

# Arena

## MENTAL HEALTH

SURVEY FINDS  
WORK IMPACTS  
WELLBEING

## SAFETY AT WORK

ARENA ANSWERS  
YOUR FREQUENTLY  
ASKED QUESTIONS

**WIN  
£250**

# REAL LIFE HERO

SHOPPER JAMES  
SAVES LIFE OF  
STAB VICTIM

*Know your  
rights!*

**CHRISTMAS  
IS COMING**

▶ **CAMPAIGN  
UPDATE  
NEW DEAL**

**SAVINGS**  
GREAT OFFERS  
AND BENEFITS

**LEGAL PLUS**  
LOOKING  
AFTER YOU



## The Team

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

### Usdaw Head Office

Voyager Building, 2 Furness Quay, Salford Quays, Manchester M50 3XZ

0161 224 2804

arena@usdaw.org.uk

www.usdaw.org.uk

### Head of Media & Communications

Mike Glover

### Editorial

**Editor** Saiqa Khushnood

arena@usdaw.org.uk

**Reporter** Adam Kaczmarek

**Editorial Assistant** Paula Barke

Published on behalf of Usdaw by

### CenturyOne Publishing

Alban Row, 27-31 Verulam Road, St Albans, Hertfordshire AL3 4DG

01727 893 894

enquiries@centuryone.uk

www.centuryone.uk

### Advertising Executive

**Jonathan Knight**

01727 739 193

jonathan@centuryone.uk

### Creative Director

Peter Davies

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 2021.

 **USDRAW**  **recycle**

When you have finished with this magazine please recycle it.

## Welcome

**T**he country faces a perilous winter as Covid cases, hospitalisations and deaths remain high. Despite this the Government has so far refused to implement 'Plan B' and is relying on booster vaccinations to prevent a catastrophic health crisis.

Vaccinations alone will not be enough. Since the Government ended mandatory safety measures within shops, the wearing of face coverings, social distancing and hand sanitising have been in decline. Usdaw is calling for these measures to again become mandatory.

Our work is ongoing to protect our members not only from Covid-19 but from abuse, threats and violence. Our Freedom From Fear campaign is more important than ever and with the added triggers of price increases and stock shortages, the message that key retail workers deserve respect and dignity needs to be broadcast loud and clear.

There is a cost of living crisis underway. The uprated minimum wage falls short of our demand for an immediate £10 per hour minimum for all workers and does nothing to tackle insecure work and low sick pay. Over 2,500 Usdaw members completed our cost of living survey and we will be using your experiences to help us campaign on this important issue.

I know you will be working incredibly hard over the festive season and you deserve a decent break at Christmas. Usdaw has been in lengthy discussions with employers and as a result, more retailers than ever before will close on Boxing Day and shorten their trading hours on other days.

Remember that your union stands ready to help if you need advice or assistance. I wish you and your families a safe and happy Christmas and New Year.



**Paddy Lillis, General Secretary**



## Know Your Rights

- P18 Christmas Working** *Arena* takes a look at your festive work entitlements.
- P20 Pregnancy** A short guide to risk assessments and maternity suspension.

## Health and Safety

- P40** *Arena* answers your questions on heating, colds and winter clothing.

## Special features

- P12 Membership Week** Usdaw reps across the country pull out all the stops.
- P22 Labour Party Conference** Planning Labour's priorities for the next year.
- P24 Retail Trades Conference** Coverage of this year's retail focussed conference.
- P26 Member Stories** Real life hero James Jackson saves the life of a security guard who'd been stabbed.
- P28 Mental Health** Lockdown leaves millions of people with poor mental health.

## Regulars

- P4 News** Autumn budget, Minimum wage increase, TUC online congress, STUC Women's Conference.
- 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.
- P44 Sign up a Friend** Two prizes of £250 of shopping vouchers up for grabs.
- P46 Contacts** How to contact your union.





## Autumn Budget is a missed opportunity

**U**sdaw was disappointed that the Autumn Budget, announced on 27 October, failed to provide help for the struggling retail sector and did little to avert the looming cost of living crisis.

Udswa wrote to the Government ahead of the announcement calling for urgent action to help save retail jobs and address the crisis on our high streets, a New Deal for Workers including a £10 per hour minimum wage for all, and fundamental reform of Universal Credit.

Reacting to the Budget, Udswa general secretary Paddy Lillis said: "The chancellor did not deliver policies to back up the positive headlines. Instead of taking the opportunity to level the playing field between high streets and online retailers, he has simply kicked the issue into the long grass.

"There was not enough action to tackle the long-standing problems of low pay and insecure work. If 'building back better'

and 'levelling up' are to be more than just empty words, the chancellor needs to give key workers – like our members, who have worked throughout the pandemic – a minimum wage of at least £10 per hour.

"Furthermore, the chancellor should not be celebrating the fact that Universal Credit claimants will be paying a minimum 55 per cent tax rate on much of their earnings. The amended taper rate will continue to act as a disincentive to work and will benefit less than a third of families affected by the £20 cut.

"Soaring energy, food and petrol prices are putting the squeeze on households that were already on tight budgets.

Inflation is predicted to peak close to 5 per cent in the coming months and the chancellor has not ruled out tax rises. It is clear this Budget will not resolve the cost of living crisis facing low-paid workers."

# Minimum wage increase fails to deliver £10 per hour or an end to rip-off youth rates

**T**he minimum wage increases, leaked ahead of the Budget in October, fall short of Usdaw's call for £10 per hour for all workers. From 1 April 2022 minimum rates will rise to £9.50 per hour for workers aged 23 and over, £9.18 for 21-22 year olds and £6.83 for those aged 18-20. Under 18s and apprentices will be paid a minimum of £4.81. The Government continues to entrench inequality by legally allowing young people to be paid less because of their age.

Udaw general secretary Paddy Lillis said: "Every year we provide detailed evidence, including the testimony of Usdaw members, to the Low Pay Commission. The evidence strongly backs up our call for a new deal for workers, which includes at least £10 per hour for all workers regardless of their age.

If you're old enough to do the job, you're old enough to be paid the rate for the job.

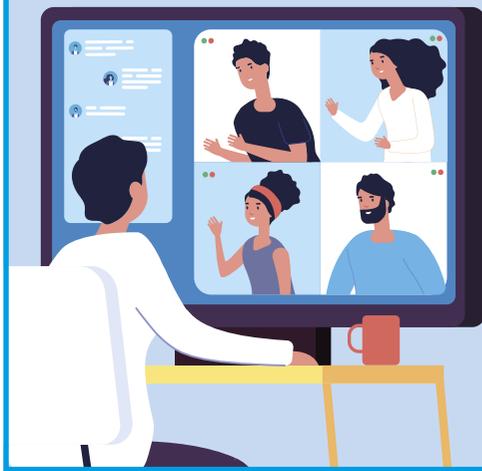
"A recent Usdaw survey of over 2,500 low-paid workers showed that over half of workers on less than £10 per hour had to miss meals to pay bills and that over the last 12 months, more than seven in ten have had to rely on unsecured borrowing to pay everyday bills. The case for a minimum wage of £10 per hour for all workers is clear.

"The impact of the coronavirus crisis continues to be felt across our economy and society. Workers in retail, distribution and many other low-paid industries have shown just how vital they are to keeping the UK economy going during a time of extreme pressure. The best way to thank key workers is to give them a wage they can live on."





## TUC online congress 2021: Usdaw calls for a new economic plan and more funding for mental health



**U**sdaw called for an economic plan that delivers secure work with decent pay and good terms and conditions at the TUC online congress in September. The union also called for more investment in mental health support services.

Speaking at the conference, Usdaw president Jane Jones said: "Retail workers have had 18 months like no other, working hard to keep the nation fed. The pandemic has demonstrated a labour market defined by low pay, insecure work and in-work poverty. Where employment practices, such as zero hours and short hours contracts are damaging mental health and wellbeing



## STUC Women's Conference: Usdaw calls on the Government to tackle pregnancy discrimination

**U**sdaw delegates promoted a motion on tackling pregnancy discrimination at this year's Scottish Trades Union Congress Women's Conference.

Usdaw general secretary Paddy Lillis said: "There is still a long way to go before women achieve equality with men. Women are still more likely to be unemployed or in low paid, exploitative, temporary and insecure jobs. They experience discrimination in almost every sphere of public and private life, from being paid less than men for doing the same job to being discriminated against when they become pregnant.

"Discrimination against pregnant women remains all too common. Nearly eight in ten pregnant women and new mothers have experienced some form of discrimination or negative treatment at work.

"We need the Government to recognise the extent of the issue. It is completely unacceptable that there has not been an updated study on the impact of pregnancy





"It is clear that we urgently need an economic plan that delivers real changes for working people. A plan that invests in our vital public services and a plan that gives all working people the respect and dignity they rightly deserve."

Usdaw general secretary Paddy Lillis blasted the Government for standing by while workers terms and conditions are eroded. "Far too many workers jobs are in peril and so are their terms and conditions,"said Paddy. "Losing your job



***"We need an economic plan that delivers real changes for working people."***

is devastating. Even the Prime Minister has agreed that the practice of 'fire and rehire' is unacceptable, but his government has done nothing about it. Instead, trade unions are fighting against this appalling practice in the workplace and in the courts."

discrimination for over five years.

"Once the Government has accepted the scale of the issue, there must be clear steps to tackle workplace discrimination towards pregnant women. Steps which include eradicating the issues pregnant women face when employers are making redundancies.

***"Discrimination against pregnant women remains all too common."***

"While there are limited protections in place for pregnant workers, Usdaw's experience clearly shows that these protections do not go far enough. This issue demonstrates exactly why strong employment and equality rights are essential, not just during pregnancy and maternity leave, but as new mothers return to work. Effective changes such as these can help ensure that women's experience of parenthood and the workplace can be a positive one."

**WIN**  
**£100**

**LOVE2SHOP**  
**gift vouchers**

**USDAW**  
*protect*  
 working with Usdaw

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

Sponsored by UsdawProtect. [www.usdaw.org.uk/Usdawprotect](http://www.usdaw.org.uk/Usdawprotect) Closing date 6 December 2021. Terms apply.



## Scottish Government fails to listen to workers

**U**sdaw was deeply disappointed at the Scottish Government's refusal to listen to retail workers and close large stores on New Year's Day. An Usdaw survey of retail workers in Scotland found that 98 per cent of respondents wanted stores to close on 1 January.

Usdaw general secretary Paddy Lillis said: "It's been 14 years since The Christmas Day and New Year's Day Trading (Scotland) Act gave powers to the Scottish Government to stop the opening of shops on New

Year's Day. The decision not to act is a kick in the teeth for shopworkers who have worked throughout the pandemic, faced unprecedented levels of abuse and are now having to deal with significant shortages of both stock and staff.

"The very least that key workers in retail can expect is for the Scottish Government to show their appreciation for the essential work they've done through this appalling pandemic, by giving them a proper festive break."



Lighthouse Financial Advice is a trusted partner of Usdaw and can help you to make the most of your money.

### Would you like a comfortable retirement?

*Book a free initial financial consultation now*

To book your FREE initial financial consultation, please contact us using the details below.

Please quote **UsdawAd2111** in your email or on the phone.

**T:** 08000 858590

**E:** [lhgenquiries@quilter.com](mailto:lhgenquiries@quilter.com)

[www.lighthousefinancialsolutions.co.uk](http://www.lighthousefinancialsolutions.co.uk)

# Understanding your State Pension



**Y**our State Pension forms the foundation of your retirement income – but it’s not always easy to work out exactly how much your pension will be. Depending on your age and your record of National Insurance contributions, your pension might be less than you were expecting. And the sooner you become familiar with your pension forecast, the more time you’ll have to fill any gaps in your National Insurance record.

That’s why our pensions section have produced this newly updated guide to your state pension. Usdaw members of all ages will find useful advice aimed to help you understand just how much you can expect to receive and when you can expect to receive it.

If you need any further advice, the pensions section will be happy to help. Just give them a call on 0161 224 2804, or contact them via email at [pensions@usdaw.org.uk](mailto:pensions@usdaw.org.uk) And check out our website at [www.usdaw.org.uk/pensions](http://www.usdaw.org.uk/pensions)

## Leaflets

[dtp.usdaw.co.uk](http://dtp.usdaw.co.uk)

- **Ten Good Reasons to Join Usdaw** (Leaflet 261)
- **Usdaw the Trade Union for Professional Drivers** (Leaflet 289)
- **Legal Plus - Looking After You and Your Family** (Leaflet 312)
- **Member Offers** (Leaflet 398)
- **Pensions - Understanding Your State Pension** (Leaflet 428)
- **Pensions and Redundancy Guide** (Leaflet 440)
- **Puzzled by Pensions? Guide to Pensions & Tax 2020/21** (Leaflet 451)
- **Puzzled By Pensions - Guide to Auto-Enrolment**
- **Puzzled By Pensions - Pensions Jargon Buster Guide**
- **Usdaw Pensions Guide - 2021/22 edition**

## Online Courses

- **ABCs of ICT - IT bitesize course**  
[www.usdaw.org.uk/ABCsofIT](http://www.usdaw.org.uk/ABCsofIT)
- **CV Writing - IT bitesize course**  
[www.usdaw.org.uk/cvwriting](http://www.usdaw.org.uk/cvwriting)
- **Maths and Money Matters - Maths bitesize course** - [www.usdaw.org.uk/mathsmatters](http://www.usdaw.org.uk/mathsmatters)
- **Mind your Head - Mental Health bitesize course** - [www.usdaw.org.uk/mindyourhead](http://www.usdaw.org.uk/mindyourhead)
- **More than Words - English bitesize course**  
[www.usdaw.org.uk/morethanwords](http://www.usdaw.org.uk/morethanwords)
- **Quirks of the English Language - English bitesize course** - [www.usdaw.org.uk/quirksofenglish](http://www.usdaw.org.uk/quirksofenglish)
- **Summertime Song Birds - English bitesize course** - [www.usdaw.org.uk/summertime](http://www.usdaw.org.uk/summertime)
- **Staying Safe Online - Social Media and online safety course** - [www.usdaw.org.uk/SafeOnline](http://www.usdaw.org.uk/SafeOnline)



## Nisbets renews Usdaw partnership

**N**isbets, the leading supplier of kitchen equipment in the UK, has renewed its partnership agreement with Usdaw, which covers retail stores, warehouse and contact centre staff.

Usdaw area organiser Milan Pavlik said: "We have long-standing local partnership agreement that goes all the way back to 1999 and I'm delighted the company has renewed its agreement with Usdaw on a national basis. The agreement will now cover the 25 retail sites across the UK, five trades counters, contact centre staff as well as the warehouses in Wales and Bristol.

"The agreement also improves the facilities for reps and I look forward to working with



them to further develop our partnership."

Group HR director for Nisbets Deborah Preston said: "We want to be known for being easy to do business with, and we also look for this in our partnerships and suppliers. Usdaw reflects this ethos and we are proud of our long standing relationship with the union. We are both passionate about supporting our people and making sure they have a great employee experience with us."

### ADVERTORIAL

## As the high-cost lenders close their doors, where can I go?

**W**onga, Quick Quid, Money Shop, Payday UK and most recently, the Provy... just a few of the high-cost lenders to go out of business in recent years. Thanks to the Financial Conduct Authority getting a grip on the worst abuses in the sector, a succession of well-known lenders have been forced to close their doors.

Here at the Co-op Credit Union - Usdaw's credit union partner - we haven't shed too many tears over the closure of these loan companies. For many years, credit unions like ourselves have been doing what we can to offer a fair and affordable alternative to these rip off merchants.

Earlier this year we calculated that in the year 2019/20, we saved our borrowing members at least £300,000 (and probably a lot more) in interest compared with what they would have paid to the online lender Bamboo. The table shows what we charge on our typical loan of £1,000 over a year, compared



to some of the expensive alternatives.

But we don't stop there, as well as offering fair credit, we are committed to helping our members build up some savings so that next time an emergency strikes, you don't need to borrow at all.

To find out more <http://bit.ly/joinccu>

	Amount	Term	Interest Rate	Total Repaid	Cost of Credit
The Co-op Credit Union	£1,000	12 months	24.8%	£1,125	<b>£125</b>
Amigo	£1,000	12 months	49.9%	£1,236	<b>£236</b>
Bamboo	£1,000	12 months	69.9%	£1,317	<b>£317</b>
118118 Money	£1,000	12 months	99.9%	£1,428	<b>£428</b>
Provident	£1,000	12 months	299.3%	£1,872	<b>£872</b>

# 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](http://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. Registered Office: 260 – 268 Chapel Street, Manchester M3 5JZ. Authorised and regulated by the Financial Conduct Authority (registration number 304363).

# Usdaw reps go all out for October Membership Week

**U**sdaw reps across the country pulled out all the stops to deliver a massive boost to the union during October's Membership Week. Hundreds of events took place in workplaces to showcase the benefits of Usdaw membership to non-members, and to remind existing members of the fantastic range of opportunities and services available through the union.

Membership Week is usually held twice a year but the pandemic forced the cancellation of the normal events calendar, meaning this was the first Week since January 2020. Usdaw general secretary Paddy Lillis was delighted at the number of activists that got involved. "Our reps and members have had an exceptionally difficult time during the coronavirus pandemic," said Paddy. "I'm really pleased that so many of them took part in Membership Week, which remains a vital part of our efforts to grow the union and increase our influence with employers.

"I want to personally thank our army of reps and activists, who play a pivotal role in the union every day supporting their colleagues. We wouldn't have a union without you.

"We are always on the lookout for members who want to take a more active role within the union. If you're interested in making that next step, please don't hesitate to get in touch with your rep or local office."



# Usdaw

Union of Shop, Distributive  
and Allied Workers



ER  
KPLACE

ADVICE &  
SUPPORT

BETTER  
CONDITIONS

PROTECTION  
AT WORK

FAIRNESS  
AT WORK

MORE JOB  
SECURITY

# A NEW DEAL FOR WORKERS

**U**sdaw was disappointed at the Government blocking a bill that would have provided important safeguards for workers against 'fire and rehire' tactics. The Employment and Trade Union Rights (Dismissal and Re-engagement) Bill, promoted by Barry Gardiner MP (Labour, Brent North), was blocked by a majority of 63 in October.

Udaw general secretary Paddy Lillis said: "The use of 'fire and rehire' tactics is morally bankrupt. Disgracefully, across the UK, we've seen a growing number of businesses using job insecurity during

industrial action over the company using 'fire and rehire' to slash their terms and conditions. Udaw has also taken legal action against Tesco, to stop an attempt to use 'fire and rehire' tactics to renege on a long-standing agreement on pay for distribution workers.

"As the country tries to recover from the pandemic, we need a new deal for workers. That includes a minimum wage of at least £10 per hour and more secure contracts, along with a ban on 'fire and rehire'. The best way to thank key workers is to ensure fairness at work."

the pandemic to manipulate workers into taking worse terms. It is long overdue that the Government outlawed this practice. The Prime Minister has called it 'unacceptable', but those words are meaningless without action.

"In the absence of legal restraints on employers, Udaw members at BCM Fareva have taken

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

- A minimum wage of at least £10 per hour for all workers, ending rip-off youth rates and providing a living wage.
- Minimum contract of 16 hours per week, for everyone who wants it, that reflects normal hours worked and a ban on zero-hour contracts.
- Better sick pay for all workers, from day one, at average earnings.
- Protection at work – respect for

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

# Usdaw urges the Government to back new protection of public-facing workers bill as abuse of retail staff worsens

**U**sdaw welcomed the launch of the Abuse of Public-Facing Workers (Offences) Bill by Olivia Blake MP (Labour, Sheffield Hallam). The bill was introduced in the House of Commons in September and is scheduled for a second reading in January.

The bill comes at a time when abuse, threats and violence against retail workers is on the increase. Preliminary results of Usdaw's 2021 survey show that over 92 per cent of shopworkers were verbally abused, 70 per cent were threatened and 14 per cent were physically assaulted.

Usdaw general secretary Paddy Lillis said: "We are grateful to Olivia Blake for proposing new legislation that would help

protect all public-facing workers from abuse. We urge ministers to get behind this important measure.

"The Government is also considering an amendment to their flagship crime bill that would provide additional protection for shopworkers. We believe that protecting all public facing workers is also worthy of their consideration.

"The pandemic has shown just how reliant we are on key workers, many of them in low-paid, insecure employment and often facing abuse from the public. These essential workers, deserve to be treated with dignity and respect, and they deserve the protection of the law."





## Fuel shortage sparks abuse

**U**sdaw reached out to members to understand their experiences of working through September's fuel crisis. Based on their feedback, petrol forecourt workers were under immense stress and nearly three-quarters of them received abuse from customers. Some of the comments Usdaw received from members included:

- "Customers have made it extremely dangerous with their driving and the way me and my colleagues have had to put up with being spoken to is disgraceful!"
- "I've been sworn at countless times by members of the public. I saw my manager politely inform a waiting driver we had no diesel, the driver then reversed and deliberately drove his car aggressively, the wing mirror clipping my manager as the car drove past him. Horrible situation and really uncalled for."
- "When we try and shut off the forecourt entrance with traffic cones, people drive

their vehicles at us. They shout at us and say we are lying."

- "Drivers swear at us calling us jobsworths for trying to manage the large queue. Some very aggressive. This petrol crisis has added another trigger for violence against retail workers."

Usdaw general secretary Paddy Lillis said: "This crisis was made in Downing Street but has impacted motorists and petrol station staff across the country. Our members told us the vast majority of customers were great, but there was a significant minority who took out their frustrations on the staff who were there to serve them. We saw similar scenes during the first lockdown panic buying period, when abuse against shopworkers doubled.

"It is deeply disturbing to hear the experiences of our members on the forecourt frontline. Abuse should never be just a part of the job and there is no excuse for customers to take their frustrations out on staff."

# Christmas is Not Working

**U**sdaw's Christmas is Not Working campaign calls on retailers to give their staff a proper break over the festive period. The union is asking shops to close at 4pm on Christmas Eve and New Year's Eve and stay shuttered over Christmas Day, Boxing Day, New Year's Day (and 2 January in Scotland). When shops are open on public holidays, trading should be kept to a maximum of six hours and staff should be paid premium rates.

Retail staff work incredibly hard over the festive period and this means that for too many shopworkers, Christmas is not a proper holiday. An Usdaw survey of over 12,000 retail workers found that:

- 97 per cent think shops should keep their doors closed on Boxing Day.
- 98 per cent want stores to reduce their trading hours on Christmas Eve.
- Over three quarters of staff say the demands of work affect their ability to enjoy Christmas and the same amount feel pressured to work on Boxing Day, even if it is supposedly voluntary.
- Just 4 per cent of respondents are happy to work on Boxing Day.

## Campaign Successes

Usdaw has been working hard throughout the year to secure a longer Christmas break for our members. This year, more retailers than ever before have agreed to stay closed on Boxing Day:

- Sainsbury's will be closing all their stores on Boxing Day, including convenience stores and petrol stations along with Argos and Habitat stores. As a result of the decision, which followed discussions with Usdaw, around 170,000 members of staff will be able to enjoy a longer break.
- Morrisons have agreed with the union that all their stores will be closed on Boxing Day, a move that will give 111,000 workers more time with their families.
- Our members in Poundland can again enjoy Boxing Day and New Year's Day after the company agreed to close on those days.
- After discussions with Usdaw, Central England Co-operative have announced that all their stores will close on Boxing Day.
- In the wider retail sector Aldi, Home Bargains, Waitrose, Pets at Home and M&S also announced Boxing Day closures.



# Arena **Know your Rights**



## **KNOW YOUR FESTIVE RIGHTS**

The run-up to Christmas is busy and stressful for everyone working in retail, and in connected jobs like warehouse and distribution too. When Christmas comes, far too often they don't get a decent break.

That's why Usdaw's Christmas is not Working campaign continues its call:

- ✳ For shops to close by 4pm on Christmas Eve.
- ✳ To stay closed on Christmas Day and Boxing Day.
- ✳ To ensure that workers don't lose out on pay when shops are closed.

Arena answers some of the most frequently asked questions on festive rights.

### **Will all shops be closed on Christmas Day?**

The Christmas Day (Trading) Act prevents shops, except for small convenience stores, from trading on 25 December. You should check to see whether or not your store will be open.

### **My store is closed on Christmas Day. Will I have to make up the hours?**

Some employers require staff to make up lost hours, use holiday entitlement or take unpaid leave.



### **Is working on a public holiday voluntary?**

The position on whether working on a public holiday is voluntary is usually explained in your contract, the staff handbook or outlined in agreements between the employer and the union.

### **Does working on a public holiday attract premium payments?**

There is no automatic right to premium pay if you work on a public/bank holiday. The pay rate for working these days depends on your contract of employment and any union/company agreements.

### **Am I entitled to a paid day off on a public holiday?**

There is no automatic legal right to paid time off. You will need to check your terms and conditions of employment to find out what happens at your workplace.





**Christmas Day, Boxing Day and New Year's Day all fall on the weekend this year, what days are the bank holidays?**

This will depend on the arrangements at your employer. Some employers will move the bank holiday to a weekday when it falls on the weekend. However, as retail is a 7 day a week operation, many retailers choose to keep the bank holiday on the weekend.

**Are Christmas Eve and New Year's Eve normal working days?**

These fall on a Friday this year, therefore the days are normal working days.

**Every Christmas and New Year the business puts pressure on staff to work extra hours, often at short notice. Do I have to do it?**

Unless your contract states otherwise, working overtime is voluntary and should be agreed mutually between you and your manager.

**My store is very cold over Christmas. What can I do?**

Our Too Cold for Comfort leaflet contains useful advice on what you and your employer can do. [www.usdaw.org.uk/399](http://www.usdaw.org.uk/399)

**Over Christmas customers get very stressed and take their frustrations out on us. Is there anything we can do to prevent this?**

Anyone who experiences threats, violence or abuse should report it to their manager and/or their Usdaw rep. You can also complete our survey: [www.usdaw.org.uk/Campaigns/Freedom-From-Fear/Survey](http://www.usdaw.org.uk/Campaigns/Freedom-From-Fear/Survey)

If you are still unsure of your rights to time off over Christmas, you should speak to the Usdaw rep in store, or contact your local union official on

**0800 030 80 30.**





## MATERNITY SUSPENSION

An employer has a duty to take all reasonable steps to ensure the health and safety of pregnant women and new mothers at work. The regulations require all employers to assess the workplace risks for pregnant employees and their unborn children, and breastfeeding mothers.

If the risks identified cannot be removed, then the employee has the right to be suspended on full pay.

### How is risk identified?

Your employer must carry out a risk assessment to identify any risks that could harm you or your baby.

### When should the risk assessment take place?

When you are pregnant or if you are breastfeeding, you must tell your employer. At this stage they should carry out a detailed risk assessment to identify any aspects of your job that may affect the health and safety of you and your baby including your journey to and from work.

### What should the risk assessment look at?

Many Usdaw members work in conditions which can cause particular problems for pregnant women:



 **Early shifts** - can be especially difficult if the woman is suffering with morning sickness.

 **Evening/night work** - many women experience extreme tiredness in the early stages of pregnancy, which can make night and evening work difficult.

A pregnant woman or new mother who usually does night work must be offered a suitable alternative or be suspended on full pay if she has a certificate from her doctor or midwife stating that it is necessary to avoid such work.

 **Physical demands** - the work women do can be physically demanding and can involve handling heavy loads and lots of bending and stretching, which could



potentially be harmful for them and/or their babies. The Health and Safety Executive's figures estimate that in a busy four-hour shift, a checkout operator may lift the equivalent of one ton in weight.

 **Environment extremes** - of noise, shocks, vibration or movement have been shown to potentially cause a risk to the health of pregnant women and new mothers and/or their babies.

 **High temperatures** - can also affect pregnant women, as they are less tolerant to heat and high temperatures may hinder breastfeeding as a result of dehydration.

 **Chemicals** - certain chemicals may cause harm to pregnant women and new mothers and/or their babies.

## What happens if a risk is identified?

If a risk assessment identifies hazards that could pose a risk to you or your baby, then your employer must do all that they can to eliminate the risk or reduce it to a safe level. If the risk cannot be removed your employer must take action to protect you and your baby:

- If it is reasonable and if it avoids the risk, you have the right to have your working conditions or hours of work temporarily altered.
- If this is not possible, then your employer must offer you suitable alternative work. The work must be on terms and conditions which are no less favourable than your normal conditions of employment.
- If your employer is unable to offer you suitable alternative work, then you have the right to be suspended on full pay for as long as is necessary to avoid the risk. This is known as paid suspension from work. If you are suspended for health and safety reasons your employer can start your maternity leave four weeks before your baby is due.

Many women in Usdaw find that they are given paid suspension when what they really want is to stay at work. Most jobs can be adapted to make them safe for pregnant women and their babies, so it is worth getting advice from your union rep or Usdaw official on this issue.

## Further Information

Usdaw has produced a **Pregnancy Risk Assessment** leaflet [www.usdaw.org.uk/342](http://www.usdaw.org.uk/342) and a **letter you can download asking your employer to carry out a personal risk assessment** [www.usdaw.org.uk/praletter](http://www.usdaw.org.uk/praletter)





**U**sdaw delegates, led by general secretary Paddy Lillis, represented the union at the annual Labour Party Conference in Brighton in September. The event marked a return to in-person conferences after a year of online events. A busy schedule of speeches and fringe meetings saw Labour outline its plans for a stronger, fairer society, including a New Deal for Working People and much-needed action to address the crisis on our high streets.

## A New Deal for Working People

Usdaw welcomed the commitment, made by Labour's deputy leader Angela Rayner, to deliver a range of improved workers' rights within 100 days of taking office. Responding to her speech, Paddy Lillis said: "It cannot be right that good employers who do the right thing by their staff and engage positively with trade unions are undercut by rogue businesses

that exploit workers with low paid and insecure jobs.

"The coronavirus crisis has brought about a new understanding of the essential role low-paid workers have in keeping our communities fed, healthy and safe. There must be lasting and fundamental change to the way society views these key workers. We need Labour's new deal."

## Save Our Shops

Usdaw deputy general secretary Dave McCrossen called on the next Labour government to tackle the growing crisis in retail.

"For workers in sectors like high street retail, the impact of coronavirus has been catastrophic," said Dave. "It is projected that by the end of this year there will have been 400,000 retail jobs lost in 24 months.

"If we saw this scale of job losses in any other sector, it would be front page news and there would be serious



*"There needs to be lasting change to the way society views these key workers."*

Government intervention.

"Usdaw's High Street Recovery Plan lays out practical steps to help secure the future of retail. Our cities and regions cannot be expected to support their local high streets without significant government funding to underpin this work.

"Only Labour will take the measures needed to ensure jobs are secure."

### **Business Rates Reform**

Labour pledged to level the playing field between online and bricks-and-mortar retailers by cutting and eventually abolishing business rates, replacing them with a modern system of taxation.

Paddy Lillis backed the proposals, made by shadow chancellor Rachel Reeves, saying: "Reform of unfair business taxes is something Usdaw has long called for and we are delighted that Labour is listening. Online retailers currently rake in billions but pay little in UK tax, while traditional

retailers are saddled with huge bills.

"We need a Labour government as soon as possible to deliver the interventions our high streets urgently need."

### **Freedom From Fear**

Addressing a Labour/Co-op Party fringe meeting, Paddy Lillis emphasised the need for action to create safer and more secure communities, and to tackle the growing problem of violence, threats and abuse of retail staff.

"In the last 12 months 92 per cent of retail workers have been abused and one in seven have been physically assaulted. In Scotland, Usdaw - working with Daniel Johnson MSP - achieved its aim of creating a new specific offence of assaulting, threatening or abusing a retail worker. Now we need the same protection in the rest of the UK. I'm pleased to say we have Labour's support for our Freedom From Fear campaign."



# Retail Trades Con

**T**his year's Retail Trades Conference was held online due to ongoing concerns about Covid-19. The conference took place over one day in October and was hosted by Usdaw general secretary Paddy Lillis, deputy general secretary Dave McCrossen and Usdaw president Jane Jones.

In a slimmed-down agenda, the conference included the Retail Trades Conference reports, a Q&A with the general secretary, a presentation from the deputy general secretary on Freedom From Fear, updates from the national officers, as well as workshops.

## Jane Jones, Usdaw president

"The pandemic has clearly had an impact on mental health," said Jane. "A recent

*"Usdaw remains committed to identifying how work affects our members' mental health."*

*Jane Jones, Usdaw president*

Usdaw survey showed that almost three-quarters of members feel anxious about going to work, with one in two reporting that they felt unsafe or very unsafe at work.

"Usdaw remains committed to identifying how work affects our members' mental health and ensuring members get the right support when necessary. I am incredibly pleased to see the union taking this issue seriously and providing direct support to reps and members. In July, Usdaw ran a webinar to provide reps with tools to look after their own mental health and in September, the union ran a further webinar for parents on how to support the mental health of their children.

## Paddy Lillis, Usdaw general secretary

"I would love to be able to say that over the last 20 years, there has been a steady reduction in retail violence – but sadly, that is far from the case. Figures from our surveys show that abuse against retail workers was already on the increase prior to the pandemic.



# ference

*"Abuse against retail workers was already on the increase prior to the pandemic."*

*Paddy Lillis, Usdaw general secretary*

"In light of this, we stepped up our campaign. Last year, Usdaw's Parliamentary Petition received over 100,000 signatures and in Scotland, with the help of Scottish Labour MSP Daniel Johnson, we were able to push through a new, groundbreaking law to protect shopworkers. But the fight for legal protection in England, Wales and Northern Ireland is still going on and that is why this year's Respect Week is as important as ever."

## **Dave McCrossen, Usdaw deputy general secretary**

"The Retail Trades Conference has always been an incredibly important event for Usdaw," said Dave.

"It is absolutely heart-breaking that nearly

140,000 people have died from coronavirus and millions more have been affected by the devastating impacts of long Covid. This includes many Usdaw reps and members who have done so much to help and I would like to offer my deepest sympathies to all those affected by coronavirus.

"Over the last 18 months our Freedom From Fear campaign has gone from strength to strength. We have organised meetings with politicians and police forces, Usdaw reps and members have been sharing their stories in the press, and Usdaw reps have campaigned in the workplace, ran stalls, talked to the shopping public and recruited non-members.

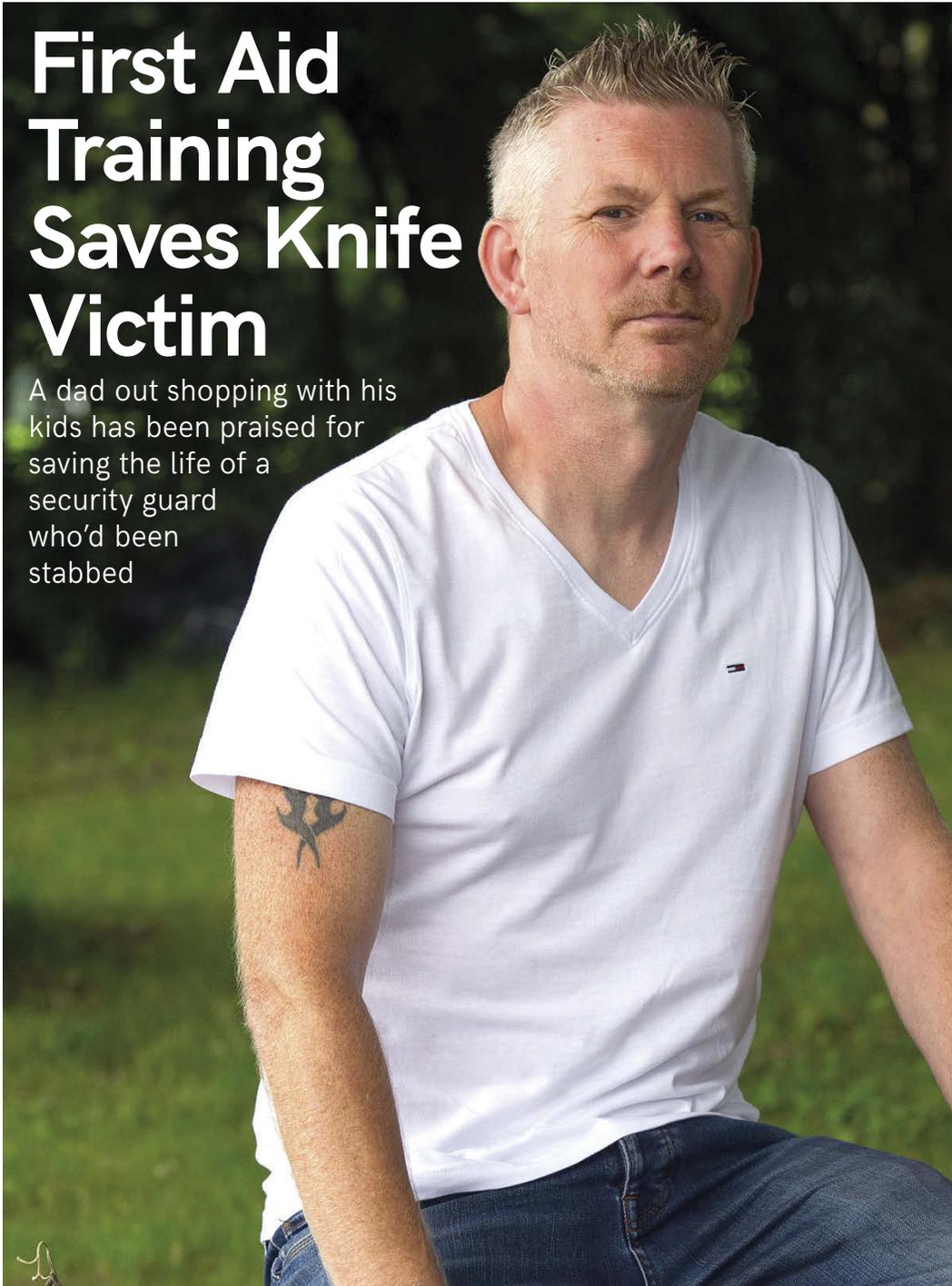
"I am incredibly proud of the efforts of Usdaw reps and members throughout the pandemic."

*"It is absolutely heart-breaking that nearly 140,000 people have died from coronavirus."*

*Dave McCrossen, deputy general secretary*

# First Aid Training Saves Knife Victim

A dad out shopping with his kids has been praised for saving the life of a security guard who'd been stabbed



**J**ames Jackson, 49, was out shopping at the Middleton shopping centre with his wife and three children. He was in Quality Save about to pay for his shopping when he received a call from his wife, who'd gone to a different store, to say that someone had been stabbed.

"Somehow I managed to pay for my shopping and then I ran," said James. "As I got to the escalators, I saw a pool of blood. I ran through the double doors leading into the restricted area and saw the security guard Paul, sitting there with his head propped against a metal box. He had his arm raised in the air and there was blood everywhere. Another security guard and a barber from a nearby shop were already on the scene trying to help but they were unsure of what they needed to do.

"I completed my first aid training a few months ago and it covered stabbings and heavy bleeding. There was so much blood, it was hard to tell where it was coming from. I was shouting for a pair of scissors to cut Paul's shirt off. Paul had been stabbed five times and there was a cut on his stomach. When I cut his sleeve off, there was a wound in his armpit, it was the size and shape of a lemon because the knife had cut his artery.

"Thanks to my training I knew applying a tourniquet in this situation was the wrong thing to do because it would cut off his blood flow. I knew we had to apply pressure on the wound to try and stem the bleeding. The only thing we had on hand were towels so we used these.

"By this point Paul was saying 'I'm going lads, I'm going cold.' I kept shouting, 'Don't be soft, it's only a flesh wound' and wiping the tears that were

running down his face. Even as I was saying this I knew if the ambulance didn't get here soon, he would die.

"It took the paramedics 20 minutes to arrive. Once they arrived, they had to do their checks. Meanwhile, we still had our hands pressed down on the wounds.

"When the paramedics finally took over, me and the barber walked away and started hugging and crying. I was covered in blood from my fingertips to my elbows. It was on my jeans and on my trainers, and the shopping I bought earlier also had blood on it.

"The only way I can describe those twenty minutes is, like when you're on amusement ride and the adrenalin

is rushing through your body. I was in this heightened state of stress for 20 minutes and when I finished, I was shaking.

"As Paul was being taken out on a stretcher, he grabbed our hands and said, 'Lads, you saved my life.'

"Afterwards people were slapping us on our backs and saying we were heroes. The police even

rang me to thank me for what I did. At the time I didn't feel like a hero, I thought anyone would have done the same thing.

"Saving someone's life weighs heavily on you. I didn't sleep all that night. My ears were still ringing with the sounds of people screaming and every time I closed my eyes, I saw Paul lying there covered in blood. Thankfully Paul survived and the guy who stabbed him was caught.

"This only happened a few weeks ago and I'm still struggling to sleep. I currently work for a supermarket but this made me realise that I really wanted to help people, so I've put my name down to be a community voluntary responder with the view to becoming a medical technician."

*"As Paul was being taken out on a stretcher, he grabbed our hands and said, 'Lads, you saved my life.'"*

# Mental Health Pandemic

Usdaw survey finds that 8 out of 10 members who worked through the pandemic say it negatively affected their mental health

**L**ockdown has left millions of people with poor mental health. Worries about the virus, isolation, bereavement, financial insecurity, and job losses have all contributed to a massive rise in mental health problems.

Pre-covid, one in four people experienced a mental health problem each year. Last month the Royal College of Psychiatrists reported that a record 1.5m people received NHS mental health support in June, a year-on-year increase of 12.4 per cent, and a further 1.6m were waiting for treatment.

Usdaw has long been raising awareness around mental health issues because the union recognised mental health is a trade union issue. Where we work and the job we do can have a huge impact on our wellbeing, it can make us feel stressed, anxious and even depressed.

In 2018, job losses, restructuring, store closures and contract variations saw many members struggling to cope with the uncertainty and insecurity. This led to an increase in the number of members needing



time off sick or additional support at work because of anxiety and depression.

On top of this existing crisis, the pandemic created a mental health emergency because low paid workers were once again at the sharp end - both in terms of health and economic impacts. While many others could work from home, low paid workers were more likely to have to work through the pandemic, they experienced anxiety about exposure to the virus, and a huge increase in customer abuse all took a toll



on the mental health of Usdaw members.

To better understand how the pandemic was impacting Usdaw members' mental health the union carried out a national survey. Over 4,000 people responded and the results revealed that:

- Almost three-quarters feel anxious about going into work.
- By far the biggest factor is a fear of contracting the virus.
- Nearly half say that they feel unsafe or very unsafe at work right now.
- Eight out of ten say the pandemic has negatively affected their mental health.

## The experience of young members

Whilst the coronavirus crisis has tested everyone's mental well-being, our study shows that there are some very specific challenges facing young people. We know that younger workers are more likely to be working at weekends and late at night and be employed on so-called flexi contracts which usually involve short notice and unpredictable changes to working hours and shifts.

It is not surprising therefore that younger members were much more likely to report feeling anxious over working hours than

older workers – more than one in four young members identified this as a cause for anxiety compared to just over 6 per cent of older workers for whom fear of contracting the virus was the number one concern.

### **Usdaw's report makes the following recommendations:**

- Better enforcement of the right to reasonable adjustments for workers with mental health problems through the EHRC statutory code of practice on employment.
- Government to ensure all employers are aware of the 'Access to Work' scheme so that all disabled workers can benefit from it.
- Introduce mandatory pay gap reporting, alongside mandatory action plans, moving away from ineffective voluntary approaches.
- Disability leave, with absences relating to disability to be disregarded when it comes to making employment decisions.

Usdaw general secretary Paddy Lillis said: "It is well documented that although mental health problems can affect anyone at any time, they aren't distributed equally across all groups in society. Evidence is increasing that the Covid-19 pandemic has affected the mental health of sections of the population differently, depending on their circumstances.

"Anxiety about exposure to the virus and social distancing in workplaces, increased customer abuse, isolation from friends and family, home schooling and juggling work with care, stress and worry about the future, job security and family income – Usdaw members are facing these pressures on a daily basis.

"Our focus remains the same now as it was before the outbreak of coronavirus; to identify how work affects our members' mental health and ensure they get the right support."

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

**In September a group of Usdaw reps met with the Shadow Mental Health Minister, Labour MP Rosena Allin-Khan to discuss what extra support our members need at work when experiencing mental health difficulties.**

Dr Rosena Allin-Khan is looking at a range of options including better enforcement of the right to reasonable adjustments and working with colleagues across the

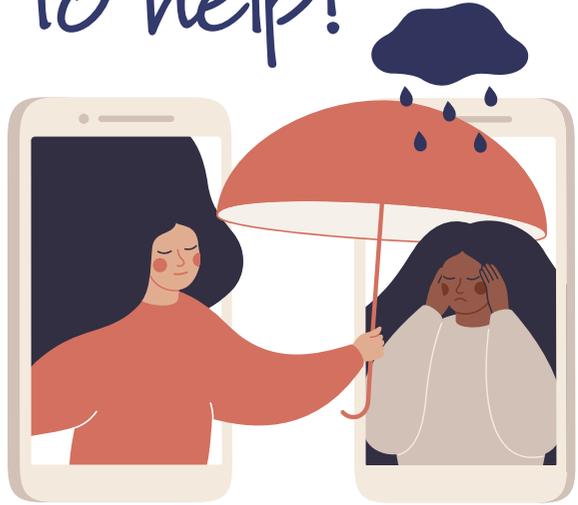


Labour Party to tackle low hours contracts and other working practices that can damage mental health.

The Labour Party is committed to introducing practical steps that will help make sure mental health problems at work are better managed and supported. The focus is very much on what workers need to help them stay in work and recover from a mental health problem.

# We're here to help!

## Get in touch



**U**sdaw's website is full of great resources on mental health including details of the 'It's Good to Talk' campaign, mental health awareness bingo card, mental health at work during the pandemic, supporting your child's emotional wellbeing, social media and mental health, bitesize courses designed to help members look after their mental health and leaflets on depression.

[www.usdaw.org.uk/Campaigns/Mental-Health](http://www.usdaw.org.uk/Campaigns/Mental-Health)

### **Useful Mental Health Contacts**

**Mind** - Providing advice and support to anyone experiencing a mental health problem.

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

**The Samaritans** - 24-hour confidential, emotional support for anyone who is feeling troubled.

[www.samaritans.org](http://www.samaritans.org)

**CALM** - Raising awareness of suicide in young men and offering guidance and support.

[www.thecalmzone.net](http://www.thecalmzone.net)

**Childline** - FREE national helpline for children and young people in trouble or danger.

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

**LGBT+ Switchboard** - A one-stop listening service for LGBT+ people.

[www.switchboard.lgbt](http://www.switchboard.lgbt)

**Refuge** - Provides accommodation and support for women and families experiencing domestic violence.

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

**Citizens Advice** - FREE confidential advice on money and benefits.

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

**StepChange** - A registered debt charity who offer free, confidential debt advice.

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

**Shelter** - Provides free, confidential advice to people with all kinds of housing problems.

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

**Bereavement UK** - An organisation offering information about death, dying, bereavement, funerals and self-help counselling.

[www.bereavement.co.uk](http://www.bereavement.co.uk)

**Age UK** - Information and advice for the elderly. [www.ageuk.org.uk](http://www.ageuk.org.uk)

**Carers UK** - Information, advice and support for carers. [www.carersuk.org](http://www.carersuk.org)

**Immigration Joint Council for the Welfare of Immigrants** - Campaigns for justice in immigration, nationality and refugee law and policy. [www.jcwi.org.uk](http://www.jcwi.org.uk)

# Arena Legal plus



**Glenn** was glad of his Usdaw membership after two accidents at work in October 2019. FirstCall ensured an expert solicitor took up his case and Glenn was awarded £13,500 compensation.

**T**he first accident happened when Glenn, a customer service assistant at a supermarket in Portstewart, Northern Ireland, slipped on a wet floor while returning to his workstation. Two days later, Glenn was working on the shop floor when he fell again on another slippery surface. The cleaning contractors failed to display the correct signage on both occasions.

"The first time I fell, my left foot slipped and as I went down, my left arm went to counter it," said Glenn, 60. "The second time I fell, I went down again on my left shoulder.

"My shoulder was still playing up a couple of months later so I made an appointment with my GP, who referred me to the hospital for treatment. A consultant told me I was going to have arthritis in my shoulder as a result of the accidents.

"I'd reported the first accident and thought

the contractors would have taken corrective action, but there were no wet floor signs either time. After my second

accident nothing had improved, so I decided to contact FirstCall. I've been an Usdaw member since 2003 and knew who to call.

"The first call was easy. They initially treated the accidents as two separate claims but then merged them into one case. The solicitor was absolutely brilliant, I'd never seen anyone work so quickly. I was kept up to date every step of the way and I'm happy with how it was all handled.

"The cleaning contractor offered a low initial figure which my solicitor rejected automatically. When the final figure was agreed, I was gobsmacked. And the other side admitted liability, which was important. The contractors now put out "slippery floor" signs every morning at work.

"I'd 100% recommend FirstCall to other colleagues. It's a great service."

*"The solicitor was absolutely brilliant. I had never seen anyone work so quickly."*



**Legal**  
Plus

## Injured Whilst Cycling?

- Collision with a car?
- Potholes or dangerous road conditions?
- Bike or helmet failure?

 **FIRSTCALL**  **USDAW** is here to help

Keep 100% of your compensation  
with our **FREE** accident claim line.

---

# 0800 055 6333

---

If you want to join the Union visit  
[www.usdaw.org.uk/join](http://www.usdaw.org.uk/join)

 **USDAW**

# Heading in the Wrong Direction

Urgent action is needed to address a shortfall of around 100,000 lorry drivers

**T**he shortage of HGV drivers has been widely reported in the media and the impact it's having on industries from food processing to fruit picking. This is having a knock-on effect on food, fuel and other items. There have been suggestions that a shortage of Christmas staples such as toys, trees and turkeys could ruin the festive period and supply problems could last until 2023.

The Road Haulage Association has warned that the UK faces a shortage of up to 100,000 lorry drivers. There are a combination of factors contributing to the shortage:

- COVID - many drivers from the EU went home during the lockdown and did not return. The Annual Population Survey produced by the Office for National Statistics found that there were 16,000 fewer EU national working as HGV drivers in the year ending March 2021, than in the previous year.
- BREXIT - although there's an HGV driver shortage across Europe, it's worse in the UK because it's no longer part of the single market and therefore cannot rely on free movement to recruit from a larger labour pool. Immigration rules and the decline in the value of the pound makes the UK a less attractive place to work.
- IR35 - The reform of the IR35 rules makes it more expensive for drivers from Europe to work or be employed in the UK.



- RECRUITMENT - the industry has an image of long hours and poor pay, which is making it difficult to recruit young people into the industry to replace those who are retiring or leaving.

## What is the Government doing to address this?

In July, the Government announced a temporary relaxation of the retained EU drivers' rules, which has been extended to January 2022.

Usdaw has again written to the department of transport to express its concerns. This relaxation will not fix the key issues raised by Usdaw members, such as poor pay rates and terms and conditions, as well as a lack of work/life balance caused by excessive working hours and replacing



shift patterns with flexible patterns.

Each extension of the temporary rule changes increases the likelihood that the health and safety of HGV drivers and other road users is compromised. Drivers operating under the original rules, which were put in place for safety reasons, were often already facing fatigue and working long hours.

### **What is Usdaw doing to address this?**

Usdaw has been in discussions with employers to address the shortages. Employers have responded by increasing pay, introducing bonus schemes and market condition allowances, new driver incentive pay, retention bonuses, rest days and increased overtime rates.

*"The industry has an image of long hours and poor pay, which is making it difficult to recruit young people into the industry to replace those who are retiring or leaving."*

However, more is likely to be needed to tackle the shortage. Usdaw is calling on the Government to urgently address the working conditions in the sector, and to look at ways to make a career in road transport more enticing for potential new drivers, to review retail operational hours, ease the pathway for former drivers to re-enter the industry, and encourage employers to run 'Warehouse to Wheels' training schemes, which deliver workplace-based learning for individuals who already work in the industry.

# MemberOffers

## CARS & TRANSPORT

Car Hire  
Car Maintenance  
Car Parking: Q-Park  
Fiat  
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  
James Villa Holidays  
Lost Luggage Protection  
Parkdean Resorts  
Pontins  
Wightlink Ferries

## MONEY & FINANCE

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

## SHOPPING

Apple  
Charles Tyrwhitt  
Crown Decorating Centres  
Dell  
Discount Card  
Domestic Appliances  
Gift Card Savings  
Magazine Subscriptions  
Usdaw Prepaid Cashback  
Card  
UsdawRewards Cashback  
Virgin Wines

## MISCELLANEOUS

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

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

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



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

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

## HOME INSURANCE



**Usdaw Insurance has been protecting members for over 15 years.** We provide our members and their families with great value for money Home Insurance.

Receive a £40 M&S gift card when you buy a combined buildings and contents Home Insurance policy by phone before 31st December 2021. And, if you only need to cover the contents in your home, you'll receive a £20 M&S gift card when you buy Contents Insurance by phone before 31st December 2021. **Call us for a quote on 0800 376 0300\*** using the code **'Usdaw Offer 21'**.

^ Lines open between 9am and 6pm Monday to Friday. Terms and conditions apply

## GIFT CARD SAVINGS



**Save £100s on big brand retailers through Blackhawk Network.** Whether you are looking to save on your supermarket shop, updating your wardrobe, dining out or on home and DIY – you will find savings available through the Blackhawk Network platform. Visit Usdaw Discounts & Offers now to create an account with Blackhawk Network and start saving today. To find out more go to: **[www.usdaw.org.uk/offers](http://www.usdaw.org.uk/offers)**\*

## CINEMA TICKETS



**Catch the latest blockbusters and save money on tickets.** Get up to 40% off next time you visit the cinema with fantastic discounts available at over 300 nationwide venues. Whether you are seeking action, romance, comedy or thriller, enjoy great savings every time at local and nationwide chains such as ODEON and Vue. To find out more go to: **[www.usdaw.org.uk/offers](http://www.usdaw.org.uk/offers)**\*

## DELL TECHNOLOGIES



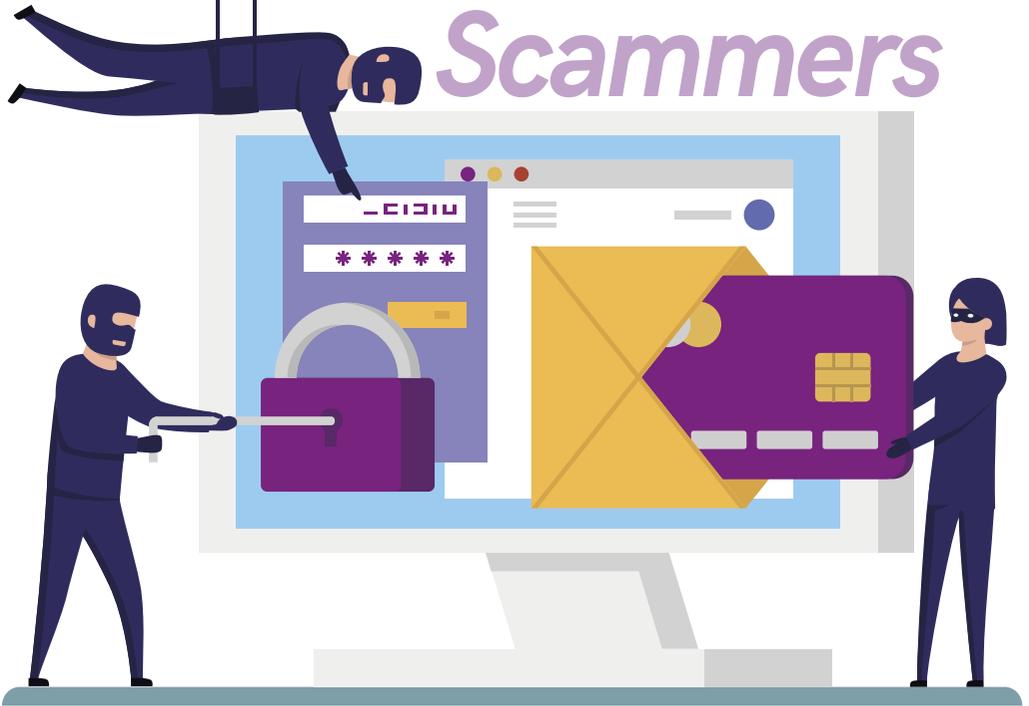
**The joy of new tech.** Upgrade to the very latest tech with discounts from Dell Technologies. Access a range of exclusive benefits, including discounts on premium products and support and advice from their Technology Advisors.

- Up to 20% discount off selected laptops, desktops and accessories
- Up to 5% off selected Dell PowerEdge Servers

To find out more go to: **[www.usdaw.org.uk/offers](http://www.usdaw.org.uk/offers)**\*

\*Terms and conditions apply to all benefits. See website for details. Offers subject to change without notice. The Cinema Society - discounts vary between cinema venues. Please check when purchasing vouchers. Registration to The Cinema Society required to access discount. 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.

# Pension Scammers



**N**ew research from the Financial Conduct Authority (FCA) reveals that more than £2m has reportedly been lost to pension scammers since the start of 2021, with average losses more than doubling from last year.

The data – provided by Action Fraud – shows that the average loss was £50,949 to May 2021, compared with last year's average of £23,689. Individual losses reported ranged from just under £1,000 to as much as £500,000. The total lost during 2021 could be higher than £2m as many scams 'often go unreported', the FCA says.

In its latest call to protect the public, the FCA is urging pension savers to 'flip the context' if they are approached online regarding their pension, by asking them to imagine their reaction if they received the same approach while having a drink at the

pub, to make scams easier to spot.

This is because research shows that savers are significantly more likely to be fooled by scammers' tactics online than they would face to face. The regulator found that just 1.1 per cent of pension holders would take advice from a stranger, but 9.95 per cent would accept financial advice such as a 'free pension review' online.

**For more information about our Pension Scammers Campaign you can download copies of our leaflet and poster direct from [www.usdaw.org.uk/pensions](http://www.usdaw.org.uk/pensions), or you can order by email at [pensions@usdaw.org.uk](mailto:pensions@usdaw.org.uk) or phone on 0161 224 2804.**

Speak to your local rep and ask to display these on noticeboards and communal areas around the workplace.



# State Pension Increases

It has recently been announced that pensioners will receive an annual increase of 3.1 per cent to their State Pension from April 2022. This means that the new State Pension will increase from £179.60 to £185.15 per week.

There has been much controversy over the increase however, as the Government made the decision to water down the triple lock guarantee and replace this with a double lock for 12 months.

The reason for this is that the covid crisis has produced a spike in wage growth figures, as a result of people having previously been furloughed and many low-paid jobs having disappeared. If the triple lock guarantee had actually been honoured it would have provided an increase of around 8 per cent rather than 3.1 per cent.

The triple lock was introduced by the coalition government in 2010 and also formed part of the Conservative manifesto in 2019. The triple lock promises to increase the State Pension annually in line with the highest of increases in prices, average earnings, or 2.5%. The double lock replacement means that the link between pensions and wage growth has been severed for a year.

Many pensioners rely on the State Pension

as it is their main source of income and it has been reported that more than 2 million pensioners are still living in poverty.

Critics are understandably concerned that the Government will maintain the double lock permanently, rather than for just one year. The fact that the Government declined to step in and save the free TV licence for over-75s (another manifesto commitment) did not help to build trust.

## Did you know?

If you are an Usdaw member you have direct access to our free pension guidance service.

You can contact Usdaw's Pensions Section by email at [pensions@usdaw.org.uk](mailto:pensions@usdaw.org.uk) but if you find it easier to talk to someone please call **0161 228 2804**.

Remember - there are no silly questions, we know pensions can seem daunting at times but we are here to help and we are waiting for your call.

We have numerous booklets and factsheets to help you understand your workplace and State Pension and these can be sent to you in the post or accessed through our pension website at [www.usdaw.org.uk/Pensions](http://www.usdaw.org.uk/Pensions)

# Arena Your health

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

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

## Q Faulty Heating

The heating system at our warehouse always breaks down in winter and doesn't provide adequate heating even when it is working. We are always cold. What can we do?

Your employer has a duty under the Workplace (Health, Safety and Welfare) Regulations 1992 to maintain a reasonable temperature in the workplace at all times.

The Approved Code of Practice to the regulations, states that 16 degrees Celsius (or 13 degrees Celsius for physically strenuous work) is the minimum requirement. Your employer also has a legal duty to maintain equipment such as heating.

If temperatures inside the warehouse are regularly at or below the minimum or if the heating regularly breaks down, raise this with your Usdaw rep. If necessary, the rep can raise a collective grievance. If negotiations through the procedure do not work contact your Usdaw official, the union can help get the local health and safety inspector involved to enforce the law.



## Q Colds and Flu

I have heard that this year's flu vaccine may be less effective than normal. Is it still worth having?

The effectiveness of the flu vaccine varies year to year because vaccine makers monitor which flu strains are currently circulating and forecast which strains will become dominant during the flu season. Due to the covid restrictions there

was very little flu last year which makes it slightly more difficult to predict which strain will dominate this year. However, despite this, the flu vaccine still provides the best level of protection against flu.

Medical professionals are concerned there has been less flu virus circulating in the population because of covid restrictions, and this may have caused

lower population immunity making more people susceptible to flu this winter.

Flu is a contagious respiratory illness that can cause mild to severe illness. That's why it is vitally important to have the free flu vaccine if you are eligible.



SEND YOUR  
QUESTIONS TO  
ARENA'S HEALTH  
EXPERTS:  
arena@usdaw.org.uk

## Q Thermometers in cold warehouse

Our depot is massive and stores both frozen and non-frozen goods. It also has doors that are opened regularly for deliveries. At one end of the site it's really cold but at the other it gets even colder when the factory doors are opened. Should we have thermometers at both ends of the depot? Should the employer do something about the excessive cold from doors opening?



According to the Workplace (Health, Safety and Welfare) Regulations 1992 your employer has a duty to maintain a reasonable temperature in indoor workplaces and 'a sufficient number of thermometers' must be provided to let workers measure the temperature. This does not mean there have to be lots of wall-mounted thermometers everywhere but it does mean there should be some way to measure the temperature. For example, if the safety rep has use of a portable digital thermometer, they can measure the temperature at various times and locations to produce a temperature map

of the workplace. If it shows there are some areas that are too cold especially when the doors open to the warehouse when people are working there, the problems can then be raised with management.

Normally the minimum reasonable temperature should be 16 degrees Celsius (or 13 degrees where work is physically strenuous). Clearly the temperature inside the freezer needs to be kept low so a reasonable temperature cannot be achieved there. Instead, your employer should take other measures to limit exposure time and provide suitable protective clothing.

## Q Winter clothing

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

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

Several layers are best so that you can adjust the clothing depending



on the work you are doing and can easily add or remove layers when you go from cold to warm areas.

In extreme weather you may need thermal socks and underwear, warm boots, fleeces, gloves, scarfs and hats. The outer layer of clothing should be waterproof if going outside. Where safety shoes or boots are provided, they should have slip-resistant soles.

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

# Arena



# Win! £50

Correctly complete the grid and you could win a **£50** shopping voucher!  
**Closing date 1 February 2022**  
 (Not open to Usdaw staff)

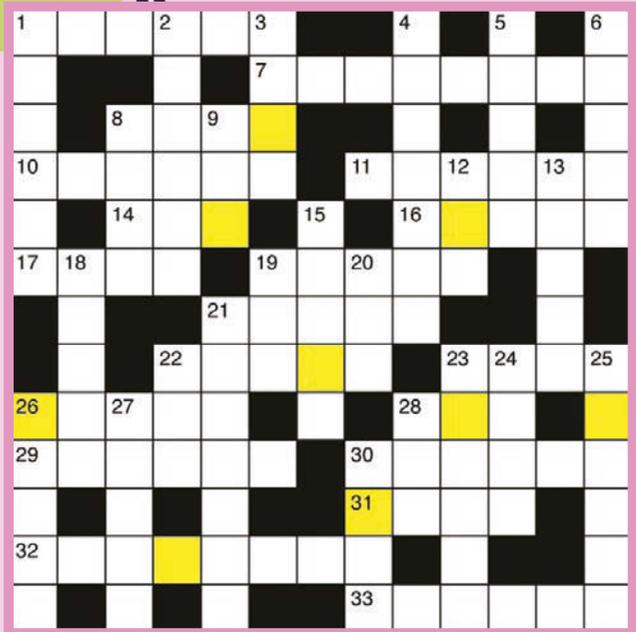
Complete our prize crossword to spell out the hidden word in the yellow squares and you could be one of three members to win a £50 shopping voucher.

Email your answer along with your name and address to: [arena@usdaw.org.uk](mailto:arena@usdaw.org.uk)  
 Please put 'xword' in the subject box.

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

Solutions available from 2 February 2022.

**Autumn winners:**  
 Rachel Eccles, Carlisle  
 Emily Reed, Scunthorpe  
 Nikki Graham, Angus



## ACROSS

1. Fruit (6)
7. Of the body (8)
8. Depressed (4)
10. Private evening party (6)
11. Small wave (6)
14. Container (3)
16. Ancient language (5)
17. Drench (4)
19. Engine (5)
21. Synthetic fibre (5)
22. Loaded (5)
23. That which binds (4)
26. Ascended (5)
28. Agent (3)

29. Facet (6)
30. Craven (6)
31. Cure (4)
32. Pay out (8)
33. Turn to ice (6)

## DOWN

1. Brags (6)
2. Waterproof jacket (6)
3. Skin problem (4)
4. Greek letter (7)
5. Underground vault (5)
6. Foreign (5)
8. Prima donna (4)
9. Not dry (3)

12. Golf standard (3)
13. Cloth made of flax (5)
15. Senior member (5)
18. Fertile spot (5)
19. Insane (3)
20. Unit of weight (3)
21. Spite (7)
22. Sheltered side (3)
23. Be one one's guard (6)
24. Gemstone (4)
25. Swindle (6)
26. Sudden surprise attacks (5)
27. Muscular contraction (5)
28. Fish eggs (3)
30. Hotel cook (4)

# Arena Our members

## Have your say -

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

### Goodbye Graham

Graham Brooks retires from the Co-op after 49 years of conscientious service.

Graham started working for Bury Co-op Society in June 1972 as a "shop lad" and within 4 short years he was managing his first store. He managed a number of stores in Tottington, Ramsbottom and Bolton, and ran the Ainsworth Road store in Bury for over 25 years.

In 1972, Graham joined Usdaw and became a Manager Rep in 1986. He enjoyed representing members in disciplinary meetings and it gave him great satisfaction in making sure our members were treated fairly. Graham also made good use of the Stand-Down Agreement with the Co-op to recruit and in 2 weeks recruited nearly 200 new members.

Graham has always been supportive of the northwest region. He attended numerous ADMs and regional conferences over the years and made lifelong friends as a result. He is determined to remain active within Usdaw and work towards keeping the union strong.

I look forward to working alongside him in his role as a retired member.

The northwest region would like to wish Graham a happy and healthy retirement.

**Mike Aylward**  
North West  
regional secretary



### Obituary James 'Alec' Lynch

My father, James 'Alec' Lynch died in August at the age of 92. During his lifetime, he was the manager of most if not all the Co-op Food stores in the Blackpool, Fylde and Wyre areas starting

work with the Blackpool Co-operative Society at the age of 14. This was a time before self-service supermarkets and when food was rationed.

He was a Free Life Member of Usdaw, having been a trade unionist all his life and latterly a branch representative for the Co-op. He is survived by his wife of 65 years Margaret Elizabeth Lynch.

**Debra Thomas**  
(Alec's daughter)



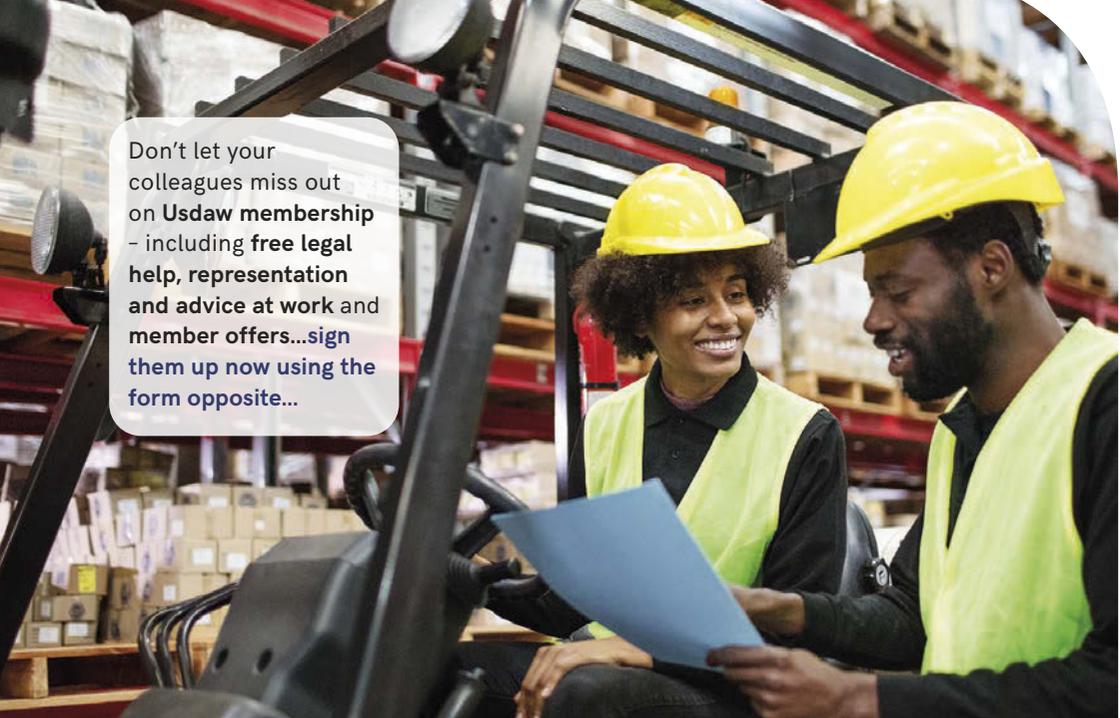
Please pass on my good wishes to everyone who has battled over the years to get shop workers more holiday over the festive period.

I no longer work for Argos but I worked for them for 29 years doing endless Sundays and Bank Holidays mainly in the latter years so the younger staff could have some time with their children when mine were grown up.

I have just read that Sainsbury's and Argos will now stay closed for Boxing Day. Let's hope they follow suit for New Year's Day.

Thank you everyone at Usdaw who I know have battled for this for a long time. Your hard work has paid off and I am sure the shop staff are eternally grateful.

**Bonita Turner**  
Branch E161 Midlands Wincanton Logistics



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

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

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

**4** prize draws a year



You can also enter online:

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

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

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

Have you been a member of Usdaw before? Yes  No

Please tick the appropriate box

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

Surname

Forename

Email

Full Postal Address

Postcode

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

Date of Birth  Age

Company Name  Occupation

Workplace Address

Postcode

Location No.  Employee No.

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

**For Members Paying by Payroll**

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

**Privacy Notice**

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

Member's Signature  Date

Recruiter's Name

Recruiter's Membership No.



# A brief guide to Usdaw

**U**sdaw is the UK's fifth biggest trade union with almost 400,000 members. Most Usdaw members work in the retail sector, but the union also has members in other trades such as transport, distribution, food manufacturing and chemicals.

Usdaw helps people at work by

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

## Usdaw membership includes...

### Representation in meetings

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

### Free accident cover

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

cover. If your claim is successful, you keep 100 per cent of your compensation. If you have an accident please contact our free claim line FirstCall Usdaw on **0800 055 6333**.



### Member offers and discounts

Usdaw partners with a number of organisations to give members deals and discounts on everything from cinema tickets to home, car and travel insurance and great discounts at high street shops and restaurants. For further information please see the member offers pages

within the magazine or go to: [www.usdaw.org.uk/offers](http://www.usdaw.org.uk/offers)

# Where to find information

## Usdaw website and enews

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



## Social media

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

# Want to get more involved?

## Branch meetings

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

## Become a rep

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

# How to contact the union

## Usdaw regions and offices

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

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

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



### A South Wales and Western Region

Bristol 0117 931 9730  
Cardiff 029 2073 1131  
Plymouth 01752 765930

### C Eastern Region

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

### E Midlands Region

Redditch 01527 406290  
Kegworth 01509 686900

### F North Eastern Region

Leeds 0113 232 1320  
Newcastle 0191 296 5333

### G Scottish Region

Edinburgh 0131 556 5242  
Aberdeen 01224 652820  
Glasgow 0141 427 6561

### H Southern Region

Faversham 01795 532637  
Andover 01264 321460  
Morden 020 8687 5950

### K North West Region

Preston 01772 704003  
Belfast 028 9066 3773  
Warrington 01925 578050

### Privacy Notice

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 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 your personal data and to complain to the Information Commissioner. Usdaw and its Data Protection Officer may be contacted at Usdaw Head Office, Voyager Building, 2 Furness Quay, Salford Quays, M50 3XZ.

# HOME INSURANCE WITH A TRIPLE PROMISE



**FAIR  
PRICES**

**WE REGULARLY  
REVIEW PRICES TO  
KEEP THEM LOW.**



**FLEXIBLE  
COVER**

**VALUABLE BENEFITS  
AS STANDARD  
PLUS OPTIONS  
TO TAILOR COVER.**



**FRIENDLY  
SERVICE**

**ALL OUR  
CLAIMS HANDLERS  
ARE BASED  
IN THE UK.**

Almost 1,600 Usdaw members currently choose us for their Home Insurance. Join them and we promise you Home Insurance with fair prices, flexible cover and friendly service.

If you buy either Buildings Insurance or Contents Insurance from us, we'll thank you with a **£20 M&S gift card**.

If you buy both together, you'll receive a **£40 M&S gift card!**

To qualify, all you have to do is **buy by phone before 31.12.21!**\*



**CLAIM £40**  
UP TO

**GADGET INSURANCE** **NEW**

**NEW PHONE, TABLET OR SMART WATCH?**

Usdaw members get an **exclusive 12% off** Gadget Insurance with code **UNION53**.

Visit [cover.uia.co.uk/usdaw/](https://cover.uia.co.uk/usdaw/)

**Get your quote today**

Visit [usdawinsurance.co.uk/arena421](https://usdawinsurance.co.uk/arena421)

Call **0800 376 0300\***



Scan me

\* Lines are open 9am-6pm Mon-Fri (subject to change due to Covid-19 restrictions).

‡ For full terms and conditions of the offer please visit [uia.co.uk/terms-conditions/](https://uia.co.uk/terms-conditions/).