

FirstCall Usdaw the free accident claim helpline – 0800 055 6333

arena

www.usdaw.org.uk

WINTER 2017

Q&A

**RIGHTS AT WORK
THIS CHRISTMAS**

PATRICK DHALAI
PEOPLE LIKE
YOU

DYSLEXIA
SUPPORT AND
GUIDANCE

Member offers

*Make savings
on insurance*

**ADVICE ON
UNIVERSAL
CREDIT**

**CAMPAIGNING FOR
LIFELONG LEARNING**

Reps in action

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



General Secretary John Hannett Fighting for workers' rights

It's that time of the year again, the run up to the busy Christmas trading period. There will be an expectation on staff to work longer hours. Usdaw is lobbying and negotiating with employers to try and get the best deal for members. This includes the longest break possible, an early finish on Christmas Eve and for bank holidays to be voluntary.

The issue of insecure work is high on our agenda. It was motions submitted by Usdaw that ensured the issue was discussed at both the Labour Party Conference and the Trades Union Congress (TUC). We are calling for proper and proactive enforcement of all employment rights to protect insecure workers from exploitation.

As employment rights come under attack workers will need the protection of trade unions more than ever. That is why it is vitally important we continue to recruit and organise. Usdaw is still growing as more new members join the union. The stronger the union, the more influence we will have when we negotiate with employers and lobby politicians.

Despite the disquiet shown by MPs across the parties the Government is going ahead with the roll-out of universal credit. *arena* outlines the problems with delays and what you can do to prepare yourself for the roll-out.

I know it's been a tough year for many of you so I want to place on record my appreciation and thanks to our members, reps, staff and officials for their support during 2017.

I wish you and your families a very happy Christmas and New Year.

John Hannett, General Secretary



arena

Published by

USDaw

188 Wilmslow Road,
Manchester M14 6LJ

T. 0161 224 2804

E. arena@usdaw.org.uk

W. www.usdaw.org.uk

HEAD OF MEDIA & COMMUNICATIONS

Mike Glover

EDITOR

Saiqa Khushnood

E. arena@usdaw.org.uk

REPORTER

Sarah Sherborne

EDITORIAL ASSISTANT

Paula Barke

ADVERTISING & DESIGN

Century One Publishing

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

T. 01727 893 894

E. enquiries@centuryonepublishing.uk

W. www.centuryonepublishing.uk

Advertising manager

Jonathan Knight

T. 01727 739 193

E. jonathan@centuryonepublishing.uk

Creative design, layout & production

Heena Gudka

Print

William Gibbons & Sons Ltd

Paper produced from ecologically sustainable sources.

arena is the membership magazine of the Union of Shop, Distributive and Allied Workers (Usdaw).

Published quarterly, **arena** is distributed to Usdaw members.

Copyright: Reproduction in whole or part by any means without written permission of the publisher is strictly forbidden. The publisher accepts no responsibility for errors, omissions or the consequences thereof. © **arena 2017**



Usdaw
Union of Shop, Distributive
and Allied Workers
www.usdaw.org.uk



p19



p28



p39



p10

Campaigning for respect at work

Inside this issue

FirstCall Usdaw

22 Remember you're a member How Usdaw's FREE accident claim service helped real life members.

People like you

19 Rowan Martin is busy looking after members in Corstorphine while pursuing her passion for Politics.

28 Patrick Dhalai believes everyone should have access to education so he became a learning rep.

Features

12 Know Your Rights Working over the holiday period, from contract commitments to Christmas parties.

16 Universal Credit Preparing for the new benefit system that is now being rolled out across the country.

20 Racism at work Despite half a century of race equality laws, prejudice remains a serious problem.

34 Dyslexia Looking at assessments, how the condition can affect the world of work and where to go for support.



Preventing colds and flu

Conferences

32 Retail Trades Conference Discussing key issues for retail staff at the union's second biggest conference.

42 Labour Party Conference Talking Brexit, housing and education at the annual conference in Brighton.

Regulars

30 Workplace health Colds and the flu, standing for long periods, working temperatures and waste worries.

36 Member offers Discounts and special offers from insurance to holidays and family entertainment.

45 Recruit a Friend Two prizes of £250 are up for grabs if you sign up a friend or colleague to Usdaw.



Nisbets recognition

New and improved agreement for the UK's largest supplier of catering equipment

Usdaw has had a busy few months securing new agreements and updating and refreshing old ones

Usdaw has updated its agreement with Nisbets. The updated agreement significantly builds on the previous one by giving Usdaw access to inductions, training for reps, facilities to use the noticeboard and internal mailing system, and deduction of union subs.

South Wales and Western

divisional officer Nick Ireland said: "We have had a positive relationship for years and this agreement will only strengthen the working relationship between Usdaw and Nisbets."

Area organiser Milan Pavlik, who negotiated the agreement said: "I am delighted to sign this agreement. Nisbets is a

diverse, successful and growing company. Together we have negotiated an agreement that bolsters Usdaw's voice within the company while at the same time respecting their values. This demonstrates that we are working towards the same goal, which is primarily making Nisbets a great place to work for everyone."

Win a  fitbit[®]
with
Usdaw Health & Dental Plans
www.usdaw.org.uk/win



www.usdaw.org.uk/healthplan Sponsored by Usdaw Health & Dental Plans. Closing Date 8 January 2018. Terms apply.



Pladis McVities Lifelong Learning agreement

New learning opportunities for members on site

20,000 B&M workers secure a trade union voice

Usdaw has secured a new recognition agreement with discount retailer B&M Bargains, which allows the union to recruit and organise the company's retail staff.

Deputy general secretary Paddy Lillis said: "We are delighted to develop the existing relationship with B&M, from only representing their distribution workers to now providing their shopworkers and drivers with an independent trade union voice.

"We welcome the company taking a grown-up attitude towards industrial relations, which retailers like Marks and Spencer, Aldi and Lidl could learn from. We urge these retailers to abandon their long-held resistance to recognising Usdaw as the union to represent their staff.

"Good industrial relations are founded on workers knowing that an experienced and knowledgeable trade union is ensuring they are treated with dignity, fairness and respect at work."



Factory manager Dee Smith with deputy general secretary Paddy Lillis

Usdaw has updated and refreshed its Lifelong Learning agreement with Pladis McVities allowing the company to continue its commitment to promoting and supporting Lifelong Learning opportunities for all employees.

The updated agreement provides paid time off for union learning reps (ULRs), for individuals who want to consult their ULR and for all vocational, job-related, mandatory training for employees.

ULRs can attend new starter inductions to promote Lifelong Learning, they are entitled to joint monthly meetings and will also have access to

a room, telephone, noticeboard and email. There are facilities for an on-site learning centre and a joint learning fund will be established.

Deputy general secretary Paddy Lillis said: "Both the company and Usdaw recognise the benefits of lifelong development. This agreement reaffirms our commitment to making sure all employees have the opportunities to undertake learning and development. Promoting a learning culture will encourage employees to engage and develop their own potential."



www.usdaw.org.uk/news

Parents penalised over family-friendly requests

New report shows increase in working mothers with dependent children



The Office for National Statistics reports that the number of working mothers with dependent children has soared by more than a million in two decades.

4.9 million mothers with children under 18 have full or part-time jobs.

■ Nearly three-quarters of women with school-age

children now have jobs compared with 61.9 per cent in 1996.

■ There has been an increase in the number of fathers with young children working part-time, with the rate rising from 3.9 per cent in 1997 to 6.9 per cent in 2017.

Despite there being millions of parents in work a TUC study of more than 1,000 low-paid mums and dads found that almost half of low-paid young mums and dads are struggling to manage work and childcare. 42 per cent said they felt penalised at work when they asked for flexibility which included being given fewer hours, worse shifts or even losing their job. More than half said they didn't know what their rights were and as a result many ended up taking sick leave or holiday to cover childcare.

Your rights in brief

Right to flexible working

Anyone who has worked in the same job for 26 weeks or more can ask for a change in their working arrangements. The employer must consider the request and only refuse where there are clear business reasons for doing so.

if they have worked for their employer for more than one year.

Time off for dependants

Everyone has the right to take reasonable unpaid time off work to help family members who depend on them in an emergency.

Parental leave

Parents of children under the age of 18 have the right to 18 weeks unpaid parental leave per child



For more information on your rights please visit the Usdaw website:

www.usdaw.org.uk

Shoppers warned of retail price hikes

The British Retail Consortium (BRC) called for 'swift action' to provide certainty for people from the EU working in the UK and a new immigration system fit for future needs of businesses.

Currently around 170,000 people from the EU work directly in retail accounting for some six per cent of the industry's UK workforce.

The results of its annual workforce survey showed 22 per cent of people from the EU have already left the UK workforce. The BRC warned that unless they had the right structures in place to support retailers to attract, recruit and retain workers, consumers would soon start to see price rises, less choice and availability of goods on shop shelves and slower deliveries.

It was unacceptable that 16 months after the referendum, Government was yet to provide clarity to businesses on who they could and could not employ.

The report was welcomed by Usdaw general secretary John Hannett who said: "With this report the BRC is moving the debate to try and tackle the real issues behind the headlines.

"The research in the report illustrates how important the EU migrant workforce is to retail, especially the distribution and logistics that support the sector."

"We need a debate, based on facts and evidence, as to what the post-Brexit retail sector will look like."

Pride in Morrisons

After listening to feedback from staff and customers Morrisons has set up a new network for LGBT staff.

This will enable staff to get to know colleagues from different stores and sites, share stories and news, provide support and arrange events.

The network isn't just for LGBT staff but open to anyone who is interested in supporting LGBT diversity.

To join you will need to search for the event on Colleague Facebook and click 'going' or email LGBT@morrisonspc.co.uk. If you're not a member of Colleague Facebook, please email your details to facebook@morrisonspc.co.uk

Tesco sales growth

Tesco's interim results showed the company remains on track in its goal to turn the business around. 2016 marked Tesco's first year of like-for-like UK sales growth for seven years, and the trend has continued through 2017.

The company will reintroduce its dividend this year of 1p per share, more than two years after it stopped paying them. It expects to pay a larger final dividend of around 2p per share, underlining confidence in the progress of its turnaround programme.

Speaking out against abuse



General secretary John Hannett, deputy general secretary Paddy Lillis and the union's political committee took Usdaw's Freedom From Fear campaign to Westminster in October. Thirty-five MPs turned out to support the campaign including former Usdaw political officer Ruth George who is now Labour MP for High Peak.

HOME DELIVERY

ACROSS THE UK ON ALL VEHICLES



59 REG FIAT 500 1.2 POP 3DR WHITE 31K

NOW ONLY €4450

13 REG KIA CEE'D
1.4 CRDi 1 5DR 70K



NOW ONLY €5159

66 REG MERC C350E SPORT
4DR AUTO HYBRID BLACK 13K



NOW ONLY €25400

63 REG MINI 1.6 ONE D 3DR
WHITE 66K



NOW ONLY €6038

11 REG TOYOTA AURIS 1.8 VTI
HYBRID T4 5DR AUTO SILVER



NOW ONLY €6878

14 REG TOYOTA YARIS 1.5 VVT-i
HYBRID NAV 5DR BLACK 45K



NOW ONLY €8999

11 REG BMW 116D
SPORT 5DR RED 49K



NOW ONLY €7799

61 REG VW PASSAT 1.6 TECH
BLUEMOTION S EST WHITE 92K



NOW ONLY €6316

62 REG VAUXHALL ZAFIRA 1.6i
(115) EXCLUSIV 5DR RED 40K



NOW ONLY €6147



Part Exchange
Welcome



Full History
Check



Flexible Finance
Available



Nationwide
Delivery

**UP TO 4,000 USED CARS PRICE CHECKED DAILY,
COMPREHENSIVELY CHECKED & FULLY GUARANTEED**

HASSLE FREE, RISK FREE CAR PURCHASING FOR USDAW MEMBERS AND THEIR FAMILIES

Usdawdrive

CALL 0333 130 0290
USDAWDRIVE.CO.UK  

Finance subject to status. Terms and conditions apply. Applicants must be 18 or over. Guarantee/indemnity may be required. We can introduce you to a limited number of carefully selected finance providers. We may receive a commission from them for the introduction.

Pensions and auto-enrolment

News

New review questions qualifying age for workplace pension

The Government's review of auto-enrolment may recommend that the minimum qualifying age should be reduced to 16.

At present employers are legally obliged to automatically enrol workers between the age of 22 and their state pension age if they are earning over £10,000, into a workplace pension.

The removal of the lower age limit will see millions more young workers enrolled into company schemes.

The aim is to create a new culture of teenage pension saving in the UK.

Auto-enrolment has been hugely successful and 8.5 million people have been enrolled into a workplace pension. By 2018, when the roll-out is complete, it is expected that up to 11 million people will be saving. The Office for National Statistics figures revealed occupational pension scheme membership hit a record high of 39.2 million people last year.

Udswa gave valuable feedback to the 2017 auto enrolment review which the Department of Work and Pensions is expected to publish by the end of the year.



Justice at last!



The Supreme Court has recently ruled that same sex couples who are married or in a civil partnership should have exactly the same pension rights as heterosexual couples.

Employers were previously allowed to exclude any pension rights earned prior to 2005 for same sex couples.

This is an issue Udswa has been proud to support.



Union elections

The elections for Udswa's general secretary, president, and executive council (the union's ruling body) are now underway.

Nomination forms were sent to branches in early October and returned by 13 November 2017.

Postal ballot papers and election addresses will be sent to all members from 15 January 2018 to be returned by Friday 9 February 2018.

These elections will be conducted by the independent Electoral Reform Services.

UPDATE YOUR DETAILS

Any member who has changed address recently should notify the union's records section at central office as soon as possible to ensure they receive their ballot papers.

email: records@udswa.org.uk

phone: 0161 413 0913

online: www.udswa.org.uk/update



0161 413 0913



www.udswa.org.uk/update



records@udswa.org.uk

Freedom From Fear

Abuse is NOT part of the job

arena offers support and practical advice on what to do if you are suffering violence or abuse in the workplace

Everyone has the right to go to work, carry out their job, and come home without having to face violence and threats while doing so. Usdaw's Freedom From Fear campaign works to prevent abuse against workers by engaging the public, retail workers and the Government.

The union works with reps and employers to make sure that systems are in place to report and tackle abuse and that companies take it seriously.

If you get harassed make sure you let your Usdaw rep know what is going on and follow this checklist:

What to do if a customer harasses you

1. Stay as calm as possible.
2. Do not tackle the situation on your own. Call for a manager to come to you, or go to them.
3. The manager should explain that harassment of

staff will not be tolerated.

4. Let your Usdaw rep know what has happened.
6. Always report to management any harassment by customers inside or out of the store.
7. Always report to management when you see a banned person re-enter the store.

What should your employer do?

The company has a legal duty to take all reasonable steps to prevent harassment taking place where it is within their power to do so.

They should apply good employment practices to prevent harassment or reduce the extent of it. This includes making it clear to customers that harassment of staff will not be tolerated.

What if your employer fails to protect you?

Discuss the matter with your Usdaw rep or your area organiser.



If the informal route doesn't work, they can help you lodge a formal grievance.

Penalty plea

General secretary **John Hannett** said: "I have been shocked by the leniency of some of the sentences for assault of workers. Around 200 shopworkers are assaulted every day and it is time to say enough is enough. This Government has on five occasions blocked Labour's attempts to provide stiffer sentences for those who assault workers. That is why Usdaw welcomed an early day motion, with cross-party support, calling on the Government to introduce legislation providing an additional penalty for those who assault workers in the course of their duties. We must send a clear message that assaulting workers who are serving the public is totally unacceptable."



Results of Usdaw's 2016 survey, based on 2,805 responses, show that over the last 12 months 50 per cent of shopworkers were verbally abused and 29 per cent were threatened. 8 per cent have been assaulted, with 32 per cent not reporting the incident. The 2017 survey is currently being compiled.



www.usdaw.org.uk/FFF

Police caution

A customer who was too drunk to be served refused to leave. While staff were trying to escort him out of the shop he kicked and punched three members of staff. He also spat in the face of the store manager. The police were called and he was given a police caution.

Physical assault

A man grabbed a shopworker and pushed him back against a window. He then walked off shouting that he was going to 'get him'. In court, he was told his suspended sentence for a previous offence would not be activated.

Negative result

A shopworker was punched on the jaw when she asked a persistent shoplifter to leave, because they'd been barred from the store. The shopworker gave a statement and the police saw the CCTV footage. The attacker was arrested but nothing more has happened.

Spotlight on your rights at work this Christmas

Usdaw will be negotiating with employers to try and get

the longest break possible for members this Christmas

Introduction

By now most employers will have finalised their Christmas trading hours. Tough competition in the retail sector means that retailers will be looking to open shops, particularly convenience stores, for longer. This will put additional pressure on staff to work longer hours to accommodate the Christmas shopping spree.

Udaw is lobbying and negotiating with employers to try and get the best deal for members.

The union negotiates against a backdrop of statutory rights that are more limited than many people think, with workers' rights largely dependent on their contract of employment and trade union/company agreement.

We will be lobbying employers for:

- The longest break possible.
- Shops to close early on Christmas Eve.
- All shops to be closed on Christmas Day.
- Bank holiday working to be voluntary.
- Premium payment for working on bank holidays.

Q Christmas Eve falls on a Sunday. What does this mean for me?

As Christmas Eve falls on a Sunday, stores will be covered by the Sunday trading rules.

- Stores in England and Wales, except for smaller convenience stores, can only open for six hours between the hours of **10am** and **6pm**.
- In Northern Ireland, larger stores will only be able to open between **1pm** and **6pm**.
- There is no Sunday trading hours legislation in Scotland.

The union is seeking a closing time of **4pm** for all stores on Christmas Eve. We are also seeking assurances from retailers that they will not exploit the absence of Sunday trading legislation in Scotland to open stores for longer hours than in the rest of the UK.



arena answers some of the most frequently asked questions on festive rights including working over Christmas/New Year, premium payments, sickness and working in the cold

know your Rights



Q Are Christmas Eve and New Year's Eve treated as normal working days?

Yes. You will be expected to work your normal contractual hours. However, many stores allow staff to come in early so that they can finish early.

Q Will my store be open on Christmas Day?

The Christmas Day (Trading) Act does not allow large stores to trade on 25 December. Although the legislation permits convenience stores to trade, Usdaw would urge retailers not to open any stores on Christmas Day. You should check your trading hours to see whether or not your store will be open.

Q Do I have to work on a bank holiday?

There is no legal right to take time off on a bank holiday. Whether or not you have to work will depend on your contract of employment. Usdaw believes that any store that opens on a bank holiday over the festive period should be staffed by volunteers.

Q Does that mean I have to work on Boxing Day?

Unfortunately, many employers treat Boxing Day as a normal working day. Some even open earlier than usual. Whether or not you have to work will depend on your contract. Shopworkers deserve a decent break over Christmas - Usdaw believes shops should remain closed on Boxing Day. If stores do open they should be staffed by volunteers and receive premium pay.

Q Am I entitled to premium payments for working a bank holiday?

Any premium payments will be outlined in your contract of employment.



Q My store is closed on Christmas Day. I have been told I have to make up the hours. Is this correct?

Some employers require staff to make up any lost hours, use holiday entitlement or take unpaid leave for the hours when stores are closed. The union is urging employers to pay staff their normal wages for any contracted hours when stores are closed over Christmas and New Year.

Q My manager said we have to behave 'appropriately' on our Christmas works' do otherwise we could be disciplined. Is this correct?

This will depend on the circumstances. If you bully, harass, discriminate, engage in lewd behaviour, bring the company in disrepute or commit a criminal offence then the company will be under a duty to take action. This would be the case even if your work's party is outside of working hours and away from your workplace. Your employer would have to hold an investigation meeting to establish the facts and then make a decision on whether or not to take disciplinary action.

Q My manager says if I am sick over the Christmas period I will be disciplined. Is this correct?

All employers have a sickness absence policy that outlines acceptable levels of attendance. The first thing you must do is notify your employer that you are sick. Whether or not you are disciplined will depend on a number of factors such as your absence levels, whether you have a pattern of going off sick over the Christmas period etc. We would always advise members to seek the assistance of a rep before going into any disciplinary meetings.





Know your Rights

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

Your employer has a duty to maintain a reasonable temperature of 16 degrees (or 13 degrees for physically demanding work). During severe cold weather there are a number of steps employers can take:

- Limit the time employees have to spend in the cold.
- Provide extra warm clothing like fleeces and gloves.
- Make sure there is somewhere warm for rest breaks.
- Provide free hot drinks.
- If heating breaks down hire temporary heaters.

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

Usdaw has been running its Freedom From Fear campaign for a number of years. As part of this campaign the union holds a Respect for Shopworkers Week in November to promote the message that 'abuse is not part of the job'. In addition, we would advise anyone who experiences abuse or threats to report it. Only by reporting it will we be able to tackle the problem.

For more information about your rights at work please visit:



www.usdaw.org.uk

Benefit changes

Universal credit is coming

Lengthy delays in the roll-out of the new all-in-one benefit, Universal Credit, leave claimants in debt and rent arrears

Universal credit is a benefit for people of working age. It rolls together six benefits (including unemployment benefit, tax credits and housing benefit) into one online-only system. The aim was to simplify the social security system and ensure that people would be better off in paid work.

What are the problems with the system?

Currently claimants have to wait between 42 and 60 days for their first payment. People on low incomes often have no savings to tide them over during this waiting period, forcing them to turn to loans and food banks. A Department for Work and Pensions (DWP) evaluation found:

■ **42 per cent** of all families surveyed said the wait for the first payment to be processed and DWP administrative errors were the cause of their rent arrears.

■ **Half** of new claimants needed a DWP loan for living expenses while waiting for a first payment.

■ **One-third** borrowed cash from family/friends.

■ **One in 10** took out loans with payday or doorstep lenders.

Critics from across political parties asked the Government to pause its roll-out to fix the flaws in the system but the Government confirmed the roll-out will go ahead as planned.

Campaigning for change

After forcing the Government in a u-turn on tax credits in 2015 Usdaw has been campaigning hard on the issue of universal credit. We have repeatedly highlighted that the new scheme is a ticking time bomb that will leave many working families worse off when they are transferred onto it.

Udaw is seeking three fundamental changes that will help get the troubled project back on track to **support**, not penalise, working families:

■ Increase the 'work allowance' and reduce the 'clawback' providing an incentive to enter employment and progress in work.

■ Lower the six-week waiting time to counter unnecessary hardship.

■ Address the systemic problem for claimants on weekly and four-weekly pay.

Udaw Labour MPs have been working hard to represent the interest of our members in Parliament:

Udaw Labour MP Ruth George: "The Institute for Fiscal Studies says that a further three million working families will be made, on average, £2,500 a year worse off. Universal credit is never going to work for working families."

Udaw Labour MP Frank Field, chairman of the Work and

Pensions Select Committee

on universal credit: "The Department for Work and Pensions has no idea about the operation of its flagship policy... it beggars belief that they decided to press ahead on this collision course totally in the dark."

Shadow Work and Pensions Secretary Debbie Abrahams:

"The social security system is meant to protect people from debt and arrears. We must pause and fix universal credit now, before millions are made worse off."

We can only win the campaign by having a parliamentary voice and that's why we have a political fund.



HOW CAN I PREPARE FOR UNIVERSAL CREDIT?

Be aware you might be worse off

Usdaw's analysis reveals that a couple with children earning just above the so-called 'National Living Wage', one working full-time and one part-time, would be £1,866 a year worse off. Others at risk of being worse off under universal credit are disabled people, families with disabled children, single parents and larger families.

Claim all your benefits now

It is important to claim all benefits you are entitled to now. Check your entitlement at www.entitledto.com

Managing an on-line claim

All claims will have to be made online. If you don't have internet access, find out where you can get it eg your local library or Job Centre. If you are struggling then contact your local Job Centre for help.

Decide on your bank account

Universal credit will be paid as a single payment to each household. If you have a partner you will need to decide which bank account you want to use, or set up a joint account.

Paying your rent and council tax

Your universal credit award will include an amount for housing costs and council tax. Your landlord or local authority will no longer receive these payments separately – you will receive the money to pay these

bills yourself. You need to start paying them straight away before arrears build up. In some circumstances (eg if you have a learning disability, severe debt or rent arrears) alternative payment arrangements can be made.

Pressure to increase work hours

There are no minimum hours of work to claim universal credit however you are expected to try to earn the equivalent of 35 hours a week at the minimum wage (unless you are the primary carer for a child under 13).

What to do if you are suffering financial hardship while waiting

Advance payments are available to claimants to see them through the waiting period. These are **loans** that must be repaid within six months. You may also be able to get help from your local authority's welfare assistance scheme.

Help if you've been sanctioned

If you think you have been sanctioned unfairly, challenge it. The contact details will be on the letter sent to you about your sanction. Seek advice from Citizen's Advice: www.citizensadvice.org.uk

What to do if you have no money because of your sanction

Apply for a hardship payment which must be paid back when your payments resume. See the advice from Turn2us at: www.turn2us.org.uk

Education in action

Usdaw's Summer School remain popular with reps wanting to learn more about the union, ADM, organising and recruiting

Usdaw's Summer School1 and Summer School2 took place in September.

The schools run a week-long course designed to foster collectivism and working together.

During Summer School1 participants learn about what the union does, its organising agenda, ADM, how to write propositions and speeches as well as working on their

presentation skills. They then put into practice what they have learnt by holding a campaign day and recruiting.

Second Series Summer School aims to develop further knowledge and understanding of Usdaw's campaigning and organising methods and improving workplace industrial relations.

The feedback from the attendees about the course and the tutors is always incredibly

positive which make the Summer Schools Usdaw's most popular training events.

First Series Summer School is open to members and reps, regardless of experience.

Second Series Summer School is open to those members who have attended either the First Series Summer School or have been on Usdaw's Academy. Each divisional council decides who will represent their division.



Remarkable rep Rowan is eager to see young members get active with Usdaw

People like you



Unstoppable

Shopworker **Rowan Martin** is one of Usdaw's 500-strong group of active reps who are aged 26 and under.

The 22 year-old works at Tesco in Corstorphine and became an active member of Usdaw last year.

"Being a rep has boosted my confidence and communication skills in all aspects of my life and I've met lots of great people," said Rowan.

"I'm part of a group of eight reps in my store and we all work really well together.

"We have monthly meetings and we've created a WhatsApp chat group so we're all on hand to help each other.

"We recently held a successful Legal Plus campaign day and invited a solicitor

along to join us to talk about the union's legal service. He was positively received by our colleagues as many of them had no idea that Usdaw membership also includes free legal advice.

"On behalf of my store I also attended the Tesco Pay Review Briefing 2017. This was an interesting experience because we learnt about the complex pay

“

Recruiting young reps will keep the union strong

review process and the sheer number of meetings Usdaw had with Tesco to reach the two-year pay deal."

Rowan has a passion for politics and when she is not at work she is busy studying for a degree in History and Politics at the University of Stirling.

"Politics has always been something that I've been interested in but the Scottish Independence and EU referendums encouraged me to take more notice as they would have such an impact on our lives.

"International Politics and human rights are my favourite parts of the course so I've focused my dissertation on whether the United Nations effectively protects human rights.

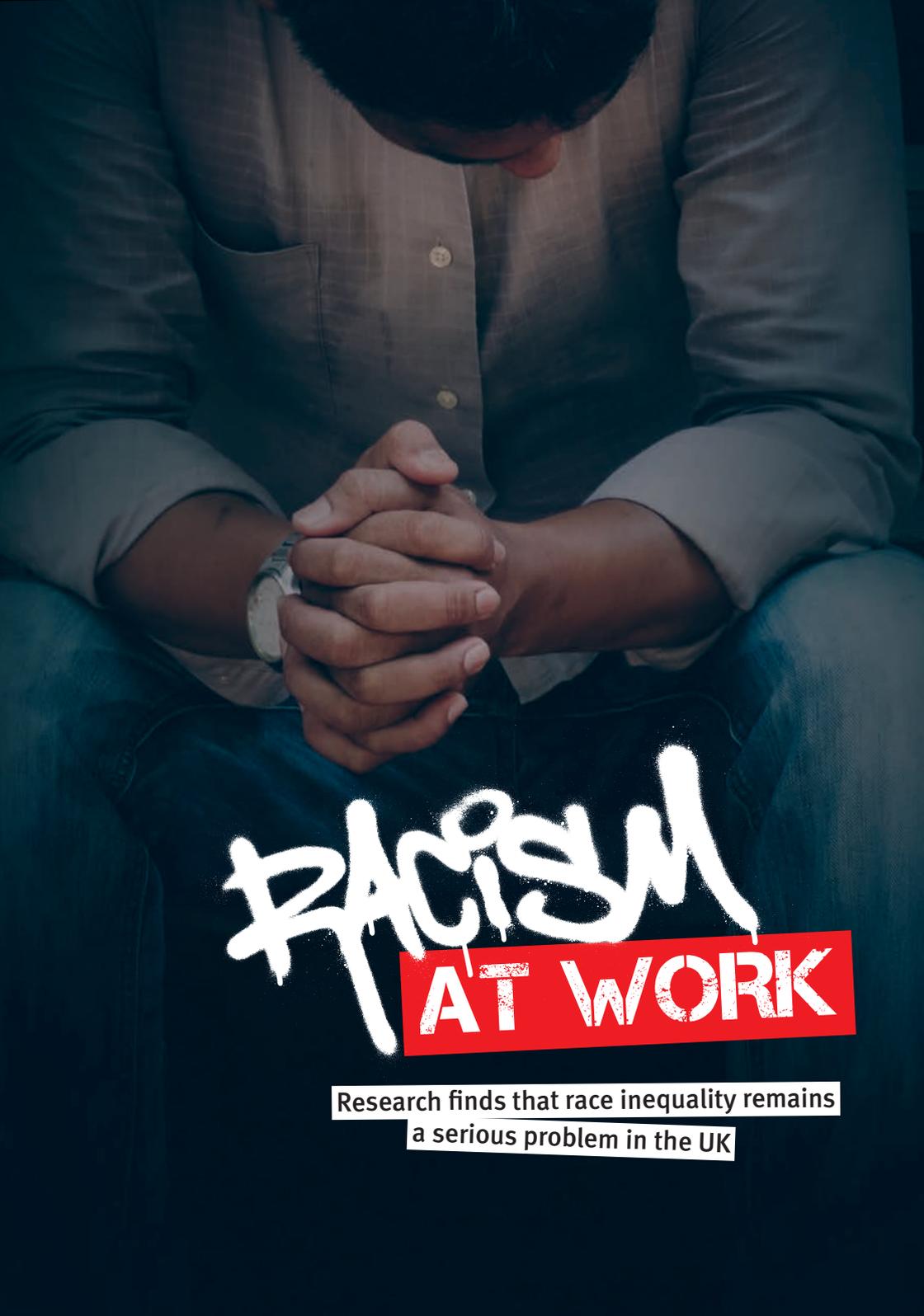
"Unions are a key part of democracy and I believe that it is really important for young members to think about becoming active.

"Recruiting young reps will keep the union strong and ensure that young workers are represented."

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



www.usdaw.org.uk/bearep



RACISM AT WORK

Research finds that race inequality remains
a serious problem in the UK

A number of reports have found that despite more than half a century of race equality legislation, inequality remains a serious problem in the UK. Recent statistics show that black, asian and minority ethnic (BAME) workers are more likely to be unemployed or in temporary/insecure work and less likely to be promoted or trained than white workers.

Research in racism

In 2009, research carried out by the Department for Work and Pensions found that despite sending almost identical CVs, those that were sent under a traditional British-sounding name were far more likely to be called for an interview than those CVs with ethnic minority sounding names. This is the first hurdle for many BAME workers. Once in work many will experience racism. A major TUC report on racism at work published this year found that more than a third (37 per cent) BAME workers have been bullied, abused or singled out at work.

Once in work it seems many BAME workers find it difficult to progress into senior roles. The Guardian in partnership with Operation Black Vote found that from a list of over 1,000 of the UK's top financial, judicial, cultural and security figures only 3.4

per cent (36) were from ethnic minorities. Less than one per cent were BAME women.

■ In some sectors – the police, military, supreme court and security services as well as top consultancies and law firms – there were no BAME people in the top positions.

■ While the project concentrated on BAME diversity, it also showed that women account for less than a quarter of the names on the list. There are fewer women among the FTSE 100 chief executives than men called David.



Minorities are still at the sharp end of discrimination

Very little change

The study Racial Prejudice in Britain Today, released by the National Centre for Social Research found that there had been little change in attitudes to race and ethnicity over the past 30 years. The study found that 26 per cent of Britons described themselves as 'very' or 'a little' prejudiced towards people of other races.

As arena went to press the Government released its findings of the race disparity audit that Theresa May ordered when she became Prime Minister.

Government departments were asked to identify and publish details of the varying experiences and outcomes of

different groups when using public services in healthcare, education, employment and in the education system.

Early data released by No. 10 suggests the audit will confirm what previous research studies have already shown namely that:

■ Black workers are significantly less likely to own their own homes than their white counterparts.
■ Black communities are still disproportionately affected by unemployment. They are currently twice as likely to be unemployed than white workers.

Uncomfortable findings

General Secretary John Hannett said: "These findings shine an uncomfortable light on the state of race equality in the UK today. Although trade unions and other campaigning organisations have made a huge amount of progress challenging racism and prejudice over the last few decades these findings suggest a trend towards intolerance in all institutions from employment to housing.

"They reflect what most trade unions already know; that minorities are still at the sharp end of discrimination and disadvantage. The lack of diversity at the top levels in the financial, judicial, cultural and security sectors is deeply troubling. This coupled with a rise in racial harassment and lower job prospects for BAME workers show that a lot more work needs to be done."



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

Legal Plus

*– looking after you
and your family*

Hassle free claim for Andrew

Usdaw rep **Andrew Bailey** was awarded £2,500 in compensation thanks to FirstCall after he was involved in a road traffic accident in December last year.

The HGV driver was on his way to work at Muller Wiseman Dairies in Manchester when another driver crashed into the back of his car during standstill traffic on the M60 motorway.

"We both pulled over onto the slip road and exchanged details," said Andrew, 51. "I was in a bit of shock at the time so I didn't really think much about any injuries, I was more annoyed that someone had driven into the back of me.

"As the day went on I began to feel ill. I went to the doctors the following day and was diagnosed with a mild concussion and whiplash. For the next six months I suffered with chronic pain 24 hours a day."

Andrew has been an Usdaw rep since 2015

so he already knew about the union's FirstCall service. He rang them a few days after the accident.

"I've taken advantage of the union's legal plus services in the past, such as the free half hour with a solicitor, but this was the first time I had used FirstCall.

"From start to finish they dealt with everything," said Andrew. "There was practically no paperwork to fill out, and if they needed anything from me they talked me through it.

"I was kept up-to-date throughout the process and my claim was sorted within a year.

"The FirstCall service is one of the major selling points of union membership and as a rep I always promote it to members and non-members.

"I just want to get the message out there. There's no point in using these 'mickey mouse' high street solicitors and paying a fortune for their services when it is all covered by your union membership!"

Union membership is invaluable

A nasty slip caused fishmonger **Jenny Mulcahy** to suffer permanent nerve damage to her back. Thanks to FirstCall she was able to make a successful claim for compensation as part of her union membership.

The 31 year-old was working in Morrisons in Sheppy on the fish counter in July 2013 when the accident happened.

"The counter was faulty, the fans had stopped working and the unit had been leaking water for weeks," said Jenny. "We had been advised to put cardboard down to soak up the water but it was just becoming mushy and making things worse.

"As I was walking around the counter I slipped. I tried to grab onto the workbench to stop myself but ended up twisting my back as I fell. I was the third member of staff to slip at the counter in ten days."

The following day Jenny experienced

tightness in her chest and went to see her GP who prescribed pain relief and advised her to take time off work. She was eventually diagnosed with thoracic damage and temporarily signed off work.

Jenny returned to her job but continued to suffer with pain in her back causing her to take more time off.

"While off work, there was a management restructure and my role was changed without my permission," said Jenny. "It was at this point I decided to contact the union. They offered me support and pointed me in the direction of FirstCall.

"A solicitor called me back the same day and told me I had a good claim.

"FirstCall was easy to use and I was kept informed every step of the way. The union offered me the support I desperately needed. I wouldn't be without my union membership."



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

THE MOTOR INSURERS' BUREAU

If you are involved in a road traffic accident either as a driver or a pedestrian and the driver of the other car is uninsured, or leaves the scene and cannot be traced, you can make a claim through the Motor Insurers' Bureau (MIB).

The MIB will consider claims for vehicle and property damage as well as injury where compensation cannot be claimed from another source such as an insurance company. It also covers hit-and-run victims.

You should follow the usual recommendations if you have an accident and get details of the driver, the vehicle, phone number(s), email address and photographs if applicable.

You should report the incident to the police and get a crime reference number.

The MIB was founded in 1946 to compensate the victims of negligent, uninsured and untraced motorists. It is funded by a levy on insurance companies.



Justice for RTA victim Lesley

Shopworker **Lesley Ward** didn't know how she was going to get justice when she was knocked over by a taxi in December last year. Luckily FirstCall Usdaw were on hand to help.

"I ordered a taxi to take me home from my daughter's house," said Lesley, 56, who works for the Co-op Group in Manchester. "After the journey I got out and began to walk behind the car. The driver then reversed without checking his mirrors and knocked me over.

"After it happened I was in shock. All I could think about was that the driver might not realise I was there and reverse again. I was kicking the car to get his attention. Eventually he saw me and got out to check I was ok. All I wanted to do was get home so I didn't take any details.

"I was badly bruised down one side and over the next few days the pain got worse. My doctor diagnosed whiplash and told me to phone the police, but they couldn't do anything because of lack of evidence. I had a text message from the company, and the make of the car, but that wasn't enough.

"It was at that point I turned to Usdaw. I wasn't sure if the union could do anything but I thought it's worth ringing anyway.

"Thankfully they managed to sort everything. It didn't matter about the evidence, they got in touch with the Motor Insurers' Bureau, who took on the claim. I was kept informed every step of the way and 10 months later I got a cheque in the post for £2,800. I was over the moon.

"I very much believe in the union and the service, for the small amount of money it costs to be a member everyone should sign up."

FirstCall was 'simplicity itself' for Tony

FirstCall offered some much-needed support for shopworker **Tony Packer when a court case followed an incident at work.**

The 69 year-old, who works at Sainsbury's in Newport, suffered whiplash after being struck in the face by a heavy fire door in November 2015.

"I was in the locker room at the end of my shift and about to reach for the door when a colleague swung it open with force and hit me right between the eyes," said Tony.

"I was bleeding and in shock. I went straight to A&E and fortunately nothing was broken.

"Over the next few weeks I developed headaches and pain in the tops of my arms and shoulders. I was eventually diagnosed with whiplash."

Tony was forced to take a month off work due to his injuries. His local rep advised him to ring FirstCall.

"The lady on the end of the phone took my details. I was called back by a solicitor the same day and things progressed very quickly," said Tony.

"Sainsbury's insurers maintained it was an unlucky accident and they wouldn't settle, but I knew I wouldn't have sustained those injuries if the door wasn't opened so vigorously.

"The case ended up going to court in July 2017 but I didn't have any concerns, I knew that I was right and all I wanted to do was set the record straight.

"Thankfully the judge found in my favour and I was awarded compensation of over £2,000.

"If I hadn't have been part of the union I wouldn't have been able to get the justice I deserved.

"The process was simplicity itself, everyone I dealt with was friendly and supportive.

"If a colleague has an accident I always remind them about FirstCall. Your union membership is your insurance at work."

FIRSTCALL

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



www.usdaw.org.uk/firstcall



**INJURED?
REMEMBER
YOU'RE A
MEMBER**

**DON'T FORGET
YOUR FREE
LEGAL SUPPORT**

- ✓ Expert solicitors to look after you.
- ✓ For members and their children under the age of 18 any accident, anytime, anywhere in the UK and for package holidays outside the UK.
- ✓ And family members living with you are also covered for road traffic accidents.

**IF YOU HAVE AN ACCIDENT,
HIGH STREET SOLICITORS
CAN TAKE UP TO 25% OF
YOUR COMPENSATION
WITH FIRSTCALL USDAW
YOU KEEP 100% OF
YOUR COMPENSATION**

FirstCall *Usdaw* **0800 055 6333**
VISIT WWW.USDAW.ORG.UK/FIRSTCALL



Deputy general secretary Paddy Lillis joined reps from the Co-op, Sainsbury's and Argos in the North Eastern division in July for an organising seminar at the Old Swan Hotel in Harrogate

Celebrations in Tesco Fforestfach



Twenty-six members from Tesco in Fforestfach reached the 30-year membership milestone earlier this year. South Wales and Western divisional officer Nick Ireland and deputy divisional officer Mike Walker were there to present the awards

An education for everyone

Active rep Patrick is successfully driving the union's Lifelong Learning agenda forward in Deeside and ensuring that mental health awareness is top priority

Lifelong trade unionist Patrick Dhalai has made a huge difference at his

Morrisons manufacturing site in Deeside since he became a union learning rep there earlier this year. His enthusiasm for education has ensured that his colleagues have access to a range of on-site learning opportunities.

Patrick, who moved to Birkenhead from Ireland in 2009, works as team manager on the night shift. He started off on his Usdaw journey as a Sata rep but after a year decided to move onto other things. Since then, he has studied for a HR qualification and completed an Open University course in employment law.

"I became a union learning rep because we needed someone to drive the learning agenda forward and the role fitted in with everything I wanted to accomplish," said Patrick, 54. "I believe that education supports and develops people in so many ways and it's great that the union's Lifelong Learning

campaign allows us to offer members these kinds of opportunities.

"We've ran lots of courses on site including British Sign Language, Get Online With Usdaw and the UTALK app for languages which is particularly helpful for colleagues whose first language is not English. We are currently looking at an ESOL course and also hopefully doing something through the apprenticeship levy in the near future.

"We're lucky enough to have some great facilities onsite including a dedicated learning hub and two big training rooms.

"Social media has also been an excellent tool to publicise everything that we're up to and encourage people to get involved."

Raising awareness

Patrick and his partner Dawn Uytendhal, who is also a rep at Deeside, recently ran a Mental Health First Aid (MHFA) course which was so

'Tea and talk' event at Morrisons Deeside



successful that Morrisons are now looking to roll it out across the company.

"We wanted to increase awareness of mental health issues and offer advice on how to support those who are suffering," said Patrick.

"The response to the MHFA course was amazing. Fifty people signed up but unfortunately we could only take ten.

"Those that completed the course have formed a mental

**People
like you**

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

www.usdaw.org.uk/bearep



health safety action team and plan to meet monthly.

"Their first action was to hold a 'tea and talk' session in aid of National Mental Health Awareness Day in October where they provided information and were on hand to offer support to those who needed it.

"The team's long-term plan is to ensure mental health is seen as important as physical health and spread the message across their workplace that it's 'ok not to be ok'."

Adding another string to his bow, Patrick is heavily involved in the Your Say Forum which is a partnership scheme between Morrisons staff, the management and Usdaw. Patrick was involved in coordinating the forum on his site when the scheme was rolled out across the company last year.

"The primary objectives of the forum are education, inclusion and well-being. Everything we do is run through the forum. It's a fantastic partnership and management are very

supportive of what we are trying to achieve. I may be leading the way but I couldn't do anything without the support of Dawn and the rest of the team. We all play a big part in looking after our colleagues.

"I love being involved with the union and I get a lot of satisfaction from knowing that I am helping people.

"Everything I do is in memory of my mother, all she ever wanted was for me to have a good education and because of her I had a great one. I feel I owe it to her to make sure others have that opportunity too."

arena Health

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

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**

Colds and flu

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 ill for up to a few weeks. People generally feel a lot worse and suffer a wider range of symptoms with flu.

To help prevent catching cold and flu bugs, use disposable tissues to trap coughs and sneezes, and wash your hands frequently by rubbing with warm soapy water for at least 20 seconds to help get germs off the skin. It is a good idea to stay off work when your symptoms are 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. But vaccination does not always work. Last year it was estimated that the 'flu jab' was effective for only about 40 per cent of adults. So you might still catch it and need some time off work.

Winter clothing

Q I work at the back door of a large store.

At Christmas we use extra storage containers in the yard and the back door is always open. The uniform provided gives no protection against the cold, wet and snow. What clothing should we have in Winter?

Working in varying temperatures can be problematic. If you are always rushing in and out of the yard having the correct clothing can make a big difference. Winter clothing is Personal Protective Equipment (PPE) which should be provided when the risk requires it and not at the whim of a manager.

Several layers are best so that you can adjust the clothing depending on the work you are doing and you can

easily add or remove layers when you go from cold to warm areas. In extreme weather you may need thermal socks and underwear, warm boots, fleeces, gloves, scarves and hats. The outer layer of clothing should be waterproof if going outside. Where safety shoes or boots are provided they should have slip-resistant soles.

If you feel the clothing supplied by your employer is not suitable or sufficient then speak with your Usdaw rep in your workplace.

Sewer smell

Q We have a sewerage problem at work occasionally when the drains get blocked and there is an overflow. The smell is awful and can be smelt in the store. Can this affect the staff and make them ill?

While blocked drains can smell bad there is little danger unless you come into direct contact with the sewerage and dirty water that backs up. The smell can be nauseating but there is no danger of infection from the smell alone.

Management should get professional help to clear the drains, ventilate the area and get the mess cleaned up as quickly as possible. Larger

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

www.usdaw.org.uk/healthandsafety





areas of contamination may need specialist cleaners. If staff are expected to clean up smaller spillages themselves, they should be provided with the appropriate protective clothing (gloves, overalls, boots, etc.) and training on cleaning methods and disposal of waste to avoid contact with the contamination.

Still standing

Q I have to stand on a hard concrete floor for hours while working on the customer service desk in my store. It is hard on my feet and my legs ache. Is there anything that can be done?

Despite the recent headlines that standing at work is supposed to be good for you, there is a lot of research which shows that prolonged standing on hard floors can cause discomfort and health problems such as swollen legs, varicose veins and lower back pain. The fact is that sitting or standing in one place all day is bad for your health. The best way to protect against health problems is to arrange work so that workers have an opportunity to move around and change between sitting and standing.

Providing a chair or stool so that the worker can rest

their legs will help (and the law says a suitable seat must be provided where some of the work can be done while seated). There are things workers can do themselves.

- moving their weight from one foot to another,
 - standing with one foot in front of the other rather than side by side,
 - moving about as much as possible and
 - wearing shoes or insoles which provide support
- These things can all help.

But the main responsibility lies with the employer who should try to organise work so that there are sufficient breaks or standing in one place can be alternated with other activities.

Cold spell

Q In the recent cold weather the temperature in the boning-out room at the factory where I work dropped to just a couple of degrees above zero. The meat is very cold and there are draughts from the blowers that cool the air. Are there any

regulations about rest-breaks when you have to work at such low temperatures?

Unfortunately there are no regulations for this kind of work. The normal minimum temperatures under health and safety law cannot be applied because food hygiene laws require the room to be kept cold. However, your employer still has a duty to provide 'suitable protective clothing and rest breaks'. For work above zero degrees, normal tea breaks and lunch breaks should be sufficient (provided you can go somewhere warmer and have access to hot food or drinks). Protective clothing should consist of several layers to give you some flexibility. Insulated duck boards or thermal lining for safety footwear should be provided if you have to stand on cold floors. And you should be protected from cold draughts. You will find more information in the hazards section at www.usdaw.org.uk/ healthandsafety

Retail Trades Conference

Spotlight on retail sector

Usdaw reps working within the retail industry shared their experiences at the union's second biggest conference

Delegates gathered together to discuss working in a sector that is ever changing, of violence at work, being responsible for under-age sales, understaffing and the difficulty of juggling work and their family commitments.

This year the focus was on the Trade Union Bill and insecure work and short hour contracts.

Political fund

The Trade Union Act will bring changes to the political fund which will see new members having to opt-in rather than opt-out.

"It doesn't matter what your

Politics are, or what party you support, the fund is used to lobby politicians and run campaigns to further our members interests," said deputy general secretary Paddy Lillis.

"This fund gives Usdaw members a strong, collective voice on issues affecting them, both inside and outside the workplace. In the past we have used funds to campaign for a National Minimum Wage, health and safety legislation, parents and carers rights, Sunday trading and equality.

"For a party that hates red tape the Tories have no hesitation in placing additional burdens on trade unions that makes us subject to more scrutiny than any other civil society group. This is a politically motivated attack on the ability of our members to have their voices heard. It's down to all of us to make sure new members opt-in."

Changes ahead

General secretary John Hannett spoke about the challenges that lie ahead for the retail sector such as technology, Brexit



and work life balance. Despite the tough trading conditions, he reassured delegates that retailers like Tesco, Morrisons, Sainsbury's and the Co-op had started making profits again. And despite the challenges from non-unionised firms like Aldi and Lidl traditional retailers still controlled more than 60 per cent of the retail sector.

John acknowledged that retail was an extremely tough place to work. "The Tories austerity agenda has led to job losses, job insecurity and low pay rises across the economy leading to the increase of

POLITICAL FUND

The political fund allows us to lobby politicians and run campaigns on issues that improve the lives of our members. Our campaigns include making the abuse of shopworkers a criminal offence, rights for working parents and carers, protecting Sunday working and health and safety at work.

FOCUS ON PROPOSITIONS



Usdaw general secretary John Hannett and deputy general secretary Paddy Lillis take part in a workshop for delegates

Wendy Miller (G division)

Delegates asked for improved security provisions for shop workers, especially those working in convenience stores. Reps gave examples of violent incidents in the workplace and discussed the various ways in which security could be improved from more and better trained security guards to reinvigorating the Freedom From Fear campaign.

Angela Marsh (A division)

Angela outlined the struggles members have in getting flexible working. "Requests are rarely agreed and turned down for business reasons. Employers give maximum consideration to the needs of the business and very little consideration to the needs of our members."

Sharon Wilson (F division)

Understaffing in stores was causing major stress and poor mental health. When staff leave they aren't replaced and existing colleagues are expected to pick up their workload. "No allowance is made for the fact that an individual might be doing the work of two people. There is still an expectation that the work is completed."

Mike Adamson (H division)

There has been an alarming increase in one-to-one working in the convenience sector. This practice is creating stress and anxiety within the workplace. "This is unacceptable and companies need to start putting people before profits."



insecure work," he said.

Deputy general secretary Paddy Lillis said: "Insecure work is plaguing the UK labour market. Those on short-hours face shift patterns that change from week to week making it impossible for them to plan family commitments.

"Underemployment not only leads to financial insecurity, it inevitably leads to high stress levels and poor mental health. And what is the Government doing about this? They are trumpeting the news that unemployment is down.

But what good is employment if you don't know how many hours you are going to get in any week, if you can't pay your rent and if you are using a food bank because you can't afford to feed your family?"

"For Usdaw and the trade union movement campaigning, lobbying and negotiating on insecure work and short hours contracts is a key priority."



Read
Usdaw's
guide at:
www.usdaw.org.uk/dyslexia

Dyslexia diagnosed

arena answers a selection of your frequently asked questions on coping with the complex learning difficulty

Dyslexia is a common learning difficulty that can present challenges for those affected on a daily basis. Below we take a closer look at managing the condition.

Q. What is dyslexia?

Dyslexia affects the way the brain processes information. Its most common characteristic is difficulty with reading, writing and spelling but the real problem is processing information. This means people with dyslexia can experience difficulty with a wide range of tasks that require the brain to process, organise and recall information.

Q. How does dyslexia affect people?

This will depend on the severity of the condition. Common problems can include forgetfulness, getting number sequences wrong, difficulties with concentration, confusing things with their mirror image

eg the letters b and d, or things that look very similar and struggling to cope with reorganisation or repeated change in the workplace.

Q. Can dyslexia be cured?

Dyslexia isn't an illness so the simple answer is no. However, people with dyslexia develop various learning strategies to help them cope with the condition. Often having a dyslexia assessment can help too.

Q. How do people cope with dyslexia?

People with dyslexia often develop 'coping strategies' such as remembering lists with mnemonics, rhymes or other memory tricks. Visual images often help, for example, colour coding, charts and diagrams. Often people with dyslexia can be extremely creative and innovative.



For more information about dyslexia and assessments visit the British Dyslexia Organisation website:

www.bdadyslexia.org.uk

Q. Dyslexia at work

People with dyslexia fear that their employer may not understand their condition and could discriminate against them so they try to conceal it. The condition can simply make life at work more difficult than it otherwise would be. Usdaw's aim is to ensure that a person with dyslexia doesn't have to hide their condition and can get the support they need to cope. If you are struggling at work with dyslexia speak in confidence to your Usdaw rep or contact your local Usdaw office for advice.



FACT FILE

- The word 'dyslexia' means 'a difficulty with words'.
- Over 4 million adults are dyslexic with 1 in 25 people being seriously affected.
- Many people with dyslexia have **talents and abilities**, such as being fast thinkers and are good at problem solving.
- Dyslexia hasn't stopped the **success** of Bill Gates, Whoopi Goldberg or Jamie Oliver.

Q. Symptoms of dyslexia

We all have some dyslexic type symptoms, maybe more when we are tired.

- Do you often confuse left and right?
- Is it hard to remember several instructions?
- Do you ever muddle number order eg when dialling phone numbers?
- Do you have to think about getting your letters the right way around? Especially b and d?
- Are you generally forgetful?
- Do you have problems recalling everyday words?
- Do you keep losing your place when you read?
- Can you pick a month and say

which month comes before and after it?

- Did you have a lot of problems with spelling and reading at school?
- Do you have days when it is almost impossible to read, spell or concentrate?

Q. What to do if you think you are dyslexic.

If you think you are dyslexic then you should consider getting an assessment. There are five ways you can do this:

- 1. Speak to your employer.** Some employers are prepared to pay for assessments. Ask your union rep to check.
- 2. Speak to your local college.** If you are on a course at a local college ask to see student

services. They can refer you to a specialist tutor, or a psychologist. You can get help in class and extra time in exams.

3. Ask the disability employment officer at your local job centre. They can do an initial assessment, and may refer you to an occupational psychologist. You may be able to get some special equipment to help you at work.

4. Speak to your doctor. Explain that you think you may be dyslexic. The doctor may refer you to a specialist in adult dyslexia and can treat you for associated stress, anxiety or depression.

5. A private assessment. This would cost you between £300 - £750.

Usdaw member



SHOPPING

Apple
Crown Decorating Centres
Domestic Appliances
Flowers
Magazine Subscriptions
Usdaw Prepaid Cashback Card
UsdawRewards Cashback



LEISURE & ENTERTAINMENT

Cinema Tickets
Frankie & Benny's
Golf Membership
Magazine Subscriptions
National Trust Gift Cards
Online Ticket Store
Theme Parks and Attractions
Virgin Experience Days



HEALTH & BEAUTY

Gym Membership
Spa Gift Cards and Vouchers
Usdaw Health Plan
Usdaw Dental Plan
Vision Express



CARS & TRANSPORT

Car Hire
Commuter Club
Usdawdrive
Vauxhall Cars
Vehicle Servicing

Usdaw members have
made over
5,000
cinema bookings*

Usdaw members saved
Over
£6,000
with
Holiday Extras*

*From Jan to Aug 2017

Offers

Find out more
www.usdaw.org.uk/offers*

*See Terms and Conditions for individual offers on the website.



INSURANCE

Accident Protection Cover
Car Insurance
Female Cancer Cover
Home Insurance
Life Insurance
Pet Insurance
Travel Insurance
50+ Personal Accident Cover
Free £5,000 Accidental
Death Cover



MONEY & FINANCE

Debt Advice
Financial Advice
Pensions Annuity Service
SureSave Savings Plan
The Co-operative Credit Union



HOLIDAYS

Airport Parking/Lounges/Hotels
Cottage Breaks
Forest Holidays
Hotels and Short Breaks
Mini-holidays
Parkdean Resorts
Pontins



MISCELLANEOUS

Funeral Planning
Gas and Electric
NUS Extra
Voice Mobile

Spafinder
Wellness365



**SPECIAL
OFFERS**

Usdaw
Energy



**SPECIAL
OFFERS**

Virgin

**EXPERIENCE
DAYS**



**SPECIAL
OFFERS**

Statement to members issued in connection with the Union's Annual Return for period ended 31 December 2016 as required by section 32A of Trade Union and Labour Relations (Consolidation) Act 1992

The total income of the union for the period was £44,094k. This amount included payments of £37,680k in respect of membership income of the union. The union's total expenditure for the period was £38,922k. In respect of the union's political fund, its total income was £2,150k and total expenditure was £1,911k. The General Secretary of the union was paid £104,294 in respect of salary and £46,009 in respect of benefits including employer National Insurance contributions, employer pension contributions and the provision of a Union car.

AUDITOR'S REPORT

We have audited the financial statements of the Union of Shop, Distributive and Allied Workers for the year ended 31 December 2016. The financial reporting framework that has been applied in their preparation is applicable law and UK Accounting Standards (UK Generally Accepted Accounting Practice), including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland.

This report is made solely to the Union's members, as a body, in accordance with Section 36 of the Trade Union and Labour Relations (Consolidation) Act 1992 (the Act). Our audit work has been undertaken so that we might state to the Union's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Union and the Union's members, as a body, for our audit work, for this report, or for the opinions we have formed.

RESPECTIVE RESPONSIBILITIES OF EXECUTIVE COUNCIL AND AUDITOR

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

SCOPE OF THE AUDIT OF THE FINANCIAL STATEMENTS

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

OPINION ON FINANCIAL STATEMENTS

In our opinion the financial statements give a true and fair view in accordance with UK Generally Accepted Accounting Practice of the state of the Union's affairs as at 31 December 2016 and of its surplus for the year then ended.

MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

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

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

ANTHONY WHITTLE (Senior Statutory Auditor)

For and on behalf of KPMG LLP, Statutory Auditor
Chartered Accountants
1 St Peter's Square
Manchester
M2 3AE

23 March 2017

IRREGULARITY STATEMENT

A member who is concerned that some irregularity may be occurring, or have occurred, in the conduct of the financial affairs of the union may take steps with a view to investigating further, obtaining clarification and, if necessary, securing regularisation of that conduct.

The member may raise any such concern with such one or more of the following as it seems appropriate to raise it with: the officials of the union, the trustees of the property of the union, the auditor or auditors of the union, the Certification Officer (who is an independent officer appointed by the Secretary of State) and the police.

Where a member believes that the financial affairs of the union have been or are being conducted in breach of the law or in breach of the rules of the union and contemplates bringing civil proceedings against the union or responsible officials or trustees, he should consider obtaining independent legal advice.

**People
like you**

Sharon talks about her experience on the union's organising Academy

High-flying rep

Co-op rep **Sharon Wilson** has been an Usdaw member for 17 years and recently completed the union's Academy programme. Sharon was invited to an organising seminar in Harrogate to talk about her experience of being on Academy1. The seminar was attended by reps from the Co-op, Sainsbury's and Argos.

"I have been a rep for over two years and have attended a number of training courses and conferences," said Sharon, 52. "I attended Summer School1 last year which was great for helping build your confidence, learning about the mechanics of ADM and giving you practical experience of doing presentations.

"I applied for Academy1

because I wanted to stretch myself further and take myself out of my comfort zone. I wanted to expand my knowledge of other workplaces and learn more about how the union worked.

"The Academy did all of this! It was a very positive experience and different to anything I've ever done before. You learn how to develop and re-invent yourself. The Academy encouraged me to get more involved in campaigns and recruitment across all retailers. It also helped me gain the skills and confidence I needed to build effective relationships with employers.

"I was keen to attend the organising seminar in Harrogate to let other reps know about all of the opportunities

available to them.

"Over the two days we talked about membership fees, online payslips, policy reviews and the experience of reps in different companies.

"Paddy Lillis, Usdaw's deputy general secretary, was our guest speaker and gave an inspirational speech about his background in the union and what we can achieve.

"The seminar was well organised and enjoyable. It was a great opportunity to learn best practice from other reps, network and make friends. I look forward to the next one."

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

www.usdaw.org.uk/bearep

arena Letters

Members can have their say right here

via email or post — but keep it brief!

Caring troubles

★ I am the sole carer for my 41 year-old daughter who has a learning disability and epilepsy.

I am also one of the many carers who say 'oh no' when they are given a pay rise.

It just doesn't make sense to me that if I had a partner and they were bringing home a wage or had hundreds of pounds in the bank, it would be ok and I could still claim carers allowance.

I work 14 and a half hours a week but never seem to get any more money coming in as every time I get a pay rise I have to drop my hours, so my wages never go up but the cost of living does.

This all adds up to the stress of not only caring for someone but trying to make sure you are not even one pound better off than the £116

you are allowed to bring home.
C Hopkins, Cwmbran, Gwent

Pensions sting

Tracy Brabin MP recently visited members at our pensions event in Tesco Cleckheaton. These ladies have been affected by the changes to the state pension age made by the Government and had some very interesting questions and thoughts.

Big thanks go to Stephanie Bowman who helped organise the day and came into work on her day off to enable checkout staff to come to the event and learn more about their pensions.

Michelle Hargreaves,
Academy1

Speaking up

I was recently invited to be a guest speaker at our local Rotary Club in Stonehouse to talk about my union experience – a first for me.

After joining them for a very nice meal I was then the 'after dinner speaker'. I spoke for half an hour giving them a brief history of Usdaw, what and who we cover and the role of a shop steward, health and safety and learning rep. I also talked about

campaigns, our successes and Freedom From Fear. My aim was to dispel the myths about unions and how working together can be a benefit to all parties and the importance of raising awareness.

Although I say it myself, it was a very successful event and I received some positive feedback which indicated that I may well have turned some mindsets.

Kay Timbrell, Stroud, Cotswold and District A184

Thanks for Margaret

West of Scotland Co-op branch chair Roseann Mcalister presented Margaret Mitchell with her 30 year membership award.

We would like to thank Margaret for all her hard work and dedication over the years. From being on the Somerfield wage negotiations team, equalities forum, secretary for the Co-op branch and the retired members committee.

Lorriane Barr, area organiser,
Glasgow office

Marion's loyalty

In July we had the pleasure of presenting a 30 year Usdaw membership award to Marion Butler from Tesco Extra Pitsea Store in Basildon.

Freddy West,
Tesco retail Co21

Phil hits 30

Phil Haigh from L'oreal in Trafford Park Manchester received his long service certificate in August, for 30 years membership with Usdaw. Well done Phil!

Jim O'Neill, area organiser
Warrington office

HAVE
YOUR
SAY

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

★ **Star Letter wins £50!**



Tracy Brabin MP (right) visits Tesco Cleckheaton



Kay shares her knowledge



Charlie's big run



30 years for Margaret (left)

Money on his MIND

I recently ran the Great North Run half marathon, from Newcastle to South Shields. I did it for a fantastic charity called MIND and I ran it in two hours 38 minutes. This was a goal of mine as I started running about 21 months ago. I raised £1065 for the charity and I would like to thank everyone who sponsored me.

Charles McLaren, area organiser, Redditch office



30 years for Marion



30 years for Phil (right)

Campaigning for members

Usdaw represented the interests of its members on key issues including insecure work, housing, education and Brexit

In September, Usdaw sent a delegation of reps and senior officials to the annual Labour Party conference in Brighton.

Jeremy Corbyn was given a rapturous reception as he told conference that the party is now a 'government-in-waiting'. His keynote speech focused on tackling inequality, rebuilding the NHS and investing in the economy.

Mr Corbyn said Britain's future is at risk under the Tories, whatever the outcome of Brexit negotiations. "Our economy no longer delivers secure housing, well-paid jobs and rising living standards," he said: "There is a new common sense emerging about how the country should be run."

Protecting workers' rights through Brexit

General secretary John Hannett chaired a fringe meeting at the conference about Brexit and protecting workers' rights.

On the panel was Melanie Onn, MP for Great Grimsby, and Chuka Umunna, MP

for Streatham.

There was little faith that the Tories would protect workers' rights during the Brexit negotiations. That is why Labour set out a 3-point plan:

- Arrest the decline in trade union membership
- Fight tooth and nail to prevent existing rights being diluted as they are transferred into UK law.
- Argue for staying in the single market and customs union, not just in the transition period but permanently.

Melanie Onn said: "The Conservative Government doesn't have the mandate to take us out of the single market, so we are not disregarding the will of the people.

"If we all fall off a cliff when it comes to Brexit it will be working people and trade unionists who will suffer."



Protect insecure workers

Usdaw's call to protect insecure workers was backed by Labour.

General secretary John Hannett called for action to tackle unfair and precarious employment practices. He called for proper and proactive enforcement of all employment rights to stop companies ignoring their statutory obligations and protect workers from exploitation.

John Hannett said: "The union is concerned that the Conservative Government's attitude to employment rights and enforcement has led to unethical working

- THE CAMPAIGNING UNION



practices rising, including the increase in zero and low hours contracts.

“In addition, the Trade Union Act seeks to restrict our ability to campaign on workplace rights and issues therefore we cannot assume our hard-won rights are set in stone.”

National Education Service

Labour’s cradle-to-grave national education service was welcomed by Usdaw.

Angela Rayner MP, shadow education minister announced Labour’s promise to provide education that is ‘free at the point of use,

available universally and throughout life’. Since 2012, £437 million has been cut from Sure Start - nearly half of their entire funding. Labour promised to give £500 million a year directly to Sure Start, reversing these cuts in full.

General secretary John Hannett said: “Sure Start was one of Labour’s greatest achievements in government, bringing help and support for parents into the heart of some of Britain’s most deprived areas. So, we are delighted to hear that the next Labour government will reverse the deeply damaging cuts imposed by the Conservatives.”

Review of housing policy

Usdaw welcomed Labour’s review of housing policy which would put in place rent controls, tax land banked by developers, and ensure that every home is fit for human habitation.

General secretary John Hannett said: “The lack of affordable housing is leaving many workers with no option but to rent privately; a sector characterised by high rents, hidden fees, short-term tenancies and the worry of eviction.

“It is clear that much more must be done to provide good, affordable housing and that only a Labour government will take action to tackle this crisis.”

WIN!
£50

arena Crossword

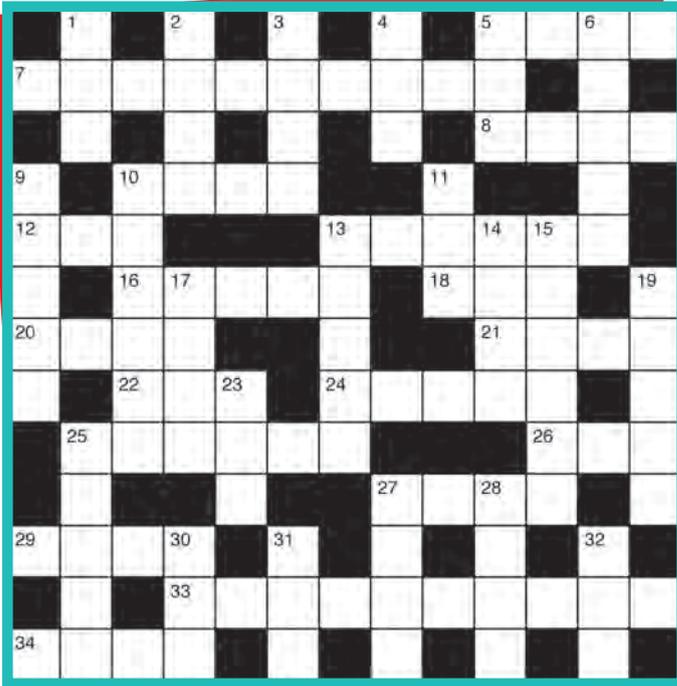
sponsored by



Three lucky members will win £50 each if they answer correctly the crossword clues below.

Closing date 20 December 2017 (Not open to Usdaw staff)

usdaw.org.uk/uia



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.

arena Autumn £50 winners:

- Kelly Jayne Gobbett
- Colchester Co-op Co47
- Mandy Kingwell
- Plymouth and District General Ao88
- Anthony Smith
- West Yorkshire Morrisons Fo61

ACROSS

- 5. Monster (4)
- 7. Criminal (10)
- 8. Fearless (4)
- 10. Seventh month (4)
- 12. Hand tool (3)
- 13. Restaurant worker (6)
- 16. Nonsense (5)
- 18. Levy (3)
- 20. Approximately (2,2)
- 21. Speech defect (4)
- 22. Snake (3)
- 24. Friends, informally (5)
- 25. Stinks (6)
- 26. Hill (3)

DOWN

- 27. Puts on (4)
- 29. Girl (4)
- 33. Dramatist (10)
- 34. Depend (4)
- 1. Not happy (3)
- 2. Bill of fare (4)
- 3. Newborn child (4)
- 4. Pig pen (3)
- 5. Sphere (3)
- 6. Measuring device (5)
- 9. Variety of cabbage (5)
- 10. Cargo thrown overboard (6)
- 11. Strike (3)

- 13. Vagaries (5)
- 14. Story (4)
- 15. Is alive (6)
- 17. Flowering shrub (4)
- 19. Golf, e.g.(5)
- 23. Fold (3)
- 25. Vibrate (5)
- 27. Not up (4)
- 28. Man's name (4)
- 30. Secret agent (3)
- 31. Dog's foot (3)
- 32. Definite article (3)

Sign up a friend and **£250 CASH** could be in your pocket!

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



Enter the competition and you could win

TWO MEMBERS WILL WIN **£250** EACH IF THEY ARE THE **FIRST TO BE PULLED OUT OF THE HAT!**

Last issue's winners!

The winners of the 2017 Autumn Issue's recruitment prize of **2 x £250** are Sheikh Rashid Maqsood and Barry Caldicott.

Sheikh Rashid Maqsood recruited Kanes Foods colleague Balwinder Singh. They are based at the Evesham site in Worcestershire.

Argos Distribution Centre worker **Barry Caldicott** signed up his colleague at the Darlington depot John Watson.

You could **win £250** in this issue's **Recruit a Friend** competition. All you have to do is sign up a colleague at work using the form overleaf, and send it to **ARENA PRIZE DRAW**, Usdaw, 188 Wilmslow Road, Manchester, M14 6LJ.

The first two out of the hat **win £250 each**. With an average of 50 entries each issue you've a great chance of scooping this fantastic prize.



Sheikh Rashid Maqsood

The weekly rates are **£2.36 for Scale A** (applicable to full-time and part-time workers) and **£1.49 for Scale C** (applicable to part-time workers only)

Closing date is 20 Dec 2017

Please complete and return to: **ARENA PRIZE DRAW, Usdaw,**
188 Wilmslow Road, MANCHESTER, M14 6LJ

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 Mx 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 branch office of the Union. Copies may also be obtained on request from the Certification Office for Trade Union's and Employer's Associations. Such form, when filled in, should be handed or sent to the secretary of the branch to which the member belongs. An exemption notice given within one month after the date on which a new member is admitted to the Union will take effect as from the date on which it is given. Should a notice be given AFTER one month from that date it will operate as from the following 1st January.

Recruiter's Name _____

Recruiter's Membership No. _____

Please tick the appropriate box

Yes No

Have you been a member of Usdaw before?

Please tick the appropriate box

Yes No

Have you been a member of any trade union before?

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. The home address you give is the address that Usdaw will use for balloting purposes. 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

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 Prince 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

Andover
The Priory,
6a Newbury Street, Hampshire SP10 1DN
T: 01264 321460
E: andover@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 freephone national helpline **0800 030 80 30** to be connected to your local office.

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

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

Let us know if your
details change...

www.usdaw.org.uk/update

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

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

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

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

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

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

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

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

**INJURED?
REMEMBER
YOU'RE A
MEMBER**



**DON'T FORGET
YOUR FREE
LEGAL SUPPORT**

0800 055 6333

WWW.USDAW.ORG.UK/FIRSTCALL



Usdaw
*Union of Shop, Distributive
and Allied Workers*