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## General secretary John Hannett Trade Union Bill poses big threat

**W**elcome to 2016 and the first issue of *arena*. Members may have heard of the Government's Trade Union Bill, which is nothing less than a direct attack on how trade unions operate, how they fund their own political campaigns and how they engage in collective bargaining.

One thing is for sure, this Bill will add huge financial costs to unions, tie us up in red tape and direct money previously used to represent members in to unnecessary bureaucracy. This Bill is a blatant attempt to make it harder for workers to stand up for decent services and safety at work, or defend their jobs and pay.

The Government want to stop us having a political voice and running campaigns which aim to speak up for our members in parliament. Even the House of Lords has raised objections against this Bill because it seeks to threaten both good industrial relations and fair treatment at work.

Udaw is a professional union and doesn't need the Government interfering in our business. We are problem solvers not problem causers. Without Usdaw our members wouldn't have shared in more than £18m compensation recovered after personal injuries or unfair treatment at work last year. Without Usdaw our reps wouldn't have received the first-class training they need to fulfil their role. Without Usdaw our campaigns like Freedom From Fear and Supporting Parents and Carers could not have achieved the political profile they deserved.

All of this is threatened by the Bill and I would urge all members to contact their local MP to register their objections.

**John Hannett**, General Secretary

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**Phone** Call the helpline 0845 60 60 640  
Office details on page 47

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# arena

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Two-year deal agreed at Tesco

## Tesco pay rise

Pay increases but premiums for long serving staff cut to time and a half



Usdaw has agreed a two-year pay deal with Tesco, which will see all hourly rates of pay rise by up to **3.1 per cent** in July and improvements to holiday pay effective from April this year.

The deal includes one approach to **premiums** for all staff working Sundays, bank holidays and overtime. In addition, the night premium window will be from midnight to 6am.

If the combined changes result in a **net reduction** in take home pay, staff will have their earnings protected with a

**compensatory lump sum** payment based on 18 months of the difference.

National Officer Pauline Foulkes said: "The deal is the result of **long and difficult** negotiations. Everyone will see their hourly rates improve.

"I understand moving to time and half premium for Sundays and Bank Holidays premium will be **disappointing news** for many long term serving staff. However the improvements represent a significant amount of new **investment in pay** and benefits and the changes mean equal

and **consistent** pay for everyone.

"Staff are currently above the Government's so-called 'national living wage' for over 25s and the new established rate of £7.62 will go **way ahead** of this, regardless of age.

"In addition, we understand that Tesco is on track to pay the UK turnaround bonus, which is a one-off payment of up to 5 per cent of annual pay. The total reward package for Tesco staff is higher than the official Living Wage and remains **one of the best** in retail."

## Takeover sparks job loss fears

Redundancies and store closures are feared after Sainsbury finally agreed a **£1.3bn** deal to buy Home Retail Group, owners of Argos, in February, subject to financial procedures.

The increased offer followed Sainsbury's unsuccessful bid late last year and has prompted speculation that as many as **245 Argos stores** could face closure or be moved into a nearby Sainsbury store.

The combined group will have around 200,000 staff, more than 2,000 stores and annual sales of almost £30bn.

Analysts claim Sainsbury will benefit from Argos's **delivery network**, its high street presence and will allow it to increase its product range.

Home Retail Group sold its **Homebase** chain in January to Australian firm Wesfarmers for £340m. Argos concessions there will move out.



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# News Tax credit deadline

All members who qualify for tax credits, but who have not signed up yet, should claim them now before the Universal Credit system begins in May

**CLAIM TAX CREDITS BEFORE THE MAY DEADLINE**



While Usdaw helped force the Government to abandon its plans to slash tax credits, low paid workers and working families still face massive **income loss** once Universal Credit replaces the current benefit system.

The cuts will **affect people** who qualify for tax credits but not housing benefit – especially low-paid workers with no

children, young parents aged under 25, disabled workers, lone parents, and couples with children where both parents work.

Recent figures show that a single parent working full time on low pay will receive over **£3,000 a year less** in Universal Credit than they do from tax credits. Households where both parents work are set to lose up

to £2,000 a year.

However, if you are already claiming tax credits, your current level of payment will be protected until you have a “significant change of circumstances” such as **stopping work, a partner joining or leaving the household, or a sustained drop in income for three months or more.**

General secretary John Hannett is urging members to claim tax credits before the May deadline. “New claims for tax credits will stop being taken in some areas from May this year, so I advise members to make a claim now so their payments are protected. If you only after Universal Credit is introduced in your area, you may well receive much less.”

## **Find out now if you qualify**

Universal Credit is already being awarded in many areas, but usually only to people who are out of work. Most working people who qualify can still claim tax credits.

- Find out if you qualify at: [www.gov.uk/qualify-tax-credits](http://www.gov.uk/qualify-tax-credits)
- Or call the Tax Credit claim line on 0345 300 3900

## SHOULD YOU CLAIM TAX CREDITS?

### ARE YOU...

- Single aged 25+, working 30+ hours, income less than £13,100 a year?
- A couple with no children, at least one is aged 25+, working 30+ hours, with a joint income of less than £18,000 a year?
- Working people who have a disability?
- Parents of disabled children?
- Parents aged under 25? –(rates are much less under Universal Credit)
- Parents – with one child and income up to £26,100, with two children up to £32,900 and with three children up to £39,000?

\* Earnings limits are for most claimants and will not apply in all circumstances – members are advised to check if they are eligible

## You're about to retire.

### Decisions. Decisions.

There's a lot to consider. How much money do you have? What can you do with it? What can't you do with it? How can you get the income you need? And be sure that income will last the rest of your life?

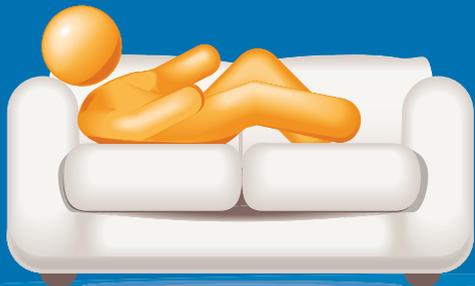
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# News Crime data

The latest figures have shown an alarming rise in abuse, threats and violence towards staff in 2015



Abuse against retail workers rose in 2015

Usdaw's Freedom From Fear campaign remains essential after the latest figures revealed a **28 per cent rise** in violence, threats and abuse against shopworkers during 2015.

The British Retail Consortium (BRC) data backs up Usdaw's own survey that showed that over half of shopworkers were verbally abused in the last year. More than 10 per cent faced **verbal abuse** on a weekly or daily basis, three in ten were **threatened with violence** and over 2 per cent were **assaulted**. Worryingly one in five shopworkers did not report a **violent attack** by a customer to their employer.

General Secretary John Hannett said: "All too often shopworkers encounter violence, threats and abuse for simply doing their job. So this latest survey from the BRC is **very worrying**.

"Clearly there is still a lot to do so our **Freedom From Fear** campaign continues and we will work with retailers to promote respect and make workplaces safer for staff and customers alike.

"Retail crime remains too high and there needs to be action to **protect shopworkers**. It is time for the Government to act by providing stiffer penalties for those who assault workers."

## SUNDAY TRADING



Government plans to deregulate Sunday trading 'by the back door' have been condemned by Usdaw as '**disgraceful, a betrayal**', and of 'breaking its own promises' while Labour have called them '**a gross abuse of power**'.

As *arena* went to press the business secretary Sajid Javid announced the Tories' plans (that give local councils the power to allow more Sunday trading) would be included in the **Enterprise Bill**, which prevents the proposals from getting full parliamentary scrutiny.

General secretary John Hannett said: "This is a disgraceful way to conduct government business. Previously the Conservatives had given assurances any changes would be fully debated. To make matters worse the Government has refused to publish the results of its own consultation on this issue.

"Such **shoddy treatment** of both houses of parliament amounts to broken promises and a betrayal of shopworkers and all those who regard Sunday as a special day. Some Conservative MPs appear to have an endless **obsession** with deregulating Sunday trading regardless of the consequences."

At least 20 Tory MPs are thought to oppose the plans.

More at:  
[www.usdaw.org.uk/news](http://www.usdaw.org.uk/news)

# Open forum



Deputy general secretary Paddy Lillis with activists at the Weekend

Black and Asian activists met up in November last year for their annual get-together to discuss getting more members involved, how to **tackle racism** and the refugee crisis.

The weekend event held in Manchester allows a unique opportunity for members from ethnic minorities to **discuss and debate** topical issues and network with like-minded individuals.

Tesco team leader **Tayo Ogunmoroti**, 35, from Salford in Greater Manchester was at the event. "It is very well-organised from start to finish and the

workshops certainly get people thinking and talking, but more importantly people are given the opportunity to express themselves," he said.

"I really enjoyed it and when I returned to work I was eager to **share my experiences** and make my colleagues aware of what the union does for all its members.

"I will be encouraging as many of my black and Asian colleagues to get **more involved** in Usdaw so they too can have the opportunity to **discuss issues** that affect them."

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# Say 'I do' to the transfer tax

# Yes!

Married couples and civil partners can use a tax transfer to save money, *arena* takes a look...

## Introduction

**T**he Marriage Allowance, announced in the 2013 Autumn Statement, allows a spouse (or civil partner) to transfer up to £1,060 of their 2015/16 tax allowance to their partner if (a) their income is below the tax threshold (currently £10,600 a year) and (b) their spouse does not pay higher rate tax which begins on incomes above £42,385 a year.

While around four million couples could claim it, up until September last year only 165,000 had received the allowance.

Couples can transfer up to £1,060 of their tax allowance



## How it works

Marriage Allowance lets you transfer £1,060 of your Personal Allowance to your husband, wife or civil partner.

Your Personal Allowance is the income you don't have to pay tax on – for most people it's £10,600 for the tax year 2015/16.

Adding £1,060 to your partner's Personal Allowance means they'll pay £212 less tax in the tax year (calculated using the basic tax rate of 20% of 1,060 = 212).

## Who can apply

You can get Marriage Allowance if both:

- your partner's income is between £10,601 and £42,385
  - you and your partner were born on or after 6 April 1935
- (If you or your partner were born before 6 April 1935, apply for Married Couple's Allowance instead).

By claiming Marriage Allowance:

- your partner's Personal Allowance increases to £11,660 - they'll pay £212 less tax
- your Personal Allowance goes down to £9,540 - you won't pay any tax if your income's less than this

You can calculate how much tax you'll pay as a couple at:

[www.tax.service.gov.uk/marriage-allowance-application/benefit-calculator/](http://www.tax.service.gov.uk/marriage-allowance-application/benefit-calculator/)

## In the know

*Thousands of usdaw members could be missing out on up to £212 a year because of a little-known tax allowance, can it work for you?*

# know your Rights

## How to apply

You can apply for Marriage Allowance online at:

**[www.gov.uk/marriage-allowance](http://www.gov.uk/marriage-allowance)**

If your application is successful, changes to your Personal Allowances will be backdated to the start of the tax year (6 April).

### How your Personal Allowances change

HM Revenue and Customs (HMRC) will give your partner their extra allowance either:

- by changing their tax code, usually to 1166M – this can take up to two months
- when they send their Self Assessment tax return, if they're self-employed

Your tax code will also change if you're employed or get a pension. Your new code will reflect your new Personal Allowance and will end with 'N'.

## If your circumstances change

You or your partner can contact HM Revenue and Customs (HMRC) to cancel Marriage Allowance. Who does this affects the date the allowance ends.

If you contact HMRC to stop transferring the allowance to your partner, it will end at the start of the next tax year.

If your partner contacts HMRC to stop receiving your allowance, HMRC will backdate the change to the start of the current tax year.

### If you get divorced or dissolve your civil partnership

Contact HMRC to cancel the allowance. You can have the change applied at the start of the tax year (6 April) you got divorced in – or the start of the next one.

If you don't tell HMRC, the allowance will end automatically at the end of the tax year (5 April).

## The future

In future years the Marriage Allowance will rise. It is fixed at 10 per cent of the personal tax allowance. So on present plans it will be **£1,100 in 2016/17**, **£1,120 in 2017/18**, and **£1,250 by 2020/21**.

## Claiming and payment

You can claim the allowance online or through the **income tax helpline 0300 200 3300**. You will need National Insurance numbers and dates of birth for you and your spouse. Lines are open 0800-2000 Mon-Fri or 0800-1600 Saturday.

To apply for marriage allowance visit:

**[www.gov.uk/marriage-allowance](http://www.gov.uk/marriage-allowance)**



# Bereavement and how to deal with it

It is an issue faced by all workers at some stage of their lives and requires sensitivity and care

## Introduction

**D**ealing with bereavement is one of the most stressful situations a person will face. Workers need to know their rights – both legal and contractual – and employers should deal with the situation sensitively. *arena*, with the help of Acas, considers the issue.



Bereavement – the most difficult time

## What the law says:

The Employment Rights Act 1996 (Section 57:A) gives a ‘day one’ right for an employee to have ‘reasonable’ time off work to deal with an emergency, such as a bereavement involving a dependant. This could be a spouse, partner, child, grandchild, parent, or someone who depends on the employee for care.

‘Reasonable’ is not defined and will depend on the situation. An employer does not have to pay an employee for this time away from work but many employers offer paid special or **compassionate leave**.

An employee may be entitled to special or compassionate leave under their **contract of employment**. Research suggests that, in general, many employees are given paid leave to deal with the death of a close family member, although Usdaw has negotiated company-specific arrangements to deal with bereavement that are more comprehensive. Members should refer to their company handbook or ask their local reps for more information.

## Good practice

An employer has a **duty of care** to employees generally and should take into account the effect bereavement might have on the employee in undertaking their duties.

Grief impacts on almost every aspect of the bereaved person’s life. It can interfere with their thought processes, concentration and sleep patterns. Fatigue, anxiety and mood swings are common. When the employer is supportive this can help to minimise the employee’s **stress levels** and reduce or avoid periods of sick leave.

*It is the most sensitive of topics and one where the employer should help and support employees during this stressful experience. Reps can help too...*

# know your Rights



## A good employer should:

- Offer their condolences.
- Ensure the bereaved employee knows they are not expected to work on the day the death has taken place and explain they must take the time off needed to deal with the situation.
- Begin a dialogue with the employee and establish how they would like to stay in contact, eg phone or email contact preferred? Are there particular times to avoid?
- Be aware that in the first few days, the employee may not wish to speak to anyone as they may be in shock.
- Be careful not to pressurise the employee into making decisions at this point.
- Ask how much information they wish their co-workers to have about the death and remember that this information is private under data protection legislation.
- Ask if the employee wishes to be contacted by colleagues.
- Be conscious of diversity within the workforce and the impact this may have on, for example, days taken to allow the employee to fulfil religious or cultural expectations such as mourning rituals.
- Be open to revising and reviewing the situation with the employee.

A conversation about when the employee anticipates returning to work may not be appropriate in the first days of bereavement.

However, it is important to start a dialogue which will allow an open discussion around how the employee is **coping**, the employer's policy on bereavement, when the employee might be ready to return to work and any adjustments that might help with this (eg a phased return).

**Remember** – every bereavement is different: some employees may feel able to return to work very swiftly, while others may need more time. The relationship with the person who died, and the circumstances of the death will all have an impact on the employee, particularly if the death was **sudden or traumatic**. It is often difficult for bereaved employees to judge how they will feel in the workplace, and a swift return to work does not necessarily mean that an employee will not need support.



## Legal protection

The Equality Act 2010 protects employees with protected characteristics from unlawful discrimination. When dealing with requests for leave employers must ensure that they do not treat some employees less favourably than others because of a protected characteristic.

Employees experiencing mental health difficulties such as anxiety, depression or post-traumatic stress disorder, which can be as a consequence of bereavement, may be considered disabled in some cases where the condition is long-term (generally defined as lasting or likely to last over a year) and the impact affects the employee's ability to undertake day-to-day activities. The Equality Act 2010 requires employers to make reasonable adjustments for these employees.

The Equality Act 2010 also protects employees from discrimination because of their religion or belief and recent decisions of the Courts mean that employers should try and accommodate religious beliefs and customs where it would be reasonable and practicable to do so.

Many religions have bereavement requirements and employers should carefully consider these against the business reasons for not observing the belief or custom. Unless the employer can objectively justify this decision, it may amount to indirect religious discrimination under the Equality Act 2010.

More information:

[www.acas.org.uk/religionorbelief](http://www.acas.org.uk/religionorbelief)

# know your Rights



## The role of the rep

**Udsw rep can play an important part in helping their members deal with bereavement by informing them of:**

- their rights to time off
- the procedures and
- the number of days available for time off and whether these are paid/unpaid.

Reps could offer to act as a liaison between the member and management and can also contact their local office if they need more in-depth advice.

## Useful websites

- Cruse Bereavement Care is a national charity offering support to anyone who has been bereaved. Services are free and confidential. For more go to: [www.cruse.org.uk/bereavement-at-work](http://www.cruse.org.uk/bereavement-at-work)
- More from Acas at: [www.acas.org.uk](http://www.acas.org.uk)

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## Top reps win recognition and awards

Activists across the UK gathered at a top Manchester hotel in January to celebrate building the fastest growing UK union...

**T**alent, commitment and dedication to the union cause was everywhere at the union's 11th annual awards night which saw nine national prizes handed out to divisional nominees during a sparkling evening.

Senior officials joined the reps to celebrate the hard work, energy and never-say-die attitude of Usdaw's small army of reps who provide a first-class service for their members day-in day-out.

General secretary John Hannett, deputy general secretary Paddy Lillis and president Jeff Broome awarded the eight national prizes chosen by the executive council from more than 750 nominations.

"This is a great night," said John. "It puts the activists centre stage and rightly so.

They are at the sharp end when issues arise and they are the face of the union. Obviously we can't have all 10,000 reps here on the night but this event shows how much they are appreciated. "Congratulations to the national winners and the divisional nominations but a big thank you to all of our reps across the UK who do a fantastic job for their members.

"Every year we have a new set of nominees and that shows how much talent we have in our ranks. This night recognised those reps who went the extra mile in 2015 and we'll be doing the same again for our reps next year for 2016. I'd recommend all of our reps to consider nominating themselves or a colleague for next year's event when the process starts again later in the year."



The 2015 national winners celebrate at the awards night



## WHAT THE NATIONAL WINNERS SAID:

“Becoming a rep was one of the best things I’ve ever done. What a night, it’s been a pleasure to be here.” **Dolores Collins**

“I couldn’t believe I’d won. I was shaking. This is a phenomenal event. I’ve had a fantastic time.” **Jayne Knight**

“Wow, I was so shocked to win. It’s a very humbling experience. It makes you feel very special – a great night.” **Kay Timbrell**

“I was gobsmacked to win. There were a lot more experienced reps there than me but it was really nice to be appreciated.” **Julienne Nicklin**

“This is a wonderful night and a great honour for me. Usdaw has put on a super show for its reps.” **Mansong Dambell**

“Good to get the recognition for the team’s hard work. It’s a proud moment for us.” **Fraser McMillan**

“This is a very friendly event and it makes you feel part of something much bigger than your own workplace.” **Gareth Hilton**

“I was delighted to get the divisional nomination, to win the national award was the icing on the cake.” **Carl Turner**

“It was a privilege and an honour to be at the awards night. It was amazing. I’ll remember it for the rest of my life.” **Daniel Forrest**

**Unfortunately Brian Judge, Davy Moore and Joshua Halliwell could not make it to the awards night.**

More pictures at:

**flickr** UsdawUnion

# Feature

# National Awards

## ROLL OF HONOUR

(Divisional letter in brackets), national winners in bold

### Most Promising New Activist

Caroline Kimi (A), Joshua Pilborough (C), Julie Haycraft (E),  
Corrina Pett (F), **Daniel Forrest (G)**, Mike Lyons (H),  
Chantal Willems (K)

### Health and Safety Rep

Peter Donoghue (A), Paul Rodwell (C), Linda Gray (E),  
Donald Briggs (F), Susan Jackson (G), Pawel Stanczuk (H),  
**Brian Judge (K)**

### Equalities

Justyna Kownacka (A), Peni Bee (C), Paul White (E),  
Karen Heppell (F), Wendy Miller (G), Jackie Gilmore (H),  
**Davy Moore (K)**

### Union Learning Rep

**Kay Timbrell (A)**, Val Cooke (C), Claire Marie Poole (E),  
Michele Jones (F), Geraldine Downs (G), Trevor Howson (H),  
**Julienne Nicklin (K)**

### Campaigns

Ray Brunnock (A), **Mansong Dambell (C)**, Nicola Hitch (E),  
Peter Currie (F), Joseph Gribben (G), Philipine Akaba (H),  
Brenda Shaw (K)

### Team Recruitment and Organising

Tesco Reps Launceston (A), **Tesco Reps Dagenham DC (C)**,  
Tesco Reps Market Harborough (E), Tesco Reps Hornsea (F),  
Tesco Reps Port Glasgow (G), Tesco Reps Dotcom Erith (H),  
Serco Reps Martin House (K)

### Individual Recruitment

Mark Atkinson (A), Lee Bracey (C), **Joshua Halliwell (E)**,  
Mandy Naylor (F), Mary Hughes (G), Agnes Bamodu (H),  
**Carl Turner (K)**

### Individual Organising

Deborah Towner (A), **Dolores Collins (C)**,  
Claire Marie Poole (E), Paul Huish (F), Shirley Marshall (G),  
Edwina Fairbrass (H), Patricia Elder (K)

### Outstanding Achievement

Anne Meacock (A), Sarah Langton (C), Leslie Roulstone (E),  
**Jayne Knight (F)**, Tony Sneddon (G), Carole Jackson (H),  
Linda Craven (K)





South Wales & Western (A)



Eastern (C)



North Eastern (F)



Southern (H)



Scottish (G)



**Who's who?** **South Wales & Western (A)** STANDING (from left): Mike Walker (deputy divisional officer), Dennis Stinchcombe, Caroline Kimi, Peter Robson, Barbara Wilson (executive councillor), Nick Ireland (divisional officer) and Janet Beer. SEATED (from left): Kay Timbrell, Mark Atkinson, Anne Meacock, Ray Brunnock, Deborah Tower and Keith Lewis. **Eastern (C)** STANDING (from left): John Bond, Christine Henry (deputy divisional officer), Paul Rodwell, Mansong Dambell, Dave McCrossen (divisional officer), Lee Bracey, Barbara Woolford and Simon Vincent (executive councillors). SEATED (from left): Peri Bee, Val Cooke, Sarah Langton, Dolores Collins, Fraser McMillan, Gareth Hilton and (inset) Joshua Pilbrough. **Midlands (E)** STANDING (from left): Leslie Roulstone, Purn White, Gareth Davies (deputy divisional officer), Gavin Dandley (divisional officer), Shaun Horton and Mark Hurn. SEATED (from left): Claire Marie Poole, Julie Haycraft, Andrea Waits and Maureen Bowen (executive councillors), Nicola Hitch and Ian Bateman. **North Eastern (F)** STANDING (from left): Mike Dixon and Brian Loughhead (executive councillors), Mark Thompson, Paul Huish, Joanne Thomas (divisional officer), Angela Partington and Karen Heppell. SEATED (from left): Corrina Pett, Peter Currie, Michele Jones, Jayne Knight, Mandy Naylor and Cathy Godfrey (deputy divisional officer). **Scottish (G)** STANDING (from left): Tony Sneddon, David Livingston, Jonathan McCartney, Daniel Forrest, Lawrence Wason (divisional officer), Jean Hession (executive councillor), Stewart Forrest (deputy divisional officer) and Peter Devine (executive councillor). SEATED (from left): Shirley Marshall, Wendy Miller, Geraldine Downs, Susan Jackson, Isabel Fyfe and Joseph Gribben. **Southern (H)** STANDING (from left): Sue Prynn (deputy divisional officer), Sujata Patel, Trevor Howson, Carole Jackson, Mike Lyons, Amy Murphy (executive councillor), Perri Hudson, Dawn Harding, John Barstow (executive councillor) and Sue Merrell (divisional officer). SEATED (from left): Steve Ford, Jackie Gilmore, Michael Marsh, Agnes Bamodu, Edwina Fairbrass and Philipine Akaba, (inset) Pawel Stanczuk. **North West (K)** STANDING (from left): Amanda Bailey-Coll and Tony Clare (deputy divisional officers), Jan Jervis (executive councillor), Mike Aylward (divisional officer) and Kevin Dolan (executive councillor). SEATED (from left): George Cunliffe, Brenda Shaw, Carl Turner, Patricia Elder, Michelle Griffiths, (inset) Julienne Nicklin.

# Membership Week

## Reps in the frontline for recruitment

The New Year saw a busy start for union activists who used the January Membership Week to sign up more new recruits

Usdaw looks set to continue as the fastest growing union in the UK after activists made the most of the January Membership Week recruitment drive.

All sections of the workforce were covered as reps and officials teamed up to deliver the benefits of the union's services to non-members.

General secretary John Hannett thanked the reps for all their hard work. "Our two national Membership Weeks are key events in the union's calendar and remain central to maintaining and increasing our presence and influence in workplaces up and down the country," he said.

"Last year we recruited around 82,000 new members and saw a net increase of around 6,000 on our total membership figure so clearly we cannot afford not

to invest resources into these initiatives.

"They are the perfect support for our organising agenda which saw more reps recruited last year too, with expert training also provided for new and experienced reps. This year our two Academies could see 100 activists participate over the six month secondment period so there's a lot going on in Usdaw."



More pictures at:

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



Sainsbury, Manchester



Tesco, York





Kettle Produce, Fife



Co-op distribution, Midlands



Morrisons, Wood Green London



Louise Murdoch, Ladbrokes Belfast



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UP TO  
**25%**  
MORE  
COMPARED TO HIGH STREET

# Legal Plus

*– looking after you  
and your family*

## *Sheila is thankful for FirstCall*

Retired Tesco shopworker **Sheila Jasper** would have lost up to £1,250 had she used a high street solicitor after she was injured in an accident outside her home.

Thankfully she contacted FirstCall and kept every penny of her £5,000 compensation award.

“My union rep Julie Day told me Usdaw members are covered for accidents and injuries 24/7 no matter where it happened,” said Sheila, 63, from Loscoe in Derbyshire.

“She gave me the number to ring FirstCall, her advice was priceless.

“It couldn’t have been easier, I gave my details and then I was put straight through to a solicitor who took care of my claim from start to finish.

“There were no hidden costs. It would have been a completely different story if I’d gone to a high street solicitor or one of those companies who advertise on TV.

“Not only would I have had to pay an Insurance premium but they would have taken

up to 25 per cent of my settlement just to cover their expenses. I also would have had to pay upfront for medical reports too.

“With Usdaw everything was free, I kept all of the money and all my legal costs were paid by the union. It didn’t cost me a penny.”

The accident happened in August 2012. Sheila broke a metatarsal bone in her left foot when she stepped into a pothole in the road outside her house.

The union pursued a claim against Sheila’s local council but they denied liability and court proceedings were commenced.

However the council decided to offer Sheila a settlement, which she accepted and her case was closed in December 2015.

“I had a team of professionals on my side, I even had the advice of a Barrister.

“Without Usdaw and FirstCall I would not have been able to finance a claim myself.”

## Value for money says Trevor

When **Trevor Spry** tripped on a pothole and broke his arm in the car park at work he knew exactly what to do.

He rang the union's free legal advice helpline FirstCall and a union solicitor took up his case.

The accident happened in May 2014 at the Morrisons store in Weston Super Mare and 18 months later he received £4,500 in settlement of his claim.

"I had no hesitation ringing FirstCall after my accident," said checkout operator Trevor.

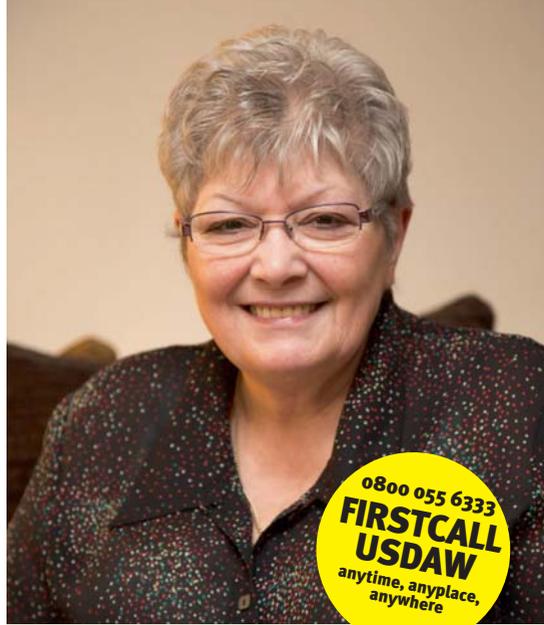
"I always read the members stories in *arena* and I keep my card handy so I knew how to contact them.

"It was so easy. My solicitor did everything over the phone and I was kept informed all the way through, it was an excellent service.

"I was off work for ten weeks, my movements were limited and I couldn't drive but having the union looking after my case helped ease the pain and the pressure of being off work.

"Not only did my solicitors deal with all the legalities but they constantly reassured me and kept me informed.

"I tell everyone to join the union. It's your security both at work and at home, definitely money well spent."



## A great service for Susan

It was FirstCall to the rescue for **Susan Langford** when she slipped on builder's rubble outside her doctor's surgery and injured her face.

On the advice of her rep she rang the union's free accident claim line and a union solicitor dealt with her case. She was awarded £3,000 in compensation.

"Until I spoke to my rep I didn't know I was covered for an accident outside of work and she told me to make the call," said Susan, 66, who works for Tesco in Walsall.

"It turned out to be excellent advice. I was really well looked after."

The accident happened in November 2013. Susan was left with cuts and bruises and damage to her eye. She had to see two specialists and was off work for a week. Her case was settled in November 2015.

"I can't speak highly enough of my solicitors. I certainly wouldn't have been able to finance or sustain a claim by myself. Usdaw membership was priceless.

"I don't understand why some people don't join the union. I dread to think how they'd be able to pay for a solicitor if they had an accident, I know I couldn't have done it without the union's backing."



“ Everything was dealt with professionally. I was very happy

**FIRSTCALL**  
For any injury,  
anywhere, anytime  
call FirstCall Usdaw  
0800 055 6333

### **Membership eased David's pain**

Union membership is your security at work, said 59 year-old **David Gloyne** when he was awarded £3,250 after he was injured in an accident at work.

The accident happened in February 2015 when he worked at the Tesco store in Hook, Hampshire.

David cut his right shin when he tripped over storage cages in the warehouse. The injury became infected and he was off work for three weeks.

The company admitted liability and his case

was settled ten months later.

“I’ve been a member for 14 years and I’ve never needed to use the union until I had the accident,” said David.

“Everything was dealt with in a really professional way and I didn’t have to pay for anything. I was sent for medicals to support my claim and I was kept informed throughout.

“I was very happy with my settlement. I tell everyone about the help and support I had from the union and tell them to join.

“Accidents do happen but with the union’s support and backing they’ll be a little less painful.”

## ***Driver Sharaz on the road to recovery***

Tesco dotcom delivery driver **Sharaz Arshad** received £19,000 after he injured his shoulder in an accident at work.

"I can't thank Usdaw enough for all the help and support I had to win my case," said the 35 year-old, from Reigate in Surrey.

The accident happened in 2012. Sharaz injured his shoulder when he was lifting a crate into the delivery van. His case was eventually settled in October 2015.

"After the accident my GP signed me off work and told me to rest my shoulder.

"During the next 18 months I was in a lot of pain. I had a series of scans and was sent to see different specialists but they couldn't work out exactly what the problem was.

"I had two operations and I'm still having physio now. I had to leave my job because I couldn't lift anything and I'm now working in an office job part-time.

"It's been a rough time but I wouldn't have got through it without the union's backing and their expert advice, Usdaw stood by me all the way.

"I'm still a member and I always encourage others to join because with the union you are not on your own, it will always be there to support you."



## **LEGAL ROUND-UP**

### ***Maureen Nicholson***

- Age: 81
- Employer: Morrisons
- Injury: Leg
- Date of accident: Nov 2014
- Case settled: Oct 2015
- Award: £4,500
- Quote: "My solicitor was absolutely brilliant."

### ***Joy Tyson-Mays***

- Age: 61
- Employer: Tesco
- Injury: Wrist
- Date of accident: Sept 2013
- Case settled: July 2015
- Award: £6,120
- Quote: "A professional service throughout."

### ***David Willetts***

- Age: 57
- Employer: Sainsbury's
- Injury: Arm
- Date of accident: May 2015
- Case settled: Sept 2015
- Award: £2,250
- Quote: "My claim was settled in four months. I was delighted."

### ***James Ramsden***

- Age: 56
- Employer: Sainsbury's
- Injury: Hearing loss
- Date of accident: Oct 2013
- Case settled: Nov 2015
- Award: £2,500
- Quote: "The union's help was priceless."

COMPARED TO HIGH STREET  
UP TO  
**25%**  
MORE  
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“The solicitors were fantastic - everything was clearly explained”

### ***Good brotherly advice for John***

Warehouse operative **John Hailey** received £3,000 when he was injured in December 2014 after his employer failed to grit the yard and he slipped on ice.

“It was just one of those things, they’d gritted all week but on the day of my accident they hadn’t and I fell heavily,” said John, 66, who works for AF Blakemore in Willenhall, West Midlands.

“I reported the accident to my manager and finished my shift. By the next day I was in agony and I had to go to hospital.

“The doctor said I’d fractured a rib and I

was off work for six weeks.

“My brother suggested I ring the union. It turned out to be very good advice.

“My solicitors were fantastic and made me feel at ease, they didn’t use any fancy big words, no jargon, everything was explained in an easy-to-understand way.

“I wouldn’t go near those ‘no win, no fee’ companies you see on the TV, I knew legal help was free with Usdaw and that I couldn’t get into trouble for putting a claim in for an accident that wasn’t my fault.

“I was delighted with the settlement. I tell everyone to join the union now, you never know what’s round the corner.”

First Call *Usdaw*  
0800 055 6333



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*Usdaw*

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# REAL LIFE: ELAINE'S CAUTIONARY PENSION TALE

Elaine Alexander took advice and foiled the scammers

## GET EDUCATED ON PENSIONS

- More at: [www.usdaw.org.uk/pensions](http://www.usdaw.org.uk/pensions)
- You can also order or download the union's comprehensive range of leaflets, posters and guidebooks on pensions from the website.
- For a round-up of all the 2015 arena Know Your Rights and Health Q&As features, visit: [www.usdaw.org.uk/arenakyspecial2015](http://www.usdaw.org.uk/arenakyspecial2015)
- You can call the pensions section at central office 0161 224 2804 or email: [pensions@usdaw.org.uk](mailto:pensions@usdaw.org.uk)
- Further information from the Government's website: [www.thepensionsregulator.gov.uk/pension-scams.aspx](http://www.thepensionsregulator.gov.uk/pension-scams.aspx)

**I**t was a lucky escape for checkout operator **Elaine Alexander** who nearly lost thousands of pounds as part of a pension scam.

The Morrisons worker was contacted out of the blue by a caller who said they were from the Government's Pensions Advisory Service. Thankfully Elaine smelled a rat and contacted the union's pensions department who advised her not to have anything to do with this so-called company.

Elaine wants to share her experience so other workers are not conned, she told *arena* her story....

### Alarm bells ring

"I was called on my mobile by a man who said he was from a government department. He obviously had my mobile number but he also knew I had a pension, which had been frozen after I left Tesco, and told me it was worth thousands. It wasn't as much as he said but he went on about government legislation, protocols and said I could access my money as easily as making a Personal Protection Insurance claim. I was a bit alarmed he knew so much about me.

"However, he sounded legit, he was very polite, very professional and said it was all part of a government-funded review. But to carry out an investigation in to my circumstances he needed me to sign some paperwork, which he would have delivered by a courier. He reassured me it was all above board.

"This all sounded very sudden to me. So I said: 'couriers are expensive why would you do that?' and he replied that the Government was paying. He told me a colleague would call me later to sort out the details.

"About a week later a woman called me from the same outfit and said a courier would call within days. I still wasn't happy and when

I tried to call the number they had called from there was no answer.

"My doubts grew and I was talking it over with a colleague at work and a customer overheard us and said 'don't do it'. It was then I decided to phone the pensions section at Usdaw who confirmed my suspicions that it was a fraud.

"Usdaw advised me to ring Action Fraud which I did.

I also rang the police.

"Meanwhile, the fraudsters still sent a courier to my door even though I'd told them not to and they called me three or four times that same day. When the courier knocked on the door I didn't answer.

"I also called the real Pensions Advisory Service

who said they never cold-call anyone so straightaway they knew fraud was being attempted.

"I was worried my signature may have been forged so I called Tesco Pensions office and explained the situation to them and said not to accept any so-called requests from me from a third-party company.

"I've put Usdaw's leaflets on the noticeboard at work to help spread the word and warn my colleagues about pension fraud.

### Massive tax bill

"All-in-all it was a very upsetting and unsettling episode. I've since found out that if I'd have signed the courier's papers I would have lost almost all of my pension and been faced with a massive tax bill from the revenue office.

"What's particularly worrying is that this firm knew my personal details and sounded very plausible. I'm just pleased I wasn't one of their victims. I'm 55 this year and the scam revolves around getting people to access their pension before they are 55, take my advice don't be tempted – you will lose thousands of pounds."



Check out the union's advice on scammers

# You can be a life saver



Usdaw members can play a big part in restocking the UK's blood supplies, it's an easy and painless way to save lives

**U**nsurprisingly the NHS blood bank doesn't fill itself. However, blood has a limited shelf-life and it's thanks to a small army of **dedicated donors** that stocks are frequently topped up..

**arena** followed David Leese (right) on his 50th visit to give blood to find out what is involved and to promote the NHS Blood and Transplant service's call for more volunteers

### System works well

"I started giving blood 18 years ago. I don't have a special reason for doing it. I just thought at the time 'I'm fit and healthy, so why not?' God forbid if something happened, but I think when we go to the hospital we just expect that there'll be plenty of blood. Obviously since I became a father you think of your family even more and it's become part of my mind-set now.

"Actually giving blood lasts about an hour and I donate

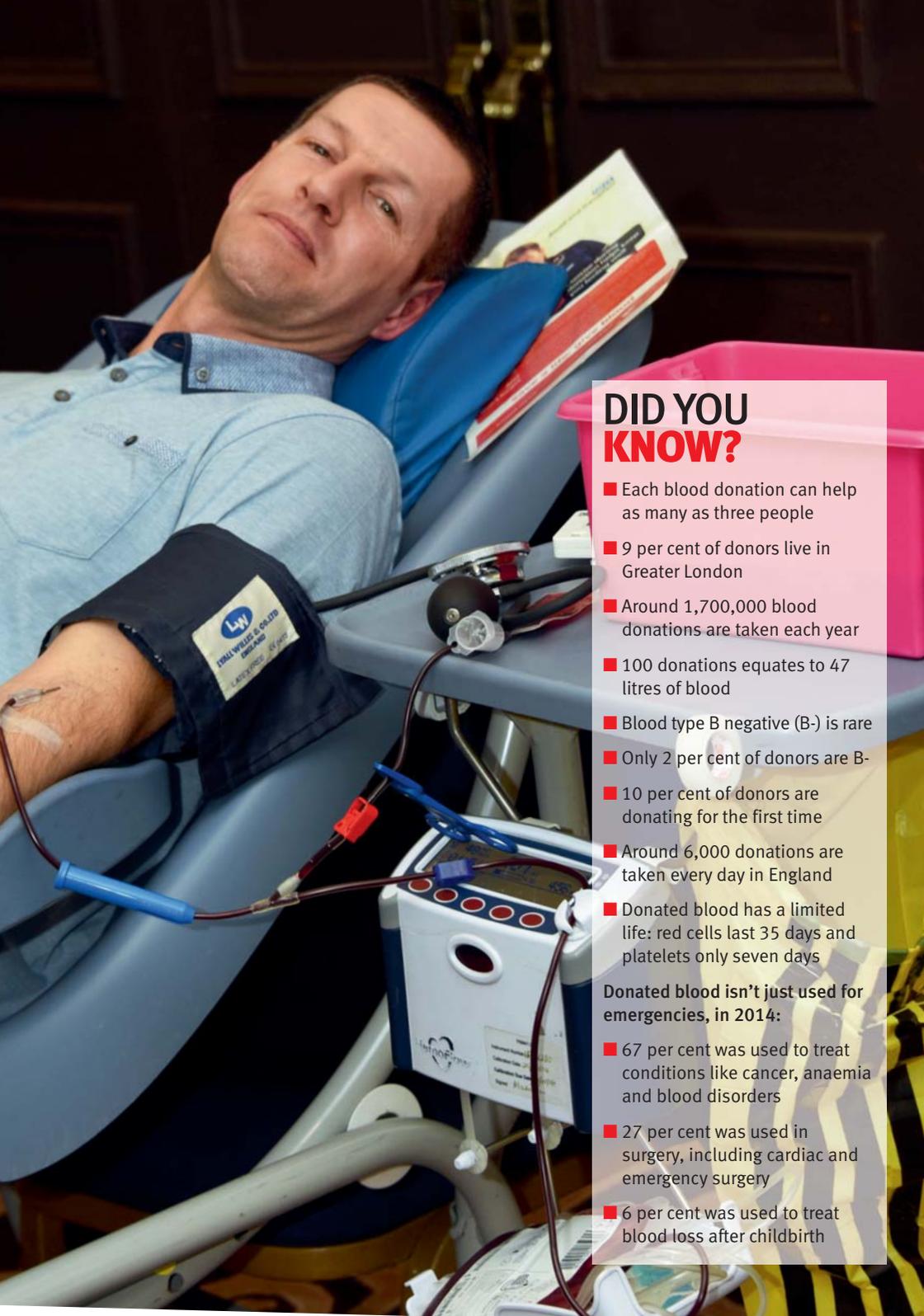
three times a year. It's all purely **voluntary**. The appointment system works very well and you're given your next one straight after each session. You also get reminders in the weeks before you're due to donate.

"So when you arrive you're offered a drink of water or juice and given a booklet to read which has advice on what will happen and why.

"You then go through your **medical screening** in private with a nurse. A tiny sample of blood is taken from your thumb so they can test your iron levels. You also fill in a questionnaire about yourself, things like 'whether you've been abroad recently' and other general questions. Once you've signed this, you take a seat and wait to be allocated a bed.

"When the nurse is ready, you're connected. It's like having a **blood test**. You feel a small scratch when the needle is inserted, it's not





## DID YOU KNOW?

- Each blood donation can help as many as three people
- 9 per cent of donors live in Greater London
- Around 1,700,000 blood donations are taken each year
- 100 donations equates to 47 litres of blood
- Blood type B negative (B-) is rare
- Only 2 per cent of donors are B-
- 10 per cent of donors are donating for the first time
- Around 6,000 donations are taken every day in England
- Donated blood has a limited life: red cells last 35 days and platelets only seven days

### Donated blood isn't just used for emergencies, in 2014:

- 67 per cent was used to treat conditions like cancer, anaemia and blood disorders
- 27 per cent was used in surgery, including cardiac and emergency surgery
- 6 per cent was used to treat blood loss after childbirth

# FACT FILE DAVID LEESE

- Age: 44
- Job: Warehouse operative, St Helens Merseyside
- Family: Married to Gill, they have a daughter Megan, 15





painful, and this part is over and done with, within seconds. It then takes about **ten minutes** to give about a pint of blood. You're encouraged to open and close your hand occasionally while this is happening. You don't feel a thing.

### Enjoyable experience

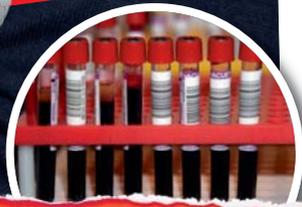
"Most people who are fit and healthy and aged 17-70 can give blood. There's a good mix of people at the sessions and the staff are as good as gold – **friendly**, professional and helpful. In fact I've been going so long I recognise some of the staff and vice versa.

"Years ago, you would get the mobile unit turning up at work but that seems to have fallen away. However, now there are venues very close no matter where you live, obviously with one or two exceptions. You can find out your nearest by entering your postcode on their website. The service is also very visible on Facebook and **social media** in general.

"I enjoy doing it and if only one or two people decide to give blood after reading this, that'll be great."

Register to give blood at:

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



## Calling all communities...

More donations are needed from the black, Asian and ethnic minority communities. Less than five per cent of blood donors are from these groups despite representing around 14 per cent of the population. Conditions like thalassaemia and sickle cell disease mainly affects these communities and benefit from donations from donors of a similar ethnic background.

# arena Health

Send your health questions to the

arena team at: [arena@usdaw.org.uk](mailto:arena@usdaw.org.uk)

## Accident book

**Q** I hurt my back last week at work lifting some boxes, when I reported this to my manager she refused to put it in the accident book saying she thought I had hurt myself outside of work. Is she allowed to do this?

Your manager should not stop you as the injured person from putting anything into the accident book. Under social security laws, employers must have an accident reporting system in place. It is the responsibility of the worker to ask for an entry to be made. The entry should record the brief details of what happened in the worker's own words.

If the manager disagrees with the worker's version of events, they can add their own comments but should not interfere with what the worker wants recorded.

If she continues to stop you entering information into the accident book get your Usdaw rep to help you to write a letter to the employer stating all the details of the accident, time, place, what happened and keep a copy for yourself.

## Rain damage

**Q** Following the recent heavy rain, our warehouse, toilets and part of the main shop were flooded with a couple of inches of water. The manager has told us to come in and clean up the mess. Can they order us to do this and is it safe?

It will depend on the scale of the problem and whether the instruction to clean up is 'reasonable'. If you are expected to clean, your manager needs to make sure you have appropriate protective equipment – boots, overalls, gloves and possibly masks or face protection if there is a risk of splashing.

People should cover any cuts with waterproof plasters and should have access to water to wash their hands when they've finished. If any electrics have been in contact with the flood

water, it should be checked by a competent electrician before workers move back into the area.

If there is serious contamination or a really major clean-up operation is needed then specialist cleaners may be required.

## Height hazard

**Q** I work in retail. I think the shelves at my store are too high. It is difficult to take stock off them especially when, for example, cereal is always 3-4 cases high and so are things like nappies and tinned fruit. After around an hour my back is killing me and I'm getting moaned at because I'm 'too slow'. How high should shelves be?

There are no rules on how high shelves can be, but there are rules on preventing manual handling injuries to workers. If the shelves are used by customers there will be practical limits to the height – because most customers need to be able to reach the goods themselves.

However, there is a big difference between a customer lifting down one box of cereal and a shop worker having to handle all the boxes on the shelf to replenish and to rotate stock. Some retailers also use the capping shelf on top of the rack as a storage space for extra stock which means workers have to be able to put cases up there and to retrieve them safely.



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

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



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

Regular handling of any items above head height is likely to cause injury so employers have a legal duty to reduce the risk. If stock does have to be handled at such heights then the employer should plan the store so that heavier items are only stocked on lower shelves and should provide aids to workers who do have to handle items on the top shelves (e.g. kick stools or steps). The equipment needs to be well-maintained and training should be provided on safe handling practices. If you are struggling to reach items on higher shelves, talk to your Usdaw health and safety rep at work.

## Freezer fault

**Q I work in a chicken factory. There was an ammonia leak from the freezer unit the other day. People were coughing and their eyes were stinging but the manager said it was OK to carry on working. Is this correct?**

Ammonia is a very powerful irritant gas at room temperature. The odour threshold for detecting the smell of ammonia is around 25 parts per million and the irritant effects start to be a problem at levels very close to that.

For most people the irritation at such low levels of exposure is reversible and they will recover when removed to fresh air. But for someone with asthma or other pre-existing respiratory conditions

the irritation can trigger more serious problems.

At levels over a few hundred parts per million the effects are so strong that people would be forced to move away to fresh air. Liquid ammonia is widely used as a refrigerant in the food industry. Even small leaks can be a problem because the liquid evaporates quickly and disperses through the air. Larger leaks can be very serious. Ammonia is flammable so there can be a risk of explosion. Large clouds of ammonia take more time to disperse and, depending on wind direction, can be a hazard for others as well as the workers in the factory.

Workers should not be expected to carry on working

when there is an ammonia leak in their area. They should be evacuated to a place of safety until the leak is stopped and the air has cleared. Normally the risk is controlled by containing any leaks in the refrigeration plant room and using automatic alarms and extract ventilation to control leaks.

If ammonia is leaking into the wider factory this needs to be investigated. Your employer should have emergency procedures in place to deal with a major leak and workers should be trained in the correct evacuation procedure when an ammonia alarm sounds.

From the situation you describe it looks like the union safety reps should be asking your employer to review the controls in your factory.

Image © Kathrine Welles / Shutterstock



**Any faulty equipment should be reported**

# Usdaw member

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15% discount on flowers with free delivery\*

See [www.usdaw.org.uk/offers](http://www.usdaw.org.uk/offers) for further details. Offers subject to change without notice.

### iSubscribe

10% discount on iSubscribe magazine subscriptions\*



### Usdaw Rewards

Shop online and earn cashback\*

Union Income

Ltd arrange Usdaw Rewards in conjunction with VAC Media Ltd.

## Usdawdrive

Car purchasing scheme

Call 0845 122 6916 or visit: [www.usdaw.org.uk/offers](http://www.usdaw.org.uk/offers) for further information.



### Vehicle Servicing Manager

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

### Usdaw Prepaid Plus Mastercard® card



Earn cashback with the Usdaw Prepaid Plus Mastercard card\*.

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### Gas and Electricity comparison site



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

### The co-operative funeralcare

Discounts for Usdaw members\*

Call 0800 289 120 or visit: [www.usdaw.org.uk/offers](http://www.usdaw.org.uk/offers)



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

Usdaw Insurance is a trading name of UIA (Insurance) Ltd. Usdaw is an Introducer Appointed Representative of UIA (Insurance) Ltd and UIA (Insurance Services) Ltd. UIA Travel, Pet and Motor Insurance are provided by third parties, see: [www.uia.co.uk/terms-conditions](http://www.uia.co.uk/terms-conditions) for details. UIA (Insurance) Ltd is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. UIA (Insurance Services) Ltd is authorised and regulated by the Financial Conduct Authority.

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

### Usdaw Health and Dental Plans



Usdaw

Dental Plan\* call 0800 037 2092. Usdaw Health Plan\* call 0800 037 2094 or visit: [www.usdaw.org.uk/offers](http://www.usdaw.org.uk/offers) for further information.



No obligation financial advice call 08000 85 85 90 or visit: [www.usdaw.org.uk/offers](http://www.usdaw.org.uk/offers)

**Retiring?** See if our Annuity Service can help, call 0345 863 0495 or visit [www.usdaw.org.uk/offers](http://www.usdaw.org.uk/offers)



Tax exempt savings plan call 0800 781 6877 or visit: [www.usdaw.org.uk/offers](http://www.usdaw.org.uk/offers)

Usdaw Suresave is brought to you by Lighthouse Financial Advice in partnership with Forrester's Friendly Society.

### The co-operative credit union

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# History makers

# Struggle, wars, wages and mergers



Usdaw's origins began in 1891 and 2016 marks its 125th anniversary. *arena* looks back from the late 19th Century to 1979...

## The late 19th Century

Retailing employed around 750,000 workers, mainly men, with around two thirds of these subject to the 'living-in' system. This meant workers were housed by the employer, usually in cramped, dirty and often dangerous conditions and paid in cash after board and lodgings were deducted.

The working week was at least 70 hours with 80 or 90 not uncommon. Attempts to introduce a legal maximum working week

of 74 hours was defeated in 1891, the same year the National Union of Shop Assistants (NUSA) was born. It went on to merge with another union to form the National Amalgamated Union of Shop Assistants, Warehousemen and Clerks (NAUSAW&C). In Manchester two Co-operative employees groups formed the Amalgamated Union of Co-operative Employees (AUCE). Their paths would cross again after 1945.

## The early 20th Century

Saw the first serious attempts to end the living-in system with strikes and demonstrations against the dehumanising practice. However, it wasn't until the 1920s when it eventually disappeared. At the same time protests against long working hours and low pay surfaced. However the onset of World War I in 1914 brought to an end the industrial unrest seen throughout the UK. At the

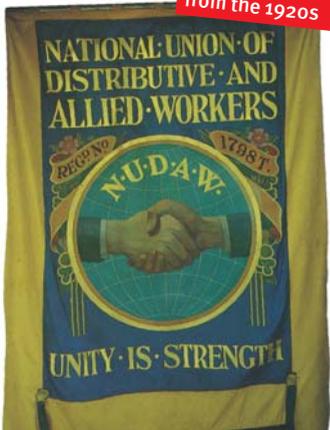


Self-service revolutionised retail

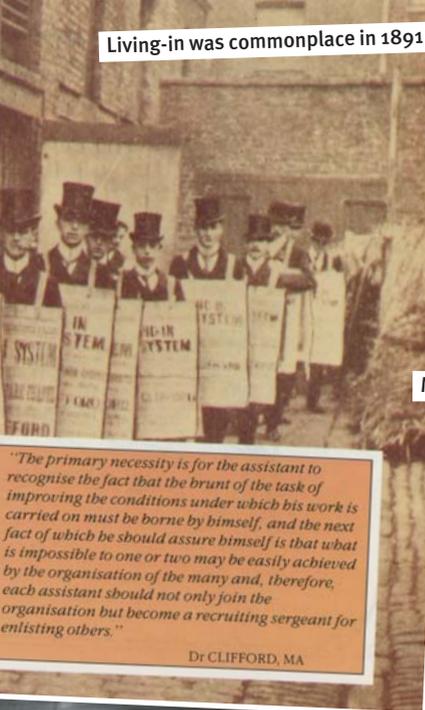
same time women entered the job market in vast numbers to replace the men who volunteered for war. It was here when the issue of equal pay became an issue for the union.

The interwar years saw recession, mass unemployment and wage cuts for many workers. The General Strike of 1926 saw thousands of shopworkers involved. One of the most famous was National Union of Distributive and Allied Workers (NUDAW) member Ellen Wilkinson, who later

An early banner from the 1920s



Living-in was commonplace in 1891



*"The primary necessity is for the assistant to recognise the fact that the brunt of the task of improving the conditions under which his work is carried on must be borne by himself, and the next fact of which he should assure himself is that what is impossible to one or two may be easily achieved by the organisation of the many and, therefore, each assistant should not only join the organisation but become a recruiting sergeant for enlisting others."*  
Dr CLIFFORD, MA



Women replaced men during the wars

Mass unemployment scarred the UK



Ellen Wilkinson MP



Equal rights was central to Usdaw

More at:

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



became an MP, and went on to lead the Jarrow hunger marchers in 1936.

During the Second World War women once again returned to the employment market and to the union's ranks.

### The mid 20th Century

After the election of the post-war Labour Government, merger talks continued and agreement was reached between NUDAW and the NAUSA&C, Usdaw was born in 1947.

In retail self-service had been imported from America by the Co-op first, and this quickly caught on with other big retailers.

Some restrictions on trading hours had been introduced in the 1950 Shops Act but late night opening up until 8pm was allowed, although Sunday trading was banned.

By the early '60s Usdaw had some success in cutting the working week (its target was 40

hours) and improving wages. Within a decade the union's membership had soared from 316,000 to 470,000 by the late '70s although its success was faced with the anti-union agenda of the UK's first woman Conservative prime minister Margaret Thatcher. A prolonged period of industrial unrest followed.

**Look out for the summer arena bringing the story bang up-to-date.**

**People  
like you**

**Welsh rep Emma had  
the force with her when  
she called for more jobs**

# Cinema star!

**N**ot many shopworkers can say they have shared centre stage with the latest Hollywood blockbuster film, *Star Wars: The Force Awakens*, but activist **Emma Hughes** can.

The Morrisons rep hit the big screen in December when she starred in a cinema advert in support of the Wales TUC campaign, Better Jobs Closer to Home.

The 43 year-old mother-of-two from Ebbw Vale was chosen to represent the valleys to encourage more employment back into the area.

"I felt honoured and proud to be part of such an important campaign," said Emma who works part-time and has been a rep for three years and was a graduate of last year's Academy1.

She is also a health and safety rep, a stand-down rep, a political activist and a member

of her divisional equalities forum.

"The message I give during the advert is 'I choose to be a union rep to help others and to stress the importance of being a union member.

"I also explain how as a union rep I saved a member's job, I expect no thanks, just the feeling that I've done something good is thanks enough for me.

"And the power of advertising works as many of my work colleagues and customers saw the advert and made really positive comments and asked if it was really me!

"Being a member of the union can mean the difference between keeping your job or being sacked and that is the harsh reality.

"That's why I do as much as I can to highlight the importance of joining the union.

"I've recently put my name forward for town councillor and I regularly attend local Labour Party meetings."

Emma's strong values have also hit home with her two children, Lauren, 14 and Bradley, 10.

"My daughter took an interest in my union work from the start and wants to be a solicitor.

"And my son often throws the Equality Act at me when I ask him to do something he doesn't want to do. I'm teaching them well!"

Have a look at:  
[www.betterjobswales.org](http://www.betterjobswales.org)



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

# Young & active



In November 2015 a new influx of delegates gathered to discuss the issues currently facing young workers. The weekend, now in its 22nd year, is always a popular event and gives members the opportunity to exchange advice, expand their knowledge and make new friends.

It was a packed agenda with guest speakers, workshops and delegates looking at both Usdaw

industrial and political issues.

Usdaw has more than 100,000 members aged under 27 and has always aimed to increase and encourage involvement among this section of the membership.

The union also operates divisional Young Workers' Committees. More information and a list of co-ordinators can be found on the website.

## Welcome to The Co-operative Credit Union!

**We're delighted to partner with USDAW to offer our services and products to your members. We're fair, honest, ethical and offer great products at competitive prices.**

We're here to help members to save or to offer safe, affordable loans that can be paid off by a standing order. Our members tell us that when they save this way they don't notice it after the first month or two.

When they take a loan they save too, it's a great way to get into the discipline of saving as while there is a balance outstanding on the loan they can't dip in and withdraw from their savings. It helps members to take control of their money and plan for the future.

The other great thing about credit unions is that they're not for profit organisations owned and controlled by members, with no outside shareholders to satisfy. We're looking forward to welcoming your members as members of the Co-operative Credit Union.

To find out more and to  
become a member:

[www.co-operativecreditunion.coop](http://www.co-operativecreditunion.coop)

The **co-operative**  
credit union

# arena Letters

Members can have their say right

here via email or post – but keep it brief!



## Save our Sundays

I sent this letter to Tom Watson MP and deputy Labour Party leader and also Ann Jones Assembly Member in Wales. I had the pleasure of meeting both Tom and Ann at a Labour Party meeting in Rhyl. This is a subject that is close to my heart, having just retired from retail work after 43 years with Marks and Spencer.

*Dear Tom and Ann,  
I find the announcement by the  
Tory government to allow local*

*councils and mayors to deregulate the Sunday Trading Law very disturbing. The Sunday Trading Law of 1994 helped protect staff who didn't want to work Sundays. This action if passed could see some shops open longer in one town and closed in the next.*

*My main concern is pay. What I want to see is shopworkers' pay for working Sundays, bank holidays and religious festivities safeguarded.*

*Some firms are against such a move, with many retail companies facing higher overheads, heating, lighting and wages etc. This could lead to loss of takings, lower profits and in the end job losses.*

*Retail employees are under increasing pressure to change their rotas without any thought to home life, childcare cover or transport to work. The Tory plan for deregulation shows scant thought to how it will be achieved.*

*I hope the Labour Party will fight against this move along with Usdaw who will be lobbying members of parliament, mayors, councillors and the general public to quash this unnecessary plan.*

*P.S. Many retail workers I know call shop work 'the new slave labour' now that is not right!*

Dudley S. Chard  
North Wales

## Aldi on TV

I watched the Dispatches programme about Aldi Supermarket Secrets on channel 4 and wish I had known about Usdaw while I was working there. A lot of the issues that were raised on the program were true and I had those issues too.  
**Cherisse Docherty,  
Scotland**

## Recruitment drive

After watching the Dispatches program last year regarding Aldi, I feel that Usdaw, if possible, target both Aldi and Lidl. I know that both companies breach many rules, yet cover themselves by making the store manager responsible, even though they have little time. The targets set are unrealistic. It is very difficult when you are in a management position to encourage your staff to join a union, but I think this really needs to be done and I think you would have many members.

**Name and address supplied**

## National insurance

Ushaw should campaign for the Government to increase the threshold for National Insurance (NI). They keep going on about people keeping more of their money through income tax threshold increases, but that doesn't help all those who don't earn that much. NI kicks in so early and is charged at a much higher rate than it used to be.  
**Alison Towers,  
Somerset**

HAVE  
YOUR  
SAY

Send your thoughts to: the editor, arena, 188 Wilmslow Road, Manchester, M14 6LJ. arena@usdaw.org.uk



£50 for the best letter

Congratulations to six members who have clocked up more than 30 years' membership and one who hit the 50 year mark...



Anne Higgins



Jeanette Thomas



Tina Harris



Rupert Hankin (centre)



Stephen Burkey



Roger Philbey



A 50 year award for Michael Gordon (centre)

You can write or email your thoughts to; the editor, arena, Usdaw, 188 Wilmslow Road, Manchester M14 6LJ or [arena@usdaw.org.uk](mailto:arena@usdaw.org.uk)

**Arena** had a big response after its winter feature on night shift working with tiredness, managing sleep patterns, staffing issues, the 'forgotten' shift, health and safety, lighting, poor or non-existent canteen facilities and much more mentioned by members who work night shifts.

### **Poor communication**

I find that night shift gets very poor communication from store management and no recognition. We also have problems getting uniform and Personal Protective Equipment. We tried to get someone from HR to start early or finish late one day every couple of weeks so they can answer our queries but nothing happened.  
**Name and address supplied**

### **Emotional distress**

Some colleagues have suffered bouts of depression but don't want to talk about it and major problems with family life has caused a marriage breakdown. Transport to and from work for people that don't drive is difficult. Being unable to leave work between 11pm and 6am is a problem especially for smokers and there's no subsidised staff canteen.  
**Name and address supplied**

### **Health & safety praise**

I suffer from sleep apnea and have done for the last 10 years. I sleep using a breathing mask, so when I stop breathing the mask clicks in and breaths for me. I also suffer from high blood pressure and take statins for cholesterol, I take tablets to control these health problems.

Safety is good and we often have walk rounds and all incidents, near misses and accidents are fully investigated. I think I am lucky to work for a company that takes health and safety and people's health issues seriously, we have a health questionnaire every two years.  
**Name and address supplied**

### **Work life balance**

Nights is an unsociable occupation. The toll on work life balance is too stressful. I would not recommend anyone work nights and shift premiums should be higher. No one should underestimate the impact working unsociable hours has on your welfare.  
**Name and address supplied**

### **Forgotten workforce**

After my last shift I'll stay awake for over 24 hours to go to sleep in the evening, other times I'm just too tired and I end up wasting an entire day either asleep or awake in the early hours. I've put on weight as it's hard to know what to eat and when. I'm often exhausted.

One colleague who had a heart attack went onto days, other people have left for health and social reasons, quite a few actually. Working nights we often get forgotten, left out, or blamed for every

problem the day shift can find. There's a 'them and us' culture. Night shift seem to be looked down upon by day shift. There are fewer staff than there used to be, but we are expected to do the same work, if not more.  
**Name and address supplied**

### **Sleeping patterns**

When on holiday I find it difficult to move from night mode to day mode and back to night mode again. My sleeping pattern then is very random. From my experiences the perception held by the majority of managers and colleagues who have never worked nightshift is that we are lazy and overpaid and that nightshift workers are a waste of time.

The company does very little to champion nightshift. People are leaving and not being replaced. This adds extra work load and stress to the remaining colleagues meaning it's harder to clear the delivery so for staff who come in during the day and have never worked nightshift it fuels that negative perception.  
**Name and address supplied**

### **Under pressure**

My colleagues find nights difficult and there is a much higher level of sickness and absence compared to day shift. This seems to range from general everyday colds and sickness bugs to depression, stress and anxiety.  
**Name and address supplied**

If you have any issues on night shift contact your local rep or speak to your local official (office details opposite)

# Communication

From Aberdeen  
to Plymouth  
Usdaw has  
offices across  
the UK

## Channels

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

**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

**Warrington**  
5 Ibis Court,  
Centre Park, WA1 1RL  
T: 01925 578050  
E: warrington@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

**Plymouth**  
First Floor, Rhin House,  
24 William Prance Road,  
PL6 5WR  
T: 01752 765930  
E: plymouth@usdaw.org.uk

**Bristol**  
Unit D Abbey Wood  
Business Park,  
Emma Chris Way,  
Filton BS34 7JU  
T: 0117 931 9730  
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

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

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

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

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

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

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

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

## Your 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. Alternatively, you can ring our national helpline **0845 60 60 640** to be connected to your local office.

### The union's head office is:

188 Wilmslow Road, Manchester, M14 6LJ

Tel: 0161 224 2804/249 2400

email: enquiries@usdaw.org.uk, [www.usdaw.org.uk](http://www.usdaw.org.uk)

### Know Your Branch!

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

### Let us know if your details change...

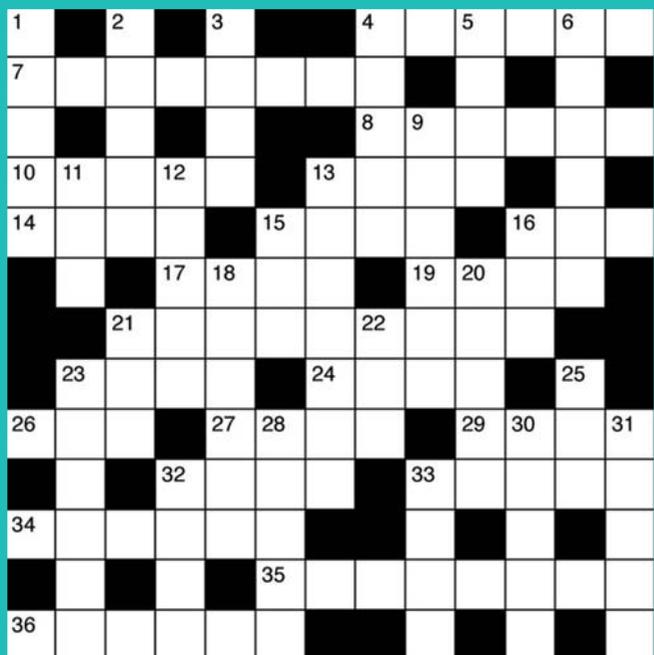
[www.usdaw.org.uk/update](http://www.usdaw.org.uk/update)

# arena Crossword

WIN  
£50!

Three lucky members will win £50 each if they answer

correctly the crossword clues below. Closing date **Day 31 March 2016**  
(Not open to Usdaw staff)



**Arena Winter crossword winners:**

**David Pace**, West Kent General H97

**Maira White**, Tesco South

Herts Retail C77

**Nkoleno Warner**, Plymouth and

District General A88

## Word up!

**Complete our prize crossword and you could be one of three members to win £50. The first three pulled out of the hat...win!**

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

### ACROSS

4. Floor covering (6)
7. Draw near to (8)
8. Attack (6)
10. Session of overindulgence (5)
13. Immoral habit (4)
14. Deception (4)
15. Roman emperor (4)
16. Metallic element (3)
17. Tense (4)
19. Plunder (4)
21. Dutch port (9)
23. Ring of light (4)
24. Corrode (4)
26. Ram (3)

27. Dingy (4)
29. Long-eared mammal (4)
32. Paradise (4)
33. Muslim religion (5)
34. Vulgar (6)
35. Rescue craft (8)
36. Mistakes (6)

### DOWN

1. Draconian (5)
2. Musical drama (5)
3. Bird of peace (4)
4. Seat (5)
5. Stratagem (4)
6. Evoke (6)
9. Chides (6)

11. Fizzy drink, informally (3)
12. Praise lavishly (5)
13. Old soldier (7)
15. Pistachio, e.g. (3)
16. Male cat (3)
18. On bad terms (2,4)
20. Solemn pledges (5)
21. Knock (3)
22. Chafe (3)
23. Quality of being funny (6)
25. Underwear item (3)
28. Spools (5)
30. Give out (5)
31. Containing nothing (5)
32. Therefore (4)
33. Mountain goat (4)

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

FOR OFFICE USE ONLY

Branch No. \_\_\_\_\_

Membership No. \_\_\_\_\_

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

Please tick the appropriate box

Ms

Miss

Mrs

Mr

Female

Male

Surname \_\_\_\_\_

Forename \_\_\_\_\_

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

Date \_\_\_\_\_

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

Tel. No. (inc. STD) \_\_\_\_\_

Mobile No. \_\_\_\_\_

Postcode \_\_\_\_\_

Email \_\_\_\_\_

Age \_\_\_\_\_

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

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

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

Location Number \_\_\_\_\_

Employee No. \_\_\_\_\_

Occupation \_\_\_\_\_

#### NOTICE

Trade Union and Labour Relations (Consolidation) Act 1992

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

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

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

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

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

Scale C

Part-time workers only

Amount per week \_\_\_\_\_

Amount per week \_\_\_\_\_

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

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

COVERED BY THE DATA PROTECTION ACT

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THERE'S NOW  
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WINNER PULLED  
OUT OF  
THE HAT!



Winner...Mark Hird



Winner...Sue Hulse

The weekly rates are **£2.32 for Scale A** (applicable to full-time and part-time workers) and **£1.45 for Scale C** (applicable to part-time workers only)

## Last issue's winners

Two lucky members were 'delighted' and 'over the moon', **Mark Hird** and **Sue Hulse** after they **won £250** each in the *Recruit A Friend* competition in the winter issue of *arena*.

Mark recruited colleague **Andrew Nunn**. They both work at DHL Argos in Darlington. While Sue recruited workmate **Kieran Hopwood** who works with her at AAH Pharmaceuticals in Stoke-on-Trent.

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

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

**Closing date: March 31, 2016**