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Arena is the membership magazine for the Union of Shop, Distributive and Allied Workers.

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Published on behalf of Usdaw by

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



Welcome

Every time you turn on the TV or radio, you hear of working people having to choose between heating and eating, others are going without food to feed their kids, and yet more are turning off fridges, freezers and washing machines to save money.

Tory MPs have shown just how out of touch they are with working people by going on TV and telling people to work more hours or to buy cheaper brands of food. But let's be clear, this is not a crisis about budgeting, this crisis needs political intervention, something which the Government resisted until the publication of the Sue Gray report. The report, which investigated lockdown-breaking parties in Downing Street, concluded that many of the gatherings breached Covid rules. Following this, the Government hastily announced a windfall tax.

The windfall tax is simply not good enough and barely covers half the increase in energy costs, which have more than doubled in just over six months. It also ignores that inflation is standing at a 40-year high and rocketing food and fuel prices.

The Government continues to fiddle at the edges instead of bringing forward a comprehensive package of support in an emergency budget. We are in urgent need of a New Deal for Workers to ensure that going to work means a decent standard of living for all workers.

Paddy Lillis, General Secretary



10



18

Know Your Rights

P18 Energy Crisis - a guide outlining the help available.

Health and Safety

P40 Arena answers your questions on hay fever, staff shortages and water bottles on checkouts.

Special features

P10 ADM coverage of the first in-person conference for three years.

P22 Organising Awards Recognising the contribution of Usdaw reps.

P24 Member Stories Usdaw rep and war veteran Stuart Batchelar shares his story.

P26 Assault at Work Grant New benefit for members who sustain a crime related injury.

P28 Pensions Gender Gap Calling on the Government to close the gap.

Regulars

P4 News Inflation and energy costs pushing people into poverty.

P9 Publications Update The latest leaflets, posters, booklets and online courses.

P14 Campaign Update Putting the spotlight on parent and carers.

P36 Member Offers Discounts and special offers from health to holidays.

P42 Crossword Three lucky winners get to go shopping with a £50 voucher each.





Inflation and energy costs pushing people into poverty

In the midst of spiralling inflation, Ofgem forecast that the energy price cap is likely to rise to £2,800 in October and could raise the typical fuel bill by £800. Working people are already struggling with the cost of living crisis which has seen inflation rise to 11.1 per cent, a 40-year high.

Usdaw's cost of living survey of over 6,500 workers found that two-thirds have relied on borrowing to pay their everyday bills, more than a quarter of all parents have missed meals in the last year to pay bills and a quarter of respondents will no longer use heating.

Up until now the Government had ignored repeated calls for more help for the millions of people struggling to make ends meet. However, following the publication of the Sue Gray report, which investigated lockdown-breaking parties in Downing Street and concluded that many of the gatherings breached Covid rules and there was a failure of leadership, the Government announced a windfall tax.

Usdaw general secretary Paddy Lillis said: "It has been deeply damaging to our members' health and wellbeing to see the Government spend months denying the need for Labour's windfall tax. Now that they

have finally conceded, it is disappointing that the support offered barely covers half the increase in energy costs, which have more than doubled in just over six months.

"The chancellor has totally ignored rocketing fuel and food prices, which have driven inflation to its highest rate in 40 years. The Government is clearly out of touch with the real lives of low-paid working people, as they fiddle at the edges instead of bringing forward a comprehensive package of support in an emergency budget.

"Usdaw continues to call for an immediate increase to all social security payments by at least the level of inflation, the grants announced today are simply not enough. Low-income households, pensioners and disabled people deserve better than the derisory 3.1 per cent increase they received this year.

"There also needs to be lasting and fundamental change to the way society views workers. We need a New Deal for Workers: a minimum wage of at least £12 per hour, an end to insecure employment, along with fundamental reform of Universal Credit to provide proper social security. Going to work should mean a decent standard of living for all workers."

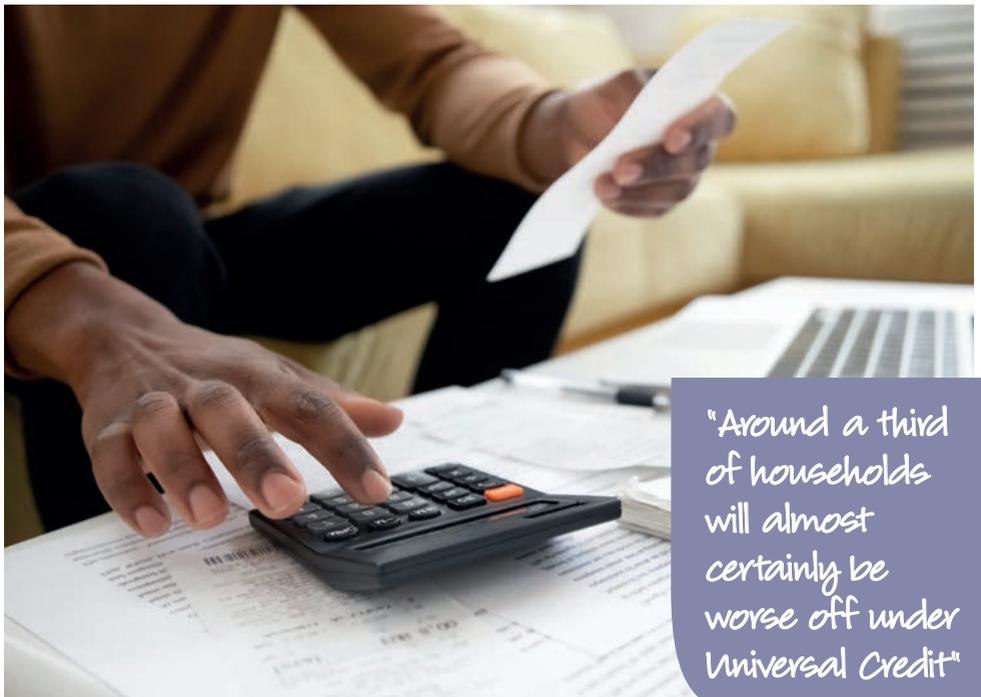
Usdaw urges caution when voluntarily migrating from tax credits to Universal Credit

The Government is re-starting the process of moving tax credit claimants onto Universal Credit, which was paused during the pandemic. Some people will be automatically migrated over when their circumstances change, but the Government is also encouraging people to voluntarily switch.

Claimants moved onto Universal Credit by the Government, in a process called 'managed migration', are entitled to transitional protection, which means their benefits income will not decrease. Whereas if a claimant moves voluntarily and finds they are worse off, there is no way to go back to tax credits and no entitlement to transitional protection.

Usdaw general secretary Paddy Lillis says: "The Government is saying that tax credit claimants can be better off on Universal Credit, but we know that is not always the case. Each household's situation is different and around a third of people will almost certainly be worse off under Universal Credit than on tax credits, possibly more.

"So unless a claimant is absolutely sure they will be better off on Universal Credit, it is likely to be better to stay on tax credits and wait until they are migrated by the Department for Work & Pensions. We urge members to 'look before you leap' by contacting benefits experts, such as 'Turn2Us' or 'Citizens Advice', for some professional advice before switching."



"Around a third of households will almost certainly be worse off under Universal Credit"



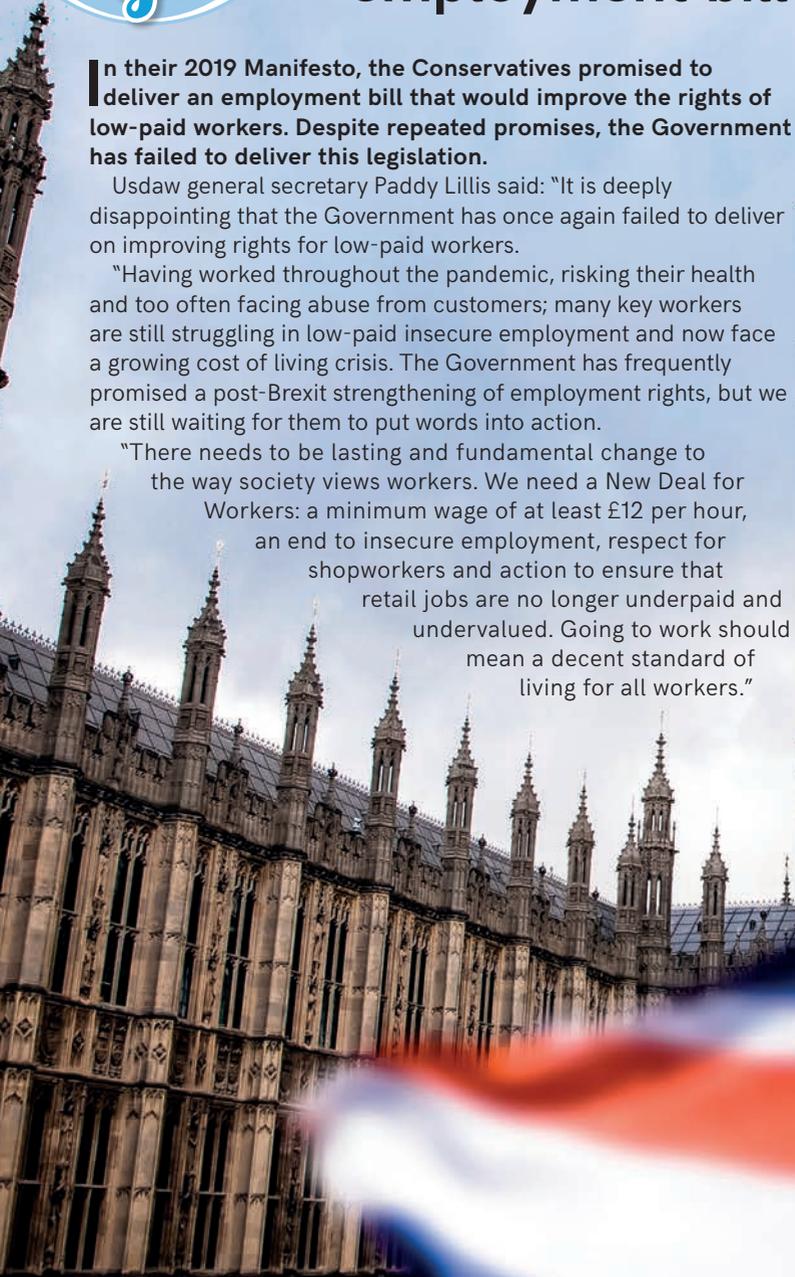
Government fails to bring forward an employment bill

In their 2019 Manifesto, the Conservatives promised to deliver an employment bill that would improve the rights of low-paid workers. Despite repeated promises, the Government has failed to deliver this legislation.

Usdaw general secretary Paddy Lillis said: "It is deeply disappointing that the Government has once again failed to deliver on improving rights for low-paid workers.

"Having worked throughout the pandemic, risking their health and too often facing abuse from customers; many key workers are still struggling in low-paid insecure employment and now face a growing cost of living crisis. The Government has frequently promised a post-Brexit strengthening of employment rights, but we are still waiting for them to put words into action.

"There needs to be lasting and fundamental change to the way society views workers. We need a New Deal for Workers: a minimum wage of at least £12 per hour, an end to insecure employment, respect for shopworkers and action to ensure that retail jobs are no longer underpaid and undervalued. Going to work should mean a decent standard of living for all workers."



New technology and self-service tills proving to be a challenge for workers and customers alike

Usdaw general secretary Paddy Lillis raises with MPs the challenges workers face with the introduction of new technology and self-service tills.

Udaw recently gave evidence to MPs on the All-Party Parliamentary Group on the Future of Retail, highlighting the challenges workers face with the introduction of new technology and focussing on the greater use of self-service tills.

Udaw general secretary Paddy Lillis said: "It is clear that technology, automation and algorithmic management is significantly changing the world of work, with the CBI predicting that nine in ten UK employees will need to be reskilled over the next eight years.

"Udaw is not trying to stop this developing technology, but we need to ensure workers' interests are protected. Addressing the training issue, we need to reinstate the Union Learning Fund, fundamentally overhaul the Apprenticeship Levy Scheme and provide a right to paid time off for training.

"However, training is just one of the many issues our members are facing. Another key issue, which is being raised by both retail workers and customers, is self-

service checkouts. Many customers feel forced into using self-service checkouts, leading to their frustrations being taken out on staff.

"Shopworkers suffer significant stress and feel overstretched when covering banks of self-service tills, with having to deal with so many customers at the same time.

"Shopworkers provide the customer service that many shoppers really value and we do not want to see jobs cut through the introduction of new technology.

"There are real concerns about theft from unstaffed tills, disputes over technology errors and customer confusion on how systems work. All of these problems can be real flashpoints for abuse of shopworkers.

"All too often retailers are dazzled by new technology, chasing solutions to problems that don't exist.

"Udaw believes that employers should invest in staff. Well paid shopworkers, in secure jobs, who are valued and respected are what is best for business."

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BRC finds abuse surges over pandemic

Usdaw called for retail crime to be taken seriously, following the British Retail Consortium's (BRC) annual survey which found that violence and abuse against shopworkers more than tripled over the pandemic, in part as a result of measures such as social distancing and face mask restrictions.

The BRC said the number of incidents surged to 1,301 each day in the year to March 2021, from 455 per day a year earlier.

Usdaw general secretary Paddy Lillis said: This BRC survey confirms Usdaw's latest research, which found that nine in 10 retail workers suffered abuse from customers, with far too many experiencing threats and violence. Particularly concerning was the one-third increase in assaults, up from 9 per cent in 2020 to 12 per cent in 2021. So, it is extremely worrying that nearly two-thirds said they were not confident that reporting these issues will make any difference.

"Faced with such appallingly high levels of violence and abuse and the lack of confidence in the system, The Government must provide the co-ordination needed to ensure that retail employers, police and the courts work together to make stores safe places for our members to work and for customers to shop."

Rest in peace John Outerson

Usdaw was saddened to hear of the death of union member John Outerson who died in October 2021, at the age of 96.

Born in 1925, John joined Usdaw in 1940 when he started working for the Co-op in Melrose, Scotland. He remained in membership for a staggering 81 years.

John grew up on a farm with his six brothers and sisters. As a teenager, he was called to serve in the RAF during the Second World War. After the war, John went to work for the Co-op and rose through the ranks to become the manager of the Galashiels store in Scotland, where he worked until his retirement in 2001.

His son Michael Outerson said: "My father was one of those people who was extremely popular and good at everything. There was something about him that drew people to him, friends, colleagues and neighbours alike, they all loved him. He got on with everybody and had a stack of Christmas cards from all the friends he made whenever he went on holiday."

Usdaw general secretary Paddy Lillis paid tribute: "John was a lifelong member of Usdaw and great ambassador for the union. In his life, John saw seismic changes from the Second World War to advancing technology. He was from a generation of people whose contributions to their country, to the world of work and the trade union movement shaped the society we live in today. Our sincere condolences go to John's family and friends."



Worried about money? Know Your Rights

The cost of living crisis is affecting people throughout the UK. Rising inflation, record high fuel prices and the increase to National Insurance are putting more pressure than ever on household budgets.

Usdaw's recent cost of living survey found that over two-thirds of our members have relied on loans and borrowing to pay essential bills and three-quarters say financial worries are having an impact on their mental health. It's never been more important to know about the help that is available to those who are struggling to make ends meet.

This leaflet gives advice on benefits and pensions, an overview of Universal Credit and information on where to go for free, independent money advice and support. Remember that if you're having difficulties, Usdaw is here to help. Read the leaflet online at dtp.usdaw.co.uk/385

■ Leaflets

- **Workers' rights - a guide for full-time and part-time workers** (Leaflet 211)
- **Don't retire from the Union** (Leaflet 269)
- **Working Carers Know Your Rights** (Leaflet 343)
- **Flexible Working** (Leaflet 346)
- **Working Parents Know Your Rights** (Leaflet 381)
- **Worried about money? Know Your Rights** (Leaflet 385)
- **Ushaw Supporting Young Workers** (Leaflet 396)



- **Are YOU affected by Male Domestic Violence?** (Leaflet 405)
- **Social Media and Mental Health** (Leaflet 425)
- **Pensions - Understanding Your State Pension** (Leaflet 428)
- **Pensions and Redundancy Guide** (Leaflet 440)
- **Supporting Young Workers - Workplace Mental Health** (Leaflet 450)
- **Puzzled by Pensions? How much has been lost to pension scammers?** (Leaflet 452)
- **Drivers' Handbook**
- **Ushaw Pensions Guide - 2022/23 edition**
- **Urinary Incontinence** (Women's Health Series: 16)

■ Factsheets and flyers

- **Free Will Writing Service for Usdaw Members and their Partners** (Form BL4)
- **Leaving Your Workplace Pension Scheme or Stopping Contributions Factsheet**
- **Maternity Leave and Pensions Factsheet**
- **Pension Freedoms Factsheet**

75th Annual Delegate Meeting 2022



Usdaw activists and officials gathered in the Winter Gardens in Blackpool for the 75th Annual Delegate Meeting (ADM). ADM is the biggest event in Usdaw's calendar and was the first in-person ADM for three years, with around 1,000 delegates, visitors and officials attending.

General secretary Paddy Lillis, deputy general secretary Dave McCrossen and president Jane Jones hosted ADM, while executive council member Kate MacLeod ensured the smooth running of ADM as chair of the standing orders committee.

Delegates took part in debates and voted on propositions to decide the union's policies and priorities for the next 12 months.

Arena reports on a cross section of the main propositions and debates.

Cost of Living Crisis

The cost of living crisis topped the agenda at ADM with delegates calling for action from the Government. Delegates blamed the Conservative Government, who have been in power for more than a decade, for the crisis and for their failure to invest in the welfare state, for refusing to implement a windfall tax on energy





companies and their lack of support for working people who are having to choose between eating and heating.

Boxing Day Closures

Delegates backed a call for stores to be closed on Boxing Day without loss of pay. Christmas is an incredibly stressful time for retail workers; therefore, they deserve a proper break at Christmas to rest and recuperate and to spend time with their family and friends.

Crime and Justice

Delegates took to the rostrum for the Crime and Justice debate and called for drink/needle spiking to become a specific offence. In an attempt to tackle the epidemic of violence against women and girls they called for misogyny to be classed as a hate crime, and for the judiciary to use their full powers of sentencing when reviewing instances of retail crime and violence.

Together Against Racism

Conference listened to delegates talk about their experiences of racism and how it can affect every sphere of their lives. Delegates backed the National Executive Statement to work together to tackle workplace racism, to become better allies



to their colleagues and to support Usdaw members to become actively anti-racist.

Automation

Conference endorsed the national executive statement on automation which calls for a right to collective consultation on the introduction of technology in the workplace, a right to retraining, significant improvements to redundancy rights and a right to equality impact assessments, so that all workers are given the opportunity to adapt to the changing world of work.

Minimum Wage

Delegates voted unanimously for the proposition which called for an increase in the minimum wage to at least £12 per hour, as a step towards £15 per hour, to reflect the increased cost of living.

Health and Safety

Usdaw delegates called for EU safety laws to be retained and to not let the Conservatives write off regulations that save lives as 'red tape'. They also called for better workplace security and pandemic lessons to be learned.

Housing Crisis

Delegates blamed Conservative policies for fuelling the housing crisis and called for decent housing to be a basic right available to all communities and backgrounds.

Menopause

Conference backed a call for the union to run workplace campaigns to support workers going through the menopause and secure better rights from employers. Delegates called for an end to stigma and discrimination and called for the menopause to be recognised as a serious workplace health concern.

Union Learning Fund Cut

The cut to the Union Learning Fund was condemned by delegates who called for the fund to be reinstated in England. Growth in technology means that nine out of 10 workers will need to be retrained in the next decade, therefore trade unions are best placed to deliver this training.

Long Covid

Over a million people are now living with long Covid. Many are forced to take time off work. Delegates called for more support from employers including reviewing absence policies.

SUBS INCREASE

- Delegates voted overwhelmingly to increase membership rates. This means that from 26 June Scale A members will pay £2.60 a week and Scale C members will pay £1.76 a week.



At this year's ADM, the guest speaker Dr Rosena Allin-Khan, MP for Tooting and the Shadow Cabinet Minister for Mental Health, addressed a conference to thank key workers and outlined what a Labour Government could do for them.

Dr Allin-Khan said: "I want to start by putting on the record my own thanks for the work of Usdaw and its members during the pandemic. Retail workers, in particular, were on the front line.

Invoking the drive to rebuild after World War 2, Dr Allin-Khan said: "That is the spirit we need now, as we leave the worst of the pandemic behind and face the future. The spirit of 1945. Secure jobs, with an end to zero-hours contracts. Affordable homes, and protection from dodgy landlords and sky-high rents. Safe streets, safe parks, safe public spaces for everyone. A new lease of life for the high street and town centres. Mental health must be treated with the same seriousness as physical health. That's why the next Labour Government will guarantee mental health treatment within a month. The end of discrimination including racism,

misogyny, homophobia, able-ism, ageism, transphobia, Islamophobia and hate in all its forms and an NHS there for all, when we need it, free at the point of use.

"As trade unionists, we have always arrived at the same answer: Where forces threaten to engulf us, we come together and stand firm. Where things look bleak, we seek out the light. 'The past we inherit, the future we build.' I know it is tough out there. Food prices up, gas prices up, petrol prices up, rents up, inflation up; but wages stagnant, or even falling. Cuts to people's benefits, including in-work benefits. A cost-of-living crisis which is hitting pretty much every purse and pocket in the land. Real pain; unless you're a millionaire, or a non-dom, or a Conservative cabinet minister.

"This is a government which doesn't get it and doesn't want to try. They had the chance to back Labour's idea of a one-off windfall tax on the energy companies. It would raise millions of pounds and help millions of people. What did the Government do? They voted against it. Remember that when the bill lands on the mat this month."



Putting the spotlight on parents and carers

Usdaw's annual Supporting Parents and Carers Spotlight Day took place on 18 May. Reps and activists took to workplaces across the country to celebrate the work being done by Usdaw to win a better deal for working parents and carers.

Usdaw general secretary Paddy Lillis said: "Day in, day out, reps are supporting members who need the help of their union.

"This could be helping them find hours of work that fit around their family

commitments, or needing time off when a family member is ill. This support was especially important over the pandemic when so many parents and carers needed time to cope with school closures or to care for relatives who were isolating at home.

"Usdaw is working tirelessly to improve the rights that working parents and carers rely on and we're really making a difference. If you're a parent or carer, it makes so much sense to be an Usdaw member."



Tesco, Widnes

Usdaw campaign wins include:

- Maternity pay in the big four retailers is now paid well above the statutory rate. Paternity pay at 100% and extended beyond two weeks in many agreements.
- Adoption Leave paid above statutory rate by many employers.
- Additional support for foster carers and adoptive parents.
- Paid time off for fertility treatments.
- New domestic violence agreements across five national companies.
- The right for parents and carers to have their caring commitments taken into account when hours of work are being changed.



Morrisons, Falkirk



Tesco, Plymouth



Boots Industrial, Nottingham



Morrisons, Carlisle



#NewDeal4Workers

A NEW DEAL FOR WORKERS

New Deal for Workers

Usdaw delegates at the union's Annual Delegate Meeting unanimously backed a call for a minimum wage of at least £12 per hour, as a step towards £15 per hour.

Usdaw general secretary Paddy Lillis said: "Through our campaigns Usdaw has taken the figure of £10 per hour into pay negotiations and to our discussions with Parliament. And we have achieved at least £10 per hour in many workplaces where we have agreements, including Sainsbury's, Argos, Tesco and Asda in Northern Ireland.

"Now, with inflation soaring, the cost of everyday items increasing and energy bills skyrocketing, we need to refresh our demand and ask for more.

"£12 per hour, as a step towards £15 per hour, is a target that will make a real difference to the lives of our members and to their standard of living. It's a figure we can build a campaign around. It's a figure we can take into our pay negotiations, take into Parliament and take into discussions with the Low Pay Commission."

NEW DEAL FOR WORKERS CALLS FOR:

- Minimum wage of at least £12 per hour as a step towards £15 for all workers, ending rip-off youth rates.
- Minimum contract of 16 hours per week, for everyone who wants it, that reflects normal hours worked and a ban on zero-hour contracts.
- Better sick pay for all workers, from day one, at average earnings.
- Protection at work, respect for

- shopworkers, abuse is not a part of the job.
- Proper social security system, Universal Credit does not provide an effective safety net.
- Job security, with day one employment rights for unfair dismissal and significant improvements to redundancy protections.
- Fair treatment and equality for all workers, including equal pay.
- Voice at work, stop rogue employers refusing to engage with trade unions and end 'fire and rehire'.

Save Our Shops



Usdaw has joined forces with major retailers including Tesco, Sainsbury's, Morrisons and Co-op, along with retail trade bodies, to create a temporary coalition called the Retail Jobs Alliance.

The alliance wrote to the chancellor of the Exchequer, Rishi Sunak, calling on him to cut business rates for bricks-and-mortar retailers – the 'Shops Tax' – funded by a new tax on online sales.

Udaw general secretary Paddy Lillis said: "When retail employers and the shopworkers' trade union combine in a call for action, it's time for the Government to listen. The retail industry was going through a difficult time before Coronavirus and the pandemic has accelerated the move towards online shopping.

"The current business rates system is not fit for purpose and it places bricks-and-mortar retailers at a significant disadvantage to online retail. In effect, this amounts to nothing more than a 'shops tax' and action has to be taken to level the playing field. The burden of business rates is not only unfair, it

is a serious threat to jobs.

"Any online sales tax has to be used to fund a reduction in business rates. We recognise concerns about the potential impact of a new tax on business but if implemented carefully, these concerns can be addressed."

HOW AN ONLINE SALES TAX SHOULD WORK

- Tax should be collected annually rather than at the point of purchase.
- Setting it at a level that minimises impact on growth and investment within retail. A 1 per cent or 2 per cent online sales tax could create a significant income stream.
- Exclude 'click and collect' and orders made in store but delivered at home.
- Any online market place loopholes should be closed to ensure the levy is not simply passed on to smaller retailers.
- Government should consider exemptions for small businesses to mitigate any negative impact.





Working age households in the UK are facing spiralling costs of living in 2022. Rising inflation and an increase to National Insurance are all putting pressure on household budgets.

The energy price cap increased by 54 per cent in April, meaning, on average, households were looking at paying £700 more for their bills (the exact amount would still depend on individual energy use). In May Ofgem announced that the price cap will increase again in October, to £2,800.

If you're one of the millions of households struggling with the latest increase to your energy bill, then make sure you know what help is available.

Council tax rebate

In response to the energy crisis, the Government announced a one-off £150 council tax rebate. Millions of households in England, Wales and Scotland will receive the payment from April, and everyone should have received their rebate by September.

Who gets the rebate?

Everyone in bands A to D in England, Scotland and Wales will get the rebate.

In Wales, the £150 payment will also be made to households in council tax bands E to H, which are in the council tax reduction scheme.



You can check your council tax band with your local council or via the Government's postcode checker www.gov.uk/council-tax-bands

How will it be paid?

- **Direct Debit:** If you pay your council tax by direct debit, then the refund will go into your account automatically.
- **Other payment methods:** If you don't pay by direct debit, councils are offering different payment methods. You can check their website to see what arrangements they are offering.

Government grant paid in October 2022

The repayment of the £200 repayable loan, due in October, will now be turned



into a grant. The payment will be doubled to £400 for everyone.

How will it be paid?

The discount will be made automatically by your energy supplier. There is no need to apply. Over the course of six months from October, direct debit and credit customers will have the money credited to their account. Customers with pre-payment meters will have the money applied to their meter or paid via a voucher.

Household Support Fund

Contact your local council to see if you qualify for financial support via their Household Support Fund or welfare assistance schemes. If you are claiming

*"People struggling with the cost of living crisis should simply work more hours or get better paid jobs.
Rachel Mclean,
Conservative MP"*

Universal Credit and other benefits you could get extra support on top.

www.gov.uk/find-local-council

Warm Home Discount

You could get £140 off your electricity bill for winter under the Warm Home Discount Scheme. The money is not paid to you - it's a one-off discount on your electricity bill, between October and March.



There are two ways to qualify for the Warm Home Discount Scheme:

- You get the Guarantee Credit Element of Pension Credit known as the 'core group'.
- You're on a low income and meet your energy supplier's criteria for the scheme - known as the 'broader group'.

You can still qualify for the discount if you use a pre-pay or pay-as-you-go electricity meter.

The Warm Home Discount will be back for winter of 2022/2023 and application will re-open in September 2022. Grants are limited, contact your electricity supplier for further information.

Winter Fuel Payments

Winter Fuel Payments are available if you receive the state pension or get another social security benefit (not Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit). Any money you get will not affect your other benefits.

Most payments are made automatically in November or December. If you did not get your payment, contact the Winter Fuel Payment Centre on **0800 731 0160**.

Grants to help pay off your energy debts

If you're in debt to your energy supplier, you might be able to get a grant to help pay it off. There are a number of energy companies who offer grants and schemes that are open to anyone - you don't have to be a customer. At the time of writing, British Gas, Scottish Power, EON and EDF were offering grants.

For more information check out the website of the energy companies



or contact Citizens Advice at www.citizensadvice.org.uk or **0808 223 1133**.

What to do if you can't pay your energy bills

If you're struggling to pay your gas and electricity bills, contact your supplier to agree a payment plan. Your supplier has to help you come to a solution and they must take into account



your income and outgoings, debts and personal circumstances.

Can my supplier cut me off?

Energy companies cannot cut off your supply unless they have first offered you a range of payment methods to help you pay. They can only cut off your supply as a last resort and they must give you seven working days' notice in writing.

As millions of people around the country struggle to pay their bills and put food on the table, Tory MPs responded as follows:

George Eustice, secretary of state for environment, food and rural affairs

Tory minister George Eustice suggested the solution for people struggling to pay for food amid the crisis is for them to buy cheaper brands.

Boris Johnson

In an interview with Good Morning Britain, the prime minister was told the story of a pensioner who had been riding the bus to stay warm because she can't afford to use her heating due to rising energy bills. His response was to brag that he was the one who introduced that bus pass - which turned out to be false.

Katherine Fletcher, MP for South Ribble in Lancashire

In an appearance on BBC Politics North West, Tory MP Katherine Fletcher was called "callous" after suggesting that families who are struggling are "sitting on benefits" and should "get any job".

Rachel Maclean, MP for Redditch in Worcestershire

Speaking in an interview with Sky News, Safeguarding minister Rachel Maclean suggested that people struggling with the cost of living crisis should simply work more hours or get better paid jobs.



The Usdaw Organising Awards 2021

A ctivists took centre stage at Usdaw's 16th annual organising awards in Manchester. The event is unique in the trade union movement and helps to properly recognise the outstanding contribution Usdaw reps make in the year.

The ever-popular event saw talented and committed reps from all seven regions attend a ceremony to celebrate the very best recruiters, organisers and campaigners in the union.

General secretary Paddy Lillis, deputy general secretary Dave McCrossen and president Jane Jones played host and presented national awards to 10 winners in nine categories.

"It's been an incredibly difficult period for everyone due to the pandemic and all the challenges and distress it has caused," said Paddy. "Usdaw reps have been at the forefront and continued to do an amazing job throughout this time



in supporting members, their communities and their families. I am extremely proud of them.

"The Organising Awards are our chance of recognising and thanking the reps for their hard work. The exceptionally high standard of nominations confirms that we have some of the very best recruiters, organisers and campaigners in the trade union movement."

What the Winners Said

Most Promising New Activist Award

Becky Smithers Solent H075

"I'm chuffed I won. I really didn't think I was going to get it. I'm a lockdown rep as I became a rep in 2020. It's been a hard slog so it's brilliant being recognised and appreciated like this."

Health and Safety Rep Award

Graham Logie West Norfolk General C063

"I enjoy mentoring my colleagues around the importance of safety in the workplace. I've had a lot of support from the union and winning an award for what you enjoy doing is fantastic."

Equalities Award

Innocent Igiehon Leeds and District Tesco F146

"It's amazing to win. This is for all members and non-members and especially for the black community. It's a morale booster and I want to thank everyone who helped me."

Union Learning Rep Award

Shirley Ann Smith North Yorkshire Tesco F102

"I'm totally overwhelmed at winning the award. I don't feel like I'm doing anything different from other reps so I feel privileged to be recognised like this."

Campaigns Award

Michelle Whitehead Midcounties Co-op E070

"I was flabbergasted when they read my name out. I'm so proud my company who allowed me to have a voice. I will carry on using my voice to fight on behalf of my members."

Team Recruitment and Organising Award

**Joint winners Mike Kewin and Colin Jones
B&M Distribution K240**

"We are over the moon. It was such a surprise to win. This award shows that our hard work doesn't go unnoticed. We want to thank all reps in B&M for the great work they do every day and our area organiser for all the support he has given us."

Individual Recruitment Award

Karen O'Neill Tesco Banking Glasgow G372

"I didn't think I was going to win so it was a lovely surprise to be recognised for the hard work you do. It's been a great night as I've got to see lots of old friends and make some new ones."

Individual Organising Award

Tony Penn NW Hermes K012

"I feel shocked I won. I wasn't really expecting it especially when you look at the competition and see your fellow reps doing a great job. I'm really pleased I won but it won't change anything as I will continue to help and support my members."

Outstanding Achievement Award

Mark Halfpenny Corby Industrial E010

"I feel elated and humbled. It's been a long road to this. You don't become a rep in order to win awards but the acknowledgement is fantastic. To get an award like this, to even be considered is amazing."

From the forces to the Union

Usdaw rep and Falklands War veteran Stuart Batchelar looks back at his time in the Navy and how it shaped him



On 2nd April 1982, Argentina invaded and occupied the Falkland Islands. The Royal Navy set sail three days later and over the following ten weeks, the conflict claimed 907 lives including 255 British military personnel.

The flagship of the British naval fleet was HMS Hermes and onboard was Usdaw rep Stuart Batchelar. Stuart spoke to Stuart to reflect on the 40th anniversary of the war.

"I joined the Navy in 1979 when I was 17 and never thought I was actually going to see active service," said Stuart, who works at Tesco in Southam. "I thought it would just be a job like any other, but the Falklands War broke out when I was 19. I was called up from leave and sailed from Portsmouth on the Hermes - the trip was 13,000 miles.

"I was a cook and most of my time was spent below deck. I used to get locked in to my work area for hours at a time because the policy was to keep the different sections of the ship segregated, to try and limit flooding in the event of a missile hitting us. When my shift finished, I went back to a bunk. We called it hotbunking, one would get out and one would get in.

"My ship was fired upon but luckily they missed us. We were sent to the aid of the Atlantic Conveyor when she was attacked, we brought her crew on board to give them medical attention and we also had to store the bodies of those who were killed.

"I stayed in the Navy for 18 months after the war ended. After I was discharged, I worked as a pub manager before starting at Tesco, which is when I joined Usdaw."



Unity is Strength

"I've been really active in the union since I joined. I'm a rep and the chair of my branch. I've done a lot of work recruiting new members. Being in the union is



Image: bit.ly/392yhmf

HMS Hermes returning to Portsmouth Harbour from the Falklands.

the closest thing I've had to being in the Navy since I left. That sense of camaraderie with other members and reps, knowing that you're all there to look out for each other, is a lot like being in the forces.

"You get to meet a lot of people from different backgrounds and there's no prejudice or judgment; you're all union members and you're all on an equal level. It was like that in the Navy too - no matter who you are or where you come from, you're all there to look after each other and you make connections that stay with you for life.

"Being in Usdaw also got me a lot more interested in politics. It opens your eyes to the disgraceful way this Conservative government treats some of the most vulnerable people in our society. And it isn't right that 16 and 17-year-olds can join the forces but they don't get to vote for the government that runs the country. In my view that's definitely something that needs looking at."

Mental Health advocate

"When I left the Navy there was no help available to help me re-adjust to civilian life, we were just expected to get on with it. There really needs to be a better support network in place to help veterans, because the things you go through have an impact on you for the rest of your life. I'm currently seeing a counsellor to help me finally come to terms with it all.

"My experiences have made me very passionate about mental health. I know

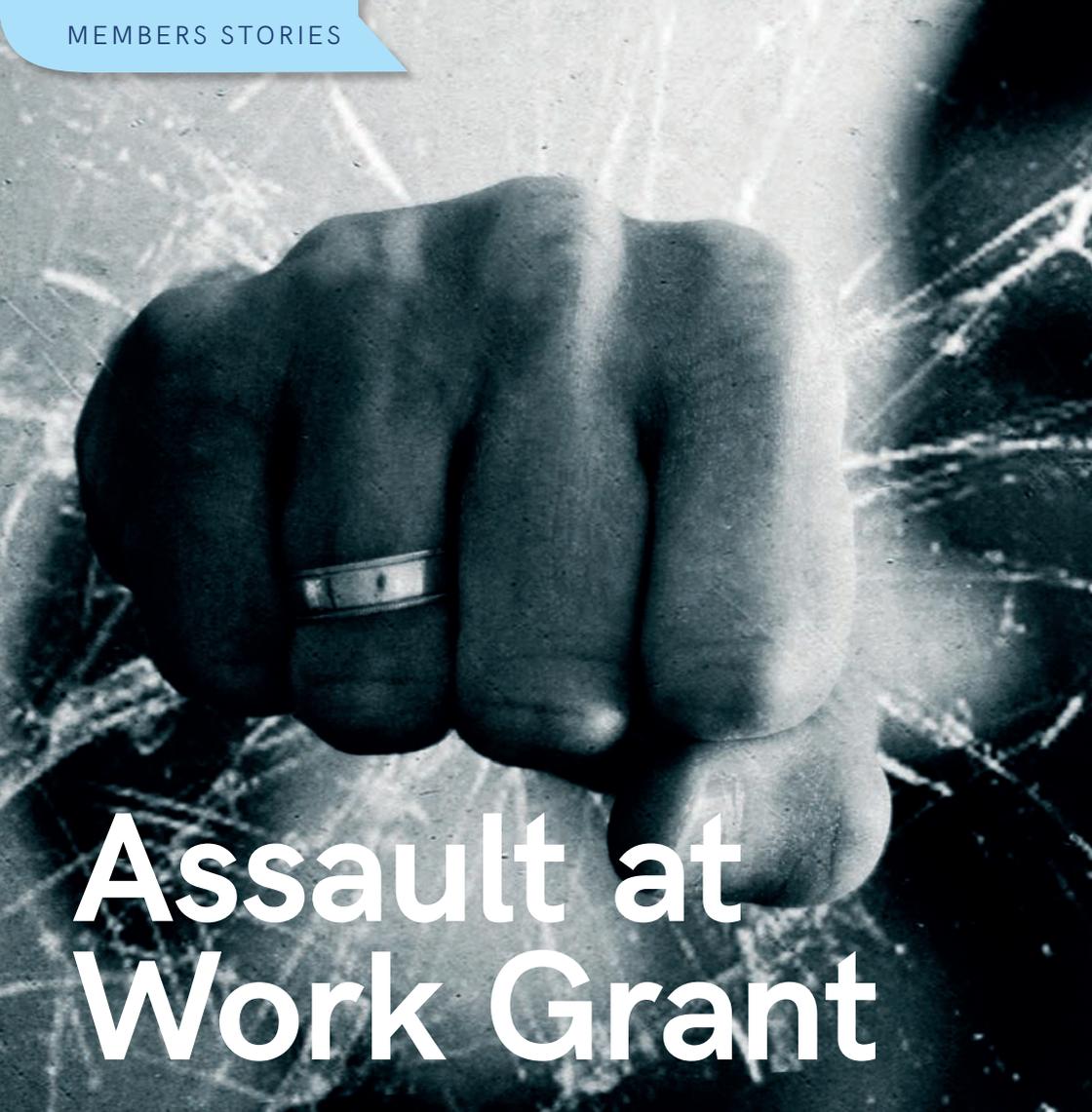
"I've got two extended families - the Navy family and my Usdaw family"

some people find it difficult to open up so I make sure all my members know that Usdaw can help them get the support they need if they're struggling. Once when I was holding a union campaign day, a member came up to me and handed me a suicide note. We obviously made sure they were looked after but it goes to show, anyone can be going through a tough time and you never know when they'll be at their breaking point."

History repeating

"The current crisis in Ukraine reminds me of the way Thatcher's government used the Falklands. Back then it felt like she was using the war as a distraction to take the public's mind off their failings in running the country, and I think that's what Boris Johnson has been doing with the situation in Ukraine.

"Between Ukraine and the 40th anniversary, the war has been on my mind a lot more recently. I've joined a couple of veterans groups and been to some reunions. It's good to talk to people who went through similar things. I've met up with some of my old crewmates, some of them I haven't seen in years, and it's as if we last spoke yesterday. I'm lucky that I've got two extended families - the Navy family, and my Usdaw family."



Assault at Work Grant

Usdaw member Lee, who wishes to remain anonymous, is a store manager for a well-known supermarket and received £500 after he was assaulted in the course of his work. Lee was awarded the sum under the union's new Assault at Work Grant, which provides immediate financial support to members who sustain a crime related injury.

"Two lads were stood in the queue, and they started swearing at a female

colleague on the checkout," said Lee. "They called her a bitc* and told her to hurry up. She was understandably upset and frightened by the incident.

"I stepped in and told them that they couldn't speak to my team like that. They turned around and hit me. I've done this job for 22 years and dealt with plenty of nasty incidents, but I have never dealt with this kind of aggression and violence.

"I ended up in hospital with a fractured cheekbone and was off work for six weeks.

Assault at Work Grant

From 1 January 2022, Usdaw will pay an Assault at Work Grant, to members who sustain an injury arising from an act of violence whilst in the course of their work. The grant is subject to a number of qualifying conditions including:

- Reported the incident formally at their place of work;
- Attended their GP or A&E to ensure a proper record was taken;
- Have continuing physical and/or temporary anxiety condition which lasts at least 6 weeks and which is supported by medical records;
- Reported the incident to the police and have a crime reference number;
- Registered the incident as a potential claim through FirstCall Usdaw within 2 years of the date of the incident.

The grant can only be claimed through a personal injury claim. Once the claim is registered, Usdaw will identify potential claims and contact the member. If reps are aware of any members who may be eligible then they should advise them to register their personal injury claim with: **FirstCall Usdaw on 0800 055 6333**. All payments of the grant are at the discretion of the union and if any subsequent claim is successful and the member receives compensation for their injuries the grant is repayable by the member.

"I ended up in hospital with a fractured cheekbone and was off work for six weeks"

The police said the lads who did this were on their way to a football match, they'd been high on drugs, most likely cocaine, and that they'd been spoiling for a fight.

"My Usdaw official told me about the new grant that was available and

my local office put me in touch with the claims team, who took care of everything. It was so simple and straightforward, and I received the grant within two weeks of first making contact."

Usdaw solicitors are still pursuing a claim for compensation through the Criminal Injuries Compensation Scheme. If the claim is successful, then our member will keep 100 per cent of the award in contrast to private solicitors who would deduct 25 per cent.

Women face a whopping 38% gender pension gap



Usdaw is calling on the Government to tackle the gender pension gap after research found that women are effectively having to wait the equivalent of four and half months each year before they get their pension.

Prospect union said the income gap between men and women in retirement is now 38 per cent. This disparity has the same effect as making women wait 139 days before they get their pension. In addition, in the retail and wholesale sectors women have workplace pensions worth less than a fifth of male colleagues.

What is the gender pension gap?

The gender pension gap shows the percentage difference between the pensions of men and women.

What is the gender pay gap?

The gender pay gap is the difference in the average hourly wage of men and women across a workforce and currently women earn 15.4 per cent less than men.

What causes the gender pension gap?

The main drivers of the gender pension gap are:

- Caring responsibilities - Women are much more likely to take time out of work or reduce their hours of working to look after children which makes it difficult to build up a workplace pension.
- Women still tend to earn less than men therefore less is paid into their pensions.
- A large number of women work part-time therefore they do not always meet the



"In retail and wholesale women have workplace pensions worth less than a fifth of male colleagues"

eligibility criteria to be auto enrolled into their workplace arrangements.

- Historical differences in National Insurance have resulted in women receiving lower State Pensions.

Usdaw has already called on Government to:

- Reduce the minimum age for workers to be enrolled into a pension scheme from 22 to 18, to encourage early saving for retirement.
- Scrap the current earnings threshold of £10,000, to help low-paid, part-time and multiple job workers, who are predominantly women, to get on the first rung of the savings ladder.

- Gradually increase the current minimum contribution rate of 8 per cent (employers currently only have to contribute a minimum of 3 per cent). Usdaw also supports the concept of the introduction of state auto-enrolment contribution credits for those who take a career break which could potentially make a significant difference in reducing the pensions gender gap.

Usdaw is committed to tackling deep rooted inequalities in society and has been raising awareness around pensions for many years. Our website has a dedicated section on pensions, where you can find information on state pensions, auto enrolment, how to combat pension scammers and much more. www.usdaw.org.uk/Help-Advice/Pensions



Retired Members' Conference

Usdaw welcomed 25 delegates to its Head Office in May for the annual Retired Members' Conference. Organised by the union's pensions section and chaired by national executive council member Val Cooke, the agenda included a presentation from Unison on the crisis in the care sector, as well as updates on the union's campaigns and equalities work.

Care workers under pressure

Sam Doherty and Jack Hannam Pearson from Unison delivered a presentation that laid bare the scale of the crisis facing Britain's care sector.

"The care sector employs over 1.5m workers in England alone, and around 1m more will be needed by 2033 to keep up with demand," said Sam. "The sector also has a high rate of staff turnover with almost a third of carers leaving last year. This is not surprising when you look at their pay and conditions.

"Too many care workers are on the

minimum wage and on insecure, zero-hour contracts. Outsourcing the contracts to the private sector has undermined pay and conditions, led to the casualisation of work and created a fragmented system. This has an impact on the quality of the service as working conditions are inextricably linked to standards of care.

"We can't wait for increased funding or a change of government. Unison has been campaigning hard for better pay and conditions, which are set by local authorities, and we've had some wins with Greater Manchester councils agreeing to increase the wages paid to carers."

Jack added: "During the pandemic, 8 out of 10 care workers said they wouldn't be paid their full wages if they were ill or needed to isolate. Staff had to buy or make their own PPE, and some staff were even told not to wear any PPE because it scared residents with dementia.

"Statistics show that care workers are twice as likely to die from Covid-19

"It's important for unions to speak up for their retired members"

than other working age adults, including healthcare workers. Both care workers and care recipients have been disproportionately exposed to the virus.

"It's time to repay our key workers with decent pay, better contracts and safer working conditions."

The Campaigning Union

Deputy head of Usdaw's research and policy department, Chris Morris, provided the conference with an update on the union's campaigning activity.

"Our New Deal for Workers campaign achieved its aim for a £10 per hour wage in many of the workplaces where Usdaw has an agreement," said Chris. "So we'll now be calling for a wage of £12 per hour, as a step towards £15. That's the figure we'll be taking into pay negotiations, into Parliament and into discussions with the Low Pay Commission.

"We're also stepping up our Save Our Shops campaign to level the playing field between online and bricks-and-mortar retail. We've joined forces with retailers and trade groups to urge the Chancellor to introduce an online sales tax, to help fund a cut in business rates for retail premises.

"Our cost of living survey this year found that 82 per cent of working parents feel worse off now than they did last year. We've all seen how prices are going up on utilities, fuel, food and other essentials. Many of our members are struggling to keep their heads above water as there just isn't enough money coming in to cover the basics.

"We'll be increasing our campaigning on this issue in the coming months."

Equalities

Jo Bird, Usdaw equalities officer, gave a presentation on loneliness and its effect on mental health.

"Feeling lonely isn't in itself a mental health problem but the two are strongly linked," said Jo. "Research suggests that loneliness is associated with increased

risk of depression, anxiety, low self-esteem and sleep problems.

"Adults of all ages are equally likely to be lonely, although the triggers for loneliness do differ by age. For example, leaving education is often a vulnerable time for younger people whereas the death of a loved one is more common among older people.

"You may choose to be alone and live happily without much contact with other people, while others may find this a lonely experience. Or you may have lots of social contact, or be in a relationship or part of a family, and still feel lonely - especially if you don't feel understood or cared for by the people around you.

"Union membership is a good first step in tackling loneliness. Not only do our campaigns press government and employers to address the factors that increase the risk of loneliness, unions also bring people together."

What the delegates said...



Brenda Bater: "I found the conference very interesting and stimulating. I learned a lot, it was shocking to learn about the state of pay in the care sector.

We hadn't had a meeting since before the pandemic and a lot of people had a lot to say, especially about the cost of living crisis and mental health. It's important that unions speak up for their retired members who are going to be struggling to heat their homes and feed themselves."



Allan Kell: "This was my first retired members conference and I really enjoyed it. It covered issues which affect everyone and I learned a lot which I'm going to take back to my branch and to the northern federation. It was well worth the journey.

"If you're about to retire, you should definitely keep your union membership. You'd be losing a lot of support if you left."



Free USDAW LEGAL PLUS legal support

Usdaw's Legal Plus service is one of the many great benefits of being an Usdaw member – and it's completely free

Usdaw has its own legal department of qualified professionals working for you, backed up by a nationwide network of solicitors. 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 now for accidents/injuries outside the UK while on a package holiday. †
- **Legal assistance** in all employment matters.*
- **A free Will writing service** for you and 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** – Usdaw's Legal Plus service doesn't stop when you clock off work. You are entitled to free initial advice and special follow-up rates for any non-work-related legal problem.

Family who live with you can also benefit from the union's legal service...

- If you've got children living with you who are under 18, they are fully covered for any accident, anywhere in the UK, and now also for accidents/injuries outside the UK while on a package holiday.†
- **Full legal assistance** for road traffic accidents.
- **Free legal advice** for any other accident and special follow-up terms.
- **Free initial legal advice** for any non-work-related legal matter and special follow-up terms.
- **Free Will writing service** for partners.
- **Conveyancing and probate** – families benefit from special rates.



† *Package holiday claims means accidents, injuries or other personal injury claims covered under the Package Travel, Package Holidays and Package Tours Regulations 1992.*

* *Legal assistance in employment matters where 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.

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TO 25% OF YOUR COMPENSATION.
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FirstCall Usdaw

FirstCall Usdaw is the union's free accident and injury claim line. Thousands of members use the service every year for instant access to legal assistance for accident and injury cases. Making a claim is easy. There are no complicated forms and you will be supported by Usdaw every step of the way.

- You can use the service for road traffic accidents, slips and trips, and injuries caused by violent crime or armed robbery (CICA claims).
- Work-related diseases and conditions like repetitive strain injury, deafness, occupational asthma and dermatitis are also covered.
- If you win your case, you keep all your compensation. Neither Usdaw nor the solicitors take a cut of your damages, unlike high street solicitors who typically deduct 25 per cent.
- There are no hidden payments in accident cases, unlike so-called 'no win, no fee' cases which can involve charges for insurance premiums or specialist's fees.
- You will receive expert advice from lawyers committed to Usdaw who specialise in personal injury.
- The union's legal service works for members and not for profit - it puts people first.
- Call **0800 055 6333** to lodge a claim.



Other legal advice services for members

● 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**.



● Health and safety advice

The union also has specialist advisers 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 who should have been an Usdaw member. Legal assistance cannot be granted to bring proceedings against the union.

For more information about all of the union's legal services please call the legal department on 0161 249 2473 or visit the Usdaw website

www.usdaw.org.uk/legal

Turn the page to find out how FirstCall Usdaw has helped members.



"I'd absolutely recommend FirstCall to anyone that's been injured"

Usdaw member **Andrew Reilly** was awarded £3,371 after FirstCall took up his case when he had an accident at work in June 2020.

Night shift replenishment operative Andrew was pulling a pallet out of the frozen warehouse at a supermarket in Liverpool. An ongoing fault with a freezer door had caused a build up of ice on the floor, which the pallet struck causing Andrew to fall.

"The pallet truck hit the sheet of ice and stopped dead, so I fell on my back," said Andrew, 55. "I thought I could walk it off at first so I carried on working, but the pain got worse and worse and after a few weeks I couldn't bend over anymore.

"I was sent for an MRI scan which showed I'd damaged nerves and muscles in my back. I'm still on crutches now and I can't sit without pain. I had back troubles in the past but the accident has made it a lot worse, I've had to stop working nights and move onto the tills because my mobility has been affected so much. The quality of my

life has changed, now I'm either at work or in bed because of the pain.

"I didn't want to make a claim at first but I'd lost wages from coming off nights. When I called FirstCall they were very efficient, they put me in touch with a solicitor who pursued the company for negligence. If they'd fixed the freezer door quickly, my accident wouldn't have happened.

"The company admitted liability straightaway. The solicitors were brilliant, they kept me updated all the way through. Even if there was nothing new, they took the time to email me and explain why. Thanks to them I knew what was happening every step of the way, and the settlement they agreed with the company has been really helpful for paying off my bills.

"I'd absolutely recommend FirstCall to anyone that's been injured. It's a great service."

A close-up photograph of a person's hands. The left hand is in a white cast and is resting on a blue ergonomic mouse. The right hand is typing on a laptop keyboard. The person is wearing a grey cable-knit sweater. In the top right corner, there is a purple speech bubble containing a quote.

"When the time comes that you need help, you'll be glad you joined Usdaw"

Former Usdaw rep and branch secretary **Robina Clark** received £11,000 after breaking her arm in a fall in Glasgow in December 2019.

“I was crossing the road one evening while walking home and I tripped on a pothole,” said Robina, who retired from Makro in 2008 but stayed active within the union. **“It was dark, the streetlight wasn’t working and the pothole was full of water so I had no chance of seeing it. I fell hard on my left arm and was in a lot of pain, so I went to the hospital where they told me it was broken.**

“I was in a sling for around six weeks after the accident. My arm is mostly better now but I do still have some pain and I’ve been told to expect pain for years to come. I find day to day activities difficult and I have to make sure I rest it regularly, which I never had to do before the accident.

“I wanted to pursue a claim against the council so I called FirstCall, who put me in touch with a local solicitor. I was really happy with how the case was handled, the solicitor was excellent and she kept me updated throughout the process. We couldn’t meet in person very often because of the pandemic but she was regularly in touch via email to let me know how things were progressing. Thanks to her, the council admitted liability and agreed the settlement.

“It shows how important it is to be a union member. You hope you’ll never need them but when the time comes, whether it’s trouble at work or you’ve had an accident, you’ll be glad you joined.”

MemberOffers

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

HEALTH & BEAUTY

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

INSURANCE

Accident Protection Cover
Home/Motor/Travel
Insurance
Gadget 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
Discount Card
English Heritage
Go Ape
Golf Membership
Magazine App: Readly
Magazine Subscriptions
National Trust Gift Cards
Online Ticket Store
SAA Art Membership
Theme Parks &
Attractions
Virgin Experience Days

HOLIDAYS

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

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

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



www.usdaw.org.uk/legal

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www.usdaw.org.uk/offers*

*Terms and conditions for individual offers on the website.

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To find out more go to: www.usdaw.org.uk/offers*



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Usdaw members can save on a holiday at one of over 65 holiday parks with fantastic coastal, lakeside, rural or woodland locations. Great entertainment with free live shows for the whole family to enjoy and quality accommodation from caravans and lodges to glamping and safari tents.

Save 10% (excluding school and bank holidays) and 5% during all school and bank holiday periods.

To find out more go to www.usdaw.org.uk/offers* and don't forget to quote **USDAW76** for your special discount



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To find out more go to: www.usdaw.org.uk/offers*



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Say Goodbye to Lost Luggage! Every year over 1 million bags go missing at airports globally and are never returned to their owners. Attaching a TRACE ME Smart ID luggage tag helps prevent that happening to you. For a limited time only, Usdaw members can enjoy stress free summer holidays with a FREE Self-Print Smart ID (RRP £5.00) and receive an exclusive 70% off ongoing protection.

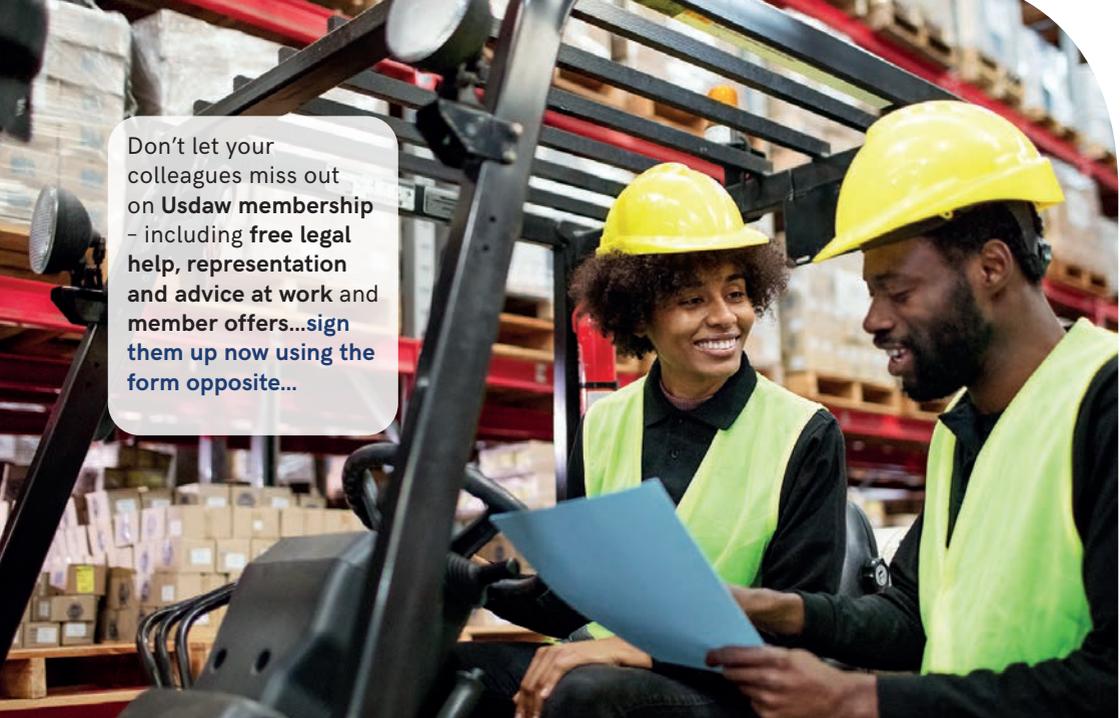
This offer is available between April - September 2022.

To find out more go to: www.usdaw.org.uk/offers*

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*Terms and conditions apply to all benefits. See website for details. Offers subject to change without notice and correct at time of print. James Villa Holidays - up to 10% discount. Discount cannot be added retrospectively. Discount applies to accommodation, car hire and transfer options for the whole party travelling. This discount can be used in conjunction with certain other discounts available at the time, subject to availability. Discounts are varied depending on departure date, up to a maximum of 10% off. Usdaw Discounts & Offers is managed and run on behalf of Usdaw by Parliament Hill Ltd. Further benefits are organised directly by Usdaw Membership Services. See website for details. Neither Usdaw nor Parliament Hill are part of the same group as the providers.



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

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

Your chance to win!

You could **win £250** of shopping vouchers in this issue's prize draw. All you have to do is sign up a colleague or friend to Usdaw using the form opposite, and send it to **ARENA PRIZE DRAW**, Usdaw Head Office, Voyager Building, 2 Furness Quay, Salford Quays, Manchester, M50 3XZ

4 prize draws a year



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I apply to join Usdaw. As a member of Usdaw I undertake to abide by the Rules and regulations of the Union and to pay contributions regularly. The home address I give is the address that Usdaw will use for balloting purposes. Members joining from 1 July 2021 are automatically entered at Scale A. For details of current membership rates and cash benefits visit www.usdaw.org.uk. **Responsibility of keeping payments up-to-date rests with the member.**

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

Have you been a member of Usdaw before? Yes No

Please tick the appropriate box

Ms Miss Mrs Mr Mx Other _____ Female Male

Surname

Forename

Email

Full Postal Address

Postcode

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

Date of Birth Age

Company Name _____ Occupation _____

Workplace Address _____ Postcode

Location No. _____ Employee No. _____

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

For Members Paying by Payroll

I hereby authorise my employers for the time being, or their representatives, to deduct from my salary or wages the amount of contributions payable by me under the Union's Rules, as amended from time to time. I also authorise the deduction of any arrears which may accrue during my employment. I consent to the Union sharing my personal data with my employers, or their representatives in order to process my deduction contributions. I also authorise my employers, or their representatives, to share my information with Usdaw in order to process and maintain my Union membership and where appropriate that my employers, or their representatives, shall notify the Union of any future changes in my home address and email to enable the Union to maintain a register of the names and proper addresses of its members.

Privacy Notice

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

Member's Signature _____ Date _____

Recruiter's Name _____

Recruiter's Membership No. _____

Arena Your health

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

www.usdaw.org.uk/healthandsafety



Q Hay fever

I suffer from hay fever and sometimes can't work because of it, are there any medical rules to help me?

Hay fever (Allergic rhinitis) affects almost 1 in 4 people in the UK but is specifically excluded from the disability requirements of the Equalities Act unless it triggers some other condition covered by the act such as severe asthma.

A reasonable employer should still make allowances for your condition when looking at any absences. They should consider alternative duties if your condition is made worse by anything you are exposed to at work. Clearly hay fever is an allergy and is not infectious but if you are coughing and sneezing all the time it may raise hygiene concerns and make you feel uncomfortable when dealing with customers. There are likely to be practical difficulties if you need

to use tissues all the time and you have to wash your hands every time you have to blow your nose. So a customer-facing job on a deli counter or at the checkout may not be practical and your employer may need to find you other work.

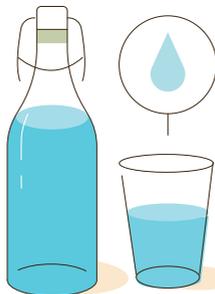
Hay fever cannot be cured completely, but there are a number of treatments available to relieve the symptoms. These include antihistamine tablets, nasal (nose) sprays and eye drops. Some can only be prescribed by a GP, but many are available without prescription in pharmacies. Some hay fever remedies may cause drowsiness, so watch for warnings on the label and make sure your employer knows if you work with dangerous machinery.

Q Water bottles on checkout

I usually have a water bottle on the checkout to keep hydrated. Recently my manager has refused us having bottled water to drink on the checkout.

Can they do this?

Some managers appear to have a mistaken belief that there are some 'health and safety' issues with allowing bottled water at checkouts but it is not at all clear what they could be. If the manager is concerned about spillages, then spill-resistant bottles are available.



Employers have a legal duty to make drinking water 'readily accessible' under the Workplace (Health Safety and welfare) Regulations. If they don't allow workers to have water at their workstation then they

must provide water nearby and must allow all workers to take breaks away from the checkout to get a drink when they need it. It would be much simpler to continue to allow you to have bottled water with you.

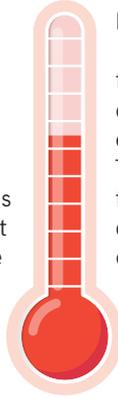
If they do insist on banning water bottles, raise it with your Usdaw rep.



Q Temperature

The temperature in my workplace has become stiflingly hot and I am struggling to work. Should my employer be introducing measures to help?

Employers have a duty under current health and safety legislation to ensure a 'reasonable' temperature in the workplace. Where a 'reasonable' temperature cannot be achieved they must take other measures to protect workers. Unfortunately, the law contains a minimum reasonable temperature but does not specify a maximum. Excessive temperatures can lead to sweating, irritability, nausea, headaches, dizziness, fainting, muscle cramps, extra strain on the heart and ultimately



heat stroke. Usdaw is campaigning for a maximum temperature of 27 to 30 degrees Celsius to make it easier to get extra protection when it does get too hot. Things like improved ventilation, shielding from direct sunlight, provision of cold drinks and more frequent rest breaks can all make a difference but have to be negotiated. Check out the union's guide on temperature at work www.usdaw.org.uk/Help-Advice/Health-Safety/Temperature/Too-Hot-at-Work

Q Staff shortages

In our store we are short staffed and I am left on my own at busy times. I receive verbal abuse from customers and the pressure of the job causes me stress. I have told my manager that I need help and they say there is no more staff to help. What can I do?



The HSE has stated that stress is the most common cause for workplace ill health and has set it as one of its key priorities for their Go Home Healthy Campaign. They make it clear that employers have a legal duty to manage work-related stress by doing a risk assessment and acting

on it. The HSE lists six key factors that need to be considered including the demands of the job, the amount of control the workers have and the relationships they have with other people. Clearly leaving one worker in charge during a busy period is likely to cause problems in all those areas.

You can find out more about the HSE guidance on stress at work at: <https://workright.campaign.gov.uk/campaigns/stress>

Q Second-hand smoke

I work in a warehouse and I'm exposed to second-hand smoke. What should my employer be doing to prevent this from happening?

From 1st July 2007, all public places and workplaces became smoke-free in England. HSE recommends that the employer should have a smoking policy which prioritises the needs of non-smokers. If they do not have a smoking

policy they should consult the workers on producing an appropriate smoking policy. You employer should look to provide a smoking area which is sited where it will not impact on non-smokers. If smokers are using the doorway because it provides shelter in bad weather, the employer should consider providing a shelter at the designated smoking area. Raise this with your Usdaw rep.



Arena



Win! £50

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

Closing date 25 July 2022

(Not open to Usdaw staff)

Word up!

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

Email your answer along with your name and address to:

arena@usdaw.org.uk

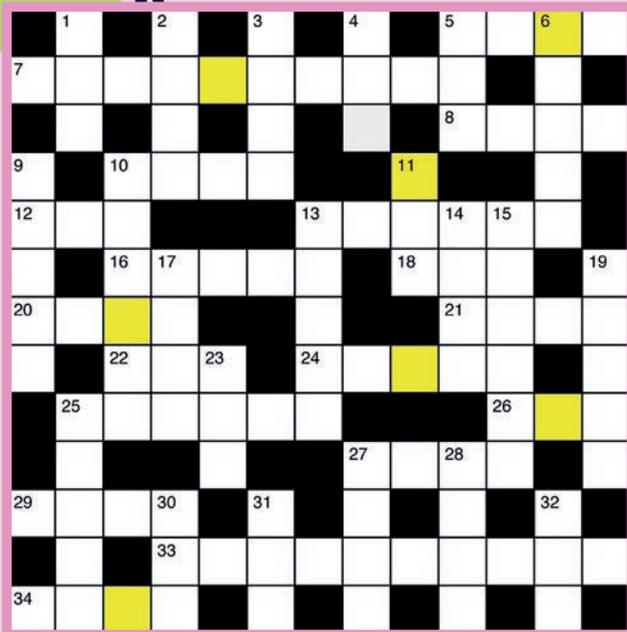
Please put 'xword' in the subject box.

www.usdaw.org.uk/xword

Solutions available from 26 July 2022.

Spring winners:

Wendy Jones, Penzance
Patrick Byrne, Sunderland
Kevin Hutchings, Winchester



ACROSS

5. Monarch (4)
7. Fluent in speech (10)
8. Sport (4)
10. Fail, informally (4)
12. Biblical priest (3)
13. Defeated (6)
16. Simplistic (5)
18. Roll of banknotes (3)
20. Swing gently (4)
21. Widespread (4)
22. Limb (3)
24. Very tall person (5)
25. Crave (6)
26. Tree (3)

27. Cat sound (4)
29. Osculate (4)
33. Extraordinary (10)
34. Tithe (4)

DOWN

1. Vase (3)
2. Watch face (4)
3. Camel's protuberance (4)
4. Punch (3)
5. Beer barrel (3)
6. Synthetic material (5)
9. Stop (5)
10. Concluding part (6)
11. Uncooked (3)

13. Very light brown (5)
14. Mountain lake (4)
15. Newspaper boss (6)
17. Yes votes (4)
19. Smells, stinks (5)
23. Concert, informally (3)
25. Ambition (5)
27. Rugby forward (4)
28. Spool (4)
30. Secret agent (3)
31. Lair (3)
32. Not good (3)

Arena Our members

Have your say -

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

Thank you Eric

The Scottish Pension Forum would like to thank Eric Souter for his tireless work campaigning to promote the issues of retired trade unionists in Scotland.

As the Chairman of the Scottish Pension Forum and the Scottish Retired Committee, Eric was at the forefront of the pensioners' movement in Scotland.

Eric has had to step down due to ill health and will be sorely missed by all his friends and colleagues. We wish him the best of health.

Hugh McCreadie



Celebrating 30 years of membership

Reps Julie King and Maggie Rogers from Tesco Amersham presenting Andrew Banham with his 30 year membership award.



Congratulations Mark Pengelly

Congratulations to the new leader of Corby Town Council, Usdaw rep Mark Pengelly with the town's first black mayor Tafadzwa Chikoto and mayoress.



Happy Retirement Sue

We would like to place on record our appreciation and thanks to Sue Glennon for all her hard work and service to the region, and our members and officials, during her twenty-one plus years at the Redditch office.

We would like to wish Sue all the very best for a long, happy and healthy retirement.

Gavin Dadley
Regional secretary
Midlands Region



The total income of the union for the period was £38,910k. This amount included payments of £37,680k in respect of membership income of the union. The union's total expenditure for the period was £35,487k. In respect of the union's political fund, its total income was £1,563k and total expenditure was £1,696k. The General Secretary of the union was paid £113,594 in respect of salary and £55,934 in respect of benefits including employer pension contributions and the provision of a car.

Independent Auditor's Report to the Members of the Union of Shop, Distributive and Allied Workers

Opinion

In our opinion the financial statements:

- give a true and fair view of the state of the Union's affairs as at 31 December 2021 and of its surplus for the year then ended;
- have been properly prepared in accordance with UK Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland; and
- have been prepared in accordance with the requirements of the Trade Union and Labour Relations (Consolidation) Act 1992.

We have audited the financial statements of the Union of Shop, Distributive and Allied Workers ("the Union") for the year ended 31 December 2021 which comprise the Statement of Comprehensive Income, the Balance Sheet, the Statement of Changes in Equity, the Cash Flow Statement and notes to the financial statements, including a summary of

significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Independence

We are independent of the Union in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our ethical responsibilities in accordance with these requirements.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the National Executive Council's use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast

significant doubt on the Union's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the National Executive Council with respect to going concern are described in the relevant sections of this report.

Other information

The National Executive Council is responsible for the other information. The other information comprises the information included in the General Secretary's Report on the Union Finances, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect

of the following matters to which the Trade Union and Labour Relations (Consolidation) Act 1992 requires us to report to you if, in our opinion:

- proper accounting records have not been kept in accordance with the requirements; or
- the Union has not maintained a satisfactory system of controls over its transactions in accordance with the requirements; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of the National Executive Council

As explained more fully in the Statement of Responsibilities of the National Executive Council, the National Executive Council is responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the National Executive Council determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the National Executive Council is responsible for assessing the Union's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the National Executive Council either intend to liquidate the Union or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Extent to which the audit was capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below:

As part of designing our audit, we determined materiality and assessed the risks of material misstatement in the financial statements, including how fraud may occur, by enquiring of management of its own consideration of fraud. In particular, we looked at where management made subjective judgements, for example in respect of significant accounting estimates

that involved making assumptions and considering future events that are inherently uncertain. We also considered potential financial or other pressures, opportunity and motivations for fraud. As part of this discussion we identified the internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations and how management monitor these processes. Appropriate procedures included the review and testing of manual journals and key estimates and judgements made by management.

We gained an understanding of the legal and regulatory framework applicable to the Union and the industry in which it operates, drawing on our broad sector experience, and considered the risk of acts by the Union that were contrary to these laws and regulations, including fraud.

We focused on laws and regulations that could give rise to a material misstatement in the financial statements, including, but not limited to, the Trade Union & Labour Relations Act 1992, UK tax legislation and equivalent local laws and regulations.

We made enquiries of management with regards to compliance with the above laws and regulations and corroborated any necessary evidence to relevant information, for example, minutes of National Executive Council meetings, legal reports provided to the National Executive Council and correspondence between the Union and its solicitors.

Our tests included agreeing the financial statements disclosures to underlying supporting documentation and enquiries with management.

We did not identify any key audit matters relating to irregularities, including fraud. As in all of our audits, we also addressed the risk of management override of internal controls including testing

journals and evaluation whether there was evidence of bias by the directors that represented a risk of material misstatement due to fraud.

Our audit procedures were designed to respond to risks of material misstatement in the financial statements, recognising that the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery, misrepresentations or through collusion. There are inherent limitations in the audit procedures performed and the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we are to become aware of it.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the Union of Shop, Distributive and Allied Workers, as a body, in accordance with the provisions of the Trade Union and Labour Relations (Consolidation) Act 1992. Our audit work has been undertaken so that we might state to the Union those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Union as a body, for our audit work, for this report, or for the opinions we have formed.

BDO LLP, Statutory Auditor, London, UK

Irregularity statement

A member who is concerned that some irregularity may be occurring, or have occurred, in the conduct of the financial affairs of the union may take steps with a view to investigating further, obtaining clarification and, if necessary, securing regularisation of that conduct.

The member may raise any such concern with such one or more of the following as it seems appropriate to raise it with: the officials of the union, the trustees of the property of the union, the auditor or auditors of the union, the Certification Officer (who is an independent officer appointed by the Secretary of State) and the police.

Where a member believes that the financial affairs of the union have been or are being conducted in breach of the law or in breach of the rules of the union and contemplates bringing civil proceedings against the union or responsible officials or trustees, he should consider obtaining independent legal advice.

Political Fund Notice

Every member of the Union has a right to be exempt from contributing to the Union's Political Fund or, for those members joining on or after 1 March 2018, the right to withdraw their opt-in to the Political Fund. A form of exemption notice can be obtained by or on behalf of any member either by application at, or by post or email from, the head office of the Union or from the Certification Office for Trade Unions and Employers' Associations, 8th floor, Windsor House, 50 Victoria Street, London SW1H 0TL. This form, when filled in, or a written request to the like effect, should be sent to the Central Treasurer at the Union's head office or emailed to politicalfundnotification@usdaw.org.uk

NHS DENTAL PLAN

Do you have a NHS Dentist?



Would you like all
your NHS dental
bills repaid
in full up to

£500
per year?

The Usdaw NHS Dental Plan gives you money back each time you visit your NHS dentist, so no more costly treatment bills.

What's more, as a special offer:

Join today and get immediate cover!

Get covered for £500 per year towards:

- ✓ Examinations, scale & polish and x-rays
- ✓ Fillings, root canals & extractions
- ✓ Crowns, bridges, dentures & repairs
- ✓ Dental-related prescriptions

Each policyholder also gets cover for:

- ✓ Oral cancer (upto £6,500)
- ✓ Accidental impact injury (upto £750)
- ✓ Hospitalisation, dental related (£25 a night)

Monthly premium, £11.50 per person

Join today on freephone **0800 037 2092**
or online at **www.usdawdental.co.uk**

IMPORTANT INFORMATION: In order to make your first claim, you must have been to see your dentist within the last twenty four months for a full examination. Any pre-existing condition or ongoing treatment is not covered; only new dental conditions that occur after joining are covered by this plan. Cover is for NHS dental charges only as per the English banding charges and no cover is provided for any private dentistry charges on this plan. You can join the plan if you are aged between 16 and your 70th birthday; there is no age limit to stay on cover. Policy terms and conditions apply. © Protego Group 2021. Usdaw Dental Plan is designed and administered by Protego Group Ltd.

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