

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



Tamworth Times

Vicious attack on shopworker

A plucky Tamworth shop assistant had her arm smashed by a pair of bolt croppers as she thwarted a robbery.

The intruder demanded access to a cigarette store but the thug and his waiting

accomplices were forced to flee empty-handed.

Despite the severity of the injury and being traumatised she gave chase to get details of the getaway vehicle and descriptions of the gang.

Evening Herald

Armed robbers targeting shops

An armed robber threatened a shop assistant before snatching cash in the eleventh knife-point shop robbery recorded in Plymouth over the last month.

Detectives today advised shop owners to review their security following the spate of offences in Plymouth stores.

A man walked into the store and asked for goods before handing over his own cash.

As the till opened, the robber jumped on the counter, pulled out a five-to-seven inch knife and threatened the assistant.

He grabbed £100 in notes from the till before fleeing the store and making his getaway on a cycle.

Manchester Evening News

Axe raid ordeal

Police are appealing for witnesses to an armed robbery at an off-licence last night.

Two women were locking up at the Co-op Late Shop in Astley Street, Dukinfield, just after 9.30pm when they were approached by two masked men carrying axes and dragged back inside the store.

The men – one wearing a balaclava and the other a 'Scream' mask – threatened the women before escaping with hundreds of pounds in cash from a safe.

South Wales Evening Post

Staff risk attacks on shopfloor

Workers at a Swansea store have had knives, syringes and scissors drawn on them by angry customers.

A hard core of troublemakers are said to be targeting Sainsbury's.

The terrifying attacks have been revealed by managers who say they are trying hard to keep such people away from the aisles.

Liverpool Echo

VIOLENCE ON SHOP STAFF

Most Merseyside shop staff have faced physical or verbal attack in the past year, an investigation by union chiefs has revealed. Voices from the Frontline contains graphic reports of attacks and threats against shopworkers. More than half of people working in Merseyside supermarkets and stores have been battered or abused by customers over the past 12 months.

Heaton Moor, Chapel, Mersey Community News

Stun gun used in shop raid

Robbers armed with a crowbar, screwdriver and a stun gun raided the Co-op, Heaton Moor on Tuesday March 11.

As the shop was about to close at around 9.55pm, three men ran in and pulled the shutters down behind them demanding cash from the staff.

A male member of staff was attacked with the stun gun and kicked about the head, while two female members of staff hid. The offenders took the contents of the till and ran out of the shop probably to a waiting car.



Attacks and abuse wrecks lives:

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

Enough is enough

Join Usdaw – campaigning to protect shopworkers from violence and abuse

Top 10 Tips for a Safer Workplace



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

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

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

The best way to protect yourself is to join Usdaw.

As a member of the Union we can help if your store isn't as safe as it should be. Usdaw's Health and Safety Reps, backed by experienced full-time officers, can take up your concerns and negotiate to make your store safer.

If the worst happens and you are a victim of violence because of an assault or an armed robbery or other crime, the Union can help you to pursue a claim with the Criminal Injuries Compensation Authority. Members can start a claim by calling Usdaw's free accident claim line **FirstCall Usdaw on 0800 055 6333.**

Usdaw
Union of Shop, Distributive
and Allied Workers

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

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

Please tick the appropriate box

Ms Miss Mrs Mr Mx Other _____ Female Male

Surname _____

Forename _____

Full Postal Address _____

Postcode _____

Tel. No. (inc. STD) _____

Mobile No. _____

Email _____

Date of Birth

Age _____

Company Name _____

Occupation _____

Workplace Address _____

Postcode _____

Location Number _____

Employee No. _____

Have you been a member of Usdaw before?

Yes

No

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

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

Please tick the
appropriate box

Scale A Full or Part-time workers

Scale C Part-time workers only

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

For Members Paying by Payroll

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

Privacy Notice

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

Member's
Signature _____

Date _____

Recruiter's Name _____

Recruiter's Membership No. _____

How to join

For immediate membership and full protection simply complete the attached membership form, detach from the leaflet and return to Usdaw's Central Office. Just write **FREEPOST USDAW** on the envelope and put it in the post.



What happens next?

You will receive a membership card with our Helpline telephone number and a New Member's Pack giving details of all the benefits and professional services available to you.

Please note

When you join, your membership details will be strictly confidential.

For further information ring our Helpline

0800 030 80 30

visit our website

www.usdaw.org.uk

www.usdaw.org.uk/freedomfromfear

**Improving workers' lives
– Winning for members**

Usdaw
*Union of Shop, Distributive
and Allied Workers*



Data Protection Act Notice

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