

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

arena

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Spring 2020

MONEY

Spring clean
your finances

EDUCATION

Opportunities
for members to
return to learning

YOUR RIGHTS

WORKING CARERS

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GENERAL SECRETARY PADDY LILLIS

The campaigning continues

Welcome to the Spring issue of *arena* for 2020, which is packed full of news and updates. Last year was a busy year for Usdaw with our campaigns making a big splash and getting the attention we need to lobby for real change. Our update outlines how Usdaw is building on last year's campaigning success including pushing for a £10 minimum wage and asking the Government to tackle the crisis on the high street.

Although campaigning is a huge part of Usdaw's remit, our day-to-day work focuses on providing our members with the best support and advice they need if things go wrong at work. In the legal plus pages, *arena* talks to members who have been successful with their personal injury claims and employment tribunals. We also cover a Q&A for working carers, offer practical advice on how to spring clean your finances and outline the learning opportunities available to Usdaw members. I know some of our members missed out on learning first time round so we offer a range of online and home study courses that can help members take that first step back into education.

Paddy Lillis, General Secretary

The team

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Shoplifting up by 14 per cent in the last decade

Worrying statistics for Usdaw members working in the retail industry



“These statistics are extremely worrying for our members and we believe that police-recorded incidents underestimate the scale of the problem because of significant under-reporting of incidents.

“Last year we and the retail employers responded to the Home Office ‘call for evidence’ and with one voice we pushed for action to tackle this growing problem. We are deeply concerned that the Government is yet to respond to our shared concerns and call for action.

“Usdaw and many retailers continue to call for stiffer penalties for those who assault shopworkers and the introduction of a simple stand-alone offence that is widely recognised and understood by the public, police, courts and most importantly criminals.”

The Office for National Statistics reported a 14 per cent increase in police-recorded incidents of shoplifting in England and Wales over the last decade. Thefts from shops is a main trigger for violence, threats and abuse against shopworkers.

Usdaw general secretary Paddy Lillis said

Over 90 per cent of Belfast shopworkers oppose longer Sunday Trading

Usdaw has responded to Belfast City Council’s consultation on *Sunday in the City* with an emphatic ‘no’ to longer Sunday trading hours.

Usdaw general secretary Paddy Lillis said: “Usdaw is fully committed to working with Belfast City Council and others to support and improve the retail experience at the weekend and for tourists. However, our members remain opposed to extending Sunday trading hours.

“Allowing large stores to open for longer hours on Sundays would have a negative impact on retail workers, their families and our communities. Even supporters of extended Sunday opening hours have not been able to show it will lead to economic benefits or job creation. Opening shops for

longer does not mean people have more money to spend. We all want to see a strong and diverse retail sector, but that means striking the right balance.

“We urge city councillors to listen to the majority of shopworkers and retailers who do not want extended Sunday trading.”





For more information go to:

www.moneyadvice.service.org.uk

Living in your overdraft?

Members could be stung by high interest rates

New rules regarding overdrafts will come into force this April and could significantly affect what you pay in overdraft fees.

Under new measures announced by the Financial Conduct Authority (FCA) banks and building societies must now charge a single annual interest rate for overdrafts and will no longer be allowed to charge fixed daily or monthly fees. In addition, arranged and unarranged overdraft interest rates will cost the same.

This might not be more expensive if you only occasionally use your overdraft, but if you use your overdraft for most of the month, then it's likely these

changes will cost you more.

Many UK banks have already announced new rates of up to 40 per cent which will prove expensive for some customers. For example, costs could more than triple for someone with a £2,000 authorised overdraft, from around £180 a year to around £680.

The FCA have warned that banks must provide evidence of how they arrive at their new pricing structures and explain the measures they have in place to help customers who may be adversely impacted by the changes.

If you are worried or unsure about these changes then speak to your bank or building society as soon as possible.

TV Licence Scam – Be Aware

There is currently a TV licence scam in operation. An email is sent stating that your TV licence cannot be renewed as something is wrong with your direct debit.

You are then invited to click on a link and are contacted by a fraudster pretending to be from your bank. The fraudster will confirm your account needs freezing and will ask you for your bank account details and they use this to extract money from your account.

TV Licencing (TVL) will always put part of your postcode into their email heading so you know it is the real thing.

If you have any concerns you can contact TVL on **0300 790 0368**.

Former GS makes **New Year Honours**

John Hannett given OBE for work with the trade union movement

Former Usdaw general secretary John Hannett was recognised in the new year honours list for his work with Usdaw and the Low Pay Commission.

John was general secretary of Usdaw for 14 years and had a number of high-profile roles including low pay commissioner.

Usdaw general secretary Paddy Lillis said: "Congratulations to John for being awarded an OBE. As the longest-ever serving commissioner of the Low Pay Commission he played a pivotal role in mediating between various groups and ensuring consensus.

"John has always been a friend and colleague therefore I am delighted that his hard work and commitment to the trade union movement has been recognised.

"I know John will continue to make a positive contribution to the Labour and trade union movement."



TUC HeartUnions Week - sexual harassment

Usdaw welcomed the start of the heartunions' week in February, as a chance to show why unions are vital for everyone at work and encourage them to join a union.

Organised by the TUC, this year the focus was tackling sexual harassment at work, calling on employers to take reasonable steps to protect workers from sexual harassment and victimisation. Most employers rely on individuals reporting cases, but this is not enough. Four out of five people don't feel able to report sexual harassment to their employer.

General secretary Paddy Lillis said: "We very much welcome the TUC focus on sexual harassment. It complements Usdaw's own 'Call It Out' campaign, which gives reps the tools they need to create harassment free workplace environments. The Usdaw and TUC campaigns make it clear that a worker doesn't have to be on the receiving end of sexual harassment to complain. If they see or hear sexual harassment taking place they too can 'call it out'."

www.usdaw.org.uk/Campaigns/Sexual-Harassment



Usdaw is proud to announce improved Tesco family leave policies

During last year's pay negotiations Usdaw made a case for improvements to paternity leave and pay.

Following constructive discussions between Usdaw, forum representatives and Tesco it has been agreed to improve the policy as follows:

- ◆ Paternity leave will double from two weeks, to four weeks paid leave after one year of service.
- ◆ Enhanced maternity and

adoption pay will increase for the first 14 weeks, paying the best of contractual or average pay.

Usdaw is proud to have secured this industry-leading policy for members during an important time in their lives.

Tesco will also be merging their Career Break policy and their Lifestyle Break policy.

Key points of the new Lifestyle Break policy:

- ◆ The length of break can

be between four weeks and 52 weeks.

- ◆ Guaranteed your job back at the end of the break.
- ◆ Full use of Colleague Clubcard (discount card) while on the Lifestyle Break.
- ◆ Continue to earn statutory holidays while you are off.

These policies will be live from February 2020.

Tesco policies are available to staff on OurTesco at www.ourtesco.com

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at WWW.USDAW.ORG.UK/WIN

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Labour Leadership Election

Usdaw nominates Keir Starmer for leader and Angela Rayner for deputy leader of the Labour Party

Usdaw's elected executive council has backed **Keir Starmer** for Labour leader and **Angela Rayner** for deputy leader.

Keir Starmer is well known as the MP for Holborn and St Pancras, and has held a crucial role as shadow Brexit secretary, holding the Tories to account over their plans for Brexit and how it will affect our livelihoods and workers' rights. But Keir Starmer had a long career before becoming an MP in 2015. As a defence barrister, he specialised in human rights issues, providing support to those challenging the establishment and giving a voice to workers.

His background of fighting against injustice, and of tackling difficult challenges that face the nation, means that he has already demonstrated the skills to bring the Labour Party back together as a united, campaigning force to hold the Tories to account.

If elected as Labour leader he has promised to take the fight to the Tories. He wants to win back former Labour supporters who might have voted for the Conservatives recently. Starmer also plans to tackle low pay, insecure work, and the climate emergency as well as rebuilding services.

Usdaw nominated Angela Rayner, the MP for Ashton-under-Lyne, for deputy leader. She was elected in 2015 and has served as shadow education secretary since 2016 where she has championed a National Education Service modelled along the lines of the NHS. A qualified social worker and union rep, she credits the trade union movement with encouraging her to go back to education after dropping out to raise her son. She often talks of the importance of Sure Start centres introduced by the last Labour Government which helped her as a young single mum.

Rayner has proven herself as a hard-working

and dedicated voice for the Labour Party. She has taken the Tories to task many times in Parliament, and has a track record of fighting for workers' rights and for the communities that turned away from Labour at the last election.

Usdaw general secretary Paddy Lillis said: "Usdaw believes that Keir Starmer and Angela Rayner are the right leadership team to unite and rebuild Labour after a devastating election loss.

"Our members desperately need Labour in power, they cannot afford another decade of Conservative Government attacking workers' rights, incomes and public services.

"The Labour Party must be led by someone who can persuade voters that they have what it takes to be a Prime Minister and we are a government in waiting. That is at the heart of Usdaw's decision to make these nominations."

Election dates:

- ◆ 21 February: Ballot opens
- ◆ 2 April: Ballot closes
- ◆ 4 April: Special conference to announce results.

Angela Rayner MP





Keir Starmer MP



*In conversation with
Keir Starmer MP*

Usdaw general secretary Paddy Lillis with Keir Starmer MP

Arena interviewed **Keir Starmer MP** after Usdaw's executive council nominated him for the next leader of the Labour Party.

Being leader of the opposition is said to be the worst job in politics. Why do you want it?

Apart from being Prime Minister, being leader of the opposition is the best job in politics. I've never known a time when we've needed a Labour Government like this. There's inequality all around us. We've lost four general elections and we need to win the next. Because unless we win, we're not going to be able to change this. And we can win, if we stand shoulder-to-shoulder with the trade unions.

What's your plan to unite the Party and get ready to win the next general election?

We've spent too much time divided and factional. And if you're divided you don't win elections. So, we need to pull together and say we're not going to tolerate these divisions anymore. I think the Labour Party and the

trade union movement absolutely united and determined are unstoppable.

What are your priorities for the UK outside the EU?

On 31 January we left the EU which means the leave/remain argument has to stop. Instead, we should be focusing on holding Boris Johnson to account. He's said a lot of things that aren't true about trade that could have serious consequences for the economy and jobs. By being an effective opposition, we can hold him to account about the promises he made.

What are you hoping to achieve during Prime Minister's Questions (PMQs)?

Boris Johnson is a man who doesn't like to be confronted, so, I'll confront him and pin him on what he's saying. But it isn't just about PMQs and winning our arguments in Parliament, it's about making sure that people across the country can see our vision and hear our arguments because another future is possible.

Understanding your State Pension

Your state pension forms the foundation of your retirement income – but it's not always easy to work out exactly how much your pension will be. Depending on your age and your record of national insurance contributions, your pension might be less than you were expecting. And the sooner you become familiar with your pension forecast, the more time you'll have to fill any gaps in your national insurance record.

That's why our Usdaw has produced this comprehensive guide to your state pension. Members of all ages will find useful information to help you understand just how much you can expect to receive and when.

If you need any further advice, the Usdaw pensions team will be happy to help. Call **0161 224 2804** or send an email to pensions@usdaw.org.uk



PUZZLED BY PENSIONS

UNDERSTANDING YOUR STATE PENSION



Usdaw
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and Allied Workers



NEW PUBLICATIONS

Leaflets

Late-Night Working – Preventing Violence to Staff (Leaflet 294)

Legal Plus – Looking After You and Your Family (Leaflet 312)

Pregnancy Risk Assessment – Know Your Rights (Leaflet 342)

Preventing under-age sales (Leaflet 351)

While you're looking after the shop, who's looking after you? (Leaflet 362)

Member Offers (Leaflet 398)

Pensions – Understanding Your State Pension (Leaflet 428)

Retail Workers – Abuse is not part of the job (Leaflet 429)

Together Against Hate Crime (Leaflet 445)

An Usdaw Guide to Maternity and Parental Rights

Legal Plus – Members' Handbook

Posters

Keep Your Cool (A4 Poster)

Together Against Hate (Poster R65)

Abuse is not Part of the Job for Retail Workers (Poster R66)

Factsheets and Surveys

LGBT Survey

Pensions – Answering the Doubters

Together Against Hate Crime Survey

Online Courses

CV Writing – IT bitesize course – www.usdaw.org.uk/cvwriting

Pensions Home Study – www.usdaw.org.uk/pensionshomestudy

Shop 'til you Drop – bitesize maths course – www.usdaw.org.uk/maths

Staying Safe Online – www.usdaw.org.uk/SafeOnline

Summertime Songbirds – English bitesize course – www.usdaw.org.uk/summertime



Recognition for top class reps

Activists took centre stage at Usdaw's 15th annual organising awards in Manchester. The event is unique in the trade union movement and helps to properly recognise the outstanding contribution Usdaw reps make.

The ever-popular event took place in January and saw talented and committed reps from all seven divisions attend a ceremony to celebrate the very best recruiters, organisers and campaigners in the union.

Usdaw general secretary Paddy Lillis, deputy general secretary Dave McCrossen and president Amy Murphy played host with special guest John Douglas, the general secretary of

Irish retail union Mandate. Together they presented national awards to 12 winners in nine categories.

"The Organising Awards are our chance of recognising and thanking the reps for their hard work," said Paddy. "The exceptionally high standard of nominations confirms that we have some of the best reps in the trade union movement.

"I want to congratulate every nominee and take this opportunity to thank our reps for all their hard work, dedication and commitment to Usdaw."

To see more pictures from the night visit:

www.usdaw.org.uk/gallery



What the winners said:

Most Promising New Activist

Mariola Stanislawska: "I was shocked I was nominated, let alone having won. I've only been a rep for a year-and-a-half so I never expected this. I will be sharing this prize with my team and my baby."

Health and Safety Rep Award

(Joint Winners)

Paul Cullen: "I strongly believe that all workers, in all industries, deserve a working environment that is safe and injury-free. This is what drives me. Having my work recognised is an added bonus. I'm delighted I won."

James Smith: "I'm blown away. Things like this don't happen to people like me. I couldn't have done it without my team and the support of my area organiser."

Equalities Award

Jackie McNeill: "I'm absolutely gobsmacked. I want to thank everyone from the bottom of my heart for this award. I've been a rep since 1995 so it's really fantastic to be recognised for my union work."

Union Learning Rep Award

Robert Horton: "I've had amazing support from my team and my colleague Sharon Waddington. My aims for 2020 are to push the learning agenda forward and get more staff back into education."

Campaigns Award (Joint Winners)

Tracey Davies: "I'm humbled by this win. I've been a rep for 14 years so I didn't expect to be nominated. I don't feel like I'm doing anything different from other reps so I feel privileged to be singled out like this."

Stuart William Lloyd: "To be honest I was happy just to be nominated. I never

thought I would win, especially at my age! I'm over the moon and I wouldn't be here today without the support of the union and my fantastic area organiser."

Team Recruitment and Organising Award

Sainsbury's Waltham Point Rep Team Ian Gwynn and Kevin Shimell:

"We are absolutely ecstatic. We want to thank our rep team, area organiser and divisional officer as we wouldn't be here without their help and support."

Individual Recruitment Award

Donald Alexander Wilkie: "I'm totally overwhelmed at winning the award. After seeing the other nominees, I didn't expect to win. It's fantastic to know that the union recognises and appreciates the work you do."

Individual Organising Award

(Joint Winners)

Norman Donaldson: "I love the work I do. It's what drives me. Watching the videos of the nominees I was convinced that someone more deserving would win. So, when they called out my name I was stunned."

Alan Humphries: "I'm in complete shock. I do what I do because I want to help and support my colleagues. You never expect to win an award for it. I want to thank everyone who has made it possible for me to be here today."

Outstanding Achievement Award

Kay Timbrell: "I'm absolutely stunned and humbled. It hasn't really sunk in yet. I go in and do my job to the best of my abilities. I never thought of getting an award for what I do but being recognised in this way makes it all worth it."

**USDAW
ORGANISING
AWARDS
2019**



Raising awareness to save the high street

Usdaw's Save Our Shops campaign has been gaining momentum since its launch in 2019.

Usdaw held its fourth national Save Our Shops campaign day in March which once again saw MPs, Labour Party activists and Usdaw reps and officials join forces in their local town centres to raise awareness about the current crisis on the high street.

As with all of Usdaw's campaigns, grassroots campaigning was combined with lobbying of people who make the decisions in this country, the MPs.

Usdaw general secretary Paddy Lillis said: "Usdaw has a unique insight into the

challenges facing the retail sector. Our members know first-hand how changes impact on the way they work and the way customers shop.

"Our high streets are in crisis, with shops closing, retailers folding and businesses engaging in significant restructuring to survive. That impacts communities, shoppers and staff, so Usdaw activists are on the streets engaging the public in the Save Our Shops campaign.

"Usdaw is calling for the Government to tackle the crisis in retail. Usdaw has developed an Industrial Strategy for Retail and we urgently need the Government to consider and adopt the measures contained in it.



Paddy Lillis campaigning to Save Our Shops in Bradley Stoke with Labour Councillor Mhairi Threlfall.

Retail and our high streets are at the heart of our communities and every job lost is a blow. I call on the Government to engage with us to find a solution to the retail crisis we are facing.”



Justice for Injured Workers

Usdaw is disappointed that the Government has shown no signs of dropping proposals that will double the threshold for cases taken in the small claims court to £2,000.

This would mean that any personal injury claim worth less than £2,000 will go through a small claims court.

Claimants in the small claims court cannot reclaim the cost of legal support and will have to represent themselves in person.

Workplace injuries and diseases are often complicated cases that cannot easily be taken by individuals without proper legal representation and expert reports. The proposals will therefore pit unrepresented workers directly against the person who pays their wages, including multinational insurers with unlimited resources.

With the removal of specialist legal advice Usdaw believes that there will be



Campaign update



the following undesirable and unintended consequences of these proposals:

- ◆ Many injured employees will be unable to enforce their legal rights.
- ◆ There will be an increase in the under- settlement of claims where the injured employee in the absence of legal representation is persuaded into accepting a lower sum than would properly compensate them for their injuries and associated losses.
- ◆ An erosion of health and safety at workplaces in England and Wales. The threat of litigation is now the main driver in maintaining health and safety in the workplace. If this threat was diminished then this will inevitably encourage unscrupulous employers to place less emphasis on ensuring a safe workplace for their staff.

Usdaw general secretary Paddy Lillis said: “The proposed increase is opposed by all the parties involved including the insurance industry, trade unions and organisations promoting health and safety issues in the workplace.

“Usdaw calls for the Government to exclude employer’s liability cases from the proposed increase in the small claims limit and to treat injured employees in the same way as it has already chosen to treat other vulnerable claimants involved in the court process.”

For more information visit:

www.usdaw.org.uk/justiceforinjuredworkers



Activists at Tesco Spytty Newport take part in Parents and Carers Spotlight Day last year

www.usdaw.org.uk/spc

Parents and Carers Spotlight Day – Cut Short?

Spotlight Day is the biggest equality event in Usdaw’s campaigning calendar. Every year Usdaw activists enthusiastically take the campaign message into their workplaces and town centres all around the UK.

This year’s Spotlight Day will take place on Wednesday 13 May 2020 and will focus on parents having to cut short their time with a new baby because either the leave isn’t long enough or the pay is too low.

At the end of last year, Usdaw surveyed members who had recently taken maternity or paternity leave to find out more about their experiences. The results confirmed that the low rates of statutory pay together with too short a period of paternity leave are of

real concern to the overwhelming majority of Usdaw members who are new parents:

- ◆ Nine out of 10 women had to cut their maternity leave short because they ran out of money.
- ◆ And 95 per cent of fathers and partners said they didn’t get enough time in their child’s first year to spend with their new family.

So, this Spotlight Day we are raising awareness of the issues facing low-paid parents and calling for better maternity pay and better and longer paternity pay and leave.

Christmas isn’t Working

Usdaw’s Christmas isn’t Working campaign was launched in December, with an email to all members asking them to show their support and share Usdaw’s social media content.

The social media campaign was the widest reaching of any of Usdaw’s campaigns to date:

- ◆ Facebook content reached 650,000 people.
- ◆ What Christmas Means to Us

video resulted in 111,000 views.

- ◆ The Megaphone petition gathered over 19,000 signatures in just two weeks.
- ◆ The campaign also gained good press coverage, with national newspapers, local radio and LBC.

Usdaw general secretary Paddy Lillis said: “This level of engagement shows that this campaign clearly resonates with Usdaw members.

“Our members deserve a decent break at Christmas having worked extremely hard in the run up, including having to work longer hours.

“Usdaw will continue to make the case to employers for a longer break over the Christmas and New Year period, with particular emphasis on Boxing Day closures.”

Looking after carers Your rights explained

Army of unpaid carers

People are living longer but many are living in poorer health with serious illness or disability. This means that over 6 million people are providing unpaid care for family and friends. Every day 6,000 people become carers, holding families together and saving the economy billions of pounds.

If you've suddenly become a carer it can be bewildering. You might not know where to turn for help and support. *arena* answers some of the most frequently asked questions.



Time off legislation

Q My elderly father has had a fall, can I take time off to look after him?

Under the **Time off for Dependants** legislation most employees (permanent, temporary, full-time or part-time) regardless of length of service have the right to take a reasonable amount of unpaid time off work to deal with an emergency involving a dependant. 'Dependant' includes husband, wife or partner, child or parent, or someone living with you as part of your family. Others who rely on you for help in an emergency may also qualify, for example:

◆ There has been a breakdown in your normal care

arrangements, for instance if your home carer does not turn up or is ill.

- ◆ The person you care for has fallen ill or had an accident and is injured or upset.
- ◆ To deal with an incident involving a child during school hours.
- ◆ To make longer term arrangements for a dependant who is ill or injured – this might mean finding a temporary carer.
- ◆ To deal with the death of the person you care for.

This right only covers emergencies that are related to your dependants. It does not cover other emergencies eg a burst pipe.

As a carer you know what your responsibilities are. But what are your rights to time off, changing hours and pay?

Know Your Rights

Taking time off

Q How much time can I take off?

In most cases government guidance says that one or two days should be enough to sort out the problem but clearly there will be circumstances where you will need more time. In many cases Usdaw and the company will have negotiated additional rights to support members who need time off to care. For instance, there may be a facility to shift swap or use annual leave. This might suit members better as they would not then be losing pay when they take the time off.

Disciplinary action

Q Can I be disciplined for taking time off under this legislation?

No. Time taken off under the **Time off for Dependants** legislation should not be included in any absence percentage calculation. If you find yourself being called to a disciplinary meeting over taking time off then please contact your Usdaw rep.

Details of your rep can be found on the Usdaw noticeboard. Alternatively, please contact your local Usdaw office.

Long term

Q I have to care long term for a family member, what are my rights?

If you have recently become a carer you may need to work different hours, either on a temporary or permanent basis. The best way to approach this is to have an informal conversation with your manager.

You may feel comfortable doing this on your own. If not, speak to your Usdaw rep who should be able to advise and support you.

Flexibility

Q My manager won't support my request to change my hours. What should I do?

If after speaking to your manager you do not get the outcome you had hoped for then you may want to think about making a formal **Right to Request Flexible Working**. Everyone who has worked in their job for 26 weeks or more has a legal right to ask their employer for a change in their working arrangements. The employer has to give the request serious consideration and deal with it in a reasonable manner – they cannot just say no without giving clear reasons for being unable to accommodate the request.

Any change agreed under the flexible working procedure would be a permanent change to your contracted hours but there is nothing to stop you asking for a temporary change which can then be reviewed later.

Ushaw leaflets

- ◆ Flexible Working
www.usdaw.org.uk/346
- ◆ Time off for Family Emergencies
www.usdaw.org.uk/349
- ◆ Working Carers Know Your Rights
www.usdaw.org.uk/343



Changing hours

Q A couple of years ago I changed my hours to look after my mum. Now my employer is asking me to change my hours again to ones that don't fit with my care commitments. What should I do?

- ◆ For change of hours requests always speak to your Usdaw rep.
- ◆ Check whether there is an agreement covering how change of hours requests should be handled. If there is, make sure the company follows this process.
- ◆ Is there a consultation process to discuss the proposed changes?
- ◆ Does the company have a legitimate business case for the proposed changes?
- ◆ Have they looked at alternatives?
- ◆ Is the change reasonable? What is reasonable depends on each person but you can look at things like: What will be the impact on your caring commitments? Are the new hours at a similar time of day or night? Is there an impact on your pay or benefits? What will be the impact on your journey to work?



Legal right

Q Do I have a legal right to working hours that fit around my caring commitments?

No. Members who are carers have the right to have their commitments taken into account. This does not mean carers can pick and choose their hours but it does mean that any restrictions placed upon them because of their caring responsibilities must be seriously considered by the company.

Performance

Q Caring for my partner is leaving me feeling exhausted. I've made a couple of small mistakes at work and I'm worried I'll be disciplined. What can I do?



Know Your Rights



If your caring commitments are impacting on your performance (or attendance) at work then you should make sure your manager is aware of your situation. Depending on your situation you may be offered some temporary support to get you through a particularly difficult period. This could include a temporary change to your start/finish times or moving to a different department or store closer to home.

Reduced hours

Q I reduced my hours to care for my dad and I'm struggling to make ends meet. Can I claim carer's allowance?

If you are looking after someone for at least 35 hours a week, earning less than £123 per week and the person you are looking after receives either the middle or higher rate of Disability Living Allowance care component, either the rate of the daily living component of Personal

Independence Payment or Attendance Allowance, you may be eligible to claim carer's allowance which is currently £66.15 per week.

For more information go to

www.gov.uk/carers-allowance

www.carersuk.org

Contact

Contact details of your rep can be found on the Usdaw noticeboard. Alternatively, contact your local Usdaw office who should be able to put you in touch with your rep.

www.usdaw.org.uk/contact-us



Lifelong Learning

Returning to education has never been easier...

Being a member of Usdaw isn't just about protecting your rights at work. Did you know that members have exclusive access to a wide variety of learning opportunities through the union that will enhance their personal development and improve their career opportunities?

Lifelong Learning

Every year Usdaw helps more than 15,000 members return to learning. From studying a new language, brushing up on maths or English skills, NVQs, accessing an apprenticeship or even taking on a university degree. Lifelong Learning improves our quality of life at work, home and in the community.

Lifelong Learning can happen in all kinds of ways and all kinds of places, for example a

digitize taster session at work, a half hour digital course on your phone or an online distance learning course at home or at a local college.

Across the UK the union has worked with employers, colleges and learning providers to widen access to all types of learning for members who want to increase their skills and knowledge.

If you're interested in learning with Usdaw there are some great ways to get started below. You should also talk to your Usdaw rep or local Usdaw office about learning opportunities in your workplace.

Online Learning Gateway

Usdaw's online learning gateway provides information about the many learning opportunities available to members and gives access to a variety of different online courses



Once you have completed Units 1 and 2 you can go on to complete any of the other units. You'll also receive a certificate signed by the union's general secretary and president.

www.usdaw.org.uk/homestudy

Federation Schools

A Federation is an organisation made up of a group of local Usdaw branches. They are democratic bodies, run for members by members through an elected Federation committee.

Federation Schools are fun, relaxed and informal workshops that usually take place over a couple of days. They are friendly events led by Usdaw experts covering topical issues and the workings of the union.

Make sure your branch is affiliated to your local Federation. If it isn't, raise the matter with your rep, branch secretary or area organiser.

including English, maths, ICT, languages, CV writing and much more.

It's a great place to start your learning journey and see what options are available.

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

The Usdaw Home Study

A selection of activity booklets that you can complete at home in your own time to help you learn more about the union. It's not about tests or lots of writing, just an activity to help build your knowledge and self-confidence. There are five units to complete:

- ◆ Unit 1 – Unity is Strength
- ◆ Unit 2 – Democracy in Usdaw
- ◆ Unit 3 – Collective Bargaining
- ◆ Unit 4 – Pensions (Online Study)
- ◆ Unit 5 – Vulnerable Workers (Online Study)

The Open University

The Open University (OU) offers all adults, particularly those who have very few previous academic qualifications, a unique opportunity to study without leaving home or employment. The courses are easy to understand and build on your learning as you progress, allowing anybody the chance to gain a qualification. You will learn at a time and place that suits you through course books, online resources, DVDs, face-to-face and online tutorials.

Progress in your study will be measured by assessed assignments and written exams or project work.

As an added bonus fully paid up members of Usdaw who have been in the union for 12 months can get help with studying costs via the union's OU Grant Scheme.

www.open.ac.uk/study



Lifelong Learning

Usdaw member Jamie Doherty got bitten by the learning bug when she discovered it's never too late to return to the classroom with the union by your side.

"I left school in my fourth year with no qualifications," said Jamie, 39, who works at Tesco in Lisburn. "Usdaw's lifelong learning project worker was very encouraging and told me how I could improve my maths and English by studying at the local college in the evening. I signed up straight away.

"Going back into the classroom was daunting but thankfully it was an adult learners' class and everyone was in the same boat. After a couple of weeks, I relaxed into it and started to enjoy myself.

"After English level 2 and Maths levels 1 and 2 I was hooked. Since then I've completed ICT level 1 and 2, a course on project management and I've also started a counselling course."

Jamie's commitment to her studies was recognised at last year's ICTU learning conference in Newtownabbey where she was presented with the award for learner of the year.

"Winning the award shocked me," said Jamie. "I just threw myself wholeheartedly into the



learning and I enjoyed it, I didn't expect to win an award for it. My husband and children are really proud.

"None of this would be possible without the support of my project worker and union rep who have both given me the support and encouragement to continue and inspired me to go onwards and upwards.

"Learning is like a craving, when you've done some and achieved something from it, you just want to do more."

GET STARTED **USDW'S BITESIZE COURSES**

Here are some quick online courses to test your knowledge and improve your skills:

- ◆ **Staying Safe Online** – top tips on how to make a stronger, more memorable password, how to stay safe on social media and safeguarding children online.
- ◆ **Summertime Songbirds** – a short course using famous song titles or lines to help you learn some basic English rules and to avoid some of the common mistakes made with grammar.
- ◆ **Fit For Maths** – is your New Year's resolution to eat healthier, get fitter or lose weight? This course can help you achieve your goals and improve your maths at the same time.
- ◆ **A Play on Words** – famous quotes to help you learn some basic English rules and to avoid some of the common mistakes made with grammar.
- ◆ **CV Writing Course** – designed to help you build an effective CV and teach you basic IT skills such as formatting and styling documents.

Build a future

Exclusive savings plans for Usdaw members with Shepherds Friendly

Our endorsed savings provider, Shepherds Friendly offers Usdaw members a tax-efficient way to save for their future, with an exclusive reward for joining them.

Who are they?

Shepherds Friendly is a mutual society owned by and run for its members. They have almost 200 years' experience of helping the whole family manage their personal finance. Their commitment to members includes great service with a personal touch, which has earned them 4.69 stars out of 5 on Reviews.co.uk. Plus, with no external shareholders to pay, more profits go back to members, meaning they can aim to pay better returns on your investment.

Tim Robertson, company secretary at Shepherds Friendly, said: "Usdaw's values echo our own: members come first. We want to help members build better futures for themselves and their loved ones, and with a new tax year approaching on 6 April, now is the perfect time to start using your tax-free allowance by saving in an ISA."

How to Save

Their savings plans are straightforward, flexible and suit a variety of budgets. You can



"We want to help members build better futures for themselves and their loved ones."

start saving into an ISA from £30 a month or you can also open a Junior ISA for your little ones from just £10 a month.

If monthly deposits aren't for you, both plans allow you to save with one-off lump sums. Either way, you're not tied to a regular commitment; you can stop and start your deposits at any time.

Your Reward

Exclusive to Usdaw members: Open a plan through shepherdsfriendly.co.uk/USDAW and you will receive free Love2shop voucher codes worth up to £55.

www.shepherdsfriendly.co.uk/USDAW

Remember, with any investment your capital is at risk. All references to taxation are to UK taxation and are based on Shepherds Friendly's understanding of current legislation and HM Revenue & Customs practice which may change in the future.



Free Legal support for members

WHAT DOES FIRSTCALL COVER?

- ◆ Any accident, anywhere in the UK – including road traffic accidents, work-related conditions or diseases, slipping and tripping, and injuries caused by violent crime or armed robbery (CICA claims).
- ◆ Accidents/injuries to members, and their children under the age of 18, while outside the UK on a package holiday*
- ◆ Family members living with you are also fully covered if they're injured in a road traffic accident.

**Package holiday claims means accidents, injuries or other personal injury claims covered under the Package Travel, Package Holidays and Package Tours Regulations 1992. Members are advised to take out adequate holiday insurance at the time of booking their holiday. Usdaw Legal Plus does not cover members for any personal liability that might arise from their actions; cancelled flights or accommodation; lost baggage; or up front medical expenses.*

Please note: Usdaw Legal Plus is not an insurance policy. The Personal Injury cover does not replace the need to obtain specialist holiday insurance, car insurance and home insurance.

Take the pain out of personal injury and keep 100 per cent of your compensation with Usdaw's FREE claim line for members.

If you've had an accident that wasn't your fault contact FirstCall Usdaw, the union's free accident and injury claim line. Making a claim is easy. There are no complicated forms to fill in and you will be supported by Usdaw and the union's solicitors every step of the way.

Q How do I make a claim?
Call FirstCall Usdaw free on **0800 055 6333** to start your claim. You will be asked to provide some personal details and information about your claim. Your details will be checked and your claim will be logged – have a pen and paper ready to take down your case number.

Q How do I qualify?
To qualify for Usdaw legal assistance the accident must not pre-date your membership and you must be a fully paid-up member. You must also be making a claim within three years of the accident (two years if it is a criminal injury claim).

Q What legal fees do I need to pay?

None. FirstCall is a free service for Usdaw members. There are no legal costs whether you win or lose your case (the only exception is if the member has knowingly made a fraudulent claim).

Q Do I keep all of my compensation?

Yes. If the claim is successful you will keep 100 per cent of your compensation, unlike many private solicitors who can deduct up to 25 per cent to cover the legal costs.

Q Can I use FirstCall Usdaw to contact the solicitor for a claim I have already registered?

No. FirstCall Usdaw is only the number to ring to start a new claim. Please use the number provided to you by the union solicitors if you have a query about an ongoing case. Call the Legal Department on 0161 249 2438 if you have mislaid the solicitor's number.

For more information visit

www.usdaw.org.uk/legalplus

Looking after you
and your family

Union offered much needed support for Barry

*Usdaw member **Barry Seddon** was delighted that the union could offer legal support after a road traffic accident. Solicitors took on his case and he was awarded £2,500 in compensation.*

The accident happened in April last year. Barry and his colleague, who work for cash machine provider Cardtronics, were visiting a petrol station in their company van to service the cashpoint. Cars were queuing back because of a refuelling truck at the pumps. As Barry's vehicle approached the queue, the driver in front became impatient, she slammed down on the reverse pedal and smashed straight into the front of Barry's van.

"The collision was obviously a bit of a shock but I didn't think much about it at the time as I felt fine," said Barry, who was sat in the passenger seat. "It was over the course of the next week that I developed a pain and stiffness in my neck. I went to the doctors and they diagnosed a soft tissue injury."

Barry booked to see a solicitor and was actually sat outside waiting for his appointment when he

found out about FirstCall Usdaw.

"I was on the phone to my area organiser about another matter and happened to mention where I was and why," said Barry. "He asked me why I hadn't gone through the union's legal service – it hadn't even occurred to me.

"You don't think about unions offering a legal advice and support service, you just think about using them when you need representation at work. So I cancelled my appointment and called FirstCall.

"It was such a smooth service. I was sent the paperwork to fill out which was very straightforward and then the solicitors took it out of my hands. My case was settled in just six months and I kept 100 per cent of the compensation. I would highly recommend such a great service and I try to make sure everyone knows about it."

"You don't think about unions offering legal advice and support!"



The union has always been on my side

Usdaw membership helped Steve through a difficult five years

*A vicious case of bullying at work by his regional manager led to a successful claim for work-related stress for Usdaw member **Steve Quayle** thanks to the support of the union.*

The Cotswold store manager contacted the union for support after his ordeal left him facing life-changing colon surgery. Union solicitors fought his case and as a result Steve was awarded £70,000 in compensation.

Steve's story

"I'd been working at Cotswold for six years and really loved my job," said Steve, who lives in Chatham. "It was great meeting customers who were going on an adventure. We would help them get the things they needed to have a safer and more pleasurable trip.

"In March 2014 a new regional manager was appointed to look after the 12 stores in the area including mine. I found his behaviour aggressive and threatening from the onset. It was a stark contrast to the good relationships I'd had with the previous two area managers.

"He made me feel very anxious about going into work. If there was a problem, like something not quite right with a window display, his reaction would be extreme. He would raise his voice and say things like, 'What's wrong with you? Why can't you do things properly?'. Everything would be

escalated into a big problem and he would constantly threaten me with disciplinaries. It got to the point where I would panic if I saw a car similar to his pull up outside the shop.

“After enduring six months of his bullying behaviour the situation became too much to handle, I couldn’t face going into work anymore.”

Complaining to Cotswold

Steve raised a grievance about his regional manager with upper management at Cotswold in March 2014 but it was dismissed two months later. An appeal also failed. Two years later it was agreed that Steve would have to leave the company.

“I had various meetings with Cotswold during the two years and must have seen every manager in the business” said Steve. “The absence management procedure was triggered and occupational health got involved to try and find a resolution but Cotswold didn’t make any effort to investigate my allegations. Even when six out of the 12 store managers in my area left the business, they still wouldn’t investigate. I lost complete faith in the company. I found out later that they did start to investigate him in June 2015 and invited him for an interview but he failed to show and subsequently left the business.”

“The situation had a profound effect on my mental and physical wellbeing. My confidence was low and I wasn’t sleeping. I was worried all the time and that had a big impact on my home life. Fortunately, my wife was very supportive. She kept the house running and saw me through some difficult times. I am generally a nervous person and suffer with psoriasis and ulcerative colitis. The stress caused multiple relapses in my condition and resulted in a life-altering operation to have part of my bowel removed.

“When the decision was made that I would have to leave the company I was relieved really, it was a long two years and there was no way I could go back to work, even though he had left the business, it was too distressing.”

“The situation had a profound effect on my mental and physical wellbeing.”

“I was supported by my Usdaw area organiser from the very beginning. He accepted every invitation to every meeting, there’s no way I would’ve got through it without him. It was also my area organiser that encouraged me to contact the union solicitors to see if I had a case for work-related stress. I was dubious as I was already out of pocket due to loss of wages and worried that a legal case would cost me even more. He assured me that I had no need to worry, all costs are covered and fees wouldn’t be taken out of

my award if my case was successful. It started with a phone call to FirstCall. A union solicitor got back to me and we went through

everything.

“I was invited for lots of meetings and appointments with various healthcare specialists all over the south of England. One doctor said he’d never seen a case of stress at work like this that had affected somebody to this degree both mentally and physically.

Compensation

“It took four years from the launch of the legal case to agreeing a settlement of £70,000, and it wasn’t a smooth journey by any stretch, but I think it shows that if you are willing to put up a fight for what’s right, for as long as it takes, it will be worth your while in the end.

“The money hasn’t changed our lives and just about covers loss of wages, but it’s allowed us to pay off the mortgage which will help a lot.

“I’ve just about managed to put the ordeal behind me. I do some voluntary work but I can’t face the pressures of having a manager or working in a company with a hierarchy again.

“Throughout my ordeal I feel like I’ve never been on my own because the union has always been on my side and had my back. Everyone at work should have that support.

“I just want to say a big thanks, in particular to my area organiser and Usdaw’s legal department and solicitors. Needless to say, I intend to carry on my union membership for the rest of my days.”



Moving on

Usdaw member Deborah Escott wins employment tribunal against former employer Tesco over contract changes

Deborah Escott worked for Tesco for over 29 years. Problems started to occur when the company decided to carry out a restructure that included Deborah taking on, what the company deemed, ‘minor’ duties from a role that had been previously made redundant.

“I was a stock manager in Tesco. But in my career I had done the compliance role so I knew the changes that I was being asked to take on were anything but ‘minor’.

“The company put off giving me a job description and refused to answer any questions.

“After looking at the job description, I did a detailed comparison of the changes and had a number of questions I wanted them to answer so that I could make an informed decision, but I heard nothing. Despite this, there was a lot of pressure on me to accept the role and sign a new contract. But I knew my rights. I’d been a rep many years ago and had done some HR training. There was no way I was going to sign a contract without knowing what I was getting myself into.

Stress takes its toll

“This was an extremely stressful time for me. Within a couple of weeks of the first meeting I fell ill on the way to work and was hospitalised. The doctor told me I was suffering from anxiety-related symptoms so I was off work for about 10 days. Once I got back to work I had a further four meetings where none of my questions were answered and I was put under

a lot of pressure to sign the new contract. A few days before the changes were to come into effect I was once again asked whether or not I would accept the changes. When I said ‘no’, as my questions were still unanswered, I was suspended for failing to carry out a reasonable management request.

Tribunal hearing

“I was suspended for five months and during that time I suffered from migraines, stomach

pains and anxiety.

Only twice during this whole period did Tesco contact me regarding my wellbeing.

“Despite having a number of grievance

hearing meetings and a successful appeal nothing happened and my suspension wasn’t lifted. I had nowhere else to go so I resigned. Usdaw made it clear to me that constructive dismissal cases were notoriously difficult to win but in this instance they thought I had a chance because I had been treated so poorly.

“At the tribunal it felt like it was going my way and thankfully, the tribunal ruled in my favour. I got £30,000 including a 25 per cent uplift for the company failing to follow the Acas code of practice, which is very rare.

“Usdaw’s legal team were brilliant and I couldn’t have done it without their help and support.

“The tribunal helped me draw a line under what happened and move on. I completed a HR qualification and have found a new job, which I love.”

“During that time I suffered from migraines, stomach pains and anxiety.”



Boots, Burton-on-Trent



Tesco extra, Dudley



Sainsbury's, Sunderland



Tesco call centre, Dundee



Boots rep Dawn Johnson

Membership Week

From Donegal to Dundee, Usdaw reps pulled out all the stops during January Membership Week to give the union a massive boost for the first big recruitment drive of the year.

Hundreds of events were organised in workplaces across the country in a bid to encourage non-members to sign up, and remind existing members of all the fantastic opportunities available through the union.

Some of Usdaw's top campaigns played a crucial part with many events focussed on mental health, young workers, equalities, Freedom From Fear and pensions awareness.

Usdaw general secretary Paddy Lillis was delighted that so many reps and members chose to take part. "I'm always impressed with the determination and sheer hard work of our activists, not just during Membership Week but all year round," said Paddy. "Recruiting can be tough at the best of times, but recruiting over the last couple of years has been particularly difficult. We have seen a huge amount of change in the sectors we organise in, and particularly in the retail industry. This change has been deeply unsettling for many people and is why union membership is absolutely crucial.

"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.

"I want to take this opportunity to personally thank our army of dedicated reps and activists who play a pivotal role in the union every day, supporting their colleagues through what can often be very challenging times. You do a fantastic job and we are so very grateful and proud.

"If there are any members interested in making the step up to rep, or who want to play a more active role in the union, please don't hesitate to get in touch with your rep or local office."



Tesco, Mold



Primark, Inverness



www.usdaw.org.uk/gallery



Spring clean your finances

Most people, at some point in their life, have to tackle events that can trigger money worries. A cut in work hours, long-term illness, or a big life change such as starting a family can easily put a strain on finances.

Usdaw has partnered with StepChange debt charity to find out how making a budget can help you stay in control of your finances and put you in a much better position to deal with unexpected expenses, or spot areas where you can make savings.

StepChange is the UK's largest debt advice charity, contacted by around 650,000 people a

year and providing free, full, independent debt advice and help with money and budgeting.

What to do if you have a deficit budget

If you've calculated a monthly budget, and found that you're spending more than you're earning each month – it may be a good idea to get debt advice from StepChange.

Online debt advice tool

Their online debt advice tool may show you areas where you can make some savings or if you're in unmanageable debt, what solutions might be available to you.



Katleho Seisa via Getty Images

Make a monthly budget with StepChange

Step 1. Work out your total income

Add together all the income you get each month. Make sure you include everything, whether it's wages, benefits or pensions. If some of your income is paid weekly or four-weekly, you'll need to turn these figures into calendar monthly ones.

To do this you need to multiply the weekly figure by 52 and then divide this by 12. This will then give you a calendar monthly figure to include in your budget.

Step 2. Make a list of everything you spend each month

You need to include amounts for things that you only pay for once a year or less often, such as Christmas, car repairs or vets bills. To do this you need to divide the yearly cost by 12 to give you a monthly figure which you can include in your budget. You can then set this money aside until the bill is due.

If you're not sure what you're spending your money on, try writing down everything you buy over a month. This will give you a clearer idea of your regular spending.

Step 3. Deduct the total amount you spend each month from your monthly income

If you've got any money left over after you've paid for everything you have a 'budget surplus'. If you're spending more money than you've got coming in you have a 'budget deficit'.

Becoming a budgeting expert

After you've set up your monthly budget, review it regularly to see if your costs have changed, track your direct debits, and make sure that you aren't still paying for any services you don't use any more. You should also try to put a small amount aside into a savings account for a rainy day.



To find out more go to:

www.stepchange.org

To download a free budgeting template go to

stepchange.org/debt-info/how-to-make-a-budget



Hardworking rep Scott wants young people to learn more about trade unions

Inspirational activist fighting for members

Usdaw activist and family man Scott Gorman-Cochrane (pictured above left) is an inspiration to young workers around the country. At just 25 years old Scott has worked his way up from store assistant to store manager looking after his own team of staff in bakery chain Greggs. Alongside his fast-moving career he's also achieved a string of qualifications in Business Management and now juggles his job with studying for a master's degree in Human Resource Management and bringing up his 16-month-old daughter with husband Craig. If all that wasn't enough to keep him busy, Scott is an active Usdaw rep keen to get other young workers interested in the union and travels around the Edinburgh area representing members. *arena* met up with Scott late last year to see how he manages to fit it all in.

Climbing the ladder

"Greggs was only ever meant to be a weekend job to support me through my education," said Scott, who lives in Dalkeith, "but five years later I manage my own shop and an amazing team of people and I couldn't be happier.

"I first started working for the company in 2015 alongside studying for a diploma in Business at the City of Glasgow College. After a year I was promoted to senior team member and at the same time started my degree in Business Management. Business was a subject I thrived in at school and understanding the workings behind everything we do as people really interests me.

"In 2017 my husband and I decided to move to Edinburgh to be closer to family and I transferred to a Greggs store in the city centre while continuing my studies. After five months I was promoted to supervisor in the Loanhead branch and then in October 2018 I was thrilled

to be appointed store manager.

“My role involves training and managing my team and achieving the targets set by the business for production, sales and waste. I really love my job and the people I work with – it’s like my second home.”

Protecting members

“I became a rep in April 2018 and quickly became involved with my divisional young workers’ committee, driven by the fact that I wanted to get more young people involved with the union. As part of my degree I wrote my dissertation on ‘the perception of trade unions amongst young workers’ to find out why there was such little interest in trade unions from the group. The theme appears to be that there is a lack of understanding about what unions actually do. The media only mentions unions when we strike and cause disruption and this is what young people see. I want to try and do what I can, through the work of the committee and my role as rep, to change that.

“People around the union are often surprised that I’m a shop manager and wonder about a conflict of interests. When I’m representing colleagues my manager hat comes off and my union hat goes on. It’s as simple as that.

“Since becoming a rep I’ve had lots of great opportunities, like attending a weekend course on ‘speaking out for equalities’ and the STUC LGBT+ conference which I loved. The most exciting opportunity I had was going to London for the TUC LGBT+ conference. It was such a privilege.

“As a gay man, being involved in protecting the interests of groups that are sometimes forgotten about is important to me. I’m proud to work for a company that doesn’t cash in on LGBT products during Pride season like rainbow bags and coffee cups. Most businesses who do this appear to keep the money from sales, if they donated it to an LGBT charity then that would be different. I would like to see more employers taking part in

Pride events and also support other events like International Women’s Day and Black History Month to show that they are inclusive.”

Family man

Scott grew up in Dalkeith in a family of nine children. He met his husband Craig 10 years ago when they were both active members of the LGBT National Youth Council in Scotland.

“As a young person I was very vocal about issues that impacted me and my future as a gay man,” said Scott. “Similar to a union, the National Youth Council work to improve the lives of young LGBT people and campaign on big issues like education, health and equality.

“Craig is my absolute rock in life. He’s studying to be a nurse and I’m so proud of him.”

One thing that Scott doesn’t let get in his way is his hearing disability. As a result of lots of ear infections in the last few years – around 20 with nine perforations – Scott’s

ear drums are permanently damaged and he now wears hearing aids.

“Daily life used to be a struggle,” said Scott. “I couldn’t hear emergency vehicles when I was driving, I had to watch TV with the subtitles on and needed several different alarms to wake me up. Life is so much better now. I can even hear simple things like leaves rustling, rain hitting my car, my daughter making her high-pitched noises or singing – the things we take for granted every day. Life is good.

“I am absolutely loving my master’s course. I have just done my first two exams and I’m thinking of doing my PhD in Human Resource Management too. It’s a subject that ties in so well with being a union rep. When I graduate I’d eventually like to work in human resources or in the trade union movement and continue making the workplace a better place to work.”

“Life is so much better now. I can even hear simple things like leaves rustling”

www.usdaw.org.uk/bearep

For more information on being a rep, visit the union’s website.

MemberOffers

CARS & TRANSPORT

Car Hire
Car Leasing
Fiat
Startrescue
Usdawdrive
Vauxhall Cars

HEALTH & BEAUTY

Comfort Insoles
Gruum Razors & Skincare
Gym Membership
My Active Discounts
Usdaw Health Plan
Usdaw Dental Plan
Vision Express

INSURANCE

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

LEISURE & ENTERTAINMENT

Beer52
Cinema Tickets
Discount Card
English Heritage
Golf Membership
Magazine Subscriptions
National Trust Gift Cards
Online Ticket Store
Theme Parks and Attractions
Virgin Experience Days

HOLIDAYS

Airport Parking, Lounges & Hotels
Cottage Breaks
DFDS Ferry Crossing
Forest Holidays
James Villa Holidays
Lost Luggage Protection
Parkdean Resorts
Pontins

MONEY & FINANCE

Debt Advice
Financial Advice
Mortgage Advice
Pensions Advice
Pensions Annuity Service
Shepherds Friendly Savings
The Co-op Credit Union

SHOPPING

Apple
Crown Decorating Centres
Discount Card
Domestic Appliances
Flowers
Magazine Subscriptions
TM Lewin
Usdaw Prepaid Cashback Card
UsdawRewards Cashback
Virgin Wines

MISCELLANEOUS

Funeral Planning
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Mobile Phones
TOTUM Pro/NUS Extra



www.usdaw.org.uk/offers*

Find out more

www.usdaw.org.uk/offers*

*Terms and Conditions for individual offers on the website.

TRAVEL

INSURANCE members can trust

Usdaw
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Booking your 2020 holiday?

Don't forget your travel insurance! As an Usdaw member you will get a 10% discount when you buy online from Usdaw Insurance. With single trip and annual multi-trip cover available, 24-hour worldwide assistance and optional extras such as golf, cruise and ski cover, you'll have holiday peace of mind.

www.usdaw.org.uk/offers*

online  store

Tickets to Worldwide Attractions

Online Ticket Store is an award-winning supplier of tickets for over 5,000 attractions and things to do across 50 countries (including the UK). 24/7 booking online or by phone and Usdaw members can save up to 17%.

www.usdaw.org.uk/offers*

last year...

THE **CINEMA** OFFER WAS USED OVER 20,000 TIMES

AIRPORT EXTRAS WAS USED OVER 1,800 TIMES

USDAW MEMBERS SAVED OVER £6,500 WITH **ONLINE TICKET STORE**

ALMOST 3,000 MEMBERS ACCESSED THE **GYM** OFFER

USDAW MEMBERS SAVED OVER £3,000 ON **VIRGIN EXPERIENCE DAYS**

*Terms and conditions apply. See website for details.

Offers subject to change without notice. Usdaw Discounts & Offers is managed and run on behalf of Usdaw by Parliament Hill Ltd.

arena health

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

www.usdaw.org.uk/healthandsafety

Diesel dangers

Q I work in a warehouse and when delivery trucks start unloading at the delivery bay they leave their engines running to keep their fridges cool. Should I be exposed to diesel fumes at work?

No. Diesel engine exhaust emissions (DEEE) contain a cocktail of dangerous particles and fumes. Last year the International Agency for Research on Cancer recognised DEEE as a human carcinogen which is linked to an increased risk of lung and bladder cancer. Apart from the long-term cancer risk, short-term effects of exposure include eye and lung irritation. Your employer is required to conduct a risk assessment to prevent or adequately control your exposure to DEEE. I would discuss your concerns with your manager and safety rep if you have

one in order to see what measures can be introduced to help.

For possible measures employers could take go to: www.notimetolose.org.uk/free-resources/diesel-pack-taster

Manual handling

Q A lot of the produce delivered to our store comes in trays that are stacked on dollies up to two metres high. When I lift trays down from above my head I get muscle aches and pains. What should I do?

You should inform your manager and talk to your Usdaw rep.

Under the Manual Handling Operations Regulations 1992 your employer must reduce the risk of injury from manual handling to the lowest reasonably practicable level.

Health and Safety Executive (HSE) guidance says that lifting any object from above head height carries a risk of injury. So even if the trays are not particularly heavy, your employer should have done a risk assessment and provided a safe way of lifting them down – for example by providing steps or a kick-stool. Workers

should have been trained in the safe way of working and made aware of the risks.

If you or your safety rep at work needs help with your employer's responses or their risk assessment, the health and safety section at Central Office can provide further advice.

Rats in supermarket

Q There are rats in our supermarket warehouse. I am concerned about the risk to my health and the public. What should I do?

Rats can carry a number of diseases. There is a risk of contracting infections from contact with their urine. One of the most serious is Weil's disease (leptospirosis) but they also can carry E coli, salmonella and other diseases. Infections can be passed on through open cuts on your hands or by touching your mouth after touching contaminated surfaces. So, if staff have to handle boxes or other materials that are likely to have been contaminated with rat urine, then they should follow basic hygiene precautions (covering any wounds or cuts on their hands with waterproof plasters, wearing appropriate gloves and washing their hands



**SEND YOUR QUESTIONS TO
ARENA'S HEALTH EXPERTS:**

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

thoroughly with soap and hot water).

They can also cause physical damage and have caused fires by gnawing through insulation on electrical wiring. It is important to control an infestation as soon as possible. Your manager should bring in pest control experts to lay traps as this will be the most effective way to target the vermin and remove them from your store. The experts should also advise on things such as safe storage of open foodstuffs and safe disposal of food waste and packaging.

Stress at work

Q Due to sickness we had a skeleton staff covering the store over Christmas. I stuck it out but am struggling myself with tiredness and find it difficult to drag myself into work. What can be done?

According to the HSE stress is now the main cause of work-related ill-health in the UK. Employers have a legal duty to assess the risks in their business and to reduce it. HSE guidance explains that stress is caused by things like excessive workload, lack of control over work and lack of support. There are things your employer could do such as re-



*For further information
on health and safety go
to www.hse.gov.uk*

deploying staff from neighbouring stores, taking on more staff and closing the store early to avoid spreading staff too thinly.

For more on the HSE campaign on stress visit: campaigns.hse.gov.uk/go-home-healthy/work-related-stress

Supermarket refit

Q Last week contractors turned up to replace tiles in my store. There was a lot of noise and dust produced. My mate and I both suffered with coughs and irritable eyes and I had an asthma attack the next day. Should there have been a risk assessment?

It is unlikely that you will have suffered any long-term damage to health from one-off exposure to dust. However, your employer should have checked with the contractor to make sure a risk

assessment was done to control the dust produced before the tiles were removed.

Your health and safety rep should be entitled to see a copy of the risk assessment for the programme of work and should be able to confirm that no long-term damage has been done.

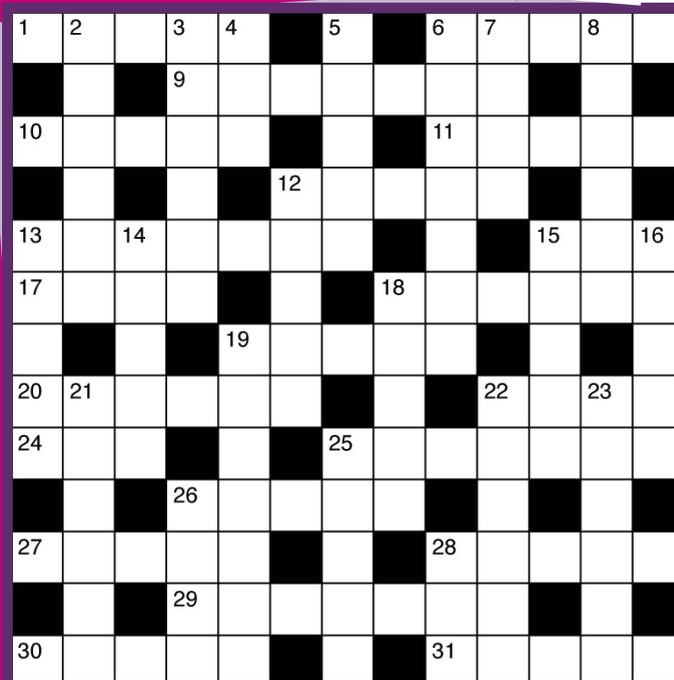
It is not surprising that you were concerned about the health effects if you were given no warning about the work. It is certainly possible that the irritation from the dust contributed to your asthma attack. So it would have been better if management had checked in advance whether there was anyone with breathing problems who might be affected by the dust and moved you to some safer work while the tiles were removed.

arena crossword

Correctly complete the grid and you could win a £50 shopping voucher!

Closing date 20 April 2020

(Not open to Usdaw staff)



Win! £50

Word up!

Complete our prize crossword and you could be one of three members to win a £50 shopping voucher. 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.**

www.usdaw.org.uk/xword
Solutions available from 21 April 2020.

arena Winter £50 winners:

Lynda Oakley: F173 Sainsbury's Yorkshire

Christine Roberts: E041 West Midlands Sainsbury's

Lee Hirst: K149 NW Morrisons Retail No.2

ACROSS

1. Italian city (5)
6. Make ashamed (5)
9. Tall animal (7)
10. Nasty (5)
11. Short moral story (5)
12. Lesser (5)
13. Bed covering (7)
15. For every (3)
17. Forearm bone (4)
18. Stick (6)
19. Copper alloy (5)
20. Haughty (6)
22. Savant (4)
24. Not wet (3)

25. Temporal (7)

26. Drained of colour (5)
27. Noblemen (5)
28. Soft leather (5)
29. Army member (7)
30. Snake poison (5)
31. Very small, informally (5)

DOWN

2. Ill (6)
3. Tropical lizard (6)
4. Nothing (3)
5. Nun's outfit (5)
6. Is able to buy (7)

7. Endure (4)
8. Tray (6)
12. Cheerful (5)
13. Put up (5)
14. Enraged (5)
15. Foot-operated lever (5)
16. Allude (5)
18. Tree (5)
19. Bloom (7)
21. Heavily decorated (6)
22. Surgeon's stitch (6)
23. Land adjoining a house (6)
25. Shabby (5)
26. As well (4)
28. Harden (3)

arena letters

**HAVE YOUR SAY –
SEND YOUR THOUGHTS TO:**

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

30 year awards



Retired member
Jerrard Wilson
(left) Bushey, Watford.



Janice Robertson
(right) Falkirk VF
Northern Tesco.



Linda Court (left) Boots
Industrial, Nottingham.

Menopause spotlight



Menopause awareness
campaign
at Tesco Extra
Llansamlet, Swansea



Barbara Abraham (right)
Tesco High Wycombe

50 year award

Kevin's kindness

Denise Lees-Powell was due to kick off the Respect Week campaign in her store in Morrisons Farnborough but unfortunately had broke her pelvis a week earlier. Denise's husband Kevin went into the store on her behalf and set it up with her instructions. Denise said she desperately wanted the campaign to go ahead because it's so important and thought Kevin did a great job.



General secretary Paddy Lillis and
North West divisional officer Mike
Aylward celebrate with retired area
organiser Harry Pleavin

Sign up a friend and you could win £250 of shopping vouchers!

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 using the form opposite...**



davidt via Getty Images

TWO RECRUITERS WILL WIN SHOPPING VOUCHERS WORTH **£250** EACH IF THEY ARE THE **FIRST TO BE PULLED OUT OF THE HAT!**

USE THIS FORM TO SIGN UP A FRIEND AND ENTER THE PRIZE DRAW

Your chance to win!

You could **win £250** of shopping vouchers in this issue's prize draw. All you have to do is sign up a colleague or friend to Usdaw using the form opposite, and send it to **ARENA PRIZE DRAW**, Usdaw, 188 Wilmslow Road, Manchester, M14 6LJ.

The weekly rates (applicable from 1 July 2019) are **£2.48 for Scale A** (applicable to full-time and part-time workers) and **£1.61 for Scale C** (applicable to part-time workers only)

Four prize draws a year

You can also enter online:

www.usdaw.org.uk/recruitafriend

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



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

Please tick the appropriate box

Ms Miss Mrs Mr Mx Other _____ Female Male

Surname _____

Forename _____

Full Postal Address _____

Postcode _____

Tel. No. (Inc. STD) _____ Mobile No. _____

Email _____

Date of Birth

D	D	M	M	Y	Y
---	---	---	---	---	---

 Age _____

Company Name _____ Occupation _____

Workplace Address _____

Postcode _____

Location Number _____ Employee No. _____

Have you been a member of Usdaw before? Yes No

Choose your membership rate. If you do not select a scale of contributions you will automatically be entered as Scale A in order to take advantage of the full range of benefits. For details of current membership rates and cash benefits visit www.usdaw.org.uk

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

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

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

For Members Paying by Payroll

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

Privacy Notice

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

Member's Signature _____ Date _____

Recruiter's Name _____

Recruiter's Membership No. _____

A Brief Guide to Usdaw

Udaw is the UK's fifth biggest trade union with over 400,000 members. Most Usdaw members work in the retail sector, but the union also has members in other trades such as transport, distribution, food manufacturing and chemicals.

Udaw helps people at work by negotiating better pay and conditions. Being a member of the union also gives you the opportunity to have a say in issues that affect your working life. The more Usdaw members there are in the workplace, the stronger the union's voice when talking to your employer.



Udaw membership includes...

Representation in meetings

There are over 9,000 Usdaw reps in workplaces across the country. If you have a problem at work, or need advice on an issue, Usdaw reps are on hand to advise and represent you in grievance, disciplinary and sickness meetings. The union can also provide specialist advice on pensions, health and safety and legal queries.

Free accident cover

Workplaces with unions have far less accidents. With 4,000 health and safety reps, Usdaw makes sure that your safety at work is taken seriously. If you do have an accident your membership gives you free accident cover. If your claim is successful, you keep 100 per cent of your compensation. If you have an accident please contact our free claim line FirstCall Usdaw on **0800 055 6333**.

Member offers and discounts

Udaw partners with a number of organisations to give members deals and discounts on everything from cinema tickets, to home, car and travel insurance, to great discounts at high street shops and restaurants. For further information please see the member offers pages within the magazine or go to www.usdaw.org.uk/offers



Where to find information

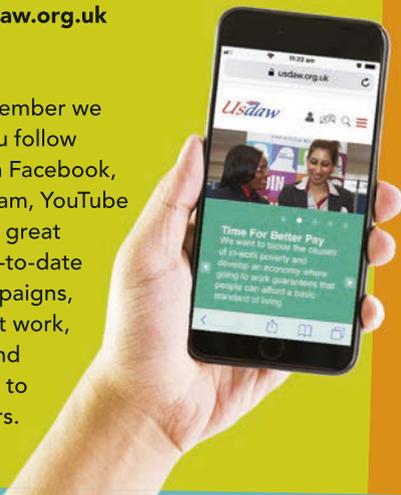
Usdaw Website and enews

For everything you need including sections on legal advice, workers' rights, health and safety, news, training opportunities, upcoming events and campaigns. You can also download informative leaflets and posters and sign up for email updates.

Visit: www.usdaw.org.uk

Social media

As an Usdaw member we recommend you follow UsdawUnion on Facebook, Twitter, Instagram, YouTube and Flickr. It's a great way to keep up-to-date with news, campaigns, events, rights at work, competitions and offers exclusive to Usdaw members.



Branch meetings

The best way for members to get involved and stay informed is to attend their branch meetings. These are regular union meetings run by reps and are a good way of finding out what is happening in your workplace, your division and the wider union. Your branch number is printed on the wrapper of each issue of *arena* and will start with a letter A to K. To find out where and when your branch meeting is held, speak to your union rep or call your local office.

Become a rep

Usdaw is always looking for members to volunteer as reps. Becoming a rep gives members invaluable opportunities to develop personally and professionally. For further information visit www.usdaw.org.uk/bearep

Want to get more involved?

How to contact the union

Usdaw divisions and offices

Usdaw divides the UK into seven geographical divisions. If you have a problem at work always contact your Usdaw rep in the first instance (details can be found on your union noticeboard) or contact your local Usdaw office:

www.usdaw.org.uk/contact

Update your details:
www.usdaw.org.uk/update



A South Wales and Western Division
Bristol 0117 931 9730
Cardiff 029 2073 1131
Plymouth 01752 765930

C Eastern Division
Bury St Edmunds 01284 775700
London 020 7323 5550
Waltham Cross 01992 709280

E Midlands Division
Redditch 01527 406290
Kegworth 01509 686900

F North Eastern Division
Leeds 0113 232 1320
Newcastle 0191 296 5333

G Scottish Division
Edinburgh 0131 556 5242
Aberdeen 01224 652820
Glasgow 0141 427 6561

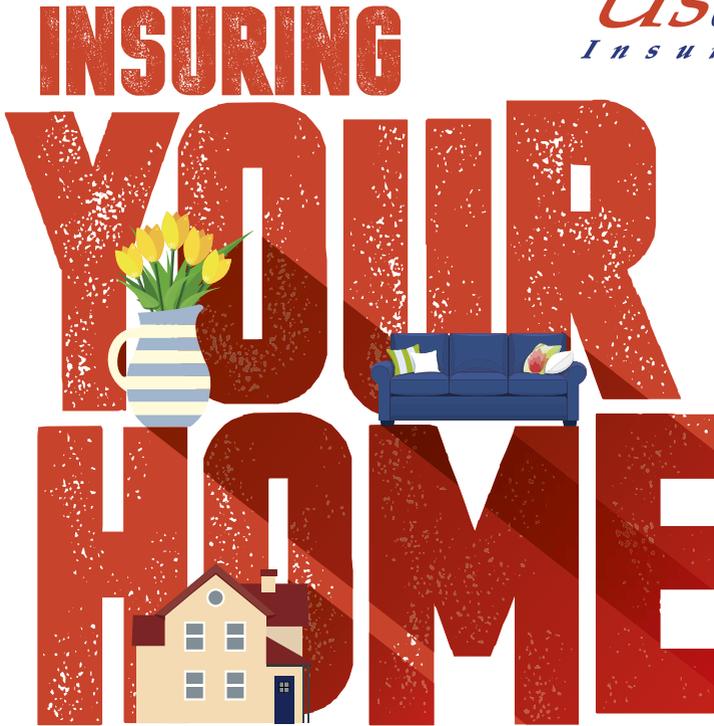
H Southern Division
Faversham 01795 532637
Andover 01264 321460
Morden 020 8687 5950

K North West Division
Preston 01772 704003
Belfast 028 9066 3773
Warrington 01925 57805

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INSURING YOUR HOME



DID YOU KNOW?

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-  Usdaw Insurance has been protecting members for over 15 years

96%
of our customers
are satisfied[^]



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Call **0800 376 0300**^{*} (Quote arena120)
or visit **usdawinsurance.co.uk/arena120**

★ Trustpilot



Trustscore 4.6 | 1,114 reviews[†]

[^] Research carried out by UIA (Insurance) Ltd, July 2019. ^{*} Lines are open 8.30am-8pm Mon-Fri. [†] Trustpilot rating correct as at 25 November 2019.

Usdaw Insurance is a trading name of UIA (Insurance) Ltd. Cover is provided by UIA (Insurance) Ltd, a member of The Association of British Insurers and a registered society under the Co-operative and Community Benefit Societies Act 2014. Principal Office in England at Kings Court, London Road, Stevenage, Herts SG1 2TP. Usdaw is an Introducer Appointed Representative of UIA (Insurance) Ltd, which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.