

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

arena

Winter 2010

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TUC BEST
TRADE UNION
MAGAZINE
2010



New survey shows level of abuse



DON'T GET

STRESSED OUT

STUCK IN TRAFFIC

Paul Coburn on life as a driver



ACTIVE REP IN FOCUS



DEBBIE'S MOVING ON UP

LEGAL PLUS

ON YOUR SIDE

Looking after you when you need it most - expert help from usdaw



RESPECT WEEK KEEPS YOU SAFE AT WORK

The Disability Discrimination Act has changed...

Usdaw's new leaflet will tell you all you need to know about the better rights disabled workers now have since the introduction of the Equality Act in October.

The Equality Act replaces all nine major pieces of equality law including the Sex Discrimination Act, The Race Relations Act and of course the Disability Discrimination Act. Although the Acts have been replaced, the same rights disabled workers had under the DDA, such as the right to reasonable adjustments, carry on as before.



This leaflet is a must-have for all reps and members who have a disability or are supporting disabled colleagues at work. It is available to download from the website at www.usdaw.org.uk or copies can be ordered from the stationery department at Central Office by calling 0161 224 2804, emailing stationery_enquiries@usdaw.org.uk or using the order form below.



To place an order: Simply complete this slip and return to The Stationery Department, 188 Wilmslow Road, Manchester, M14 6LJ.

Please send a copy of **The Disability Discrimination Act has changed (Lft 380)** to:

Name: _____

Address: _____

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Ready for more challenges in 2011



sdaw members can look back on 2010 with a great deal of satisfaction and look forward to 2011 with confidence and the realisation that, despite the economic gloom, we are still growing in numbers and influence.

Undoubtedly we have faced exceptionally tough times over the last two years and next year won't be easy either.

But we are a mature, well-organised and professional union which has proven even in the most hostile of

environments our sensible approach works. Not only do we continue to increase our membership (more on this on page 43) we are also investing heavily in our reps and their expert training.

We will be drawing heavily on all of our resources as the Coalition cuts bite. One time will reveal the true scale of the forthcoming job losses, and the damage the reduction in working benefits will have on our members.

One thing is for sure though and that is our determination to do everything we can to fight for our members' standard of living both at work and in the wider community. No matter what we think of the political system and the politicians themselves after the expenses scandal, we cannot get away

from the fact that politics do matter to all of us in every aspect of life.

Our members need a strong political voice more than ever now. We all face a tough ride ahead but we are a strong resilient and confident union.

On behalf of the union's executive council can I wish you and your family all the best for Christmas and the New Year.

John Hannett
General Secretary

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and Allied Workers*
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Holiday firms merge



Co-operative Travel and Thomas Cook have

announced they are to form a joint venture that could potentially create the UK's largest travel retailer.

The deal will bring together all parts of the Co-operative Travel business with Thomas Cook's UK branch and foreign exchange network. Subject to clearance by European Commission regulatory authorities, the new joint

venture is expected to start operations by Christmas this year.

National officer Sharon Ainsworth said: "This will be a major change for our members, but Usdaw believes it will help secure the long term future of the Co-operative's travel businesses and maintain their presence on the high street. With the combined knowledge and experience of both companies the venture can go from strength to

strength.

"While there will obviously now be some uncertainty for our members, I do not think the announcement will have come as a complete surprise to them as they are fully aware of the difficulties the travel industry has faced over the past few years.

"**Udaw** will have full consultations with the Co-operative Group over



the coming months and our key aim will be to secure as many jobs as possible and to support and represent our members throughout this period of change."

A million shopworkers abused



have increased since last year.

To highlight the survey **Udaw** took its **Freedom From Fear** campaign (left) to Westminster in October to impress on Members of Parliament the seriousness of the issue and to make them understand the pressures faced by union members every day.

General secretary John Hannett said: "These shocking figures show that **Udaw's** Freedom from Fear campaign is needed more than ever.

"Our campaign, working in partnership with employers,

government, police and other agencies has made a real difference and the workplaces where we organise are probably the safest in retail. However, the sad fact remains that every minute of every working day a shopworker is verbally abused, threatened with violence or physically attacked. It is simply unacceptable."

"We need to improve people's attitude toward shopworkers to tackle the root of the problem. Too many shoppers still think working in retail is not a proper job and that this somehow gives them the right to abuse shopworkers with impunity."



More than a million shopworkers have been abused, threatened or assaulted in the last year, preliminary results from an **Udaw** survey has shown.

The report shows that in the past 12 months,

six per cent of shopworkers were subjected to violent attack, 37 per cent were threatened with harm and a massive 70 per cent had suffered verbal abuse. While reported incidents of assault are slightly down, incidents of threats and abuse



Wsdaw has condemned the Coalition Government's plans announced as part of its **Comprehensive Spending Review** in October with low and middle income earners set to be hardest hit.

On this page is a snapshot of what is in store for Usdaw members.

■ **Freeze in Working Tax Credit for 3 years from April 2011**

This will cost people on low pay and families with children up to £124 in 2011, £248 in 2012 and £372 in 2013. Workers without children will see their Working Tax Credit entitlement fall significantly. This affects full-time staff

earning less than about £13,500 a year.

■ **Child Tax Credit**

Child Tax Credits will be increased by an additional £30 in April 2011 and £50 in April 2012. However, with the freeze in Working Tax Credit (see above) one-child families will be worse off by 2013.

■ **Childcare Tax Credit cut**

The maximum childcare costs that can be claimed will reduce from £240 to £210 a week – a loss of £30 a week. For the average childcare cost of £88 a week per child, it will cost parents £8.80 a week - £457 a year for one child or £914 for two children, making it less viable for mothers of small children to work.

■ **Working Tax Credit eligibility**

Couples with children will have to work at least 24 hours between them, with at least one partner working 16 hours, to gain entitlement to Working Tax Credit, rather than just one partner working 16 hours as at present.

■ **Abolition of Education Maintenance Allowances (EMAs)**

EMAs give between £10 and £30 a week to 16 and 17 year-olds from low income households (income of less than £30,800) to help them to stay on in full-time education.

■ **State Pension**

The State Pension Age for men and women will be raised to 66 in 2020 – four years earlier than

Labour proposed. Women's State Pension Age will be increased to 65 by 2018 – two years earlier than planned. Around 5.1 million people will be affected by 2025.

■ **Police**

Government funding for the police will reduce by 20 per cent by 2014/15 and there will be cuts in police numbers. There is also no commitment about Community Support Officers who do some of the most valuable work in protecting shopworkers from persistent offenders.

■ **Watch this space**

Look out for regular updates on what the Coalition Government has in store for you in future editions of *Arena and Network*.

Usdaw insurance deals for members right on your doorstep



*Based on online independent research by Consumer Intelligence during 01 September 2010 to 30 September 2010. 10% of consumers could achieve this saving with Usdaw Buildings and Contents Insurance.

 **Home Insurance** – policy includes up to £1m buildings cover; £75,000 for contents and you can spread the cost with interest free direct debits. Home Emergency cover gives you peace of mind in the event of a domestic crisis, and our experienced advisors are on hand 24/7 to help your claim be as hassle-free as possible.

And that's not all – you can get other great savings from Usdaw Insurance too –

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Insurance

Back to school



Understanding the role of the rep, finding out how the union operates, and meeting like-minded people from across the UK – that is what Usdaw's popular summer school delivers every year for newly elected activists.

This year more than 50 members enjoyed the six-day residential course with training provided by the union's team of tutors at the

impressive Wortley Hall, near Sheffield, a former stately home.

Members work in groups of around 14 and the atmosphere is relaxed and friendly. This year's school attracted a high number of workers under 30. Tesco's Becky Davis was one of them. "It was a fantastic experience," said the 19-year-old. "Everyone was friendly and supportive and it made me want to get more involved in the union."

Chris McDermott, 23, from Liverpool, added: "I can't believe how much I got out of the week. I

surprised myself. This is a great opportunity for people who want to learn more about the union and become more active."

Tesco checkout team leader Val Cooke, 41, from Bishop's Stortford was full of praise for the school. "I had the most intense and exhausting week of my life!" she said. "I'd certainly recommend it to other reps. We were given lots of information and were far more knowledgeable by the end of the week.

"The bonding with like-minded people was an electric feeling. I feel privileged to have had the experience."

Morrisons' Tracey Lowther, 52, agreed. "We learned in class and we learned from each other," she said. "A really challenging and enjoyable week."

In the know

Usdaw runs two summer schools every year in September. The first is for members who have shown some commitment to Usdaw and are keen to play a more active role.

The second school is for experienced reps. The union pays for all accommodation costs, food and transport. For more information on this and other training opportunities visit: www.usdaw.org.uk/training

**[MORE INFORMATION AT:
WWW.USDAW.ORG.UK/TRAINING]**



Debbie Newman (centre) with colleagues at the Tesco Maldon store

Debbie's full of ideas

New lease of life for Academy graduate

The only way is up for Tesco customer service team leader **Debbie Newman** as she returns to her store in Chelmsford in Essex after six-months with the union's highly successful Organising Academy. "It's been a fantastic experience," said the 50-year-old shop steward and Eastern divisional equalities rep.

"Before I became involved with the union two years ago I was working my way to retirement, now I have more self-belief, I'm capable of so much more.

"The Academy's given me a better understanding of what Usdaw's about and how best to use what I've learnt back in my store.

"And my role with our divisional equality committee gives me the opportunity to get involved in areas I've always felt strongly about all my life.

"And after six months with the Academy it'll be good to get back to my store where we have a good team of reps.

"We need the union now more than ever, with this new Government we're in for a bumpy ride"

"Regular surgeries, campaign days, monthly team meetings, store branch meetings, forum meetings and a full noticeboard keep members right up-to-date."

Away from her active and energetic role with the union the divorced mother of two boys is equally committed to her parental and caring responsibilities.

"Looking after and spending time with my disabled mother I'm keen to see everyone treated fairly and equally. It's a topic that's close to my heart.

"And in the workplace it's also the vulnerable people who get picked on and bullied and without the union they will struggle.

"We need the union more than ever now because with the new Government and all the proposed cuts, we're in for a rough, long and bumpy ride. It looks like the poor will get poorer."

First class delivery for Mike

Legal Plus delivered for driver **Mike Clough** after he injured his knee in May 2007 when he worked for Ceva Logistics in Manchester and he was awarded £16,500 in compensation.

The accident happened when Mike and a colleague were delivering furniture to a private address in Manchester City Centre.

"The property was like a building site and didn't seem safe so I phoned my manager and he said to continue with the delivery," said the 40 year-old father of two from Heywood in Greater Manchester.

"As we carried a sofa upstairs my colleague's foot went through the staircase and I took the full weight of the sofa injuring my knee and left shoulder.

"I was off work for months. I had physio and saw medical experts.

"I couldn't return to my job and eventually I was made redundant.

"The union supported me throughout my



claim. I'd have been really stuck without them.

"I've called on the union before when I've worked elsewhere and always had a great service.

"Paying my subs by direct debit means if I change jobs I don't have to change my union. It couldn't be easier."

No worries for Eileen



Legal Plus took the pain out of the strain for Tesco catering assistant **Eileen Copland** after she injured her shoulder at work.

"Thankfully I didn't have to worry about a thing," said the 55 year-old from Dundee in Scotland. "I had a brilliant service from start to finish and when my claim was settled I received a cheque for £5,000."

The accident happened in January 2008 when Eileen was working in the store café.

"The tabletop dishwasher was faulty and we had to use one at floor-level. As I pulled out a tray loaded with dishes I felt a sharp pain in my shoulder. I was in agony.

"My rep advised me to contact the union. I'm so glad I did. Within no time I had a union solicitor looking after everything for me.

"My claim had even been listed to go to court but it was settled just days before. I couldn't have got through any of this without the union's backing. I tell everyone to join."

LEGAL ROUND-UP

LEGAL PLUS BACKS UP MEMBERS'

CLAIMS NO MATTER HOW BIG OR SMALL

R

etired cleaner **Pete Godkin** had professional help all the way after he injured his leg in an accident at work.

Usdaw took his claim for compensation and won him a cheque for £7,350.

"I've always been in the union and that won't change now that I'm no longer working," said Pete, 68, from Ripley in Derbyshire.

The accident happened in 2006 when he worked for Co-op Retail Logistics in Alfreton in Derbyshire.

"I was using a ride-on-floor cleaning machine in the warehouse. I got off to move some cages that were in the way and as I walked back towards the machine it moved forward trapping me against the wall. I was in agony.

"I was there for fifteen minutes before someone found me. It was very traumatic. I was taken to hospital and kept in for four days. I then spent five weeks in a wheelchair. It was a terrible time.

"I still get pain and the consultant said I'll end up with arthritis.

"Usdaw took on my case and assigned a local solicitor. They advised me on everything. I've never used a solicitor before. They were marvellous. Usdaw membership – it's worth every penny."

Value for Pete



Alan Thompson

Age: 57

Employer: Morrisons

Location: Anlaby, Hull

Injury: Injury to left hand

Date of accident: March 2009

Case settled: March 2010

Award: £4,500

Tracey Dowler

Age: 35

Employer: Tesco

Location: Maesteg, Bridgend, Mid Glamorgan

Injury: Broken left arm

Date of accident: November 2008

Case settled: February 2010

Award: £5,750

Helen Kelly

Age: 54

Employer: Littlewoods Shop Direct

Location: Burnley

Injury: Infected flea bite

Date of accident: September 2008

Case settled: April 2010

Award: £1,400

Geoff Stickings

Age: 55

Employer: Tesco

Location: Hemel Hempstead, Hertfordshire

Injury: Groin injury

Date of accident: November 2009

Case settled: October 2010

Award: £380

FOR MORE INFORMATION VISIT:

WWW.USDAW.ORG.UK/MEMBER_SERVICES/LEGAL_SERVICES/

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- Work related diseases and conditions.
- Injuries caused by violent crime or armed robbery.
- Family members living with you, if they're injured in a road traffic accident.



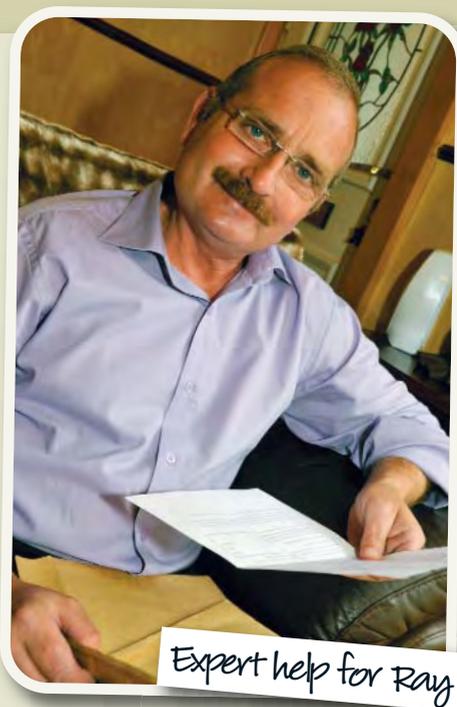
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* This is **NOT** a general Usdaw helpline. The call centre will only process applications for assistance in accident, disease and injury claims.

**Usdaw solicitors –
working on your behalf,
nationwide**



Expert help for Ray



Stephen Ray

Walsh had the union's full backing after a work-related injury and with Usdaw's help he was awarded £32,726 when his case was settled in July this year.

The accident happened in May 2007 when the 51 year-old worked for Lupton Marble and Granite Specialists Limited in Lancashire. He strained his back and slipped a disc while helping a colleague lift a slab of granite weighing 180kg from a confined space at the back of his van.

"I was unable to work after the accident," said Ray. "I'd been with the company for less than a year and within two weeks of going off sick I received a letter from my employer telling me I'd been dismissed. I couldn't believe it."

Usdaw successfully won an employment disability discrimination claim on Ray's behalf and he was awarded an additional £4,250. "The whole thing was a nightmare. There's no way I could have dealt with any of it on my own, I'd have been out of my depth," he added.

Raising awareness

Legal Plus

Usdaw recovered more than £19m for members last year who were injured or treated unfairly at work thanks to the Legal Plus Service

If you want to tell your members and potential members about the fantastic legal service Usdaw offers then organise a **Legal Plus Awareness Day** in your workplace.

That's what reps at the Prestwich Tesco store in Manchester did, and invited panel solicitor **Rebecca Rushton** from Walker Smith Way to lend her expertise to the event.

"The day was a huge success," said rep **Peter Wolfe**. "Rebecca spent a busy few hours with members.

"It was great having face to face contact with an expert and staff were keen to hear about all the benefits of Legal Plus. It was surprising

how many members didn't realise they could speak to a union solicitor about all sorts of things from **FirstCall Usdaw** for accidents and injuries, help with

moving house, pensions, wills, consumer issues and the help available for family members too.

"The feedback on the day was brilliant and it's generated a lot of interest on what Usdaw has to offer."

Personal experience

A similar event was held in the Tesco store in Truro, Cornwall where panel solicitor **Mike Jenkins** from Leo Abse and Cohen was on hand to advise members.

General assistant at the store **Patrick**

Caddy could speak from personal experience of Legal Plus as Usdaw had settled his claim after a workplace injury.

"I had an excellent

It was surprising how many members didn't know of Usdaw's wide range of legal services



FOR MORE INFORMATION VISIT:
WWW.USDAW.ORG.UK

service all the way through and received £26,000," said the 48 year-old. "It was a four-year legal battle all for the price of my subscriptions. I recommend Legal Plus to everyone."

Recruitment and development officer **Debbie Holland** was also in store on the day. "The reps – **Sandra and David Hawkes** and **Glen Penwarden** – did a fantastic job organising such a successful event," she said. "Mike was in demand advising members who were able to speak to

him about legal issues in a relaxed way.

"Using Usdaw's **Legal Plus Reps' Toolkit** we made members fully aware of the broad scope of legal help available for them and their families."



Sandra and David Hawkes



John Rexter is a keen biker when he's not on union work and (left) receiving his award from general secretary John Hannett

Firing on all cylinders

John's on the right road with Usdaw

Getting involved with Usdaw proved to be the right move for warehouse operative **John Rexter** and now it's full speed ahead for the young activist from Scotland.

The 25 year-old youth committee member and union learning rep won a national award earlier this year for his outstanding contribution to the trade union movement.

"Nobody was more surprised than me to win the Jimmy Waugh Memorial Trophy for doing something I enjoy," said John who works at the Co-op Retail Logistics site in Cumbernauld.

"I'm all about encouraging people to join and get more

involved, especially young workers.

"My family are all in the union so I joined as soon as I started work at 18. Friends started coming to me for advice

“Young workers often don't know they have rights and are reluctant to rock the boat”

saying they didn't know how to join and how little they knew about what was on offer for them.

"Young workers often don't know they have rights at work. They may not want to say no to

changing their shifts or doing a job they feel is unsafe for fear of losing their job or being disciplined.

"It soon hit home how important it was for me to be better informed so I could help them. I also became involved with my local youth committee three years ago and it's been fast forward ever since.

"Usdaw has made a great difference to my life. Weekend training courses have helped build my confidence and I've spoke at conferences.

"It's helped me see how issues affecting young workers, such as the National Minimum Wage, can end up in parliament, become law and really make a difference to workers' lives."

See how much you can save

As you may be aware **Uchange4better** offer an energy price comparison and switching service and we have been reviewing the use of our service by **Usdaw** members over the last six months. The average saving on a combined change of gas and electric suppliers has resulted in an average saving for **Usdaw** members of **£223**, the largest saving was **£326** even the smallest saving was **£148**.

We have had a fairly stable market price for both gas and electricity. However, there are signs prices are beginning to rise. As real savings have been made by Usdaw members you might like to try our comparison site at www.usdaw.uchange4better.co.uk/ to see whether you would make a saving by changing supplier.

Usdaw members could be better off



You can find the **Uchange4better** service from the Usdaw website, click on the *My Union* tab and then select *members services* then click on *membership discounts and offers*.

You might also want to consider the possibility of locking in current prices for a fixed term period up to 2015, there is inevitably a premium to be paid for this privilege but you will not have to pay any price increases in future that may apply to those on a variable rate tariff.

“Hi Usdawdrive, how can I help you?”

For helpful, friendly, impartial advice, call Hannah at Usdawdrive and let her save you ££££'s when buying your next new or used car!!!

Scoop Purchase

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Choice of Colour



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162
Usdaw Members



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Usdawdrive

The open road is a dist

The daily commute can be a nightmare for most workers, but it usually only lasts an hour or so, but if you're a full-time driver – it could last all day

LGV driver Paul Coburn has witnessed the massive changes in the transport sector from the cab of his articulated lorry for the past 23 years.

The 45 year-old, who now works for YODEL, is based at the massive ShopDirect Group Shaw depot in Oldham, Lancashire. "What hasn't changed?" he said. "The sector has been modernised massively. Driver legislation, the Working Time Directive, digital tachographs, round-the-clock-working – all dramatic changes. Obviously the vehicles are more modern but the overriding problem is the sheer volume of traffic. Year after year the job has become more difficult because of the congestion, road works and traffic jams.

"I don't know if building new roads will solve it but I can imagine complete gridlock in the not too distant future.

"I took my Class I licence in the late '80s

and I'm glad I made that move. Then overtime made up a large part of our pay. Whereas now, while your driving hours are regulated, a working week can still exceed 50 hours a week. It's a decent paying job but we work hard for it – always have."

Paul works nights when he's not involved in his union work as a driver rep. "I enjoy representing the drivers which I've been doing for the last two years. I'm also on the union's national road transport committee. It's a balancing act for me between the job, the union and my family but because I have some flexibility built into my schedule I can fit everything and everyone in. I enjoy it."

Under surveillance

The Police and Highways Agency have opened a new Vehicle Checking Facility near Sandbach services in Cheshire on the M6.



The site is fitted with mobile tachograph disc scanners together with laptop computers and handheld tachograph card readers to detect drivers exceeding their daily or weekly hours.

The Commercial Vehicles Unit (CVU) will also be used for round-the-clock checks on documents, vehicle roadworthiness and overloading. The depot, which is now

being used as a model for further sites across the country, has also been equipped with payment facilities for penalty notices

Vehicle and Operator Services Agency (VOSA) officers detected nearly 600 driver and vehicle offences in just the first two months of the trailed operation at the site.

VOSA officials have also been busy in Essex, with over 1,900 commercial vehicles

ant memory for drivers



Paul Coburn gets ready for another shift

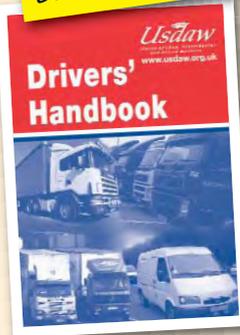
being stopped since January 2010. Of these vehicles;

- 907 had mechanical defects, of which 407 were so serious that the lorries were prohibited from continuing their journeys until they were repaired.
- A total of 10,991 driver's hours offences were discovered and, in 112 of the more serious cases, drivers were prohibited from going further until

they had completed enforced rest breaks.

- A further 63 lorries were seized after it was found their drivers either had no insurance or did not have valid driving licences.
- Officers also discovered 302 other offences such as excessive weight or dangerous loads.
- Since January 2010, a total of £99,430 in Fixed Penalty Notices and deposits has been collected in Essex.

Be a well-read member



One of Usdaw's most popular publications is the **Drivers' Handbook** crammed full of important and useful information.

With sections on hours, records, licensing, health and safety, legislation, tax allowances, legal services, and much more the booklet is a must-have for all Usdaw drivers. You can order it from the stationery department at central office **0161 224 2804** or download it from: www.usdaw.org.uk

[MORE INFORMATION AT]
WWW.USDAW.ORG.UK

Help at hand from Usdaw

If you are a professional driver you can join **Usdaw's Road Transport Distress Fund** a unique voluntary self-help scheme.

For **£5 a year** you could receive help to pay fines if you commit a work-related traffic offence.

Last year **more than £5,000** was paid out to assist members.

(Remember – alcohol or drugs related offences are excluded. There is a limit of three claims a year) So get protected and join the Distress Fund now. Payments have to be made by direct debit payable once yearly in October.

(Ring **0161 224 2804** for an application form).

[MORE INFORMATION AT]
WWW.USDAW.ORG.UK/TRANSPORT

Your starter for ten on

arena looks at the latest legal developments on equality

Introduction

The law covering your rights at work is evolving and on these pages *Arena* takes a look at the most recent changes to the equality legislation. While not a definitive guide to the law it offers a useful insight in to what members need to know.

2 Protection

The Equality Act covers the same groups of people that were protected by equality law before. It stops people being **unfairly treated** on the following grounds: age, disability, gender reassignment (members changing sex), race, religion or belief, sex, sexual orientation, marriage and civil partnership, pregnancy and maternity.



1 All under one umbrella

In October 2010 all nine major pieces of equality law including the Disability Discrimination Act and the Sex Discrimination Act were replaced by a new law called The Equality Act. Almost all of what the previous laws said about **protection from discrimination** and rights to fair and equal treatment stay the same. These pages simply outlines the main ways in which the Equality Act has changed and improved the old law.

3 Stronger

As well as bringing all equality laws into one place and making the law more consistent, the Equality Act also strengthens rights, particularly for disabled workers. See Usdaw's new leaflet 'The Disability Discrimination Act has changed' (Leaflet 380) for more information about how the Equality Act **improves rights** for disabled members.

4 Covers

The Equality Act gives carers of disabled people **important new rights**. Carers are protected from being treated unfairly or from being harassed because of their caring commitments. So, for example, if a manager refuses to consider someone for a promotion simply because they are a carer or makes offensive remarks about someone's caring commitments, then the Equality Act can help.

5

Innocent by association

The law protects you from being unfairly treated because you associate with a person who fits into one of the protected groups. For example, a parent who is harassed because his/her son is gay will be protected by the Equality Act. This is called **'associative discrimination'**.

10 more info

Codes of Practice are available from both the Equality and Human Rights Commission and the Government Equalities Office websites at:
www.equalityhumanrights.com
www.equalities.gov.uk

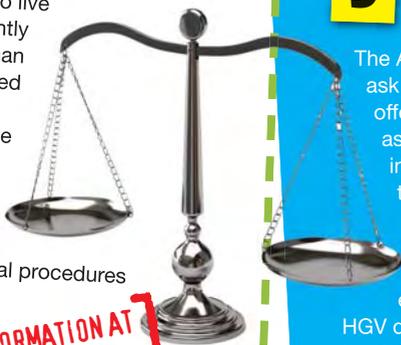
the Equality Act 2010

6 Name calling

If you are unfairly treated at work because someone thinks you fall into one of the protected groups of workers, even if you don't, you are covered by the Equality Act. For example, if you are called names by a colleague because they think you are disabled (even though you aren't) or because they think you are a Muslim (even though you aren't) then you may be able to take action against them under the Equality Act. This is called '**perceptive discrimination**'.

8 Transgender

The Act is good news for transgender members (a person who identifies as someone with a different gender from that in which they were born). Transgender members no longer need to be under medical supervision to be protected from discrimination. This means that a man who decides to live permanently as a woman is protected even though she may decide not to undergo any medical procedures at all.



[MORE INFORMATION AT]
WWW.USDAW.ORG.UK

7 External harassment

Employers can be held responsible for a person who harasses their employees even where the person responsible for the harassment doesn't actually work for them. This is called '**third party harassment**'. This is a big step forward and an important new right for Usdaw members. It means that employers can be held responsible for the behaviour of customers. However, an employer can only be held responsible for third party harassment if:

- The harassment has occurred at least twice before; and
- Your employer is aware that the harassment has taken place; and
- Your employer has not taken reasonable steps to prevent it.

Remember that for it to be harassment what is said or done has to be related to age, disability, gender reassignment, race, religion or belief, sex or sexual orientation. So if a customer is harassing you because you are Black or because they think you are a lesbian you will be covered by the Act. If you are being harassed because you have red hair or tattoos for example, the Equality Act might not be able to help but your employer should still take action to stop it.

9 Reasonable questions

The Act restricts the kinds of questions employers can ask about a job applicant's health or disability before offering them a job. Employers are still allowed to ask health or disability related questions before inviting someone to an interview where they relate to making reasonable adjustments to the recruitment or interview procedure for example, or where they directly relate to a person's ability to carry out essential job duties. So for example, if an employer were advertising for a HGV driver, questions concerning an ability to be able to sit for long periods or about any visual or hearing impairment are still likely to be ok.

Festive working? Check

arena gives you the last word on festive working 2010

Introduction



Urdaw is lobbying and negotiating with employers to try to get the longest possible

break for shopworkers, and other workers, over Christmas and New Year.

Many people are surprised to learn that statutory rights to time off at Christmas/New Year are very weak. For example, there is no automatic legal right to paid time off on a Public Holiday or to receive premium payments if you work on such a holiday.

Your rights to time off or premium pay will depend on what is in your contract of employment, the staff handbook and if the union has been able to negotiate improvements with your employer.

A number of retailers have now published their Christmas and New Year trading arrangements. It is clear there will be increased pressure this year on shopworkers to work for more days and longer hours over the Christmas period. Competition in the retail sector will result in shops opening for more days and trading for longer hours. This will especially be the case for convenience stores.

Against this background, **Urdaw** through negotiations with employers has achieved a number of improvements including:

- Working on designated Public Holidays over the Christmas and New Year period will be voluntary for many **Urdaw** members.
- The majority of staff covered by **Urdaw** agreements will be entitled to premium pay for working on a number of days over Christmas and New Year.
- Boxing Day working will be voluntary for all members working in Tesco stores.
- Morrisons stores will be closed on Christmas Day, Boxing Day and New Year's Day.
- All Co-op hourly paid employees and supervisors will get double time for all hours worked after 6pm on Christmas Eve and New Year's Eve.
- Sainsbury's supermarkets (not Locals) will close at 6pm on Christmas Eve.
- The majority of Poundland stores will be closing on or around 4pm on Christmas Eve, allowing workers to leave work at a reasonable time in order to enjoy their festive break.

Urdaw wants to see a fairer deal for all workers at Christmas and New Year. The shopping public would not object to shops being closed for a few days at Christmas and New Year. The union will continue to lobby and negotiate for a decent break for workers at Christmas and New Year.



Diary dates



Holiday pay

Q Am I entitled to a paid day off on a Public Holiday?

There is no automatic legal right to paid time off on a Public Holiday or to receive premium payments for working on such a holiday.

Your position in relation to working/time off on a Bank/Public Holiday will depend on what is outlined in your contract of employment, staff handbook and if there is a union/company agreement.

Know your contract now!

To work or not

Q In my 2010 diary the two Bank Holidays for Christmas are Monday, 27 December and Tuesday, 28 December. Surely these are the Public Holidays in my workplace?

Not necessarily. Bank Holidays are the days the Government designates as Public Holidays under the **Banking Act**. When the traditional Public Holiday falls at the weekend the Bank Holiday is the substitute date for workers in Monday-to-Friday businesses. For others such as the retail and distribution sectors, that operate seven days a week, the customary holiday is sometimes kept to the traditional date. The arrangements for assigning the date of the customary holiday are different in each business.

Q Is working on a Public Holiday voluntary?

For some workers working on a designated Public Holiday is voluntary; for others working on some or all Public Holidays is part of your contract. The position on whether Public Holiday working is voluntary is usually explained in your contract, the staff handbook or outlined in agreements between the employer and the trade union.

**[MORE INFORMATION AT
WWW.USDAW.ORG.UK]**

Sunday trading hours kick in

Q Most businesses will be closed on Christmas Day. What if my workplace opens on Boxing Day (Sunday 26 December) do I have to work?

It depends on your contract and which days have been designated in your company as the customary holidays. Your normal working hours also come into it, for example if you don't usually work on Sundays it's unlikely you will be expected to (unless your contract enables your employer to vary your days and hours). If you work in retail and your store is bigger than **3,000sqft**, the law says the store can only open for six hours on Sundays.

In Scotland there is no regulation of shops trading on a Sunday and in Northern Ireland large shops can only trade between 1pm and 6pm.



CAMPAIGNS

Union presses ahead t

Thousands of Usdaw members will have responsibility for caring for one of their close relatives but they get little help from the Government

Shocking research released recently has revealed that more than one in three (37 per cent) carers do not want to wake up in the morning because of their dire financial circumstances and are calling on the government for greater support.

The research also found that more than half (53 per cent) of all carers who work earn less than £10,000 a year, with three-fifths (60 per cent) having to spend all of their savings to support the person they care for. Eighty-nine per cent say that they are financially worse off as a

result of caring and, consequently, almost two-fifths (39 per cent) fear they will lose their home.

General secretary John Hannett said: "These stark and frankly disturbing findings chime with much of our own campaigning for carers. They again highlight the urgent need for more government support to address the dire financial circumstances many carers find themselves in through absolutely no fault of their own."

"Thousands of Usdaw members combine caring responsibilities with paid work yet many continue to suffer severe financial hardship as a result. Under current rules, carers who



look after someone for more than 35 hours a week are entitled to a Carer's Allowance of £53.90 a week, but if the carer earns a penny over £100 a week, all that Carer's Allowance is withdrawn.

"This cliff edge creates a massive disincentive to the many working carers who need or want to work more hours or find a better paid job. As a result many working carers end up taking lower paid jobs

or keep the hours they work deliberately low to avoid losing their entitlement to Carer's Allowance.

"Usdaw is calling for Carer's Allowance to be increased to at least £65.45 a week, the same rate as Job Seekers Allowance and for the £100 earnings limit to be increased to £150 a week. We also want to see Carer's Allowance tapered at the same rate as tax credits (39 per cent) which taken with the

These figures again highlight the urgent need for more government support for working carers and their loved ones

o help working carers

What are carer's rights

W many people don't get the support they need because they don't recognise themselves as carers. If you regularly provide or intend to provide care to someone in need of support, you need to find out about the help available.

Depending on their circumstances, carers have rights. These include financial support, protections for their State Pension if they have given up work to care, and rights to request flexible working if they juggle work and care.

However, the benefits and social care systems are complicated and finding out what exactly you are entitled to can be difficult. Whether it is just simple information on what your rights are, help with filling in forms, or a full benefits check it is important you seek support to make sure you are claiming everything you are entitled to.

Even if you're not entitled to claim benefits there is a range of other ways in which you get help with being a carer, such as equipment, practical help and getting access to a break.

**[FOR IN-DEPTH ADVICE VISIT:
WWW.CARERSUK.ORG/INFORMATION]**

above would mean that all full-time carers earning up to £300 would be provided with some support.

"Usdaw understands that there needs to be rules about who qualifies for carers allowance but when you do qualify then those who can and do juggle paid work with their caring commitments should not lose their entire allowance as soon as their earnings go

beyond £100."

■ Prior to the budget in June, general secretary John Hannett wrote to the Chancellor George Osborne and Carers Minister, Paul Burstow, calling for more financial support for carers and setting out the case for changes in the benefit system that would allow working carers to earn more money before losing their entitlement to Carer's Allowance.

It's a fact of life

One in eight adults (around six million people) are carers.

- By **2037**, it's anticipated that the number of carers will increase to nine million.
- Every day another **6,000** people take on a caring responsibility – that equals over two million people each year.
- **58 per cent** of carers are women and 42 per cent are men.
- Over **one million** people care for more than one person.

Number crunching

Carers save the economy £87 billion per year, an average of £15,260 per carer

- **Over three million people juggle care with work, however the significant demands of caring mean that one in five carers are forced to give up work altogether.**
- **The main carer's benefit is £53.10 for a minimum of 35 hours, equivalent to £1.52 per hour – far short of the national minimum wage of £5.93 per hour.**

Risky business

People providing high levels of care are twice as likely to be permanently sick or disabled

- **625,000** people suffer mental and physical ill health as a direct consequence of the stress and physical demands of caring.
- **1.25 million** people provide over 50 hours of care per week.

CAMPAIGNS

In-store safety param

Usdaw's Freedom From Fear campaign aims to protect staff from abusive, threatening and aggressive shoppers and it is making a big impact in the UK

Reps and members were out in force in November as they kicked off the union's annual **Respect for Shopworkers Week 2010** with campaign events across the country to urge shoppers to 'Keep your cool at Christmas'.

Usdaw's recent Freedom from Fear survey revealed that over a million shopworkers were assaulted, threatened or abused in the past year. The survey showed that six per cent of shopworkers were subjected to violent attack, 37 per cent were threatened with harm and a massive 70 per cent had suffered verbal abuse.

The colourful campaign saw balloons, leaflets, and posters adorn stalls set up front-of-store, in shopping malls and staff canteens as part of the promotional push. A petition for customers to sign in

support of their local shopworkers was also used.

General secretary John Hannett said: "Our campaign stalls highlighted to shoppers the problems shopworkers can face, particularly during the festive season, a period when incidents of verbal abuse can increase dramatically. In the run up to Christmas, customers are stressed, stores are really busy and sometimes things can boil over. That's why we are asking shoppers to show respect for shopworkers and to 'Keep your cool at Christmas'.

"Nearly half of all incidents of abuse result from shopworkers asking customers for proof of age ID or refusing a sale of an age-restricted product such as alcohol. We'll also be letting shoppers know that shopworkers asking for ID are only doing their job and



Even the youngest of shoppers supported Usdaw in the Tesco Irvine store

protecting themselves from a fine, possible criminal prosecution or disciplinary action from their employer.

"Shoppers were given advice about how they can keep their cool at Christmas and they

were also given specially produced scratch cards designed to show how difficult it can be to tell if someone is old enough to buy an age-restricted product such as alcohol or tobacco."

Count for all workers



Campaigners at the Long Eaton Tesco store

Unfair pressure

- Shopworkers face an **£80 Fixed Penalty Notice** (on-the-spot fine) for a first offence of selling alcohol to someone under-age with a court appearance and/or fine of up to £5,000 for subsequent offences. Most fines are in the region of **£500**.
- Shopworkers who fail to ask for age identification from anyone they think is under 25 also run the **risk of being disciplined** by their employer for not following the 'Think 25' policy that most responsible retailers have adopted.



John Hannett with Luciana Berger MP and rep Sachin Patel

Have you been a victim of abuse or violence? Tell us your story. Email: arena@usdaw.org.uk

Tackling the issues th

Under-age sales, Government spending cuts and opening up the union to workers from all backgrounds are top priorities

The problem of under-age sales topped the agenda at the second biggest event in the union's calendar – the **Retail Trades Conference** held in Manchester in October.

Delegates emphasised the need for greater protection for staff from abusive customers and demanded the threat of facing both disciplinary action and criminal prosecution be lifted.

General secretary **John Hannett** said: "We have worked hard to ensure that shopworkers no longer see 'abuse as part of the job' but there is still much to do. We have to continue to press

employers and particularly the police to take retail crime seriously. Our reps are doing a great job but it can't be fair that shopworkers, who often face threats and intimidation for enforcing the law on restricted sales, face the dual threat of discipline and prosecution."

Delegates were joined by Trading Standards expert **Richard Lindley**, who reassured conference that 'sting' operations were not random and were only held after information and evidence was gathered from the police and/or the public. "We have had some success particularly in relation to the sale of fireworks to youngsters which had reduced dramatically," he said. "We have also seen the failure rate across

Talking point . . . delegates at the conference



A lighter moment during the retail trades conference

supermarkets selling alcohol fall from 35 per cent to less than 10 per cent and much of that is down to shopworkers like you, so well done."

Deputy general secretary **Paddy Lillis** outlined the union's continued success on recruitment and organising. "We have increased our retail numbers every year for the last 16 years," he said. "We are within

reach of breaking the 400,000 barrier which would be a great achievement given the current economic climate. However, we have to face up to the huge challenge we face in recruiting and organising the convenience sector where far too many stores don't have either members or reps. We will be looking closely at this sector over the coming months."

You don't have to be an expert to get more involved in the union.

[MORE INFORMATION AT:]
www.usdaw.org.uk

at matter to members

Job cuts slammed

Usdaw maintained its high political profile when its delegation, made up of activists and officials, went to the **Labour Party conference** in September where the Coalition Government's spending plans and economic policy were widely criticised. "Their plans threaten to seriously damage growth and at worse

risks plunging the UK into another recession," general secretary John Hannett said. "We believe the speed and depth of the proposed cuts is both unfair and irresponsible. More than a million more jobs in both the public and private sectors are now under threat and it is clear the less well off are going to be hit the hardest."



The union's delegation to the Labour Party conference 2010

All-inclusive membership

Increasing the involvement of black and Asian workers in the union was the aim of the **Black Members' Weekend** held in Warrington in October.

This national event is well-established in the union's calendar and brings together members from across the UK and from across all union sectors to discuss equalities, recruitment and racism.



Members and officials at the weekend

Make your voice heard

Members can make a big difference

How will the Coalition

Government Affect You?

We all know that the new Government is cutting welfare payments and thousands of public sector jobs. Only Labour is mounting a credible opposition.

But with lower and middle income families set to lose the most, Usdaw has been looking at the impact on our members and their families.

1. Increase in VAT: On 1 January VAT will rise 2.5 per cent to 20 per cent, costing the average family **£275** a year.

2. Tax credit cuts: Many Usdaw members rely on tax credits, whether they have children or not. Freezing Working Tax Credit for three years will cost claimants **£370** a year by 2013. Many low-paid workers won't be able to claim at all any more.

3. A number of benefits for new parents have been abolished or frozen which could see new parents up to **£1,520 worse off** by next April.

4. Education Maintenance Allowance

abolished: Many 16 and 17 year-olds from low income families rely on the £10, £20 or £30 weekly grants to help with the costs of college. Cost **£1,170**.

5. Cutting housing benefit: Forty per cent of people on housing benefit are in work. The cap on rates in October 2011 will affect 300,000 working people on low incomes by an average £9 a week – **£468 a year.**

Now's the time to join Labour - **FREE** for the first year through Usdaw

Under new leader **Ed Miliband**, Labour is leading the fight-back against the Coalition Government's unfair cuts.

In **Usdaw** we know that only Labour can defeat the Coalition and bring fairness back for working people.

That's why we're **encouraging all our members** to join the Labour Party.

If you fill in the form opposite and pay by Direct Debit the first year's membership is **FREE** to you as an Usdaw member.

After one year it's just **£1.63 a month.**

Ring **0161 249 2452** if you have any questions.

John Hannett says:

"Although the Coalition will be cutting income tax and national insurance next April, most working families will be much worse off overall. Usdaw is committed to fighting the cuts that will affect our members."

Please help us campaign by telling us how the Coalition's cuts will affect your family: write to **John Hannett at Usdaw, 188 Wilmslow Road, Manchester M14 6LJ** or email **no2cuts@usdaw.org.uk**

Ed Miliband (left) the new Labour leader and (right) Usdaw member and Labour councillor Jayne Wilkinson



YOUR HEALTH

Is too much pressure str

Some people don't accept it exists, others can't cope without it, yet many people's lives are ruined by the stresses and pressures of work



Stress is a subject that features prominently across UK workplaces. The impact of stress at work may not be as obvious as an accident, but it can be just as harmful. A certain amount of pressure may help us perform well, but if stress is too great, or too frequent, then health problems are likely to follow.

But it is vital you don't fall into the trap of blaming yourself for becoming stressed; for failing to 'cope' with excessive work pressure. It is your employer's responsibility to ensure your work is not organised in such a way that you are exposed to too much work pressure. A workplace with a lot of stress may suffer from high absenteeism, higher risk of accidents, staff problems, demotivation and high labour turnover.

What is stress?

Perhaps the first thing to say is that, unlike pressure, stress is never good for you and never a positive thing. Stress creates unhealthy biological reactions, and prolonged stress can lead to both physical and mental health breakdown.

The HSE define stress as **"the adverse reaction people have to excessive pressure or other types of demand placed upon them."**

It can leave you feeling tired, nervous, depressed and short of both confidence and self-esteem.

What is the difference between stress and pressure?

Very little other than having adequate resources to cope with the demand placed on you. Perhaps this is why so many people talk of positive stress, when really they mean positive pressure.



Is stress an illness?

No, stress in itself is not an illness. It is a response/reaction to excessive or prolonged pressure/challenges and this can cause mental and/or physical ill health.

I feel stressed at work, what can I do?

Speak to your union rep if you have one

and arrange a meeting with your line manager to talk the issue through. If you do not get a satisfactory answer speak to your local area organiser.

Does my employer need to do anything about stress in the workplace?

Yes, taking effective action to manage it, and

Stressing you out at work?



where possible prevent it, is a legal requirement NOT an option.

Is there a law relating to stress which an employer must comply with?

Currently no, but the Management of Health and Safety at Work Regulations 1999 dictate that firms are

required to assess the risk of stress-related ill health arising from work activities and under the Health and Safety at Work Act 1974 companies are required to take measures to control that risk.

MORE INFORMATION AT:
WWW.HSE.GOV.UK/STRESS
WWW.TUC.ORG.UK

Dealing with life's pressures

- 1 Find out what causes you stress**
Take time to discover what is worrying you and concentrate your thoughts and behaviour on the things you can control.
- 2 Adopt a healthy lifestyle**
If we eat a healthy diet, exercise regularly and ensure we get adequate sleep and rest, our body is better able to cope with stress should it occur.
- 3 Know your limitations and do not take on too much**
We cause ourselves a great deal of stress because we like people to like us and don't want to let people down. We then end up doing more than we should.
- 4 Avoid unnecessary conflict**
Do not be too argumentative. Look for a resolution to a dispute where both parties can achieve a positive outcome. Find out what the real cause of the problem is and deal with it.
- 5 Accept the things you cannot change**
Changing a difficult situation is not always possible. If this proves to be the case, recognise and accept things as they are and concentrate on all that you do have control over.
- 6 Learn to manage your time more effectively**
Prioritise your day and do the important jobs first. The unimportant ones can wait. Also, don't put off the unpleasant tasks, give these issues a high priority and do them first.
- 7 Relax and recharge your batteries**
Make sure you take your full entitlement to annual holidays and don't skip tea-breaks these help you unwind – you'll find work less stressful if you make time for a rest.
- 8 Find time to meet friends**
Friends help us relax and have a good laugh. It boosts the immune system that is often depleted during stress. Physical activity helps as it works off the biochemical and physical changes that occur within your body due to stress.
- 9 Try to see things differently**
Often, talking to a friend/colleague/family member will help you see things from a different and less stressful perspective.
- 10 Avoid alcohol, nicotine and caffeine as coping mechanisms**
Long term, these faulty coping mechanisms will just add to the problem. For example, caffeine & nicotine are stimulants, too much and the body reacts to this causing anxiety symptoms. Remember alcohol is a depressant.

Scots have the perfe

One of the leading manufacturers of shortbread biscuits is Walkers in Scotland who export their products across the UK and around the world

While Usdaw is universally known as the shopworkers' union it has more than 100,000 members employed in other sectors including transport, distribution, chemicals, home shopping and food manufacturing – including household names like Kellogg's, Weetabix, and United Biscuits to name just a few. **Arena** travelled north to find one more.

One of Scotland's most successful companies – Walkers, which exports its famous shortbread and other products to more than 75 countries – is home to almost 200 Usdaw members.

From humble beginnings in the tiny village of Aberlour in scenic Speyside in 1898 the Walkers name has grown from a single shop opened by founder Joseph Walker to occupy five factories at two sites employing 1,000 core workers and more than 400

additional staff to cope with seasonal demand.

The company's continued success means that no matter where you go in the UK or planet earth you are never far away from a Walkers' product.

Member Liz Stuart has worked at the Aberlour site for five years and now looks after orders coming in via the internet. "I enjoy the job I do," said the 53 year-old. "It's a nice company to work for. I used to work in the bakery and on deliveries but now as well as being in the 'web room' I also look after the pool cars and the fleet of mini-buses."

Area organiser Melanie Greenhalgh looks after the sites. "Our two reps here Yasmine Nicol and Malcolm Harris do a really good job," she said. "It's not easy to recruit and there's a lot of ground to cover with hundreds of workers spread over the factories and warehouses.

Baking, packing and distribution is done on an industrial scale at the sites



Jacqueline Prentice has also joined the team and between us we're aiming to raise our profile by introducing lifelong learning to the sites over the next few months. There's a lot of work to do but the

potential is massive."

The company's importance to the local economy cannot be over-stated and it remains committed to the community more than 100 years after it was founded.

It is still run by the

ct recipe for success



Walker family and the traditions that began in the late 19th century still endure today with a commitment to quality, continuity and innovation.

As business grew so did the company. It now has 250,000 sq ft of production space and 140,000 sq ft of warehouse space conveniently attached right next to the factories.

The production process is both capital and labour intensive. The workforce is evenly split between

men and women. Free bus travel is provided to workers based at Aberlour, the more rural of the two sites, whose workforce is gathered from within a 25-mile radius.

There are many long-serving staff at Walkers with often three generations of the same family on the payroll.

Migrant workers, mainly Poles and Portuguese, have been recruited to fill seasonal

demand for the last eight years – reflecting the company's continual growth year-on-year up until the recent slowdown.

"The company remains a family business despite the pressures of the market," said personnel manager Stephen

Milne, himself an employee of the company for more than 40 years. "With a large workforce such as ours you do get a variety of issues to deal with but it's surprising how well it works. I suppose we're very lucky in that sense."

Baking the biscuits at Walkers

- **Products:** Shortbread (which accounts for 80 per cent of production), oatcakes, meringue, Christmas and mince pies, cakes, biscuits.
- **Supplies both the multiples and independent grocery sector, as well as hotels, airlines, department stores and gift shops.**
- **In the UK it has a 50 per cent share of the shortbread market and a 75 per cent share of the overseas shortbread market.**
- **Turnover is around £100m.**
- **Won The Queens Award for Export Achievement in 1984, 1988, 1999 and 2010.**

Q The heating system at our store always fails or doesn't provide adequate heating what can we do?

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

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

If temperatures inside the store are regularly at or below the minimum or if the heating breaks down, raise this through your usual negotiating mechanisms as soon as possible.

Some of the temporary things an employer can do to alleviate the situation is to provide;

- Localised heating appliances
- Frequent rest breaks
- Regular supply of hot drinks
- Warm clothing
- Job rotation

If all else fails, raise a health and safety grievance and contact your **area organiser**.

Faulty Heating in store



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

Q I have a chronic medical condition that makes my feet sore. The new safety shoes that have been provided at work make it worse. I've been told they are the only type available and I have to wear them. If I want different safety shoes I'll have to pay for them myself. My workmate says this is wrong, is it?

Your mate is right. If your employer has done a risk assessment and identified that safety shoes have to be worn, then they must provide you with a suitable pair free of charge.

According to the **Personal Protective Equipment (PPE) Regulations**, they must take account of ergonomic requirements and the

Q It's that time of year when I seem to be surrounded by people who are coughing and sneezing. If I catch something how do I know if it's a cold or the flu?

Generally it's the severity of the symptoms. A cold is a milder respiratory illness than the flu. While cold symptoms can make you feel bad for a few days, flu symptoms can make you feel quite ill for a few days to weeks. And generally people feel a





Safety shoes strong

state of health of the person wearing the PPE. The shoes must also be capable of fitting the wearer correctly.

So if you have a health condition that makes the ordinary shoes provided unsuitable, or even if your feet are not an 'average' size, they have to provide a suitable type and size for you to use at no charge.

lot worse and suffer a wider range of symptoms with flu. Flu can also lead to other serious health problems such as pneumonia.

The most important prevention measures for preventing colds and flu are use of disposable tissues to trap coughs and sneezes, and frequent hand washing. Hand washing by rubbing the hands with warm soapy water for at least 20 seconds helps to get germs off the skin. It is a good idea to stay off work when your symptoms are at

their worst to reduce the risk of spreading infection.

If you are in a vulnerable group you may be able to get a free flu vaccine to protect against seasonal influenza.



Colds and Flu

Q Winter is coming and after last winter's bad weather how can we keep safe in dark, cold and icy weather?

Winter is coming



The severe weather last winter was certainly a test of businesses' ability to cope. The snow and ice in the long cold spell caused serious risks for pedestrians and drivers, and frozen pipes and faulty heating systems also made life difficult.

Generally employers ought to be preparing now for the winter ahead.

Yards, delivery areas, points of access etc should be kept clear of ice to ensure the safety of people using them. Leaking pipes and spillages should be repaired and cleared to stop ice forming and creating slip hazards. Good lighting in and around the workplace can also reduce the risk of an accident.

Warm clothing is also important when working in cold conditions outside or even indoors where it is difficult to maintain minimum temperatures. This should be issued as **Personal Protective Equipment** if a risk assessment dictates and should not be left to the whim of a manager.

Usdaw reps should regularly inspect the workplace and ensure control measures are implemented to minimise the risk to members during cold periods.

Where members drive for their job, employers should provide refresher training on defensive driving in winter e.g. telling drivers to check the weather forecast before doing deliveries, carry a mobile phone, know their route, carry a shovel, take a flask of hot tea/coffee and have a blanket on board. And it should be clear that the driver can abandon a journey if it isn't safe.

Remember!
Usdaw has its own health and safety section full of useful information, advice and a reps' forum at:
www.usdaw.org.uk

Membership services

Members can check out the latest deals from our team of affinity partners who provide a range of special offers. Find out now if your union membership can save you and your family money.



Usdaw provides a range of services and benefits for members, from savings and tax refunds to insurance and mortgages.

More special offers, including prize draws, can be found on the Usdaw website at: www.usdaw.org.uk/member_services

25 YEARS WITH BRITANNIA RESCUE

Britannia Rescue has been looking after its members' needs for 25 years this year! In fact, Britannia Rescue has achieved 'Best Buy' status by Britain's leading independent consumer magazine Which?

Call free on 0800 591 563 (Mon-Fri 8am-8pm, Sat & Sun 8am-5pm) or visit: www.britanniarescue.com/Usdaw and find out how you and your family members can take advantage of a 15% discount with Usdaw's official road rescue provider.

Britannia Rescue is a registered trademark and trading style of the Liverpool Victoria group of companies. Liverpool Victoria Insurance Company Limited (LVIC), registered in England and Wales No. 3232514 is authorised and regulated by the Financial Services Authority, register number 202965. Registered address for both companies: County Gates, Bournemouth BH1 2NF. Tel: 01202 292333. Calls may be recorded or monitored.



USDW HEALTH & DENTAL PLAN

Usdaw Health Plan

Low cost alternative to private medical insurance. Get 100% of your money back on optical, dental, therapist and specialist treatments. To apply online visit: www.usdawhealth.co.uk or call 0800 037 2094

Usdaw Dental Plan

Get 100% of your money back on the cost of your dental treatment. NHS and Private plans available. White fillings and crowns covered. To apply online visit: www.usdawdental.co.uk or call 0800 037 2092

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HOME, MOTOR & TRAVEL INSURANCE

As a member of Usdaw, you are entitled to great value, low cost insurance from UIA. Members can choose from home, motor, travel or pet insurance.



Call UIA free on 0800 376 0300 quoting reference USDG or visit www.usdawinsurance.co.uk to buy and receive up to 15% online discount on home and travel insurance.

Usdaw is an Introducer Appointed Representative of UIA Insurance Ltd. UIA is authorised and regulated by the Financial Services Authority.

TAX FREE SAVINGS

The Usdaw Unisaver is a safe way to save for the future. Starting from just £10 per month, you and your family can save tax exempt, and at the end receive a TAX FREE payout.

It includes Life Cover and no medical is required.

To find out more call: FREE on 0808 1 444 288 or visit www.usdaw-unisaver.co.uk

Unisaver is underwritten by Coventry Assurance Society. Authorised and regulated by the Financial Services Authority. All information and prices are correct at the time of printing



NEW AND USED CARS

Risk free, hassle free car purchase scheme for Usdaw members and their families.

- Massive choice
- Save ££££s
- Total peace of mind
- Convenience
- Nationwide delivery

Part exchange welcome
Finance available



To enquire online visit: www.usdawdrive.co.uk or call 0845 122 6916

SAVE ON GAS AND ELECTRIC

Uchange4better can help you save on your gas and electricity bills. Try our free and unique **100% impartial energy search engine** which allows you to compare the prices of all gas and electricity suppliers and find the very best deal for your home. You can compare by savings alone, CO₂ savings, customer service standards or a combination of all three.

Simply key in your postcode, your current supplier and charges and the site will do the rest for you. **It couldn't be easier.**

To see how much money you can save
visit: usdaw.uchange4better.co.uk
or call 0845 652 1683



THE CO-OPERATIVE FUNERALCARE

Our caring staff are on hand to give you individual support, care and reassurance when it matters most. Usdaw members and their families are entitled to a £25 discount off our funeral plans and 10% discount on professional services fees on funeral arrangements.

The **co-operative funeralcare** Visit www.co-operativefuneralcare.co.uk for your nearest Co-operative Funeralcare or call 0800 083 6301

Terms and conditions: 10% discount applies to Funeral Director professional services fees only (as detailed on the price list and estimate form provided at the time of arranging a funeral) and excludes discounts on supplementary services, coffin/casket selection, additional services and payments made on your behalf (e.g. clergy, doctors fees, crematorium/ burial charges). 10% discount is not applicable on funeral plans. Both offers cannot be used in conjunction with any other offer. Offers valid to Usdaw members and their families until 31 December 2010. All offers are not retrospective. Our business terms and conditions apply. This does not affect your statutory rights.

TAX REFUND SERVICE

Over **85,000 members** have used this service and so far **received tax refunds in excess of £2.6 million.** Refunds average **£167.94** each!

TAXrefundCo.

...No Refund - No Fee

To find out if you are due a refund, go to www.taxrebates.com/ref/usdaw, call the application information line **0845 058 2288** or send a SAE for an application form to:

The Tax Refund Co. 43-47 Middle Hillgate, Stockport, SK1 3DG.

BRITANNIA

With Britannia, Usdaw members benefit from a great range of mortgage products and an exclusive instant access savings account.

YOUR HOME MAY BE REPOSSESSED IF YOU DO NOT KEEP UP REPAYMENTS ON YOUR MORTGAGE

To find out more call free on **0800 156 2838***, Visit britannia.co.uk/usdaw or visit your local Britannia Branch.

*Our lines are open 8am-8pm weekdays and 9am-12noon Saturdays. Calls may be recorded and/or monitored. Calls from landline phones are free however mobile providers may charge. Britannia is the trading name of the Co-operative Bank plc.

Britannia

DEBT REMEDY

Usdaw and **Consumer Credit Counselling Service (CCCS)** have launched a new service providing debt advice and solutions for all Usdaw members

CCCS provides free and immediate debt advice and solutions to individuals and families in times of financial distress. In addition to its unique online counselling service, Debt Remedy, CCCS offers a free telephone counselling available Monday to Friday.

If you are an individual struggling to repay your debts use the CCCS Debt Remedy on-line assessment of your financial circumstances: <http://www.cccs.co.uk/usdaw>

Telephone debt counselling
Freephone 0800 138 1111
Monday to Friday 8:00am-8:00pm

CONSUMER CREDIT Counselling Service
A Registered Charity

MERLIN ENTERTAINMENT

Usdaw members can make great savings on the following UK attractions and theme parks:

Alton Towers Resort, Chessington World of Adventures, LEGOLAND Discovery Centre Manchester, LEGOLAND Windsor, Madame Tussauds London, SEA LIFE Centres and Sanctuaries, the Dungeons, Thorpe Park and Warwick Castle.

To find out more or to book call **0871 222 4001** and quote **REWARDS** for your special discount or visit www.usdaw.org.uk/merlin



GYMSTASTIC OFFERS

Discounted rates on Gym Membership
exclusive to Usdaw Members
Save up to 30%

Visit the following Usdaw websites for more information:

Fitness First: www.usdaw.org.uk/fitnessfirst
LA Fitness: www.usdaw.org.uk/lafitness
Nuffield Health: www.usdaw.org.uk/nuffield

FitnessFirst

You're better off with
LA Fitness

Nuffield Health

£25,000 WOMEN'S CANCER COVER

- Covers **7 female-specific cancers** (including breast, ovarian, cervical)
- **£25,000 cash sum** paid directly to you on diagnosis to help with bills, childcare, private drugs etc.
- Or **£1,000** for cancers usually treatable by day surgery
- Advice and support from the **Care Advisory Service**
- **£10 Boots voucher** (sent within 28 days of receipt of first premium)
- The **WellWoman Plan** from Usdaw approved partner UNAT Direct

For an information pack, call 0800 072 6178

UNATDirect

Lines are open 8.00am to 8.00pm Monday to Friday (excluding public holidays). For security and training purposes calls will be recorded and may be monitored.

On the march for Pride

Flying the flag for fairness for all workers

Usdaw's equality agenda aims to ensure fairness for all members in the UK regardless of their gender, sexuality, race, religion or age

Wnion members and activists turned out in

force to promote Usdaw's equalities agenda and support lesbian, gay, bisexual and transgender workers at Pride festivals across the UK over the summer.

Activists set up stalls, gave out leaflets and joined in the party atmosphere, dressed in their specially designed Usdaw t-shirts, at

events in Glasgow, Belfast, London, Cardiff, Oldham and Blackpool. "It poured down in Belfast but it didn't dampen our spirits and determination," said Northern Ireland rep Jackie O'Neill. "The **atmosphere was amazing** and all the members and supporters had a very enjoyable day. There were around 17,000 people at the parade."



Pride of Glasgow (above and below) ...



... On the march in Oldham ...



Networking

Meanwhile a special get-together for **lesbian, gay, bisexual and transgender (LGBT)** members and supporters in the North West division was held in Blackpool in October.

The two-day event allowed members to meet up, discuss the new Equality Act and what it means for members across-the-board, and to discuss common areas of concern. "Making sure all members are treated fairly at work regardless of their sexuality, gender, colour or creed is a major part of the union's work," said general secretary John Hannett. "Get-togethers like these are an ideal way to raise awareness, **promote equality** and allow members to network in a relaxed and friendly setting.

[FOR MORE INFORMATION VISIT WWW.USDAW.ORG.UK/EQUALITY]



... activists at the get-together in Blackpool



On the beach at Blackpool ...



... and on the streets in Belfast

Dealing with your Debt

Despite helping over half a million people deal with their debts last year, national debt charity **Consumer Credit Counselling Service (CCCS)** says that most of the personal debt pain of the recession is yet to come.

Mass public sector redundancies, interest rate rises and increasing numbers of people having to work part-time will leave many unable to pay their debts. Plus increases in VAT from January combined with cutbacks in benefits and tax credits, is going to mean that everything will cost more at a time when most people will earn less.

To ensure that **Usdaw** members who are struggling with their debts as well as everyday living costs have access to free advice and support, **Usdaw** and **CCCS** have launched a new service providing debt advice and solutions.

By partnering with **CCCS**, the largest dedicated debt charity in the United Kingdom, **Usdaw** is providing you with a trusted service to ensure you are guided in the right direction and offered appropriate solutions when you need them most.

Five ways to reduce your spending

If you are struggling to make ends meet, looking for ways to reduce your spending is important and may help you find more money to pay your debts.

1. See if there is a cheaper utility provider in your area. Visit price comparison websites to compare prices of gas and electricity suppliers and switch online to get the best deal.
2. Look to see if you could reduce your telephone bills by switching to a better deal, for example one that offers free evening and weekend calls.
3. Are all the vehicles in your household essential? You could sell a car if it is not needed on a day-to-day basis.
4. You could look to switching to own brand products or making use of special offers that are available in the supermarket.
5. In general, it works out cheaper to take your own lunch to work each day.

How to get help with your debts as well as managing your money better

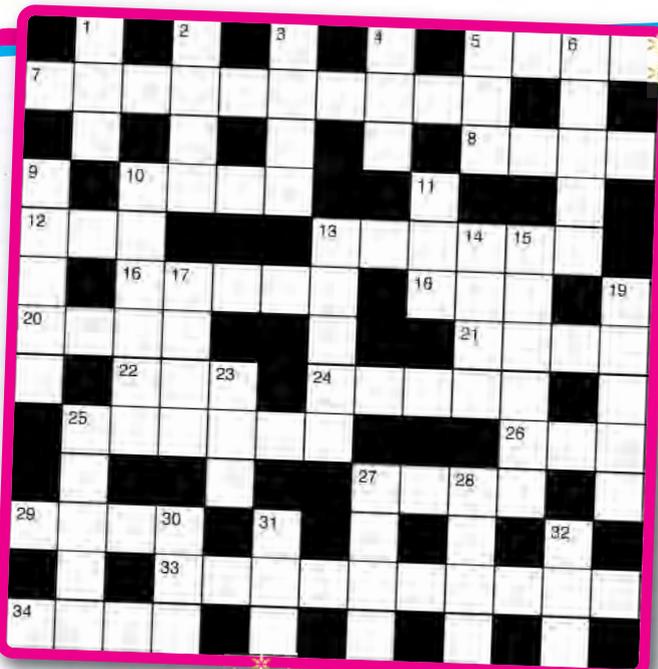
You undertake a full debt counselling session online at www.cccs.co.uk/usdaw This anonymous service is available 24 hours a day, seven days a week. You can contact the **CCCS helpline** on **0800 138 1111**, from 8.00 am - 8.00 pm, Monday to Friday.

TRY OUR

CROSSWORD

Win £50!

Three lucky members will win £50 each if they answer correctly the crossword clues below. Closing date January 31, 2011. (Not open to Usdaw staff)



Have fun with our puzzle page & you could win £50!

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

ACROSS

- 5. Male rabbit (4)
- 7. A building on the coast (10)
- 8. Broad smile (4)
- 10. Defeat (4)
- 12. Pointed hand tool (3)
- 13. Spanish dish (6)
- 16. In existence (5)
- 18. --- Farrow, actress (3)
- 20. Thin paste (4)
- 21. Complacent (4)

- 22. Female sheep (3)
- 24. Incensed with anger (5)
- 25. Trying experience (6)
- 26. Religious sister (3)
- 27. Discretion (4)
- 29. Employer, informally (4)
- 33. Loud confused noise, commotion (10)
- 34. Salver (4)

- 10. School uniform item (6)
- 11. Jewel (3)
- 13. Danger, jeopardy (5)
- 14. Inventory (4)
- 15. Bewail (6)
- 17. Obscene (4)
- 19. Representative (5)
- 23. Slippery fish (3)
- 25. Smell (5)
- 27. Streetcar (4)
- 28. Modelling material (4)
- 30. A quick throw (3)
- 31. Spanish cry (3)
- 32. Thick mist (3)

DOWN

- 1. Apple seed (3)
- 2. Brogue, for example (4)
- 3. Act of discharging a projectile (4)
- 4. Purchase (3)
- 5. Ask earnestly, beseech (3)
- 6. Peking's country (5)
- 9. To uplift (5)

The winners of the Arena Autumn crossword were:
Amanda Smith
NW Sainsbury's K234
Cheryl Harper-Dennett
Tesco Retail C21
Tony Goude
North Yorkshire Tesco F102



Chris Field with other young reps at this year's summer school



Chris is learning fast

Activist is keen to promote young workers

G

etting involved with the union has been a real learning curve for Shop Direct's

Chris Field who wants to see more young people join the union and get active.

"I have my convenor to thank, she saw something in me and encouraged me to get involved," said the 25 year-old warehouse operative from Middleton in Greater Manchester.

"I'm glad she did. I was a member for four years before I realised I could be a rep and now that I am I'm really enjoying it. It's interesting and I get a great feeling when I help someone.

"If I knew then what I know now I'd have got involved sooner.

"Now I'm a shop steward, health and safety rep, union learning rep and youth committee member.

"You soon grow into the role because you get a lot of support from people in the union and other reps.

"I'd like to see a campaign aimed at young people and part-time students who work in retail"

"And the courses are interesting too, they make me feel good and you get time out to attend. I always learn something new. I've been on a few now including summer school this year.

"I'm also studying with the Open University and about to start my second year in February."

Chris is hoping to encourage more young people to join and get involved through her work with her local youth committee in the North West division.

"I'd like to see a new campaign aimed at young people with new leaflets, posters and maybe get involved with student unions.

"Many students work part-time in supermarkets and retail stores. We need to make younger workers more aware of what unions are and what they do."

It's not all work and no play for Chris who enjoys clubbing, hiking, climbing and working out.

WWW.USDAW.ORG.UK

Get some online action!

Visit the Usdaw website now www.usdaw.org.uk and sign up to our new interactive newsletter and much more

If you've not yet logged on to the new Usdaw website then make sure you take a look next time you're sat at a computer.

It's now much easier for visitors to find information thanks to the new user-friendly layout and powerful search facility.

Dedicated specialist areas such as Newsroom, Legal Plus Service and Health and Safety have all been designed with members at the forefront and the new My Union area details Usdaw training opportunities and how

to get involved. We've also recently added videos to the website and there will be many more to come allowing you to use a variety of ways to access information.

You can also expect to see some exciting new features in the not too distant future including webinars and the introduction of personalisation.

Make sure you visit regularly to keep up to date with Usdaw news.



Sign up to receive regular e-mails and be kept right up to date with the latest changes in everything from news and events to your rights at work. This is the fastest and most environmentally friendly way for us of keeping in contact with you, our members - the heart of the union.



Click Connect Win!



Sign up to our e-news service for all the latest news, advice, resources and campaign activities.

You'll automatically be entered into a FREE prize draw to win a Tassimo T40 Multi Drinks Machine by Bosch, Courtesy of the Tax Refund Company.

TAXrefundCo. No Refund - No Fee

Latest edition Issue 3 Features include Pensions, Homestudy, Respect Week, member offers and much more!

Email updates

If you no longer wish to receive these emails, click on the following link: Unsubscribe (Lodge, 188 Watlington Road, Manchester, M14 6UL, Tel: 0161 224 2014) or email: 0960.000007@usdaw.org.uk

General secretary John Hannett reflects on the last 12 months

A LOOK BACK AT 2010

Membership - moving on up

Despite the toughest economic circumstances for 80 years Usdaw's membership continued to rise in 2010 from 386,572 in January to more than **396,600** by early November. This is the 14th consecutive year-on-year increase and reflects the union's growing influence in UK workplaces.

We've had to battle through significant job losses across all our sectors but our activists have stood firm and worked very hard to keep the union flag flying high. Companies have

also cut back on recruitment and increased the amount of part-time working so to achieve these results shows

that we have strength in depth. Well done to all of our workplace reps, those who've done stand-down, our Academy organisers and our officials who have done a **fantastic job** again this year. We can't become complacent because we have more economic hardship to face next year and we know from our history that membership can slide backwards if we don't keep working hard to recruit and look after the workforce.



Campaigns continue

We have been in new political water since the Coalition Government came to power in May after 13 years of Labour rule. It has already outlined **forthcoming cuts** in Tax Credits, Child Benefit and other measures that will hit our members hard. We can't stand idly by and watch while our members' living standards are eroded so we will continue with our campaigns to support parents and carers, improve the national minimum wage, and keep workers free from violence and abuse at work. Health and safety legislation is also under scrutiny by the Government so this is another area where we have to be ready to retain our hard fought rights. We will be



looking to target our campaigning activity at Government initiatives that stand to harm our members' interests so we will continue to work with the Labour Party and its new leader **Ed Miliband** to protect the interests of working people and their families.

Chance for £500 cash

Winner...
Jim McKay

RECRUITMENT DRIVE



Scott Kennedy wasn't **Jim McKay's** first recruit, but he'll

certainly be remembered as a special one because he helped Jim land the **£500** prize for recruiting a friend.

Jim has worked at O. I. Manufacturing in Alloa, the world's largest glass bottle manufacturers, for 25 years and has been an Usdaw member for just as long. He's also the factory health and safety rep and shop steward.

"I'm involved with all the health, safety and welfare, issues on site," said Jim, 60.

"This leaves me enough time to devote to union business. I'd thoroughly recommend being a rep to anyone, the only regret I have is not getting involved much earlier.

"I've personally used FirstCall Usdaw and the other legal services and advise my colleagues to do the same.

Jim is going to donate some of his winnings to charity. He's also planning to treat Scott to his favourite Chinese take-away.

Scott Kennedy (left)
with Jim McKay

Enter the draw now

The weekly rates are **£2.14 for Scale A** (applicable to full-time and part-time workers) and **£1.34 for Scale C** (applicable to part-time workers only)

You can make Usdaw an even bigger union, make your voice stronger and more influential at work, and have the chance of winning a **£500 prize** if you recruit one of your work colleagues into the union. Simply sign up a workmate using the form opposite, include your details at the top of the form and send it to: **arena prize draw, Usdaw, Freepost NAT19525, Manchester M14 7DJ**. Closing date **31 January 2011**, conditions apply.

Please complete and return to
Arena Prize Draw, Usdaw, FREEPOST NAT19525, Manchester M14 7DJ
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

Postcode Tel. No. (inc. STD)

Email

Age Date of Birth

Company Name

Workplace Address

Location Number Employee No.

Occupation

NOTICE

Trade Union and Labour Relations (Consolidation) Act 1992

Data Protection Act Notice

Usdaw uses personal information in order to carry out its functions as a trade union, provide membership services and comply with certain statutory obligations. All personal information is treated with the utmost confidentiality and with appropriate levels of security. By joining Usdaw you agree that we may use the information about you which we hold on our records for the purposes of the union's business as set out below. This is called processing and includes what is classed as sensitive personal information on such as the fact that you are a trade union member. The personal data will be used for a range of union-based activities relating to the running of the union, including the maintenance of records, monitoring for equal opportunity purposes, assisting with employment disputes, ballots, injury claims, etc and other services and benefits. All information (updated as appropriate) will be kept throughout membership and, to the extent necessary, for such reasonable period after membership as may be necessary to enable the member to access any post-membership benefits. It will be available to our employees, officers and officials, both at Headquarters and branch regional offices and other associations all associated with the union, including agents, contractors and other service providers. Where, occasionally, the union uses the services of such organisations, they are contractually obliged to process your data on behalf of the union as data processor and in a secure and confidential manner under the provisions of a data protection agreement. Members have the right to object to and stop direct marketing in any form by organisations contacting them on behalf of the union. If they wish to exercise their right to object to stop such direct marketing then they should write to Central Treasurer requesting that such mailings be stopped, or alternatively, write to the organisation in question direct. Please, however, understand that this may preclude you from receiving details of any of these additional member benefits and offers in the future. Under the Data Protection Act 1998 you also have the right to ask for a copy of your information (for which a small fee can be charged of £10) and to request correction of any incorrect information held. This notice will be amended from time to time and will be regularly published by the union in Arena, Network and the Usdaw website.

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

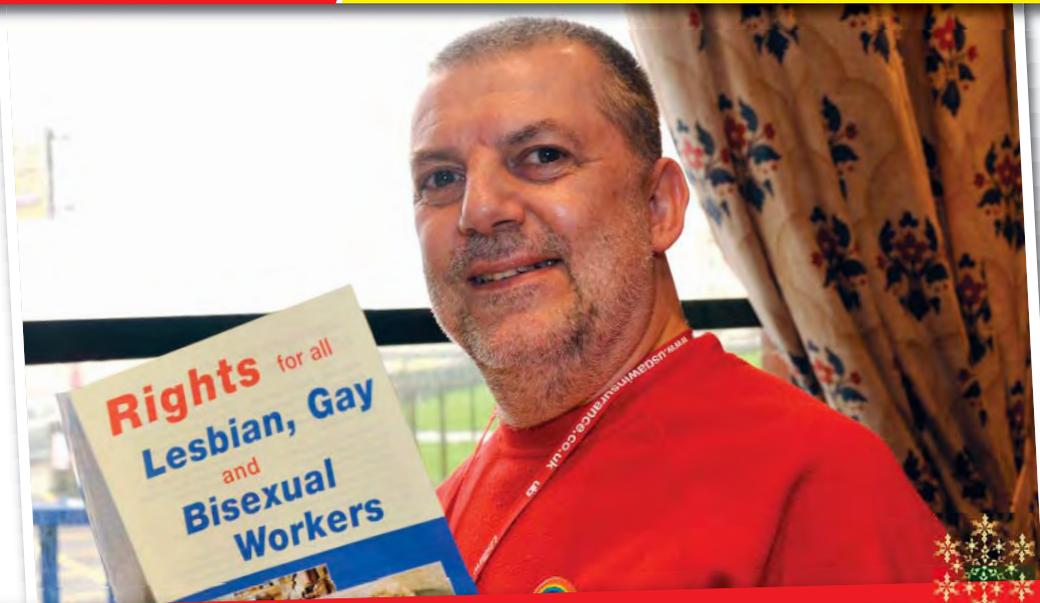
Part-time workers only

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 employees, 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.

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.



Steve wants equality

Every member matters for Co-op rep

Activist **Steve Ratcliff** is a champion of the people and has set his sights on promoting the diverse range of support available to all Usdaw members.

“I see Usdaw as a campaigning union on many fronts,” said Steve who is a Co-op concessions co-ordinator from Bury near Manchester.

“We are well-known as ‘the campaigning union’ because we concentrate on issues which affect our members directly.

“Freedom From Fear, for instance, highlights the shocking number of threats of verbal abuse and violence our retail members are faced with every second of every working day.

“Supporting Parents and

Carers, help for young workers, learning at work, pensions, legal advice, the list goes on – the union makes a big difference to people’s lives.

“Usdaw looks after its reps – I can speak from first-hand experience. As a rep I’ve had the support and training to help me get on. I’ve also attended weekend workshops,

“Members will get help on any problem related to their sexuality, bullying or discrimination”

conferences and numerous other union events.

“I’ve always been a socialist

and a trade unionist so I enjoy representing people on any issue. Recently I’ve worked with my divisional equalities committee and I’m on the Co-op Group’s Lesbian Gay Bisexual and Transgender (LGBT) steering group.

“My principal role is to promote trade union liaison. We’re making real progress. My main aim is to raise awareness of the Co-op’s LGBT work amongst staff generally. We want to make them aware that as a union member they will get help with any problem related to their sexuality, bullying or discrimination, whether it’s at work or outside.

“But don’t get me wrong I’m not a one-issue rep – every member matters to me.”

COMMUNICATION CHANNELS

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

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

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

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

Liverpool
First Floor, 2 Montrose Business
Park, Binns Road, L7 9NE
T: 0151 252 6010
E: liverpool@usdaw.org.uk

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

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

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

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First Floor, Belgrave House,
73 Mutley Plain, PL4 6JJ
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E: plymouth@usdaw.org.uk

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E: aberdeen@usdaw.org.uk

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Kingswood,
BS15 8LX
T: 0117 961 6061
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

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Contacts

Always speak to your rep first if you need advice or support. If you don't have a rep at your workplace contact your local Usdaw office as shown on the map. To locate your nearest office online use our **Local Office Finder** at www.usdaw.org.uk/contacts

Alternatively, you can ring our national helpline **0845 6060640*** to be connected to your local office. *Calls charged at local rate.

The union's head office is:

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