

Employee No. _____

NOTICE

Trade Union and Labour Relations

(Consolidation) Act 1992

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

Recruiter's Name _____

Recruiter's Membership No. _____

Please tick the appropriate box

Have you been a member of Usdaw before? Yes No

Please tick the appropriate box

Have you been a member of any trade union before? Yes No

If so please give details _____

Union _____

Date joined _____

Date Left _____

Contribution rate per week _____

Please tick the appropriate box

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

Scale A

Full or Part-time workers

Scale C

Part-time workers only

Amount per week _____

Amount per week _____

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

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

COVERED BY THE DATA PROTECTION ACT

Sign up a friend and **£500 CASH** could be in your pocket!

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



Sign up a colleague and enter the draw!

THERE'S A MASSIVE **£500** UP FOR GRABS FOR THE **FIRST LUCKY WINNER** PULLED OUT OF THE HAT!

Last issue's winner!

The winner of the **arena** autumn issue's bumper recruitment prize of **£500** is **Barry Caldicott** from Darlington. Rep Barry recruited colleague **Michael Thompson** who he works with in the outward and delivery department at their local DHL depot.

"I've worked at DHL for 11 years," said Barry. "I've told my colleagues about my win and they think I'm very lucky as it's the second time I've won this competition. I won the draw in spring last year so I was delighted to be told I'd won again."

"I'll give Michael a treat out of the money and spend the rest on a break for my wife and myself."

You could **win £500** in this issue's **Recruit a Friend** competition. All you have to do is sign up a colleague at work using the form overleaf, place it in an envelope and write: **Usdaw Freepost** on it and put it in the post.

The first one out of the hat will **win £500**. With an average of 50 entries each issue you've a great chance of scooping this fantastic prize.

The new weekly rates are **£2.34 for Scale A** (applicable to full-time and part-time workers) and **£1.47 for Scale C** (applicable to part-time workers only)

Closing date is 23 Dec 2016



Barry, left, with Michael