

While you're  
looking after  
the shop,  
who's looking  
after you?



Join Usdaw  
for better  
protection  
at work



**Usdaw**  
*Union of Shop, Distributive  
and Allied Workers*



## Attacks and abuse wrecks lives:

*"I work in a normal store. But we get abuse day in and day out. We never know when the next attack will be or who will get hurt. It makes you afraid to go to work. No one should have to live like that."*

**Enough is enough... Join Usdaw - campaigning to protect shopworkers from violence and abuse**



## Top 10 Tips for a Safer Workplace

It is important to make sure that all shopworkers are safe at work. Usdaw can help protect our members from the effects of anti-social and criminal behaviour.

Here are Usdaw's top ten tips to stay safe at work.

- 1. Be polite:** It can be hard but remaining polite and helpful is the best way to calm down an abusive person. Remember your customer service training.
- 2. Be firm:** As politely as possible tell an abusive customer that their behaviour is unacceptable.
- 3. Be prepared:** Make sure you know what to do if an incident occurs. How do you call for help? If you see a suspected shoplifter in action what should you do?
- 4. Don't put up with prejudice:** Your employer has a legal duty to protect you from sexist or racist abuse or harassment based on your disability, sexual orientation or religion.
- 5. Report it:** Make sure all incidents are recorded. Every employer should have a system for staff to report incidents and should regularly review them with your Usdaw rep to make the workplace safer.
- 6. Don't be afraid to call for help:** If you feel threatened call for help, it is not a sign of weakness or failure.
- 7. Talk with your colleagues:** Is everyone aware of the policies and procedures? Are staff ready to back each other up?
- 8. Get to know the security measures:** Familiarise yourself with panic buttons, safe refuges for staff, special codes to call for help or other security measures.
- 9. Raise concerns:** If you have safety worries raise them with your Usdaw rep. The Union can tackle issues like: being left to cope on your own at high risk times; lack of security measures, gangs hanging around, etc.
- 10. Don't accept abuse as part of the job:** Employers have legal duties to protect you from injury and abuse. Usdaw is there to help members.

I apply to join Usdaw. As a member of Usdaw I undertake to abide by the Rules and regulations of the Union and to pay contributions regularly. The home address I give is the address that Usdaw will use for balloting purposes.

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

Please tick the appropriate box

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

Surname \_\_\_\_\_

Forename \_\_\_\_\_

Full Postal Address \_\_\_\_\_

Postcode \_\_\_\_\_

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

Email \_\_\_\_\_

Date of Birth       Age \_\_\_\_\_

Company Name \_\_\_\_\_ Occupation \_\_\_\_\_

Workplace Address \_\_\_\_\_

Postcode \_\_\_\_\_

Location Number \_\_\_\_\_ Employee No. \_\_\_\_\_

Have you been a member of Usdaw before? Yes  No

Choose your membership rate. 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. For details of current membership rates and cash benefits visit [www.usdaw.org.uk](http://www.usdaw.org.uk)

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

Please tick the appropriate box  **Scale A** Full or Part-time workers  **Scale C** Part-time workers only

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

**For Members Paying by Payroll**

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

**Privacy Notice**

As a member of the Union, Usdaw will process your personal data as part of its legitimate activities in providing trade union services and benefits in accordance with the Union's Objects stated in the Rule Book and to perform its obligations to you under statute or contract. This involves processing of personal and sensitive personal data under the current data protection legislation. We will store your personal data only for the period necessary under law to enable us to fulfil our legal obligations. You have the right to request access to your personal data, and its rectification, erasure, restriction on processing, and portability. You have the right to withdraw consent for sharing of your personal data and to complain to the Information Commissioner. Usdaw and its Data Protection Officer may be contacted at 188 Wilmslow Road, Manchester M14 6LJ.

Member's Signature \_\_\_\_\_ Date \_\_\_\_\_

Recruiter's Name \_\_\_\_\_

Recruiter's Membership No. \_\_\_\_\_

## How Usdaw can help

- ◆ Usdaw National Officers work with companies to agree clear policies that support and protect retail workers.
- ◆ Reps and Area Organisers are available to offer advice and support for workplace issues.
- ◆ Reps work to support members when things go wrong.
- ◆ Usdaw offers support through FirstCall for accidents and injuries sustained while at work.
- ◆ The Retail Staff Survey helps Usdaw make a better case to employers and politicians to secure stronger protections. Share your experiences and suggestions here: [www.usdaw.org.uk/respectsurvey](http://www.usdaw.org.uk/respectsurvey)

## Legal support

If you're a victim of violence and you suffer serious injury in the UK, call FirstCall Usdaw on 0800 055 6333 to start your claim. Usdaw Legal Plus can help members claim compensation from the Criminal Injuries Compensation Authority, a state funded scheme.

To qualify for compensation, your injuries must be sufficiently serious to justify the minimum amount of compensation, £1,000; you must personally report the incident to the police within 48 hours and get a crime reference number; you must see a doctor immediately for treatment of physical injuries as well as psychological ones such as stress or shock.



Stock photography. Posed by model.

## Join Usdaw

Usdaw understands the issues that retail workers face in the workplace and the more members we have, the stronger our case is with companies for better policies and better protections.

Simply complete a membership form and return it to Usdaw's Central Office. Just write **FREEPOST USDAW** on the envelope and put it in the post. You can also join online at [www.usdaw.org.uk/join](http://www.usdaw.org.uk/join)

For further information

Call our Helpline on **0800 030 80 30**  
or visit [www.usdaw.org.uk/fff](http://www.usdaw.org.uk/fff)

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