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General Secretary John Hannett Parliamentary voice is so important

The decision by the electorate to vote by 52:48 per cent to leave the European Union has put the UK into uncharted waters. The immediate political fallout saw the prime minister David Cameron resign and replaced by former home secretary Theresa May, only the second female premier in our history.

Her warm words on the steps of 10 Downing Street about making the economy work for everyone must have rung hollow with our members who have seen their real wages plummet by more than 10 per cent in the last eight years.

This is why an effective Labour opposition is so important. We need the Party to take the fight to the government – to improve worker’s rights, to protect pensions and to ensure wages are not impacted by the vote to leave Europe.

Unions recognised, more than a hundred years ago, that having a parliamentary voice is essential to their members’ lives both at work and in society. At present Labour isn’t reaching out to the wider electorate, something all prospective governments have to do. That’s why your executive council (EC) has nominated Owen Smith in the election for Party leader. The EC believes Owen offers the Labour Party the best chance to get back into power at the next election because without it we are left on the sidelines unable to make decisions that will improve our members’ lives.

Many Usdaw members will get a vote in the leadership election, please make sure you use it before the deadline.

John Hannett, General Secretary



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Usdaw
*Union of Shop, Distributive
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Usdaw backs Smith

Labour leadership challenger Owen Smith has been nominated by the union

Udaw's ruling body – the executive council – has nominated Owen Smith MP in the election for Leader of the Labour Party.

The MP for Pontypridd is the sole challenger to Jeremy Corbyn MP, who was elected leader last year following the resignation of Ed Miliband MP.

General secretary John Hannett said: "Owen Smith offers the best opportunity to unite the Labour Party and lead us into government at the next general election.

"Workers' rights, pay and standards of living continue to be at risk under a Conservative Government that is taking us out of the EU; so it is crucial that we elect a Labour Government at the next general election.

"Our members

cannot afford years of principled opposition, with a Labour Party divided and unable to secure the confidence of voters. We need Labour in power to protect them from this hostile Conservative Government."

Individual members of Usdaw, who are also registered supporters of the Labour Party, are entitled to vote in the leadership election. The ballot is scheduled to close on 21st September with the result announced

three days later at a special event just ahead of the annual Labour Party conference in Liverpool.



Owen Smith

To find out more about my vision please visit:

www.owen2016.com

My message to you

"I'm extremely proud to have received the backing of Usdaw in my campaign to become the next leader of the Labour Party. The support of your trade union – representing almost half a million ordinary working people – is so important in this leadership contest.

"I want to see a strong, credible and radical Labour Party, capable of holding this Tory government to account. I want to see the principles and values we all share turned into deliverable policies, changing the lives of millions of people across our country.

"My politics was formed during the miners' strikes in Wales. I saw the power of politics and the impact it can have on people's lives. I grew up knowing how important it is to stand up for what you believe in.

"That's why my vision for the future of the Labour Party is clear: a properly funded and 100 per cent state owned NHS, protecting and improving workers' rights and creating a real living wage of £10 an hour by 2020.

"Under my leadership the Labour Party would be the strong, united and radical opposition that our country needs." **Owen Smith MP**

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BHS catastrophe

MPs' inquiry savages former owners as 'unacceptable face of capitalism'



High street veteran BHS finally brought the shutters down on the last of its 164 stores in August with 11,000 workers losing their jobs and sparking a media storm on the business practices of its former owners who were hammered by a parliamentary inquiry.

Arcadia billionaire Sir Philip Green took the lion's share of blame for the retailer's collapse in what MPs called the 'unacceptable face of capitalism'.

The damning report found Green extracted large sums and left the business on 'life support'. His failure to address BHS's £571m pension

deficit was a major factor in the firm's demise, it added.

Labour MP Frank Field, co-chair of the BHS inquiry carried out by the committees, was particularly scathing about Green who, he said, should write a 'whacking huge cheque for at least £571m' for the BHS pensioners.

Rich pickings

Field also likened Green to Napoleon and said he should suffer punishment 'way beyond losing his knighthood', in an interview with the BBC.

Meanwhile Green has threatened to sue Field.

The report also heavily criticised the 'shambolic' ownership of former bankrupt Dominic Chappell, who bought the retail chain from Green for £1 last year. Chappell was described as 'manifestly unsuitable' with no retail experience.

The MPs' three-month inquiry, which interviewed dozens of executives, found that a 'large proportion of those who have got rich or richer off the back of BHS are to blame' for its collapse.

"The tragedy is that those who have lost out are the ordinary employees and pensioners," the report said, and added: "The reputation

of business has been damaged, to the dismay of responsible investors, owners and business leaders.”

Incredible wealth

The Green family extracted more than £300m from BHS, enabling them to accrue ‘incredible wealth’ and with either ‘inadequate’ or ‘ineffective’ investment pumped back into the business,

according to the report.

“By 2014, BHS was left on life support, having drawn on all its accumulated reserves and more as a result of large dividends and heavy losses,” it found.

The retail tycoon also gave ‘insufficient priority’ to the pension scheme over an extended period, leaving 20,000 pensioners now facing substantial cuts to their contributions.

“Sir Philip owes it to the BHS pensioners to find a resolution urgently,” the report said.

The Government said the BHS report was ‘very concerning’ and the Insolvency Service was now carrying out an investigation.

The BHS pension deficit grew even more to around £700m, say reports, when the Bank of England cut interest rates in August.



National officer Dave Gill

Frank Field MP

Sir Philip Green

Pension deficit has to be ‘sorted’ by Green

National officer Dave Gill who has been dealing with the administrators said: “This is a devastating blow for the thousands of loyal and hard working staff at BHS.

“It’s clear from the Parliamentary Select Committee Report that the rapid demise of the company is down to a handful of people who have been more interested in indulging in a game of corporate monopoly

for their own personal gain.

“There are still some serious questions that need to be answered, by former owners of the business, about how a company with decades of history and experience in retail has now come to this very sorry end.

“We also call on Sir Philip Green to honour the two promises he made after the company went into administration: Firstly, to

offer employment within the Arcadia Group to former BHS staff.

“And secondly, to live up to his pledge to the committee that he would ‘sort’ the pension scheme. Worryingly things have gone very quiet on this issue recently.

“In the meantime we are providing the support, advice and representation our members require at this difficult time.”

People
like you



Usdaw activist Sean was at the Houses of Parliament to win a major victory on Sunday trading

Keep Sunday Special

Sean Cooper swapped his Co-op shop floor for the Houses of Parliament earlier this year when he was one of many activists who lobbied MPs to vote down the Government's attempts to deregulate Sunday trading.

The newly elected rep found himself rubbing shoulders with shadow ministers, senior union officials and fellow reps from across the UK.

"I was both delighted and proud to be given this

chance to make my voice heard at the House of Commons," said Sean, 42, from Norfolk, who has been a rep for eight months.

"It was fantastic. It's hard to believe I was in the Palace of Westminster, what a lovely building! And we had our delegation photo taken in Westminster Hall, also known as the Great Hall.

"I felt as though I'd really played my part by collecting 341 signatures on the union's national petition.

"When we moved on to the Committee Rooms I found myself sitting right next to the top bench.

"Following the speeches I was chatting to two reps from the Tesco store in Stalham and we spoke to Norman Lamb, Lib Dem MP for North Norfolk.

"He took us along to one of the dining rooms where he told us he was still undecided which way he was going to vote, although I did ask him directly to abstain or vote against it if he was still unsure.

"All in all it was an absolutely fantastic day and a great victory defeating the Government on their proposed changes. Showing that once again we are stronger if we all stand together.

"I'd also like to thank Angie Dewing, my area organiser, for pushing me forward to attend the day. I look forward to the next campaign, and maybe another visit to the commons!"

Sean Cooper



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

www.usdaw.org.uk/bearep



UK jobs short-fall

Full-time jobs in the retail sector have fallen by more than 2 per cent, the biggest drop in two years, new figures have shown.

However, while food retailers reported a decline the non-food sector saw a small increase, according to the British Retail Consortium report, describing it as a reflection of the 'dramatic structural changes that are underway in the retail industry'.

It said harsh economic conditions, fierce competition, changing consumer preferences and digital technology are behind the changes.



Newsround

BHS investigation

In the latest twist in the BHS saga, Frank Field MP, and chairman of the select committee, has called on the Serious Fraud Office to launch a formal inquiry into the actions of the former owners of the company.

The company collapsed with the loss of around 10,000 jobs and the last of its 164 stores closed in August.

Fewer strikes now

The number of workers who went on strike in Britain last year was the lowest recorded in more than 120 years, say official figures.

Just 81,000 workers were involved in strike action in 2015, the smallest number since records began in 1893.



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Pleased...Bob Bowles

Legal case victory

Working in the print industry damaged Bob Bowles' hearing but Usdaw's FirstCall ensured he was adequately compensated

Former print worker **Robert 'Bob' Bowles** found out that FirstCall Usdaw is not just for the here and now but for industrial diseases that date back years.

B&Q worker Bob spent almost 25 years in the print industry working in noisy factories with little or no ear protection. In 2010 he noticed a slight humming in his ears and at first thought the fridge was playing up. "I went to the doctor's, who referred me to the hospital and I was diagnosed with tinnitus and noise-induced hearing loss," said the 61 year-old. "I was told it could get progressively worse and I may need a hearing aid sooner than the norm. I was pretty sure it was down to working in the print factories. I remember former colleagues having a lot of problems too."

A lifelong trade unionist and former print

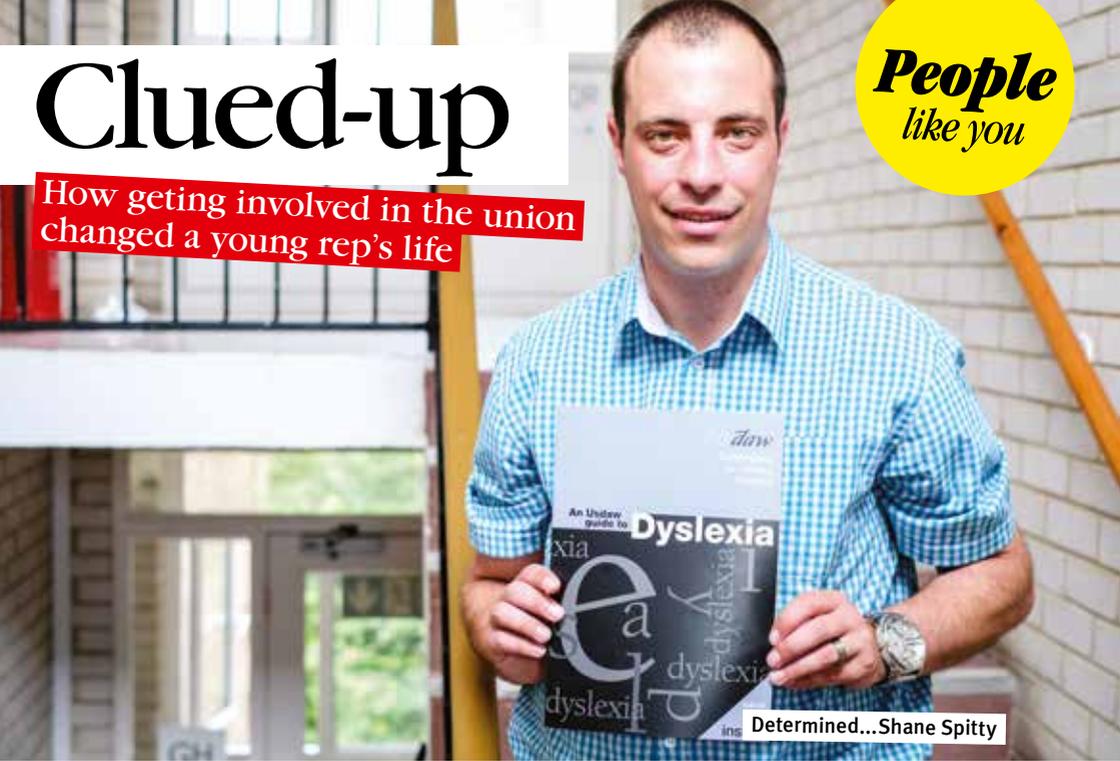
union rep he turned to Usdaw for help. Bob phoned FirstCall, filled in the details and within weeks his claim was being dealt with by a union solicitor. He was sent for four medical assessments and kept in contact with the legal team via email and phone calls. His claim was against three former employers and two resisted his claim and it was set for trial. "My solicitor was great and the barrister offered his expertise too so I felt I was in very good hands," said Bob. "In the end we settled for £3,200 – just a week before the court date and I was happy with that.

"Using FirstCall was effortless. I had great support and the service was excellent, very professional. I've always been a union man, it runs in the family. It was very reassuring to have Usdaw on my side."

Clued-up

How getting involved in the union changed a young rep's life

People like you



Determined...Shane Spitty

Nightshift worker **Shane Spitty** is no ordinary activist and has overcome a number of hurdles to progress with the union and in life.

The 28 year-old, who works at Sainsbury's Ferndown in Bournemouth, was born with an hearing impairment which went undetected for three years. He also struggled at school and it was only when he started his union involvement that his tutor suggested he should be assessed for dyslexia.

Shane paid for the assessment himself and his dyslexia, and dyspraxia, was confirmed. "I can't begin to tell you how good that made me feel," he said. "At long last I had

an explanation as to why I'd struggled.

"It also made me realise how well I'd done despite my learning difficulties because despite everything I'd passed my GCSEs and completed an NVQ in retail after school.

"My life changed dramatically nine years ago when I joined the union after I

“**Knowing I had dyslexia explained why I had struggled**

started working for Sainsbury's. Six months later I took on the role of store rep and attended my first training course. I haven't looked back.

"I'm also a health and safety rep, and progressed from branch chair to branch

secretary and in February I took on the role of union learning rep.

"I've attended Summer School and completed both Academy 1 and 2 in the last two years.

"I was a member of the divisional young workers committee for four years and also the national young workers rep for my division.

"And I've completed all my basic and advanced union courses, completed the TUC Employment Law certificate and have now started the Employment Law Diploma.

"I've had the greatest support and encouragement from the union. I'm hoping my experience will be an example to others to say – never give up."

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

www.usdaw.org.uk/bearep



Real wages tumble

New report shows workers have seen their pay packets fall by 10 per cent



has increased employment rates since the economic crisis, countries such as Germany, Hungary and Poland have increased employment rates significantly more, while raising real wages at the same time.

TUC general secretary Frances O'Grady said: "Wages fell off the cliff after the financial crisis and have not recovered.

"The majority of UK households have endured a 'lost decade of income'.

"People cannot afford another hit to their pay packets. This report shows why the Government needs to invest in large infrastructure projects to create decent, well-paid jobs.

"Other countries have increased employment and living standards simultaneously."

UK workers have suffered the biggest fall in real wages in advanced countries, according to new analysis published by the TUC.

The findings show that between 2007 and 2015, real wages in the UK fell by 10.4 per cent – a drop equalled only by Greece – among countries in the Organisation for Economic Co-operation and Development (OECD).

Over the same eight-year period, real wages grew in Poland by 23 per cent, in Germany by 14 and in France by 11 per cent. Across the OECD, real wages increased by an average of 6.7 per cent.

The UK, Greece and Portugal were the only three OECD countries which saw real wages fall.

The analysis also shows that while the UK

Delivery drivers struggle to get minimum pay

Parcel delivery firm Hermes has come under fire after a report in **The Guardian** showed some of its couriers were earning below the national living wage of £7.20 with some on hourly rates

of between £5.50 and £6.70.

Hermes has around 10,500 drivers, classed as self-employed, and paid on a piecework basis, who do not receive any paid holiday, sick

pay or pension contributions. The German-owned company, part of the Otto Group, made £36m profit last year and is the second biggest parcel deliverer after Royal Mail.



298 stores have been sold

Stores swapped

Convenience sector shake up at the Co-op

The Co-operative Group has sold 298 of its smaller food stores to convenience retailer McColl's in a £117m deal.

If approved by the competition watchdog, the sale will see McColl's portfolio of stores rise to 933 and up to 3,600 employees transfer.

National officer John Gorle said: "Whenever staff move to a new employer, there is always uncertainty about the future.

"So we welcome the Co-op's assurances that terms and conditions of employment will be safeguarded and staff will continue to have secure jobs

with a future.

"Usdaw has a good and productive relationship with the Co-op and we will be seeking a similar approach from McColl's. In the meantime we are providing our members with the support, advice and representation they require."

Meanwhile, the Co-op bought six former My Local stores, which fell into receivership, in July.

In May the Co-op sold 100 former Somerfield properties to restructuring firm Hilco.

Hours reduced

More changes at Tesco after the supermarket giant announced another tranche of 20 stores will cease 24-hour trading. In January it did the same at 76 of its biggest stores, leaving only 300 stores operating around-the-clock.

Staff will be redeployed in-store or nearby, although redundancy was also an option.

Meanwhile, Tesco sold its Dobbies garden centres for £217m in the summer, which also saw the company sell its loss-making Giraffe restaurant chain and its Turkish retail business Kipa.



Fewer 24-hour stores

News

Image © mubus7 / Shutterstock.com



Under-fire retailer Sports Direct is under investigation by HMRC following allegations staff at its warehouse in Derbyshire, compared to a 'Victorian workhouse' by a parliamentary inquiry, were paid below the national minimum wage.

Employees at the company's retail stores, with 13,000 staff many on zero-

hours contracts, could also be included in the inquiry.

In June, the chain's billionaire founder Mike Ashley, told a parliamentary inquiry that the company had broken the law by failing to pay warehouse staff the minimum wage.

HMRC can impose fines and insist staff receive back pay if the company is found guilty.

Advice on the law and safety

Members are reminded that two essential workplace guides are now available. Your Rights at Work details your legal rights in a jargon-free easy-to-read manner. It covers pay and holiday rights, redundancy, discrimination, maternity rights

and much more. It costs £8.

The TUC's Hazards at Work takes a comprehensive look at safety and how to make your workplace hazard-free. It costs £16. You can find order forms for both books at: www.usdaw.org.uk

CLOSING DOWN

Shops shut

Hundreds of jobs have been lost at fashion chain Store Twenty One after it announced it was closing 77 of its 202 stores as it fights off potential administration. Owners, the Indian group Grabal Alok, have used a Company Voluntary Agreement (CVA) to reduce rents at its other outlets. However, it has also closed 17 stores at its Bewise and QS businesses.

In other news, South African group Steinhoff has agreed a deal to buy Poundland for £597m.

**People
like you**



Award winner Corrina Pett

**New rep is a real fighter
for workers' rights**

Fast forward

When Tesco Extra general assistant **Corrina Pett** fought off cancer twice she sat down to think about resetting her goals in life and taking on new challenges.

High on the 44 year-old's list was the desire to get more involved with the union and so she signed up for the role of rep in her Scunthorpe store.

Her determination to succeed was recognised when she won the North Eastern division's nomination for Most Promising New Activist at the national awards last year – just six months after becoming a rep.

"I was surprised to get the nomination after all it's a great division with many fine

activists," said Corrina, from Keadby in North Lincolnshire.

"And I was truly honoured to join many other finalists at the national award ceremony in Manchester in January this year.

"Surviving ovarian and colon cancer did make me re-

“ I'm passionate about workers' rights and aim to make a difference

evaluate my life. Your whole life changes, your priorities shift and so do the challenges you set yourself.

"I took on the rep's role because I'm passionate about workers' rights and I felt I could make a difference.

"The best bit is being there for your members,

delivering information to them so they can get more involved and get the most out of Usdaw.

"I also took on the union learning rep's role in March and had my training in May.

"I'm excited about that and I'm really looking forward to getting people enrolled on courses and on the road to changing their lives.

"During Membership Week in June I did some stand-down in my own store. It was a great experience and I learned a lot about organising.

"At the moment I'm focusing on my own store but I have my sights set on the Academy in the future."

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

www.usdaw.org.uk/bearep



Spotlight on mental health

Activist Debbie Newman talks to *arena* about how her brother's suicide changed her life and how she's coped since...

Christmas Eve will never be the same again for activist Debbie Newman because this was the day in 2014 her brother Tony, 49, took his own life after years of struggling to cope with mental illness.

It was a devastating time for the family particularly for Debbie who had to break the news to her elderly mother already diagnosed with the early signs of dementia.

"Last December, just the sounds of festive music triggered those memories and feelings of deep anguish," she said. "I'd burst into tears, go home, return to work the next day and the same thing would happen. I had to move off the front desk."

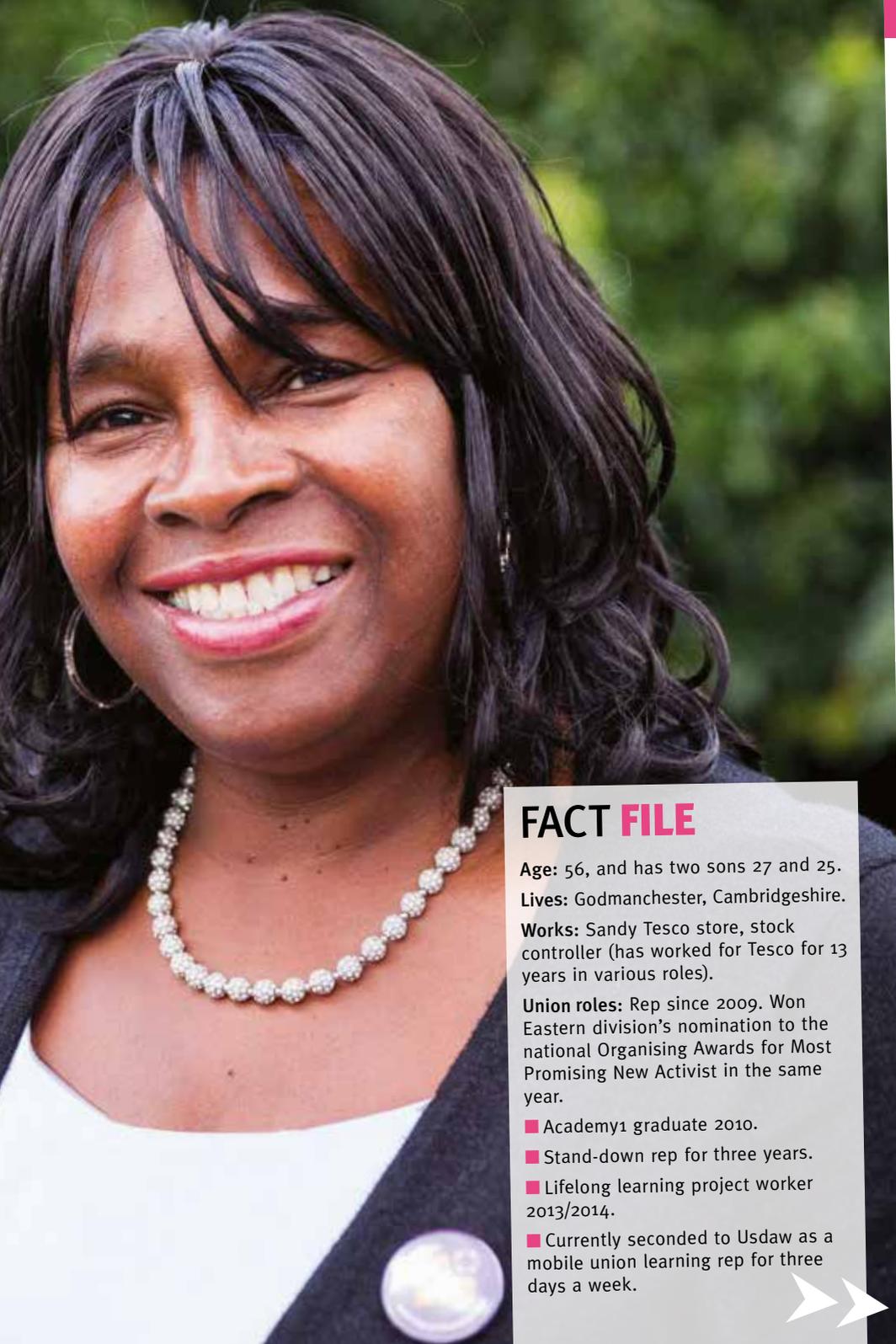
The tragedy also reminded her of the family's violent upbringing at the hands of her stepfather. "He was toxic, and it was hell," she said. In the summer of 2015 the trauma

caught up with Debbie and she had a breakdown. She was off work for three months. "I was in a bad place. I had high blood pressure, I was stressed out, and I developed a fear of the dark. I was prescribed anti-depressants and I was given counselling. Both of these helped tremendously. Talking to someone who was non-judgmental, I don't know what I'd have done without it."

Debbie returned to work, still fragile, but a supportive store manager helped her to cope. "My manager was very understanding and empathetic. Having this kind of support was very important for me. It helped me get through a really tough time. It was then I decided to take a more proactive interest in mental health awareness."

Debbie used her role as a rep to take a mental health





FACT FILE

Age: 56, and has two sons 27 and 25.

Lives: Godmanchester, Cambridgeshire.

Works: Sandy Tesco store, stock controller (has worked for Tesco for 13 years in various roles).

Union roles: Rep since 2009. Won Eastern division's nomination to the national Organising Awards for Most Promising New Activist in the same year.

■ Academy1 graduate 2010.

■ Stand-down rep for three years.

■ Lifelong learning project worker 2013/2014.

■ Currently seconded to Usdaw as a mobile union learning rep for three days a week.



DID YOU KNOW?

- One in four people will have a mental health issue at some stage in their life.
- Approximately 90 per cent of people who die by suicide have a diagnosed or undiagnosed mental health problem at the time of death.
- The most recent suicide figures, which are those recorded for 2014, show that 6,122 people took their own lives in the UK, equivalent to one every 90 minutes. Of those, 4,630 were men and 1,492 were women.



first aid course. She also contacted MIND and her involvement with the charity has seen her give talks to sixth-formers at a local school on mental health awareness and suicide.

“It’s probably one of the last taboos,” added Debbie. “People are reluctant to speak about it, but I’m very open. I think that helps me cope with the ordeal.

“Over the last year I’ve been surprised to discover just how widespread mental health issues are. My aim is to raise awareness as much as possible and to assist people to get help by pointing them towards support networks or charities. There is help out there and the more we speak up about how we feel, or ask our friends and colleagues how they are – then there’s

more chance to make a difference.

“My personal experiences inform and guide me. I don’t want people to feel ashamed or embarrassed by having a mental health problem. I think we are getting the message out there and the union and its reps are doing a great job to promote awareness. Of course there’s more to do. I’ve seen examples when staff, who are clearly struggling with a mental health issue, aren’t given the support they need often because of the pressures of the job.

“Very few people know there were more than 6,000 suicides in 2014 – that’s more people than the number killed on the road. So many people are touched by suicide more than we all realise. We all have a part to play.”

MORE INFO

MIND.org.uk

“We provide advice and support to empower anyone experiencing a mental health problem. We campaign to improve services, raise awareness and promote understanding. We won’t give up until everyone experiencing a mental health problem gets support and respect.”

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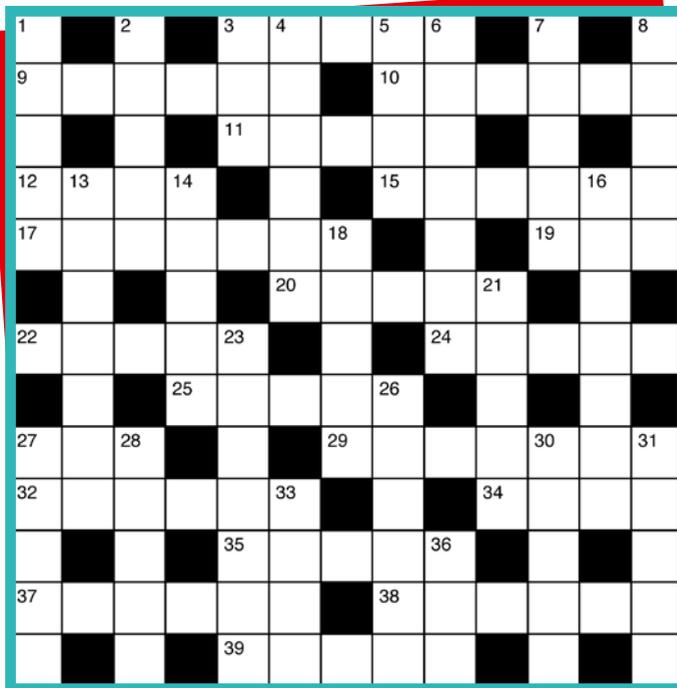
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ACROSS

- 3. Living (5)
- 9. Transfix (6)
- 10. Balm (3-3)
- 11. Beautiful girl (5)
- 12. Norway's capital (4)
- 15. Come into view (6)
- 17. On the other hand (7)
- 19. Foot digit (3)
- 20. Unlikely tales, informally (5)
- 22. Scope (5)
- 24. Correspond (5)
- 25. Teacher (5)
- 27. Expression of disapproval (3)
- 29. Blissful state (7)
- 32. Firework (6)
- 34. Ova (4)
- 35. Is unsuccessful (5)
- 37. Endure cheerfully (4,2)
- 38. Continent (6)
- 39. Rental contract (5)

DOWN

- 1. Bereaved wife (5)
- 2. Fruit (5)
- 3. Priest's garment (3)
- 4. Room for manoeuvre (6)
- 5. Abominably wicked (4)
- 6. Component (7)
- 7. Liquid measure (5)

- 8. Noisy riotous fight (5)
- 13. Preparation used to wash hair (7)
- 14. Planet's path (5)
- 16. Young goose (7)
- 18. Hairdresser's shop (5)
- 21. Ointment (5)
- 23. Melodious (7)
- 26. Firearms (6)
- 27. Backhander (5)
- 28. Atlantic, e.g. (5)
- 30. Shining (5)
- 31. Burnt remains (5)
- 33. Ribbon (4)
- 36. Prosecute (3)



Reps make a big impression in-store

DID YOU KNOW?

- Safety reps are entitled to a reasonable amount of paid time off to carry out their duties and attend the appropriate training.
- The training is designed to give reps a good grounding in what they need to know and to inform them of their legal rights.
- Being a rep will also help develop and enhance your knowledge and skills so that you will be confident in your role.
- Reps do not work alone. In large stores there are likely to be other Usdaw reps that you can turn to for advice and support.
- In addition, reps can call on their area organiser, the union's health and safety section, the education department and the Tesco support team, who are only a phone call or email away.

Chance to get

Members who want to promote better safety or help their colleagues get back into learning should read this now...

Elections for health and safety reps in all Tesco stores and customer fulfilment centres will be held in September and October 2016.

Udaw wants to encourage more members to come forward and join other union health and safety reps as part of their team.

The key elements of the role are to:

- Advise and represent members in health and safety matters.
- Participate in the Forum process.
- Review, investigate and inspect health and safety issues.
- Recruit and organise members.

The Partnership Agreement positively recognises the role of the health and safety rep.

General secretary John Hannett said: "Being a rep is a great opportunity not only to help improve your workplace and the working lives of your colleagues, it can also help your self-development.

"Many of our reps discover that they have skills they didn't know they had. With the knowledge, experience and confidence gained as a rep, many go on to further study, apply for promotion, or try out new and different things."



Look out for the nomination posters from the start of September 2016

If your store is not currently involved in Checkout Learning but would like to be, contact your local office or visit Usdaw's Learning Gateway on the union's website: www.usdaw.org.uk/ll

Learning can open doors

active in Tesco

TELL ME MORE ABOUT THE ROLE OF A ULR?

A ULR's main duties include:

- Giving members information about learning opportunities.
- Promoting, arranging and supporting learning – organising promotional events and courses.
- Identifying what members want to learn by talking to staff, filling in questionnaires or surveys.
- Consulting with management about learning – discussing how campaigns will be organised and learning delivered.
- Working as part of the wider rep team to raise the profile of Usdaw and strengthen the union in store.

Union Learning Reps (ULRs) are being included in the three-yearly rep election cycle, within Tesco Stores and customer fulfilment centres.

The relatively new role of ULR is now included in the Partnership Agreement giving them the same entitlements as any other union rep including paid time off for training and to carry out their duties.

The role is extremely rewarding and every year Usdaw ULRs help over 10,000 members access some form of learning – from English and maths to digital skills and British Sign language.

Who can become a ULR?
Currently ULRs can only be elected in nominated Checkout

Learning stores. If your store has an elected ULR, or has previously been involved in the Checkout Learning campaign, then chances are yours is a Checkout Learning Store.

ULRs don't need any experience, the most important quality is to be interested and enthusiastic about learning and willing to help people get access to the learning they want.

General secretary John Hannett said: "The Checkout Learning campaign is a key priority for Usdaw and its members and the role of our ULRs is crucial to its success.

"While it's a challenging role, it can be very rewarding and it's a real chance for our members to learn new skills and achieve their potential."



Legal Plus

– looking after you and your family

Satisfaction for Hilary

FirstCall delivered for petrol kiosk worker **Hilary Clough** after she injured her arm when she was hit by a delivery van at the Tesco store in Crawley, West Sussex.

The union's expert panel of solicitors handled her claim and she was awarded £1,600 in compensation.

"I was taking a trolley across the carpark to the main store when I was hit on the left arm by a white transit van. It all happened so quickly," said the 51 year-old.

"The driver said he didn't see me even though I was wearing a bright high-vis jacket.

"I wasn't too badly injured, more shocked and dazed.

"A first-aider and the store manager advised

me to go to hospital where they put a splint on my arm and I was off work for two days.

"I'd read about how Usdaw can help in the union magazine so decided to make the call, I knew I had nothing to lose.

"It couldn't have been easier. My solicitor dealt with everything for me. And I kept all of my compensation.

"If I'd have used a 'no win no fee' solicitor, like the ones you see on TV, I'd have lost more than £400.

"I tell all my colleagues, friends and family to join the union. You never know what's around the corner.

"With Usdaw you're protected every minute of every day."

Adrian 'delighted' with FirstCall

Usdaw's FirstCall service protects you 24/7 as Morrison's night shift worker **Adrian Caunt** discovered when he injured his back in an accident at work.

He rang the freephone number, a union panel solicitor took up his claim and 12 months later his case was settled for £3,000.

"My rep reminded me to call and I'm so pleased I did. Everything was taken care of for me. I can't thank the union enough," said shelf-filler Adrian, 48, from Mansfield.

The accident happened in June 2015. Adrian was moving stock in the warehouse when a colleague's trolley stalled in front of him causing him to pull up and wrench his back.

He attended his local hospital and was told to rest and take painkillers. He was off work for two and a half weeks and then returned to work on light duties.

"Everyone should join the union. I've always been a member. It just makes sense for me to have that protection all day every day.

"My solicitors worked hard for me. I was kept informed on a regular basis and guided through every stage.

"And I was delighted, because I'm an Usdaw member, I kept all of my compensation."



Excellent result for Debbie

Even Usdaw activists need FirstCall as **Debbie Randall** found out after she slipped and injured her knee when she was out promoting the union's legal service.

The Academy organiser was awarded £20,000 eight months after the incident at the Morrisons Reigate store in October 2014.

"It was ironic I was talking to potential members about our great legal offer when I took a tumble in the staff canteen!" said Debbie, who has been a rep at the Tesco store in Addlestone, Surrey for five years.

"I'm forever stressing to members and people who are thinking of joining that there are no hidden fees or costs with FirstCall; you keep every penny of the money awarded to you.

If I'd used a high street solicitor I would have received up to £5,000 less.

"After I rang FirstCall a union solicitor got back to me immediately. He was excellent and kept me informed from start to finish.

"I couldn't have asked for a more professional and speedy service.

"I can now talk from my own personal experience about just how good FirstCall Usdaw is."





Worry free claim for Gordon

FirstCall took the pain out of the claim for Phoenix Healthcare delivery driver **Gordon Bennion** when he was injured in an accident at work.

Gordon sustained damage to his shoulder, which needed an operation to repair, when making a delivery in 2012. His case was settled in May and he received £13,000.

"I'm a union rep so I knew exactly what to do. It was really straightforward," said Gordon, 64 from Wrexham.

"I rang the freephone number on my FirstCall card, the lady took a few details and I was put

through to a solicitor.

"I didn't have to worry about anything, my solicitor was superb. They arranged my medicals and appointments with the consultant, my travel costs too, all I had to do was turn up.

"They kept in touch with me all the way through with letters and calls and I was able to email them which was easier for me.

"I'm always promoting the benefits of being in the union but having been represented by the legal service myself I can't speak highly enough of it.

"So when people say to me they can't afford to be in the union I tell them 'you can't afford not to be'."

Impressive service for Margaret

When Co-op customer team member **Margaret Hughes** had an accident at work she rang FirstCall immediately.

A union panel solicitor took on her case and eight months later she received a cheque for £8,500.

The accident happened in July 2015. Margaret gashed her leg on a metal storage cage in the store's warehouse.

Her duty manager called an ambulance and she was taken to her local hospital where the wound was stapled. She was off work for six weeks.

"After the accident I had no hesitation contacting FirstCall," said Margaret, 61, from Atherton in Greater Manchester. "I couldn't believe how straightforward it was.

"My call was put straight through to a solicitor who took a few details and looked after everything. When I joined the union five years ago my rep told me to keep my plastic FirstCall card handy so I put it in my purse.

"I never left the comfort of my living room. I was really impressed with the whole service and delighted with the compensation the union won for me."

There are people who think they don't need the union but my advice is to join. There's support for you when you need it and it's great value for money. It's your insurance policy at work."



LEGAL ROUND-UP

Peter Beaumont

- Age: 61
- Employer: Tesco
- Injury: Ankle
- Date of accident: July 2015
- Case settled: March 2016
- Award: £1,400
- Quote: "My case was settled within six months of contacting FirstCall."

John Warburton

- Age: 64
- Employer: Morrisons
- Injury: Ankle and knee
- Date of accident: June 2013
- Case settled: June 2016
- Award: £5,500
- Quote: "A first-class service. Everyone should be in the union."

Ann Smith

- Age: 61
- Employer: Tesco
- Injury: Fractured wrist
- Date of accident: Jan 2014
- Case settled: May 2016
- Award: £14,000
- Quote: "I'm a deaf member. I was delighted with the support and the outcome."

Norma Murphy

- Age: 71
- Employer: Boots Industrial
- Injury: Facial injuries
- Date of accident: June 2013
- Case settled: Jan 2016
- Award: £5,500
- Quote: "With FirstCall I kept 100 per cent of my settlement. I tell everyone to join the union."

FIRSTCALL

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



Double win for baker Rob

Long-time union member **Rob Clayton** was doubly grateful to Usdaw after the union recovered a total of £60,000 for him following an accident at work and an industrial disease.

In 2002 he was awarded £20,000 and most recently FirstCall Usdaw won him £40,000 for his claim for baker's asthma.

"I was delighted with the support all the way through my case and the outcome," said Rob, 53, from Oakham in the East Midlands.

"The professional service I had from the union was invaluable.

"Industrial diseases are very hard to prove, I couldn't have dealt with this on my own.

"My condition is known as 'baker's asthma' caused by exposure to flour during my 16 years working as a baker."

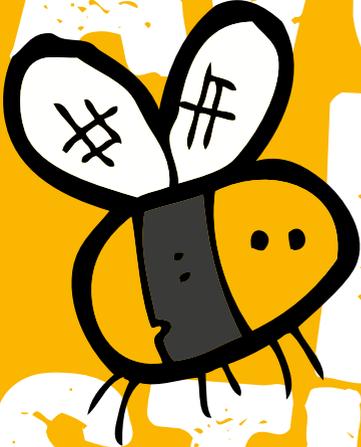
Rob's illness was discovered by chance after a routine operation on his knee where routine tests revealed he had breathing problems.

"Just like in 2002, I was assigned a union panel solicitor who worked hard all the way through to win my case, which was settled the day before we were due to go to court.

"I still working but I've changed jobs and I'm now with the security department.

"I can't stress enough to people how important it is to join the union. Just take my two cases alone, my union subscription is money well spent."

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**IF YOU HAVE AN ACCIDENT HIGH STREET SOLICITORS
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VISIT WWW.USDAW.ORG.UK/FIRSTCALL



Usdaw
Union of Shop, Distributive
and Allied Workers



When firms go bust

The tax payer picks up the bill
when companies go out of business

Few rights for staff

The BHS collapse was the biggest retail catastrophe since the demise of Woolworths in 2008. When a company implodes so publicly and quickly it is the staff who are the most disadvantaged because the law offers them little protection. *arena* looks at what happens, the jargon and the procedures to claim any money owed when a company goes bust.

Company collapse

If your employer is 'insolvent' this means it can't pay its debts. You have rights if this happens and can make a claim for money you're owed.

Types of insolvency

If you work for a company that's insolvent, this means one of the following:

- **administration** – where your employer asks an 'administrator' to come in to try to keep the company going
 - **liquidation** – when a company is closed and its assets are sold to pay the people it owes money to (creditors)
 - **receivership** – like liquidation but it's usually arranged by a single creditor that's lent money securely (eg a bank), and the assets are sold to pay just that creditor
 - **voluntary arrangement with creditors**
- If your employer's an individual, insolvency is called either:
- **bankruptcy** ('sequestration' in Scotland)
 - **voluntary arrangement with creditors** ('deed of trust' in Scotland)

The person who deals with the insolvency is called the 'insolvency practitioner'.

Your rights

If you're owed money, you can claim for it through the insolvency practitioner.

If you're asked to keep working

The business might keep running if there's a chance it can be rescued or sold. If this happens, you might be asked to continue working.

This doesn't affect your rights to redundancy pay if the business closes down later.

If the business is sold to someone else, your employment rights are protected, including any pay that's owed to you.



For more
information
visit:
www.gov.uk



Know your Rights

Claiming money owed to you

The insolvency practitioner will send you claim forms. If this doesn't happen, write to them. If you're not sure who they are, contact Companies House (0303 1234 500) to find out.

What you can get

The money comes from the Government's National Insurance Fund. It's not guaranteed that you'll get everything your employer owes you but you can claim for:

- redundancy
- up to eight weeks' wages, including a payment for a protective award for failing to consult collectively
- up to six weeks' holiday pay
- statutory notice pay – one week after one month's service, going up to one week per year of service (up to a maximum of 12 weeks)
- unpaid pension contributions (your pensions administrator does this for you)
- basic award for unfair dismissal

You can claim for statutory notice pay if:

- you've worked your statutory notice period but not been paid by your employer
- you were dismissed without notice
- you don't work your full notice

Your statutory notice period (the minimum legal notice period your employer has to give you) is:

- a week's notice if you've been employed for between a month and two years
- Two weeks' notice plus an extra week for each year you've worked if you've been employed for

two years (this goes up to a maximum of 12 weeks)

Payments are limited to a maximum of £475 per week (and based on earnings).

If you're sick or becoming a parent

HM Revenue and Customs (HMRC) will pay you:

- Statutory Sick Pay
- Statutory Maternity Pay
- Statutory Paternity Pay
- Statutory Adoption Pay

If your employer's insolvent and you're having trouble getting these payments, call HMRC.

Telephone: 0191 225 5221

Redundancy

You can claim Statutory Redundancy Pay if you're made redundant and if:

- you've been continuously employed for two or more years
- you apply in writing to your employer or an employment tribunal within 6 months of your job ending

You claim by filling out form RP1, which you can get by calling the redundancy payments enquiry line. Call this number for information about redundancy payments.

Redundancy payments enquiry line

Telephone: 0330 331 0020 (M-F 9-5)

Where to get help

For information about insolvency, call the Insolvency Service.

Telephone: 0300 678 0015

More information at: www.gov.uk

Union events in spotlight

It was a busy summer for activists with three weekends of debate, workshops and networking opportunities for delegates

All the important issues were discussed at the key events, *arena* was there too...

Warehouse and distribution

The Trade Union Act, which places further legal restrictions on unions, was the focus of this annual weekend with delegates from all the big companies in the sector.

The impact of the Government's national living wage was also discussed along with a discussion about the EU Referendum result.

Deputy general secretary Paddy Lillis said: "It's important we keep organising and recruiting in this massive sector. We face a tough battle to protect and improve our members' standard of living, which is under massive pressure at present."

LGBT weekend get-together

The difficulties faced by LGBT members were the focus of this annual weekend get-together now in its fourth year.

Activists heard from guest speakers, participated in

workshops and spent time sharing experiences and ideas on how to tackle discrimination and harassment.

It was Tesco rep James Sayer's first event and he was 'pleasantly surprised' by the extent of the union's equalities work. "This has helped expand my knowledge and made me realise there's a lot going on in Usdaw," he said. "It was great to be among so many like-minded people from all over the UK."

Food manufacturing

Activists from all the big food manufacturing companies were at this biennial event to discuss pay, premiums, differentials and the use of agency workers.

Jane Campbell, who works at Morrisons Seafood International in Grimsby said: "This was my first conference and I've learnt a lot. Our sector is tough, which many people don't get to see.

"Shift patterns and getting the work/life balance right are the big issues in our industry. We've also seen pay differentials eroded following the introduction of the national living wage."





Warehouse and distribution delegates



LGBT get-together



Food manufacturing delegates

arena Health

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



Safety worry

Q Recently, one of my colleagues was trapped in the freezer at work. The door would not open from the inside. She had not been shown where the 'panic button' is. (Rumour says it doesn't work anyway.) The manager tested the door afterwards and pronounced it was working, but he is an above average sized man, just because he can open it, doesn't mean other people can. It doesn't affect me personally, but someone could die if trapped overnight. What can be done?

You raise a very serious issue. Last year an 18-year old



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

www.usdaw.org.uk/healthandsafety

was trapped for eight hours in a walk-in fridge at a Subway store. Fortunately for her the temperature in the fridge was a few degrees above zero. But even so when the morning shift discovered her she was very close to suffering from hypothermia. If it had been a freezer with a temperature well below zero, she would have been unlikely to survive.

All walk-in freezers should have an alarm and should also be designed so that the door can be opened from the inside in an emergency. The alarm and the door fittings should be regularly maintained to make sure they are in working order.

The first thing that needs to be done is to check out the rumour that the alarm does not work. Clearly it should be in working order at all times and there should be someone who can respond when it is sounded. If the door is too stiff or heavy for some people to operate from the inside this also needs to be investigated. And everyone who needs to work inside the freezer should be trained so that they know where the alarm button is and are able to open the door when it is closed on them.

If the manager is not treating your concern seriously, you may need to raise a formal health and safety grievance.

Please talk to one of the Usdaw reps in the store to alert them to the problem.

Maternity risk

Q I am pregnant and have told my boss about it three weeks ago. He just said 'OK. Just carry on'. I am finding it difficult to do my usual job which involves a lot of handling, twisting and stretching. I have been told he has to do a risk assessment, does he and when?

Your employer should already have a risk assessment in place! If they employ women of childbearing age, they are required to identify any risks that could affect new or expectant mothers such as standing for long periods, heavy lifting, etc.

Once you notified your manager, he should have checked the work that you do against the assessment. If there are any risks that can't be controlled by other means, he should have looked at finding alternative work. If there is no alternative, your employer should put you on paid leave for as long as is necessary to protect your health and that of your baby.

Your manager should also review the risk assessment if your circumstances change as



your pregnancy develops. For example, if you work on the checkout, as you get larger in the later stages of the pregnancy it may not be possible for you to reach to scan the goods. www.hse.gov.uk/mothers/index.htm

Shift systems

Q I work in a refrigerated warehouse and often work overtime, but the management have just introduced a policy that we must not work more than six days consecutively and must have the 7th off. My argument is that between rota changes we have 24 hours off, which I would maintain is a day off. Are they correct that this is the law?

It is difficult to give a full answer to the above enquiry as you don't give enough information about the shift patterns you are working.

Under the Working Time Regulations it is certainly true that workers are entitled to have either one uninterrupted rest break of 24 hours in every seven days or a break of 48 hours in 14 days. This is in addition to their entitlement to a daily rest break, which is normally a minimum of 11 hours. If part of the 24-hour break between rota changes is made up of the daily rest break then that would mean



Shift patterns and schedules

that it could not count as the 24 hour weekly break you are entitled to. This may be what the management means if they say that it is the law.

The law was introduced to protect workers' health and welfare. While no one wants to restrict workers doing voluntary overtime when it is available, there are dangers in working excessive hours without sufficient breaks.

I am a bit puzzled about why the policy has only now been introduced when the legislation has been in place since 1998. If there has been a change in policy on working patterns this is something that the union should have been consulted about.

You may want to speak to one of the Usdaw reps at the warehouse to find out if there was some discussion with the union.

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

Sneaky thief

Q A customer who was banned for shoplifting after I apprehended him, but is now allowed back in the store, consistently stares at me and follows me round the store from a distance, but still this makes me feel threatened and uncomfortable. What should I do?

Your employer has a duty of care to ensure your health and safety at work and you should not be harassed in this way. Speak with them and your Usdaw rep in store about how the situation is making you feel.

The customer's behaviour could be seen as stalking, which is a criminal offence. The Suzy Lamplugh Trust runs a National Stalking Helpline, which provides helpful advice for employers on dealing with stalking in the workplace.

www.stalkinghelpline.org/faq

arena Health

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

Secret shopper

Q My manager has told me that there will be secret shoppers coming in who will be filming us with hidden cameras. I have said that I am not happy about this, but she said if I have nothing to hide I should not be worried! Can you please tell me if this is legal.

Secret (or 'mystery') shoppers have been around for years. Previously, they did their thing and produced a written report on the worker they were testing. There would be no other evidence than the secret shopper's written report. So if the worker disagreed with the secret shopper's version of events it was one person's word against another.

Filming the exchange introduces another complexity. The video provides a more objective record of what happened which could be good or bad for the worker.



Generally use of video monitoring by employers is covered by the Information Commissioner's Code of Practice: https://ico.org.uk/media/for-organisations/documents/1064/the_employment_practices_code.pdf

Provided the employer can justify the use and the worker is informed that video monitoring might be used it is perfectly legal. The video record must be kept secure and access should be limited to people who have a genuine reason to see it.

So the manager's response may be correct – and, in fact, there could be occasions where the video evidence would help an innocent employee.

Water shortage

Q I work on the deli counter at a large store. Other people in the store, on the checkouts for example, can have spill-proof water bottles with them but we have been told we can't. I am on medication, which makes my mouth very dry and need to drink often. Why are we not allowed to have bottles?

The answer is likely to be because of food hygiene rules. When you are handling fresh unwrapped products it is important to avoid any accidental



Cleaning conundrum

contamination. If you carry a water bottle with you there could be traces of saliva around the neck of the bottle which you could touch and transfer to the produce. So the rules are stricter in areas such as the deli.

However, your employer still has a legal duty to make drinking water available at a conveniently accessible point and you are still entitled to go and get a drink when you need one.

Clean sweep

Q When it comes to clearing up any bodily fluids from the sales floor, do you need to have had some sort of training? At my firm we were always told (in the past) that only first aiders could deal with any of these incidents. Recently they have made a lot of changes and are now stating that any customer assistant must clean up any mess they find. Clearly it hasn't gone down too well and we would just like to know if this is the correct procedure?



Image © Dmitry Kalinovsky / Shutterstock

This is one of those fairly regular enquiries. I am unclear about where the ‘first aiders’ only rule has come from, but it does appear to be quite a common misconception.

I suppose the argument would be that first aiders will get some basic hygiene instruction as part of their training. But, in reality, the level of hygiene needed to clean up bodily fluid spills in a store are really very basic indeed – use of gloves, possibly an apron or overalls, use of hot water and a suitable cleaning product.

For most spillages, which will be minor in nature (e.g. some urine, vomit or similar), while it may not be a pleasant task, it would be seen as a reasonable instruction for a general assistant to be ordered to clean it up – provided they are given the correct equipment to do so.

It would only be in exceptional circumstances – for example, if there was a lot of blood following a major incident, or if here had been some serious flooding which resulted in widespread

sewage contamination – that specialist cleaners would be needed. In such cases, it wouldn’t be the store first aider but specialists with extra PPE and extra training. Basically if the spillage is suitable for the first aider to clean it up, then it is small enough for anyone to clean it up.

Give us a break

Q I work in a call centre and suffer from a weak bladder. It is difficult to leave my station to use the toilet as I have to get permission each time. My manager says I should wait until break time, but that could be hours away when I need to go. Is this right?

Health and safety legislation states that employers must provide ‘suitable and sufficient sanitary conveniences at readily accessible places’. Unfortunately it does not explicitly say that they have to let you use them!

However the fact that the toilet must be ‘readily accessible’ does imply you should be able to use it when you need to. Apart from the discomfort and embarrassment, there could be serious longer-term health effects if people are refused toilet breaks when they need them.

The TUC have been running a campaign on this issue called ‘Give us a break’ and a Hazards factsheet can be found at: www.hazards.org/toiletbreaks/toiletbreaks.pdf

Make sure you raise this issue with your Usdaw rep on site or area organiser if you do not have a local rep.

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



www.usdaw.org.uk/healthandsafety

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additional
12% on spa
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Vehicle Servicing Manager

Average savings of 30% on all car servicing and repair requirements and 30% off next MOT*

Exclusive discounts on brand new vauxhalls for you and your family*



Usdaw members can save up to 30% on domestic appliances with Hotpoint and Indesit.

Usdaw Health and Dental Plans

Usdaw Dental Plan call 0800 037 2092. Usdaw Health Plan call 0800 037 2094.



Home, Travel, Motor & Pet Insurance. Call 0800 376 0300 for the latest offers or visit: www.usdaw.org.uk/offers

Usdaw Insurance is a trading name of UIA (Insurance) Ltd. Usdaw is an Introducer Appointed Representative of UIA (Insurance) Ltd and UIA (Insurance Services) Ltd. UIA Travel, Pet and Motor Insurance are provided by third parties, see www.uia.co.uk/terms-conditions for details.

Usdaw Prepaid Plus Cashback card

Earn unlimited cashback on your everyday shopping with the Usdaw Prepaid Plus Cashback Card*. www.usdaw.org.uk/offers



Usdaw Prepaid Plus is a trading name of Union Income Ltd who operate the Usdaw Prepaid Plus Cashback card.

Gas and Electricity comparison site



Call 0800 520 2035 or visit www.usdaw.org.uk/offers



Free, confidential debt advice. Call 0800 138 1111 or visit: www.usdaw.org.uk/offers

Free £5,000 Accidental Death Cover*.



Accident Protection Cover. Life Cover. Female Cancer Cover. 50+ Personal Accident Cover. Call 0800 033 4183 or visit: www.usdaw.org.uk/usdawprotect

Terms and conditions apply. Usdaw is an Introducer Appointed Representative of UsdawProtect who arrange this insurance. *Underwritten by ACE Europe Life Ltd.



No obligation financial advice call 08000 85 85 90 or visit: www.usdaw.org.uk/offers **Retiring?** See if our Annuity Service can help, call 0345 863 0495 or visit www.usdaw.org.uk/offers

The **co-operative** funeralcare

Discounts for Usdaw members* Call 0800 289 120 or visit: www.usdaw.org.uk/offers

The **co-operative** credit union

Savings and loans Call 0345 602 3554 or visit: www.usdaw.org.uk/offers



Tax exempt savings plan call 0800 781 6877 or visit: www.usdaw.org.uk/offers Usdaw Suresave is brought to you by Lighthouse Financial Advice in partnership with Forrester's Friendly Society.

Statement to members issued in connection with the Union's Annual Return for period ended 31 December 2015 as required by section 32a of Trade Union and Labour Relations (Consolidation) Act 1992

The total income of the union for the period was £64,563k. This amount included payments of £37,698k in respect of membership income of the union. The union's total expenditure for the period was £39,435k. In respect of the union's political fund, its total income was £2,160k and total expenditure was £2,516k. The General Secretary of the union was paid £92,497 in respect of salary and £52,249 in respect of benefits including employer National Insurance contributions, employer pension contributions and the provision of a Union car.

AUDITOR'S REPORT

We have audited the financial statements of the Union of Shop, Distributive and Allied Workers for the year ended 31 December 2015. The financial reporting framework that has been applied in their preparation is applicable law and UK Accounting Standards (UK Generally Accepted Accounting Practice).

This report is made solely to the Union's members, as a body, in accordance with Section 36 of the Trade Union and Labour Relations (Consolidation) Act 1992 (the Act). Our audit work has been undertaken so that we might state to the Union's members 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 and the Union's members, as a body, for our audit work, for this report, or for the opinions we have formed.

RESPECTIVE RESPONSIBILITIES OF EXECUTIVE COUNCIL AND AUDITOR

The Executive Council is responsible for the preparation of financial statements which give a true and fair view. We have been appointed as Auditor under Section 35 of the Trade Union and Labour Relations (Consolidation) Act 1992 and report in accordance with the Act. Our responsibility is to audit, and express an opinion on, the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

SCOPE OF THE AUDIT OF THE FINANCIAL STATEMENTS

A description of the scope of an audit of financial statements is provided on the Financial Reporting Council's website at:
www.frc.org.uk/auditscopeukprivate.

OPINION ON FINANCIAL STATEMENTS

In our opinion the financial statements give a true and fair view in accordance with UK Generally Accepted Accounting Practice of the state of the Union's affairs as at 31 December 2015 and of its surplus for the year then ended.

MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

We have nothing to report in respect of the following matters where the Act requires us to form an opinion as to:

- whether the trade union has kept proper accounting records in accordance with the requirements of Section 28;
- whether it has maintained a satisfactory system of control over its transactions in accordance with the requirements of Section 28; and
- whether the accounts to which the report relates agree with accounting records.

ANTONY WHITTLE (Senior Statutory Auditor)
For and on behalf of KPMG LLP, Statutory Auditor
Chartered Accountants
One St Peter's Square
Manchester
M2 3AE

21 March 2016

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.

Communication

Your Contacts

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

Channels

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

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

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Stockmans Way, BT9 7ET
T: 028 9066 3773
E: belfast@usdaw.org.uk

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

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

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Moons Moat North,
Worcestershire B98 9NW
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E: redditch@usdaw.org.uk

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Mulberry Drive, Cardiff
Gate Business Park,
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24 William Prance Road,
PL6 5WR
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E: bristol@usdaw.org.uk

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

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

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

The union's head office is:
188 Wilmslow Road, Manchester, M14 6LJ
Tel: 0161 224 2804/249 2400
email: enquiries@usdaw.org.uk, www.usdaw.org.uk

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

Let us know if your
details change...

www.usdaw.org.uk/update

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

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

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

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

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

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

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

arena Letters

Members can have their say right here

via email or post — but keep it brief!

Get Usdaw in Marks!

As a committed trade unionist, I find it frustrating and disappointing that there is no representation at Marks and Spencer. I work at one of their branches, where posters are put up announcing that instead of a union we have B.I.G. This is a useless tool to promote company and management policy, uninterested in workers' concerns and grievances.

Can anything be done about this? Is Usdaw negotiating with M&S at national level to secure recognition and negotiation and representation rights? Do we have the right to establish Usdaw branches and to display and circulate literature? Is there anything that I can do? I would be quite happy to put myself forward as an Usdaw rep, if appropriate.

Name and address supplied.

HAVE
YOUR
SAY

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

★ Star Letter wins £50!

Where are the voters?

May I ask through your pages why there seems to be so much apathy where voting is concerned. Whether it is general elections, local council elections, police and crime commissioner elections and even union officials – the turnout is abysmal.

It was brought home even more when the results for the North West division executive council member were announced in the summer edition of arena. Turnout 4.6 per cent!

To those who do not vote in any election, don't complain if things do not go your way.

★ Peter Jones, NW Tesco
Retail No.4 K120

30 years and counting

Here is John Kennedy being presented with his 30 year award certificate by John Loader branch vice chair and myself this summer. Well done and congratulations to John. Edwina Fairbrass, branch secretary, South West London H88

Loyal member

This is Patricia Wheller from Tesco Bedworth receiving her 30 year membership award from

the store manager Paul Budd and personnel manager Dawn Makins in June. Well done to Patricia from everyone at Warwickshire Area Tesco E54 branch.

Sarah Hughes, area organiser, Redditch office.

Double award in Hull

At our branch meeting earlier this year we made two presentations. The first was to award a 30 year membership certificate to Andy Carrick. And the second award went to Sharon Wilkins for her hard work organising in Aldi. Well done to both of them.

Kay Perry, branch secretary, Hull F118

Top man Barrie

This is loyal member Barrie Coaton of Lincoln Co-op who recently clocked up 30 years' membership.

This is a branch that is on the up at the moment following a gradual decline in membership. Many congratulations to Barrie.

Julie Haycraft, branch secretary, Lincoln Co-op E42

Jenny in the spotlight

Congratulations to Jenny D'Souza for her 30 year Usdaw membership award. Jenny first became a member of Usdaw when she started working for Tesco at the Epping Store in Essex.

Sue Perridge, Dave Hammond and Lee Bracy presented the award to a very happy Jenny. Congratulations from everyone in the branch. Eamonn Abbott Chelmsford & Harlow No. 1 C35



Tesco's Patricia Wheller, centre,



Andy Carrick – 30 years up



Sharon Wilkins with Kay Perry



Jenny D'Souza with branch officials



John Kennedy, centre, with his award



Barrie Coaton with Julie Haycraft

arena Letters

Members can have their say right here

via email or post — but keep it brief!



Decades of service

More than 170 years of union membership was recognized when five members of our branch received their long-service awards.

Nancy Creamer (50 years) and David Z Williams, Angela Roper, John Knight and Barbara O'Brien all with 30 years, were presented with their certificates by general secretary John Hannett. Congratulations to all five. **Chris Morris, branch chair**
Fallowfield K21

Teresa celebrates

Long-time member Teresa Smith was the toast of our branch earlier this summer when she was presented with her 30-year membership award. Congratulations to Teresa from everyone in the branch. **Jacqui Dalton, branch chair,**
NW Shop Direct
Fulfilment No.1 K6

Sunday victory poster

A picture is worth a thousand words. We advertised our great victory on stopping Sunday trading on our store noticeboard. **Tim Harland, NW Tesco Retail**
No.7 K227

Perfect legal service

I was awarded £3,800 after a case fell from a storage shelf above the fixture on the shop floor and hit me on my head in 2013. My case was finally settled in March 2016

It was a traumatic time and I suffered headaches and scarring.

After the accident I checked with my Usdaw rep Anita Lee, who was superb. She gave me details about how to claim and some contact numbers. I felt quite dubious and was concerned about facing a huge legal bill. Anita assured me I'd have the backing of Usdaw and there will be nothing to pay. Very true words.

I was appointed my own lawyer who guided me through the procedure and we built up a good rapport. The case went on for ages, but I had complete faith there would be a good settlement without going to court. And in the end it was a really good result.

As you can see it pays to be a member and use FirstCall Usdaw!

Peter Shearman, Tesco South
Herts Retail C77

UIA saved me money

A sincere thank you to Usdaw for access to UIA Insurance.

I have saved a lot of money taking out home contents and buildings policy with them.

My elderly friend used them too and by swapping companies has saved over £800 annually, Yes £800. He kept paying higher and higher fees and did not realise that you could negotiate the premiums annually.

Lastly as a bonus UIA Insurance each sent us £20 worth of shopping vouchers. Excellent service.

Jacqueline Jory, Plymouth & District General A88

In it and won it!

Here are the twelve Usdaw members from Tesco Chester City centre store, who won £1 million pounds on the National Lottery Raffle in the summer.

The lucky team each pocketed £83,333, and all work in the in-store bakery. Many congratulations to you all. **Dave Swindell, secretary, NW**
Tesco Retail No. 2 K139

Jo Cox MP remembered

Hatred shall never win. Because the good always outweighs the evil. She will always be remembered as a voice of the people. A voice not only for her constituency, her community, her country, but a voice for the whole world. Jo Cox was most of all a freedom fighter who has given her life fighting for people and what she believes in. Her fight and struggle will continue to go on forever. Rest in perfect peace sister. **William Akadi, Guildford H40**



Tesco Horwich noticeboard



Teresa Smith happy 30th!

Triple award at Tesco in Eastern division



Frank Fish



Madge Ahern



The Fallowfield five celebrate long service



Sandra Chitty



In the dough...Tesco Chester workers

Congratulations to **Frank Fish**, **Madge Ahern** and **Sandra Chitty** for reaching the 30 year membership mark.

All the best from everyone in the branch.
Freddy West, Tesco Retail C21

Linda Boden

Tragedy to triumph

Life saving campaign

Putting defibrillators into schools, pubs and hundreds of Tesco stores could save lives thanks to a tireless member...

A mother's determination to ensure 'some good' came from her own son's sudden death has seen 41 Tesco Express stores in parts of Cheshire and more than 800 superstores nationwide take delivery of potentially life-saving medical equipment.

Cashier Linda Boden, who works at the Middlewich store, has campaigned tirelessly to raise both awareness and tens of thousands of pounds for charity SADS (Sudden Arrhythmic Death Syndrome) since her 26 year-old son Andrew died unexpectedly in November 2006.

"My family were devastated when it happened, it was completely out of the blue," said Linda, 61. "He went to bed a fit, happy and healthy young man that night but that was the last we saw of our son – such a lovely lad and very popular in the town.

"When details of his death

appeared in the local paper a woman in similar circumstances contacted me and told me about SADS. It was then I became determined to help others by aiming to have a defibrillator installed in Andrew's local high school."

Working with volunteers from the charity Linda set about putting on fund raising events in the community and within months generous donations from the people of Middlewich, store customers and staff saw the campaign take off in spectacular fashion.

Local businesses became involved and within a year the first defibrillator was delivered to the school at a cost of £1,500. Fun runs, raffles, pub quizzes and other events saw the money continue to mount up and other local schools, pubs and clubs – 20 in all – were given

Linda with the Tesco team at her Middlewich store



their own defibrillators.

The remarkable story then took an additional twist when last year Tesco operations manager Phil Woodhouse noticed Linda's certificate of thanks from SADS UK on the staff noticeboard for her fund-raising efforts.

"I explained to Phil what it was all about and he said he wanted a defibrillator in



For more search: **Linda Boden**



What is **SADS**?

Sudden Arrhythmic Death Syndrome (sometimes called sudden adult death syndrome)

- The cardiac charity SADS UK aims to save lives, provide information, fund research and supplies defibrillators and medical equipment to prevent premature sudden cardiac death.
- It helps to provide defibrillators to schools, shops, sports clubs, etc., that help to restart the heart in an emergency situation and sustain life until the ambulance arrives.
- It offers support and advice to bereaved families and to people living with a cardiac condition.

www.sadsuk.org

info@sadsuk.org

all 41 stores in our area," said Linda. "So myself and representatives from the charity gave a presentation to other store managers in the area to explain what the defibrillators do and the work of SADS UK and everything snowballed from there.

"Fund raising events went into overdrive and with Tesco donating an additional

ten per cent of our total we raised in excess of £40,000 and we now have them installed in every store in our area. The management teams are trained to use them and everyone is surprised just how simple they are to operate. It's a very clever device.

"It's almost ten years since Andrew died and I'm

so proud of the legacy he has left. People are safer and I can't thank the citizens of Middlewich enough. A big thank you to Tesco too who have offered not only financial support but have helped me have time off whenever I needed it to attend meetings or give a talk to a local school with my colleagues from SADS UK.



The in-store defibrillator is available to the whole community

Using defibrillators – a beginner's guide

- **Sudden cardiac arrest (SCA)** is a leading cause of premature death, but with **immediate treatment** many lives can be saved. Immediate treatment with defibrillation offers the chance of successful resuscitation. Seconds count, and the ambulance service is unlikely to arrive quickly enough to resuscitate most victims.
- Many SCA victims can be saved if persons nearby recognise what has happened, **call the emergency services**, perform basic cardiopulmonary resuscitation (particularly chest compressions) and use an **Automated External Defibrillator (AED)** to provide a high energy electric shock to restore the heart's normal rhythm. The critical factor is the speed with which the shock is given.
- AEDs are **easy to use**, compact, portable and very effective. They are designed to be used by lay persons; the machines guide the operator through the process by verbal instructions and visual prompts. They are safe and will not allow a shock to be given unless the heart's rhythm requires it. They are designed to be stored for long periods without use and require very little routine maintenance.
- AEDs have been installed in many busy **public places**, workplaces, or other areas where the public have access. The intention is to use the machines to restart the heart as soon as possible. Training to use an AED is an extension of the first aid skills possessed by first aid personnel and appointed persons. However, AEDs have been **used successfully** by untrained persons, and lack of training should not be a deterrent to their use.
- AEDs should be placed or stored where they are most likely to be needed; they **must be accessible** with the minimum of delay. All persons working at the site need to be aware of their **purpose and location**, and the steps to be taken should someone collapse. This will include calling the ambulance service and activating the organisation's emergency response plan to get the AED and those best trained to use it.

For more information,
please visit:

www.resus.org.uk

www.bhf.org.uk

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

FOR OFFICE USE ONLY

Branch No. _____

Membership No. _____

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

Please tick the appropriate box

Ms

Miss

Mrs

Mr

Female

Male

Surname _____

Forename _____

Member's Signature _____

Date _____

Full Postal Address _____

Tel. No. (inc. STD) _____

Mobile No. _____

Postcode _____

Email _____

Age _____ Date of Birth _____

Company Name _____

Workplace Address _____

Location Number _____ Employee No. _____

Occupation _____

NOTICE

Trade Union and Labour Relations (Consolidation) Act 1992

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

Recruiter's Name _____

Recruiter's Membership No. _____

Please tick the appropriate box

Have you been a member of Usdaw before? Yes No

Please tick the appropriate box

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

If so please give details _____

Union _____

Date Joined _____

Date Left _____

Contribution rate per week _____

Please tick the appropriate box

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

Scale A

Full or Part-time workers

Amount per week _____

Scale C

Part-time workers only

Amount per week _____

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

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

COVERED BY THE DATA PROTECTION ACT

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

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



More members...more influence

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



Like father like son... Michael and Daniel

Last issue's **winner!**

The winner of the summer issue's bumper recruitment prize of **£500** is **Michael Auger** from Dagenham, Essex. Michael recruited his son **Daniel**, who he works with at the nearby Ocado distribution site. The two have worked there for three and six months respectively and deliver customers' online shopping orders to their homes. Michael will share the prize money with his son and it will go towards a family holiday. "We were delighted to win and if I get the chance I will try and encourage other workers to join," he said.

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

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

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

Closing date is 07 Oct 2016