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WINTER 2015

Q&A

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



General secretary John Hannett Standing up for members at work

This year has been one of the most turbulent in recent history particularly, but not exclusively, in the retail sector with managerial/supervisory job cuts, store closures, mergers, changes to pensions, the continued rise of the discounters, a price war, and big pay rises at the Co-op, Morrisons and Sainsbury's.

While the National Minimum Wage has increased, and even with a further increase for over 25 year-olds next April, this can't make up for the massive tax credits cuts our members face in the coming months and years.

We also face yet another battle to retain some sort of common sense on Sunday trading after the Tory Government announced plans to further deregulate the only day our members can have some time off with their families.

An Usdaw delegation went to Westminster in October to make our case to the politicians that not only are the vast majority of members against more Sunday trading, as are many retailers and consumers, but workers will face increased pressure to work should the legislation go ahead. This is just the beginning of our campaign. We want all of our members to lobby their local MP and councillors.

It's been a tough year with challenges to come in 2016, so I want to place on record my appreciation and thanks to our members, reps, staff and officials for their support during 2015 and wish you all a happy Christmas and a prosperous New Year.

John Hannett, General Secretary

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Union of Shop, Distributive
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p18



p33



p45



p07

On the march for fairness

Inside this issue

Legal Plus & FirstCall Usdaw

22 Winning for you Members get free legal help from day one of their membership.

People like you

45 David Cohen A union learning rep helped transform David's life and he's never looked back.

Features

12 Abusive calls Find out the legislation available to help stop abuse against call centre workers.

14 Night shift working Your questions answered on this growing yet 'invisible' workforce.

20 Angela's story Angela Sweeney, traumatised by an armed robbery, is backing the Respect campaign.

28 Summer schools Activists tell how they enjoyed the union's popular residential training courses.

30 Lifelong Learning Still changing lives after 15 years, arena celebrates the award-winning campaign.



Hazards ahead for drivers

Workers' health in focus

34 Winter driving... In-store searches, heating issues and robbery fears all feature.

Regulars

04 Latest News Pay rises and campaign heads to Westminster to stop Sunday deregulation.

40 New Recruit a Friend Two prizes of £250 each now on offer in our recruitment draw.

Letters

42 Have Your Say Your views, your pictures and your ideas take centre stage.



Sunday is hours

Usdaw is piling the pressure on the Government to abandon its plans to deregulate Sunday trading

More than 60 per cent of retail staff come under pressure to work on Sundays while only 6 per cent would prefer to work longer on Sundays, a new survey from Usdaw has shown.

Around 10,000 shopworkers took part in the survey which has been passed to the Department of Business, Innovation and Skills as part of its consultation on the Government's plans to devolve decision-making on Sunday trading to councils.

"Our members have consistently told us that they

come under pressure to work unsocial hours and that is particularly true on Sundays," said general secretary John Hannett, who led an Usdaw delegation to Westminster in October to lobby MPs to oppose any plans to deregulate Sunday trading. Around 50 MPs turned up, mostly Labour but some Tories.

"Shopworkers value their Sundays and the shorter opening hours for large stores helps them to balance their working life with responsibilities at home.

"There is no doubt that extended opening in large stores will lead to even more retail staff being pressured into working longer hours on Sundays. That's why more than 90 per cent of shopworkers oppose any extension to Sunday trading hours.

"The Sunday Trading Act is a great British compromise, which has worked well for over 20 years – retailers can trade, customers can shop, and staff can work. We want Sunday to remain a special day, different to other days, when shopworkers can spend some time with their family."

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Cash in pocket

Members at Morrisons to vote on bumper pay deal

Usdaw has negotiated a significant pay rise for all retail staff in Morrisons, which subject to a ballot, will see the basic rate rise to £8.20 from £6.83.

As arena went to press members were voting on the new deal that will be paid from March 2016.

National officer Joanne McGuinness said: "For some time we have been talking to the company about taking retail staff up to and beyond the Living Wage Foundation rate, currently set at £7.85 an hour. So I am



Pay rates have taken centre stage recently

delighted that we have agreed a rise that takes staff way past that to £8.20.

"The new consolidated hourly rate is now the highest of the big four supermarkets, which is paid every hour not just when staff work at times that attract premium pay. It is a big step forward, shows that the company are prepared to invest in the staff to help grow the

business."

Usdaw has also been in negotiations with the company to protect jobs, seek redeployment and minimise any compulsory redundancies since it sold its 140-strong convenience arm to a private equity firm in September, and announced it was to close 11 of its stores in England.



www.usdaw.org.uk/news

Lidl U-turn in NI after Usdaw raises pay problem



Usdaw is campaigning for recognition

Lidl quickly bowed to pressure from Usdaw after it initially said its pay increase would not apply to workers in Northern Ireland.

In late September the company announced an increase in its hourly rate to £8.20 an hour across England, Scotland and Wales, and £9.35 an hour in London, but excluding stores across Northern Ireland.

The angry reaction from Usdaw's Northern Ireland members saw the company reverse its decision within two weeks. General secretary John Hannett said: "This was a victory for fairness and shows the importance of trade union pressure.

"Our campaign for recognition in the company continues and we are actively recruiting members across the company's stores."

Play fair

Workers are being penalised by cruel Tory Government cuts

Hundreds of Usdaw members travelled to Manchester in early October to protest against the Government's cuts to working tax credits during the Conservative Party's annual conference.

Balloons, banners and flags were waved through the city's streets as up to 60,000 marchers made their feelings known on the Tories cruel cuts for working families.

General secretary John Hannett was one of the speakers at the event. "Many thanks to all of our activists who turned out on this TUC organised rally. Our campaign to protect working people, their jobs, their terms and conditions and their families goes on. We want fairness not austerity."



Activists were vocal during the march

News

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Brenda with TUC leader Frances O'Grady

Double first

Two Usdaw activists won national recognition at this year's TUC conference

Congratulations to **Brenda Shaw** and **Janise Corfield** who won two of the most prestigious national awards at this year's TUC conference held in Brighton in September.

Equality rep Brenda won the TUC's Gold Badge award for **outstanding achievement** and her commitment to promoting mental health support in the workplace, while Janise won the health and safety award making it a double first for Usdaw.

Brenda accepted her prize from TUC general secretary Frances O'Grady in front of a packed audience. Unfortunately Janise couldn't get to the conference but her prize has already found its way to her in the North West division.

"Brenda and Janise have done themselves and the union proud," said general secretary John Hannett. "They **fully deserve** the recognition, well done to both of them."



Janise at this year's Organising Awards Night

Scam warning

Workers who can access their pensions at 55 are being warned yet again about the dangers of pension scammers and fraudsters after figures revealed more than £9m had been stolen in the five months since April this year – double the sum stolen in the same period last year.

Police's failure

A police officer who refused to go to the aid of a shop manager who was apprehending a shoplifter was sacked for gross misconduct in September. The incident happened in December last year outside a Tesco store in Liverpool. Three other officers present were disciplined.

Tax credits plan

Chancellor George Osborne has been forced to rethink his controversial tax credit cuts after the House of Lords rejected his proposals. Any changes may be contained in his Autumn Statement.

Milk merger

The £80m takeover of Dairy Crest's milk division by German yogurt maker Müller is set to be given the green light by competition authorities leaving just two companies to process the majority of the UK's milk – Arla UK and Müller.

Contract boost in-store

Workers can upgrade their contracts to reflect their normal working hours

Members at Sainsbury's who work regular overtime on the same days and times each week can now have their hours reviewed under a **new agreement** between the company and Usdaw.

This follows changes to holiday pay legislation and both Usdaw and Sainsbury's are looking to uplift hours to reflect these regular work patterns where possible.

National officer Joanne McGuinness said: "All employees in this situation should have been approached to discuss whether or not they would like to **voluntarily increase** their contracted hours.

"This is a **good news** story for Usdaw members in Sainsbury's as the union has long argued the **importance** of having contracts that reflect the hours that members normally work. If you

work **regular overtime** on the same days and times each week and have not yet been approached about the possibility of increasing your hours, then please speak to your line manager in store."

This follows the company's decision, after representations by Usdaw, to increase pay by 4 per cent with most staff moving from £7.08 to £7.36 an hour from October.

Pride marches



Usdaw activists ensured they flew the union's equality flag at Pride marches in the summer at Glasgow, London, Manchester, Birmingham, Plymouth, Blackpool and York

People
like you



Active

Rep Jean Weeks is one of thousands of Usdaw members

who regularly take part in the annual Race4Life event to raise money and awareness for national charity **Cancer Research UK**.

Jean's commitment is even more remarkable as she suffers from a condition called scoliosis, which affects the curvature of her spine and causes her pain on a daily basis.

"I was diagnosed at the age of 12 and I've had **two major operations**," said 46 year-old Jean, a night-shift worker for Tesco in Bletchley, Milton Keynes.

"I have good days and bad days and there are some things I can't do, but I don't let it interfere with my daily life.

"This is my eighth year

Charitable rep breaks the pain barrier to help raise money for cancer victims

doing Race4Life and the second time I've run 10km. I mainly jog and power walk, it doesn't matter how you get round. There was **20 of us** from our store this year, we're a great team and we all have our own reasons for taking part.

"It's such a **brilliant atmosphere** on the day with crowds cheering you throughout and willing you on at the finish line."

Jean, a mother-of-four and grandmother-of-two, has shown the same commitment and determination as a union rep, a role she's held for 11 years. "I work nights so I carry out a lot of my union tasks during the day

including organising the many campaigns we run in-store. Sometimes I only get four hours sleep.

"I do what I do because I get a great sense of **achievement** knowing I've helped a member or persuaded a new member to sign up. As a rep I've learned a lot about the union and myself.

"I delivered my first proposition at the Annual Delegate Meeting this year and spoke in front of hundreds of people. It took me four years to pluck up the **courage** to do that and I had tears in my eyes when I finished.

"It's an achievement I'll be **proud** of for the rest of my life."

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

www.usdaw.org.uk/bearep

Retiring?

If you retire from work you don't have to retire from the union. You can still keep your membership and play a vital role in your branch's recruitment and campaigning activities.

Don't retire from the union:

1. Free Life Member (FLM)

– you must have 30 years' membership – either as an unbroken length of service or made up of separate periods of membership. As a FLM you pay no further contributions.

2. Superannuated Member (SM)

– you must have at least five years' membership, either as an unbroken length of service or made up of separate periods of membership. As a SM you have to pay a small weekly contribution which will not increase in the future. The rate you pay depends on the scale of contribution you were paying before retiring. **The current rates are: Scale A – 35p Scale B – 20p Scale C – 7p**

Don't forget: Both FLMs and SMs are entitled to a union funeral grant which is the rate of benefit stated in the Union Rule Book. The size of the grant relates to the contribution scale you paid and their current levels at the date of death.

The current funeral grant levels are: Scale A – £650 Scale B – £210 Scale C – £140

(It is essential that your contributions do not fall into arrears of 26 weeks or more as entitlement to a funeral grant will cease. Superannuated Members paying Scale A are encouraged to pay by direct debit to ensure this will not occur). For more information, visit the website, or contact your rep or your local Usdaw office.

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Protecting call centre workers from abuse

arena takes a look at the legislation that can be used to shield call centre workers from verbal abuse and offers advice

Introduction

In our autumn issue call centre worker Gabrielle McDowall explained how she took an abusive caller to court and ensured he was prosecuted.

In this issue we look at the law protecting staff from abusive callers and offer some tips on how to minimise the risks.



The Communications Act 2003

■ Makes it an offence to make a phone call (including leaving a voicemail message) which is **indecent, offensive or threatening**. This covers racial, sexual, religious and other abuse, threats of violence and obscenity. This offence is **punishable by a fine** and/or up to six months in prison in serious cases.

■ It can be used even where there is a single instance of abuse of a **threatening telephone call**, but it does not cover things like face-to-face threats or abuse, nor for example a written note handed to somebody or pushed through their door – it only covers cases where a ‘public communications network’ is involved. It covers mainly telephone calls and anything sent through the post.

The Malicious Communications Act 1988

Makes it an offence to send any **electronic communication** that is indecent, offensive or threatening. This has been used to cover text messages, emails, tweets and Facebook posts. Again, this offence is punishable by a fine and/or prison in serious cases. There have been a number of **high profile cases** in the news recently where internet ‘trolls’ have been charged over malicious and offensive tweets and Facebook posts.

The Protection from Harassment Act 1997

This act covers all types of harassment – telephone calls, text messages, tweets and Facebook posts, letters, notes and any form of intimidation.

Where there is more than a single instance of threat or abuse by the same person, an offence may be committed under section 2 of this legislation.

A person guilty of causing harassment under section 2 can be sentenced to up to **six months imprisonment** and the court can also impose a restraining order – a breach of a restraining order is punishable by up to five years in prison in serious cases.

“ Verbal abuse can have a serious impact on an employee’s mental wellbeing and can lead to distress and anxiety, and longer-term stress-related ill health. For employers the result can be low staff morale, increased turnover of employees and recruitment difficulties – **Health and Safety Executive**

know your Rights

What should you do?

- Insist on comprehensive training which should include:
 - How to deal with aggressive/abusive callers
 - Knowledge of the product/services you are providing (including regular updates/refresher courses)
- Stay calm. Try not to lose your temper or become aggressive/abusive.
- End the call if the caller refuses to behave reasonably.
- Report all incidents to your line manager. Keep details of the call.

What should your employer do?

- Verbal abuse is work related violence.
- Your employer must protect you from the risk of violence at work.
- Employers must prepare and protect staff.
- Employers must have clear policies and procedures to report all incidents.
- Employers should provide proper training to help deal with abusive callers, eg. How to terminate a call and seek management support.
- Provide the opportunity for staff to take time out after dealing with difficult callers.
- Employers should provide support and not see aggression/abuse ‘as part of the job’.
- Provide enough staff to cope with the demand.

Abuse is never part of the job

General secretary John Hannett said: “Workers should never have to put up with threats and abuse at work. The law is there to protect you and you should report matters to the police and your employer and get them to take action. If you are unsure what to do, you can speak to your rep about the issue. If the matter is outside work you may still be able to get free legal advice – you can call the union’s legal department on 0161 249 2473 or go to the union’s website and click on ‘Help and Advice’.”

For more visit:

www.usdaw.org.uk



The UK's invisible workforce

More than three million people are regular night-workers, that's around 12 per cent of the entire UK workforce

Night shift workers are often 'forgotten' but they are playing an increasingly important role in today's economy, **arena** answers your questions...

Q. I've heard night-shift working is seriously bad for your health. Is it?

Yes, it can be. Our bodies follow a natural daily rhythm which means that hormone levels and body functions have regular peaks and troughs over 24 hours. Shift work which involves working very early in the morning or late into the night disrupts those rhythms. Workers who do regular night shifts are more at risk of digestive problems such as ulcers and type-2 diabetes, heart disease and mental ill health. Recent research has

revealed a link between long periods working night shift and breast cancer in women. Shift work can also put a strain on family life. Most people are at their lowest ebb in the early hours of the morning, shift workers can suffer from fatigue and sleep-disruption. Loss of concentration means that there are more accidents on night shifts as well.

Q. Some of my colleagues take stimulants to stay awake during their shift. Is this wise?

Some people do use these to help them stay awake at work or to sleep during the day, but it is not a good idea. Even excessive use of mild stimulants such as caffeinedrinks can be harmful. Use of illegal drugs at work is dangerous as they can affect concentration and judgement.

24 HOUR
TRADING
MEANS
24 HOUR
WORKING

Health hazard...night working is on the increase in the UK



DID YOU KNOW?

- In 2014, 14.9 per cent of male employees were night workers, compared to 9.7 per cent of female employees.
- However, the number of women working nights is growing at a much faster rate. Regular night working by women has increased by 12 per cent since 2007, as opposed to a 4 per cent increase for men.
- One recent research study showed the brains of workers who had done 10 years of night shifts had aged by an extra six-and-a-half years.



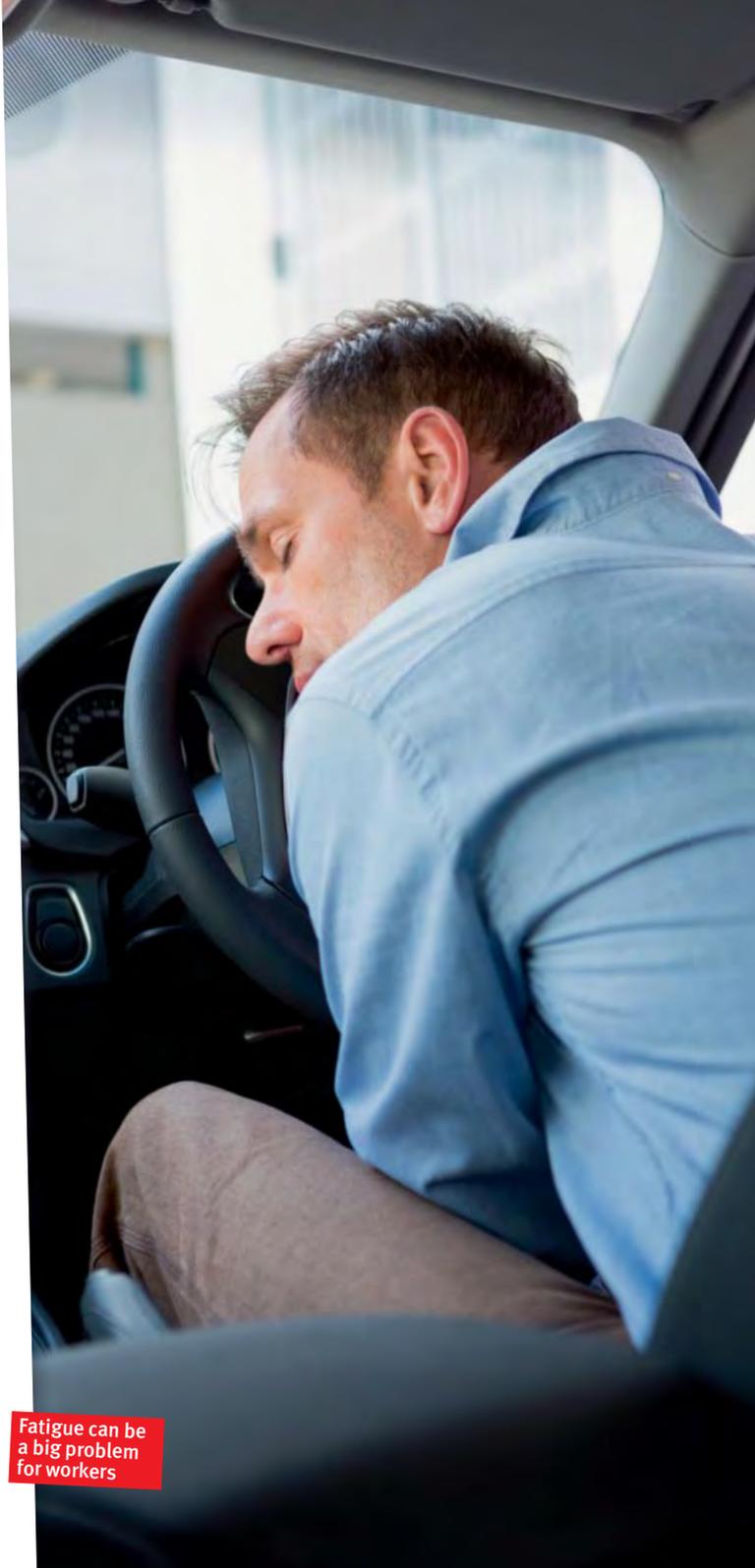


Q. Is it best to do permanent nights rather than alternate your shifts between days/twilight and night shifts?

There is no easy answer to this question. The Health and Safety Executive (HSE) published guidance on shift work and fatigue in 2006. Their view is that permanent night shifts should be avoided where possible. Even though many night workers find it suits them because of their domestic arrangements and because they feel able to cope, night work is still likely to cause long-term health problems. It can take 3 or 4 nights for the body clock to adjust to night work. If you revert back to day-time activity on your days off the clock quickly resets, so it takes a few days to adjust when you go back to work the next week. The HSE advice is that rotating shifts every two or three days and allowing 48 hours between nights and days is probably better. However, despite lots of research, there does not appear to be a strong consensus.

Q. A friend of mine works three 12 hours night shifts, is this legal?

It can be. Under the Working Time regulations there are some restrictions on night working. For most work the regulations require that night work should not exceed eight hours when averaged over a reference period (normally 17 weeks).



Fatigue can be a big problem for workers

So you could work three or four 12-hour night shifts in a week and still meet the eight-hour average provided you get enough rest days in between.

Many workers in factories and distribution centres prefer to work 12-hour shift patterns because they get longer breaks between shifts and this is perfectly legal.

Q. On day shift there's a canteen to use, but not on nights, is this fair and is it legal?

It is certainly not fair, although it may be legal. Generally, there is no legal requirement to provide a canteen. There is a duty to provide facilities where workers eat meals at work, and to provide means of heating food where hot food cannot be obtained in or near the workplace. On a night shift it may be difficult to leave the workplace at break time and there are less likely to be cafes or shops open nearby. But provided the employer provides a microwave or similar facility to heat food they will comply with the law. Usdaw believes the same high-quality welfare facilities should be provided for night shift as for day shift workers.

Q. Driving home after a shift, I find myself nodding off, what should I do?

If you are seriously fatigued while driving you are a

danger to yourself and to other road users. Research has proved that driving tired is as bad as driving over the drink-drive limit. There are 'emergency first aid' steps you can take if you start feeling drowsy – pull over where it is safe to do so, get out of the car for fresh air, drink a caffeine drink, take a short nap. But these are just short-term solutions. In the longer term you need to avoid driving tired. That could mean looking at your sleep regime to make sure you do get rest between shifts or even negotiating some changes to your working hours and shifts.

Q. I get really tense when working nights and my mood swings are extreme, is this down to night shift working?

It is very likely that the hormonal changes caused by the disruption to the body clock could cause the symptoms you describe. If it is causing you serious concern or interfering with your family life, it may be that you need to look at avoiding night work and negotiating a change to day shifts.

Q. I've worked nights for many years, and at different companies, and have noticed health and safety seems more lax. What can be done?

This is a very important issue. The risk of accidents is higher on night shift because of fatigue and the dip in concentration in the early hours of the morning. Often there is less supervision on nights. In shops night shifts are often short-staffed but are under pressure to take in deliveries and get the shelves stocked for the morning. There is all the more reason to try to maintain higher safety standards on nights than on days, but in practice the night shift is often the 'forgotten' shift. That is why the union is always keen to make sure we have active health and safety reps covering all shifts.

Q. Can I get more information aimed specifically at night workers?

The TUC recently issued a call for night workers to have a better work-life balance. You can read the report here: www.tuc.org.uk

What do you think...

Udaw is keen to hear about your experience if you are a night-shift worker. You can help us to improve the advice and support we provide to members who work nights. Contact us on www.usdaw.org.uk/tellusyourstory

Employees deserve to feel safe

Usdaw's campaign to prevent violence and abuse has won support from staff, consumers, employers and politicians

Since the union's **Freedom From Fear** campaign was launched in 2002 there have been significant breakthroughs in key areas to help prevent violence, threats and abuse against shopworkers.

Overall the campaign has succeeded in raising the profile of the issue and has forced employers, Government, police and others to take action to tackle this problem.

It has also won support from many of the major retailers, as well as the British Retail

Consortium (BRC) and the Association of Convenience Stores.

Some companies display signs in public areas asking customers to respect staff and they have also reviewed security measures and staff training on violence and abuse. Some have run joint campaigns with the union to communicate the FFF message to all their employees.

Employers have also attended high-level summit meetings called by Usdaw with senior politicians and representatives from the Health and Safety Executive (HSE), police and crime commissioners and local authorities also present.



Tesco, Stroud, Gloucestershire



Sainsbury's, Reading



Tesco, Portadown, Northern Ireland





Morrisons, Workop



Tesco, Irlam, Greater Manchester



ANGELA SWEENEY TELLS ARENA WHY SHE'S BAC

An attempted armed robbery left Co-op supervisor Angela Sweeney severely traumatised after she had a gun held to her head at her Addington store in Croydon.

Four years after the terrifying ordeal she is still being treated for the enduring effects of Post Traumatic Stress Disorder.

“It’s like it happened yesterday,” said Angela, 44. “I have sleepless nights and at work I get flashbacks and anxiety attacks, especially if someone is behind me.”

The incident happened just before closing time one night in November 2011. A masked gunman burst into the store and demanded to know where the safe was.

Angela was left alone with the gunman who made her take him to the safe. When she told him there was no money in it he fled the scene.

After the incident Angela gave a statement to the police and was sent home. She was off work for a week and a half.

“When I returned to work I was very nervous especially opening and closing the store and after a

few weeks I had a breakdown and was off work for two more weeks. And in March 2012 I was transferred to another store.”

Angela rang FirstCall Usdaw and she was helped to put in a claim with the Criminal Injuries Compensation Authority (CICA), a government run body designed to compensate the victims of crime. The CICA awarded her compensation of £8,200 in August.

“I can’t speak highly enough of the help from the union’s legal department.

I nearly gave up but the legal advisor supported me and that kept me going.

I was never alone.

“I’m a great supporter of Usdaw’s Freedom From Fear campaign. It’s been very successful.

“I know the union understands the situations shopworkers, like myself, are put in on a daily basis and are trying to do something to change that.

“I tell everyone to join the union, because together we can make our working environments a lot safer.

“The robber was arrested and his case went to the Old Bailey where he was sentenced to ten years in prison for this and other armed robberies in the area.

“I still have counselling and prescribed medication but I feel as though some justice has been done.”



Traumatised...Angela Sweeney from Croydon

WINNING THE CAMPAIGN



CAMPAIGN FOR RESPECT

Other initiatives include:

- Usdaw carried out an audit of employers to identify examples of good practice.
- National Officers negotiate with employers to improve safety.
- Local authorities and police are developing retail crime initiatives with Usdaw's support and advice. Schemes involve police crime prevention officers and council environmental health officers working together to persuade retailers to improve safety standards in stores.
- Usdaw has produced a wide range of information, leaflets and posters on this issue.
- Usdaw holds a national Respect Week every year to promote the campaign.
- Usdaw also worked with the HSE on its toolkit for retail and licensed premises:
www.hse.gov.uk/violence/toolkit
- Employers group, the BRC, has formed its own working party to promote good practice.



Legal Plus

– looking after you and your family

Priceless help for Francis

Francis Nicholson's FirstCall card came in handy last year when he suffered a severe head injury in an accident at work.

Usdaw's expert solicitors took up his case and a year later won him £12,800.

The accident happened in July 2014 when the factory operative was lifting and moving a pallet of trays using a forklift truck at Karro Foods. The trays had been badly stacked causing some of them to fall and hit Francis on the head knocking his helmet off and leaving him permanently scarred.

"I'd read the stories in *arena* and already had the FirstCall card to hand at home so I knew the number to ring," said the 51 year-old from Malton in Yorkshire. "I was expecting to have to wait a while for someone to call me back so I was amazed when the phone rang just a couple of minutes later.

"The FirstCall service was brilliant, I can't fault it. The solicitors took care of me every step of the way.

"Being in the union is the best insurance you'll ever have, your Usdaw membership is priceless."

Great service for rep William

Team leader and rep **William Docherty** was off work for two-and-a-half months after an accident at work but thanks to FirstCall Usdaw he was awarded £6,000.

The 53 year-old broke his wrist and injured his back when he was working in the warehouse and a pile of pallets fell onto him and knocked him unconscious.

He has been told it could be at least a year before his injuries completely heal.

“Being a rep I knew exactly what to do,” said William, who was working for Avon Cosmetics in Corby at the time of the accident in May 2014.

“My solicitor couldn’t have been more helpful. I had a first-class service.

“I can’t stress enough to colleagues and friends how important it is to join the union. I wouldn’t be without my membership.

“As a rep I’ve advised many members to use FirstCall, so I had no hesitation in picking up the phone.”



Full payout for injured Tom

Tesco baker **Tom Birchmore** would have lost nearly £9,000 if he’d used a high street solicitor after he was injured in a road traffic accident on his way to work.

But thanks to FirstCall Usdaw the 23 year-old from Gosport in Hampshire kept all of his £35,000 payout.

“I can’t speak highly enough of my solicitors, they supported me throughout,” said Tom, who joined the union at his induction when he started work part-time at the Fareham store four years ago.

Tom’s accident happened in July 2014. A motorist pulled out in front of him and he was knocked off his motorbike badly injuring his left leg.

He was in hospital for two weeks and off work for 10 weeks and he needed five operations.

“It all happened so quickly. The air ambulance arrived and flew me to A&E.

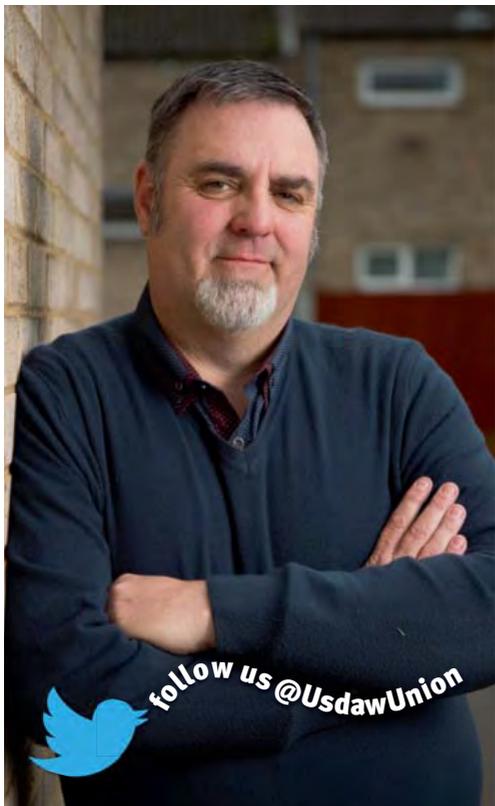
“My rep visited me in hospital and advised me to ring FirstCall.

“It turned out to be fantastic advice. Within no time I had a union solicitor and they even instructed a barrister.

“My claim was settled in March this year, just eight months after the accident.

“I was delighted. I’ve used the money for a deposit on a house and also for a college course to study to be an electrical engineer.

“You never know what’s round the corner.”



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“ I didn’t have a clue I was covered for non work-related accidents

Travel insurance aid for Helen

When **Helen Murray** was injured as a passenger on a bus she didn’t know her union membership could help.

However her union rep advised her to ring FirstCall and the union solicitor who handled her case won her £4,000 in compensation.

“It was great advice and the service and support I had from my solicitor was brilliant,” said 61 year-old Helen who works for Morrisons in Livingston, Scotland.

The accident happened in January 2014. Helen was injured when the bus she was travelling on braked sharply and she fell backwards.

“I was coming down the stairs when the

bus suddenly slammed on its brakes and I was thrown backwards.

“An ambulance was called and I was taken to hospital. I had severe bruising to my head and neck and was in a state of shock.

“As a member I knew about the legal cover for accidents at work but didn’t have a clue I was covered for non work-related accidents.

“I couldn’t have asked for a better service. The solicitors for the bus company even tried to make out that I was partially to blame and made me a low offer but my union solicitor fought hard for me and won my case and won me twice as much.

“I tell everyone to join. I wouldn’t be without my union membership.”

Driver Mark thanks FirstCall for its support

Thanks to FirstCall Usdaw Tesco dotcom driver **Mark Brownett** was soon back on the road to recovery. Usdaw's panel solicitors settled his case and he received a cheque for £5,586.

Mark was injured chasing a shoplifter at his store in Basingstoke in Hampshire.

"I'd just returned to the store to pick up a delivery when my manager shouted to stop a shoplifter who was running towards me," said Mark, 52.

"I grabbed him but he pulled me over onto the tarmac and I fell heavily on my knee and hand and he ran off.

"I thought no more about it and carried on working but the next day my thumb was badly bruised and very sore.

"I went to see my GP who sent me to A&E. I had an MRI scan which revealed a snapped tendon.

"I was given cortisone injections and a course of physio. I didn't have to have any time off work.

"A colleague recommended I ring FirstCall. I'm glad I did, I had a great service, the union's legal team supported me and gave me excellent advice.

"I don't think a high street solicitor would have taken on my case and if they had I would have lost 25 per cent of my settlement.

"I'm always advising colleagues to join the union and look at all the benefits Usdaw offers."



LEGAL ROUND-UP

Russell Lloyd

- Age: 52
- Employer: Tesco
- Injury: Toe
- Date of accident: March 2015
- Date settled: May 2015
- Award: £1,750
- Quote: "Very impressed. My case was settled in two months."

Susan Walters

- Age: 51
- Employer: Tesco
- Injury: Knee
- Date of accident: Jan 2013
- Case settled: April 2015
- Award: £3,000
- Quote: "My solicitor supported me all the way,"

June Whitehouse

- Age: 61
- Employer: Co-op
- Injury: Whiplash
- Date of accident: Feb 2014
- Case settled: May 2015
- Award: £4,500
- Quote: "I had a fantastic service and I kept every penny of my compensation."

Ken Birkett

- Age: 57
- Employer: Morrisons
- Injury: Back
- Date of accident: Oct 2013
- Case settled: June 2015
- Award: £1,800
- Quote: "I was delighted with the service I received."

FIRSTCALL

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



John puts his faith in FirstCall

Sata rep **John Scott** knew exactly what to do when he was injured in an accident at work.

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

Eight months later he received £14,500 in settlement of his claim.

"I'd used the legal service before and it was superb so when I injured my leg last December I had no hesitation in contacting FirstCall again," said the 49 year-old Morrisons team manager from Dunoon in Scotland.

The accident happened when John was moving a cage of milk from the warehouse into the store. The wheels got stuck in faulty

flooring and the cage toppled over crashing on to his leg.

"I attended A&E and was told it was tissue damage but an X-ray a few weeks later revealed bone damage to my knee and I was off work for five months to recover.

"I had to keep the weight off my knee and I was given callipers and a knee brace. I was basically housebound.

"The union's solicitor made it very easy, everything was done over the phone and I was kept up-to-date.

"I had absolute faith in my legal team. I was really surprised when my case was settled in such a short time and I was pleasantly surprised at the level of compensation. I encourage everyone to join the union."

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Training Summer schools

More reps' interviews
can be viewed at:



Studying for success

Summer school 1 and 2 are intensive training courses for reps who are eager to play a leading role in union activities at their workplace

Reps keen to play a more active role within the union and extend their knowledge packed their bags and headed for Usdaw's summer schools in September.

The eight-day residential courses are held at the majestic

Wortley Hall near Sheffield amid the impressive Yorkshire countryside.

Summer school1 allows reps to develop their understanding of Usdaw, how it works locally, divisionally and nationally. The course also aims to improve reps' self-confidence and

organising and communication skills.

At summer school2 reps choose to study in-depth one of four subjects from either women, trade unions, politics and health and safety and how these fit into the union's organising agenda.

WHAT THE REPS SAID ABOUT SUMMER SCHOOL...



Vaughn Spencer

- **Age:** 48
- **Division:** North West
- **Rep since:** November 2012
- **Quote:** "Summer school is very rewarding for anyone wanting to learn more. "One of the best things is meeting people. It's great to know you're not alone and you've got that camaraderie and support if you need it."



Jayne Brailsford

- **Age:** 45
- **Division:** Midlands
- **Rep since:** March 2011
- **Quote:** "When I arrived I was excited and nervous but couldn't wait to get started. "We covered everything. This week has made me see the bigger picture. I'd definitely recommend it. "Wortley Hall is beautiful and the gardens are gorgeous."



Anne Monk

- **Age:** 54
- **Division:** Eastern
- **Rep since:** December 2008
- **Quote:** "The group work is very interesting. Especially finding out other people's points of view about things. "It's very intense, you can be working until late into the evening. But you want to do that. You want to make a good job out of it."



Summer school1



Summer school2

For more information
on summer schools
visit:

www.usdaw.org.uk/training



Lesley Davey

- Age: 61
- Division: Eastern
- Rep since: December 2005
- Quote: "You can't beat the training. The tutors break all the information down for you so it's easier to understand. "Highlights for me have been meeting new people and canvassing on the Sunday trading campaign."



Laura Andrews

- Age: 33
- Division: North West
- Rep since: May 2011
- Quote: "I was in the health and safety group, we've gone through everything from hazardous substances to bullying at work. "These events inspire you to get more involved. It makes you think about the world outside your own workplace."



Barry Cuff

- Age: 47
- Division: Midlands
- Rep since: July 2010
- Quote: "Our group worked really well together. We've all got similar problems within our workplaces so we can discuss them here and help each other out. "The week has gone so fast, I've really enjoyed it. It's great to see familiar faces too."

Life-changing opportunities

Usdaw's Lifelong Learning campaign celebrates its 15th birthday this year, *arena* reflects on its many successes



Lifelong learning is one of the most successful Usdaw campaigns and has helped more than 100,000 members return to learning during the last 15 years.

When the Labour Government introduced the Union Learning Fund (ULF) to England in 2000, it recognised the unique role unions could play in engaging and supporting members in the workplace and offer them a 'second chance'.

In particular the ULF has

helped Usdaw develop its network of 800 trained learning reps who work tirelessly to help members improve their skills, opportunities and life chances.

Lifelong learning is extremely important to members helping them:

- To gain **skills and qualifications**
- To feel more **confident** at work
- To get **promoted**
- To become more **employable** when faced with redeployment or redundancy.

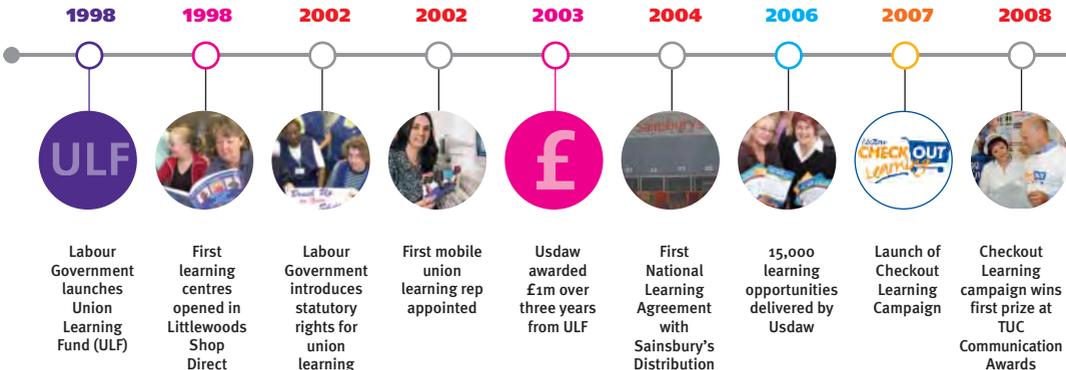
General secretary John Hannett said: "This campaign

has made practical improvements to our members at work and at home.

"For some it's meant improving their English and maths skills, reading to their children for the first time, getting online or learning a new language. It's broadened horizons and improved their quality of life.

"Usdaw was instrumental in getting statutory rights for learning reps and we are proud to have been at the vanguard of developing the learning agenda."

Timeline





Tesco Bank

Pam Stanton: Wales

Experienced rep Pam Stanton, and now Usdaw's project worker in Wales, is an ideal example of how getting involved in the union and its learning agenda can turn your life around.

The former Tesco activist started her union journey in the late '90s, went through all the training courses, and has 'never looked back'.



Pam Stanton

Tesco Bank: Newcastle

A hard-working team of learning reps have delivered a state-of-the-art learning centre to improve the skills and lives of members at the Tesco Bank site in Newcastle.

Garry Evans, Sarah Woodhouse, Diane Mion and Becky Matues have worked in partnership with the company and site manager Stuart Overend to provide a fully-equipped centre providing courses in IT, maths, English and other distance learning options.

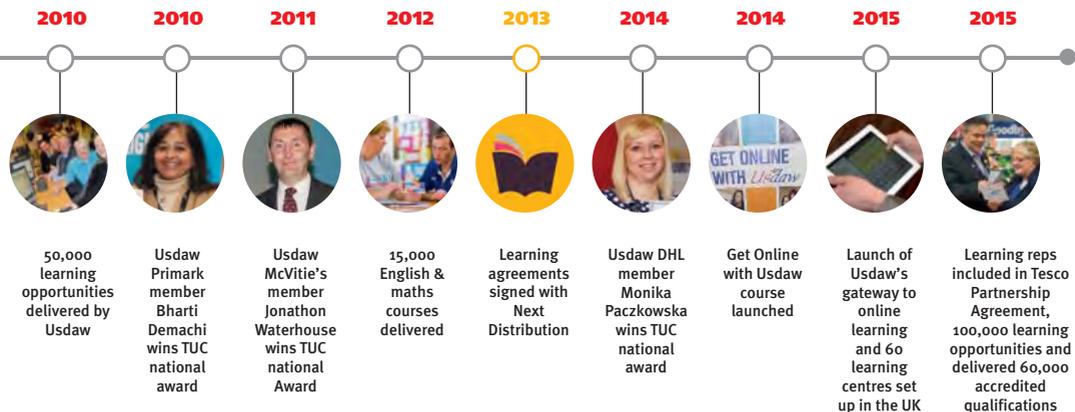


Mick Power

Mick Power: Sainsbury

Mick Power is the Usdaw learning centre co-ordinator at the Sainsbury Rye Park site in Hoddesdon, Hertfordshire. In the last eight years has helped more than 100 members improve their practical maths skills.

He has made rapid progress and is now a maths tutor, helping members to improve their skills with DIY at home, recipes, gardening, travel and even helping their kids with homework.



Membership Week

Building a bigger union

Usdaw has enjoyed more than 20 years of unprecedented growth and that's all down to the reps' hard work and commitment

Usdaw is the only union in the UK that has to recruit around 70,000 new members every year just to stand still – that's why the union holds its national Membership Weeks.

The most recent was in late September early October and reps were out in force to ensure existing members are looked after and non-members are offered the chance to sign up.

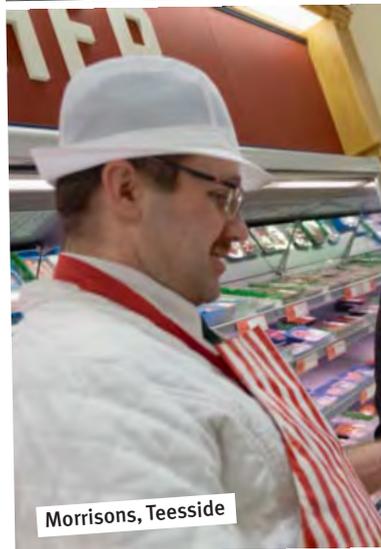
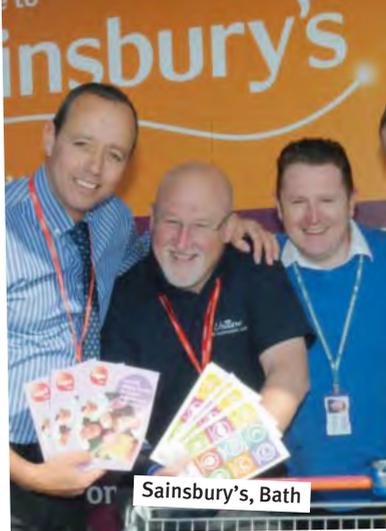
General secretary John Hannett is keen to keep Usdaw's claim to be the fastest growing union in the country. "Our activists do a great job – all volunteers, all unpaid – but all hard-working and committed to making us a stronger, more influential union both in the workplace and in society.

"Our reps are winning small victories in the workplace for members every day on changes to hours, grievance and disciplinary hearings, health and safety, pension information, working practices and more.

"On a national level we have been pressing employers to improve terms and conditions and have scored some notable victories here as well this year.

"Our collective national voice is also being heard in parliament as we fight to maintain decent employment rights for our members and their families.

"We will also make our views heard on all of the important issues like the economy, the NHS, housing, education and crime. That's what building the union is all about."



Morrisons, Weymouth

Tesco DC, Enfield

Tesco, Queensferry



Tesco, Tiverton



Tesco, Loughborough



Tesco DC, Goole



Tesco, Dalkeith

[MORE PICTURES AT:
WWW.USDAM.ORG.UK/GALLERY]



Sainsbury's, Twickenham



Berendsen's, Merseyside

arena Health

Send your health questions to the

arena team at: arena@usdaw.org.uk



Rural driving

Q I drive a supermarket home delivery van in a rural location. In the last few years we have had to deal with snow and flooding as a result of winter weather but my manager still insists on sending the vans out. If we get more bad weather this winter what should we do?

It can be difficult driving on well-used urban roads let alone country roads in bad weather so you must take extra precautions.

Your employer should make allowances for the weather and the general road conditions when scheduling deliveries. They should recognise that rounds may take longer in

bad winter weather. However, it is not possible for them to predict just how bad things might get. The final decision on whether it is safe to press on must be up to the driver. In rural areas there is also a risk that you could be stuck for several hours.

Drivers should be trained in winter driving and vans should be fully serviced and prepared for winter. Tyres should be in good condition and properly inflated (many organisations are finding it helps to change to winter tyres which give better grip in snow and ice). Windscreen wipers/washers, lights and heaters/demisters should all be checked. On rural rounds it is a good idea to carry a blanket, some food and a hot drink and a snow shovel to help dig the van out of drifts. Suitable boots and winter clothing should be provided. A mobile phone to warn the base if you do get stuck is also a good idea.

Management should make a decision about refusing deliveries to remote locations, or suspending deliveries altogether in really bad weather.

The Royal Society for the Prevention of Accidents (RoSPA) gives some useful advice for anyone who drives in winter weather. See

www.rospa.org.uk/road-safety/advice/drivers/better-driving/winter-tips/

From hot to cold

Q Our depot is massive and stores both frozen and non-frozen goods. At one end of the site it's really cold but at the other it's OK. Should we have thermometers at both ends of the depot?

According to the Workplace (Health, Safety and Welfare) Regulations 1992 'a sufficient number of thermometers' must be provided to let workers measure the temperature in their workplace.

The Approved Code of Practice to the regulations add: "Thermometers should be available at a convenient distance from every part of the workplace to persons at work to enable temperatures to be measured throughout the workplace, but need not be provided in each workstation."

There would be no need for a thermometer in the freezer, as that is set at a predetermined temperature, but there should be thermometers to measure the temperature at other locations where people work. This does not mean there have to be scores of wall-mounted thermometers everywhere, but it does mean there should be some way to measure the temperature.

For example, if the rep has use of a portable digital thermometer, he or she could measure the temperature at various times and locations to produce a temperature



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

www.usdaw.org.uk/healthandsafety





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

map of the workplace. If it showed there were some areas that were too cold when people were working there, the problems could then be raised with management.

Robbery fear

Q Is lone-working in the evenings legal? Last week there was an attempted robbery when one of my colleagues was threatened with a hammer. I am worried sick about being left on my own on nights in our convenience store but the manager says it is legal. What should I do?

The short answer is yes – it is usually legal to work alone at night in a shop, or most other places in fact.

However, your employer has a legal duty to make sure that you are safe at work so far as is 'reasonably practicable'. They should do a risk assessment to make sure that any problems are identified and the risk is minimised. For example, what would happen if the lone worker slips and is injured? What precautions are there against the risk of violence – especially if the shop sells age-restricted products such as alcohol or cigarettes or there is a well-documented catalogue of attacks/threats at your store? Usdaw provides a useful checklist for the risks in our 'Guide to Lone Working' at: www.usdaw.org.uk/loneworking

In your case your employer should be reviewing their risk assessments in view of the recent attack. Most of the retailers the union deals with have policies in place to provide extra support to staff following a serious incident. Simply saying 'it's business as usual' is not an option. If there is no union rep in your store, contact the local union office and ask for your area organiser.

Search me!

Q How should staff searches be conducted? **Currently staff are being searched in full view of colleagues and customers by a security guard of the opposite sex. I object to this. Our company policy says search should be completed by the manager and witnessed by someone of the same sex. When I challenged my manager he said that this is common in most major stores. Can you please advise?**

If staff searches are essential, they must be done in a way that protects the dignity and privacy



Your employer has a duty to protect you at work

of the worker.

Despite what your manager says, the way searches are being done in your store is not typical of how it should be done and seems to be in breach of your own employer's policy.

Normally searches should be done in a private area by a same-sex manager preferably with a rep present.

While you are entitled to refuse a search, the consequences of doing so could be serious (as it may form part of your contract) – although in this case the fact that they are not following company procedure would in itself be grounds for refusing to be searched and raising a grievance.

It is vital you raise your concerns with senior management and your rep.

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Usdaw members can make great savings on a wide range of Apple products including iPad, iPhone, iPod, MacBookAir, MacBook Pro, iMac, Apple Watch, Apple branded accessories and more*.



Vehicle Service Manager

Average savings of 30% on all car servicing and repair requirements and 20% off next MOT.

Vehicle Servicing Manager uses the UK's largest network of independent garages to deliver average savings of 30%, on all your car servicing and repair requirements, compared to the prices charged by main dealers and franchised garages. With VSM you can also save 20% on the cost of your next MOT*.

hotelstayuk.com

HotelStayUK

10% upto 60% discount on hotels and short breaks worldwide with HotelStayUK.

They work with over 80,000 hotels in the UK, Europe and Worldwide to give Usdaw members maximum choice*.

cottagestayuk.com

CottageStayUK

10% discount on cottage and short break holidays in the UK and Europe.

Save a guaranteed 10% on cottage and short break holidays in the UK and Europe with

CottageStayUK. They work with over 14,000 cottages and villas in the UK and Europe to give members maximum choice*.

SuperBreak

Make your short break a SuperBreak

Superbreak

10% discount on theatre, concert and event breaks.

Eurostar Trips, theme park & attraction getaways and more.



Holiday Extras

Up to 10% discount on Airport Parking and discounts on Airport Hotels and Airport Lounges.



Pontins

Family breaks from £59.

Whatever time of year you choose, Pontins guarantees fun for all the family. Whether it's a family holiday or a short break we have so much to offer. Choose from; Brean Sands – Somerset, Camber Sands – Sussex, Prestatyn Sands – North Wales or Southport – North West. All four Parks are set in spectacular locations just a stone's throw away from award-winning beaches.



Flowers Direct

15% discount with free delivery. Flowers Direct have reinvented sending flowers.

Stunning bouquets, simply, yet elegantly wrapped in brown paper and tied with twine. With prices from £25 including FREE delivery – you can afford to make someone's day! Simply order by 8pm for free next day delivery.*



CommuterClub

Come to CommuterClub and see our offer that allows you, the commuter to access the benefits and savings of a UK Annual ticket while paying in convenient monthly installments.

For example, a London Zone 1-4 commuter, would save £177 versus purchasing 12 monthlies and even more compared to Weeklies. Representative 10.6% APR Variable.



iSubscribe Magazine Subscriptions

10% discount on over 2,500 different titles*



Affordable Car Hire
12% discount



SpaFinder

12% discount on Spafinder Wellness 365 gift cards and vouchers.

Pay for your next Spa experience or treatment and get a guaranteed 12% saving on top of any discounts or offers from the Spa itself when paying with Spafinder Wellness 365 Gift Vouchers - including Champneys, Bannatyne, HandPicked Hotel Spas, The Grove, Whittlebury Hall, Marriott Spas, Alexander House Hotel and Utopia Spa, Lifehouse Spa & Hotel and Rookery Hall*.



Golf

Enjoy half price golf with discounted Open Fairways membership.

Usdaw members are able to enjoy an 18 month subscription to Open Fairways for only £22.50! The Open Fairways card gives members up to 50% off green fees at over 1,600 golf courses in the UK and Ireland, France, Spain, Portugal*.

Gourmet Society



With a free 2 month dining card you can enjoy up to 50% off meals at over 6,000 restaurants.

Terms and Conditions

*Terms and conditions apply to all benefits. See website for details. Offers and prices subject to change without notice.

Apple – Annual purchase limits apply. iPad Pro, Apple Pencil, iPhone 6s/6s Plus, Apple Watch Edition, AppleCare+ and Apple TV are not discounted.

Flowers Direct – 15% discount available on all orders, with the exception of Interflora/ Florist products. The voucher code must be entered at the time of purchase and cannot be used in conjunction with any other offer.

VSM – Not available in N.Ireland.

iSUBSCRIBE – Please note that the promotion code and the 10% discount are only applicable to debit/credit/Paypal orders and cannot be used against Direct Debit orders.

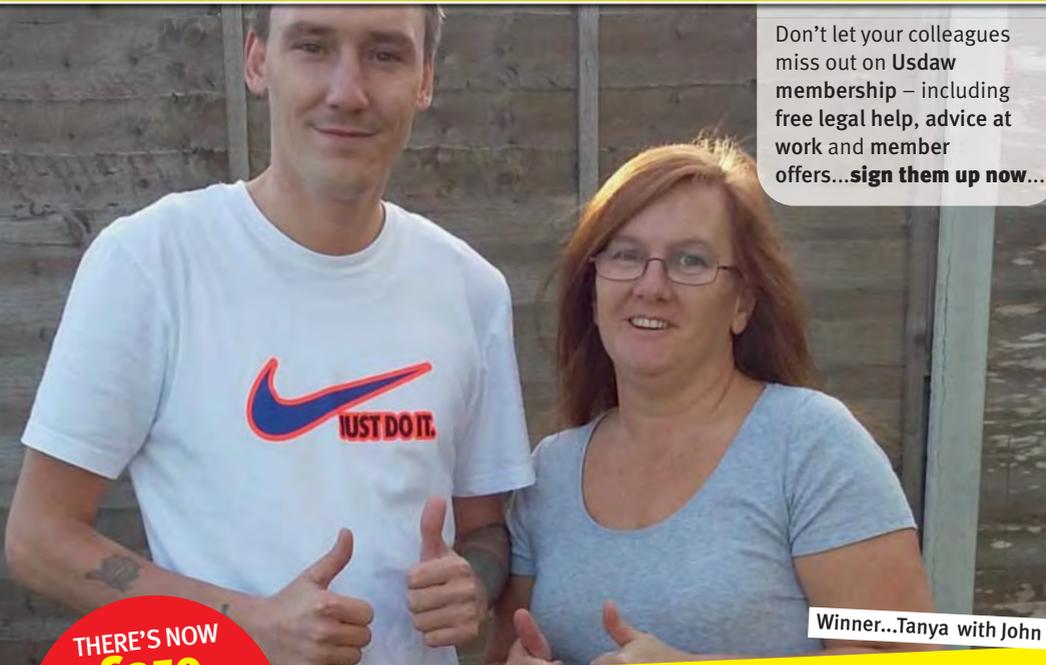
Commuter Club – Offer involves entering into a credit agreement with Commuter Club Limited the lender and the season ticket purchased via Abellio Corporate Travel Ltd.

Usdaw Member Offers are managed on behalf of Usdaw by Parliament Hill Ltd.

For more Member Offers see pages 36&37

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

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



Winner...Tanya with John

THERE'S NOW
£250
UP FOR GRABS FOR
THE FIRST **TWO**
LUCKY WINNERS
PULLED OUT OF
THE HAT!



Winner...Gary with Alison

Last issue's winners

Two lucky members are celebrating after they each **won £250** in the Recruit a Friend competition.

- Co-op Funeralcare's **Gary Thompson** recruited colleague Alison Daniel at his site in Washington, Tyne & Wear.
- **Tanya Best** from Tesco Express in Strood recruited colleague and partner John Tranah.

By doing your bit for the recruitment drive you'll be **building the union**, helping your workmates get the many benefits of **Usdaw membership** and potentially putting some much needed cash into your own pocket.

The prize draw is **open to all members and reps** and all you have to do is **recruit a friend, relative or colleague** using the form opposite and send it in by writing:

FREEPOST USDAW

on the envelope and put it in the post. The first two out of the hat will each **win £250** (terms and conditions apply).

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

Closing date is 8 January 2016

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

FOR OFFICE USE ONLY

Branch No. _____

Membership No. _____

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

Please tick the appropriate box

Ms

Miss

Mrs

Mr

Female

Male

Surname _____

Forename _____

Member's Signature _____

Date _____

Full Postal Address _____

Tel. No. (inc. STD) _____

Mobile No. _____

Postcode _____

Email _____

Age _____

Date of Birth _____

Company Name _____

Workplace Address _____

Location Number _____

Employee No. _____

Occupation _____

NOTICE

Trade Union and Labour Relations (Consolidation) Act 1992

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

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

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

Recruiter's Name _____

Recruiter's Membership No. _____

Please tick the appropriate box

Have you been a member of Usdaw before? Yes No

Please tick the appropriate box

Have you been a member of any trade union before? Yes No

If so please give details _____

Union _____

Date Joined _____ Date Left _____

Contribution rate per week _____

Please tick the appropriate box

If you do not select a scale of contributions you will automatically be entered as Scale A in order to take advantage of the full range of benefits

Scale A

Full or Part-time workers

Scale C

Part-time workers only

Amount per week _____

Amount per week _____

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

COVERED BY THE DATA PROTECTION ACT

M&C received

Usdaw
Union of Shop, Distributive
and Allied Workers

arena Letters

Members can have their say right

here via email or post – but keep it brief!

Image © The Stoke Sentinel



Geoff and Pearl Hobson (centre)

Donation to blast fund

Many thanks to members at the NW Morrisons Retail No.3 branch who donated £140 to the fund for families of the victims of the Bosley Wood Flour Mills disaster in Cheshire.

The cheque was handed to Geoff and Pearl Hobson whose son Will was one of four people

killed after an explosion in July.

Ellen Shaw

Area organiser, Warrington



(arena will send its £50 star letter prize to the disaster fund at Bosley)

Philip's 46 years!

Philip Peat from Wallgreens Boots Alliance in Nottingham retired earlier this year and gave Usdaw 46 years of loyal membership – what an achievement!

Everyone on site wishes Philip all the very best for his future.

Simon Willmott

Boots Logistics E190

Double 30 at Tesco

Congratulations to both Julie Finch for

her 30 year award at Tesco Lakeside Essex, and to Lesley Dunn at Romford Tesco Extra, where we were joined by rep Lesley Davey, who has also clocked up 30 years' membership.

Freddy West

Tesco Retail C21

Reps step in at Tesco Edgbaston

I joined Lorraine O'Malley-Cook and Lorraine Redley from Tesco Springhill, Dudley and Caxton Gate to support members throughout the 45-day consultation period at the Edgbaston store Five Ways Birmingham, which closed in mid-August.

It was a very sad and emotional time for us all with some members having been at the store for more than 35 years.

We sorted out additional holiday pay where necessary and requested that some part time vacancies at other stores be combined for members who were on full-time contracts, which was agreed if it enabled Tesco to keep people in work.

A big 'thank you' to my fellow reps both for their resilience and commitment.

Lorraine Bonfield-Haywood
Birmingham Area Tesco E38

Pauline's prize

Loyal Pauline McLaughlin of Peterborough Tesco Metro was presented with her 30 years' Membership Award this summer from myself and congratulated by her colleagues.

Ian Bateman

Peterborough Area Tesco E125

**HAVE
YOUR
SAY**

To: the editor,
arena,
188 Wilmslow
Road,
Manchester,
M14 6LJ
arena@usdaw.org.uk

£50 for the best letter



Edgbaston closure



Collecting for refugees



Lesley Dunn (centre)



Pauline McLaughlin (centre)



Kevin Bilevicius-Bray



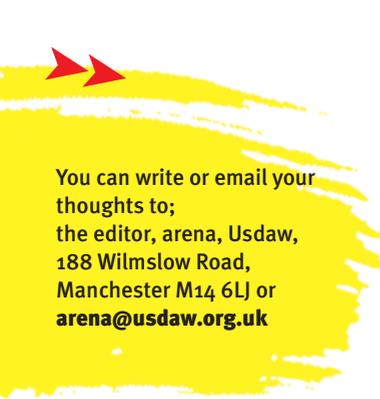
Simon Willmott and Philip Peat



Roy Taylor



Julie Finch and Freddy West



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

Holiday headache

Is Usdaw doing anything to lobby the Government around term time holidays? My wife and myself both work as managers and it is very difficult: (1) To take peak week holidays (2) To take holidays at the same time (3) To afford holidays at peak time on our wages and (4) To afford school fines.

I am sure we are not alone and seeing what our children have gained socially on previous holidays we feel it unfair to be penalised from having a holiday as it is what I consider an important part of why we all work.

For example: Holiday this year – nine days term time £1,400 for five, holiday next year in July/August £4,000 for the same resort!

Peter Burwood,
Norfolk Area Tesco C97

Targeted by vandals

I recently refused to serve a girl, who was of legal age, any more scratch-cards because she gave them to 14 year-old lads.

I have now had my car gouged all down one side by the group involved. It needs all the passenger side re-spraying.

Little sympathy from the manager or the area manager over it. I've lived locally for 35 years so everyone knows where I live.

The police eventually gave me an incident reference number, on my third time of contact. I bet they'd have been quicker to prosecute me!

I feel let down all round, especially as a local community police officer was the one who told me what the girl had done in giving tickets to the lads. What hope is there?

Name & address supplied

Half a century mark

Many congratulations to Roy Taylor who is 82 years old and was recently presented with his 50 years' membership award – a great achievement.

Roy used to work for a company called Van Den Burghs. He spent 32 years there and worked in the catalyst plant, which filtered the oil for use around the food factory.

He has been retired for 22 years. Everyone at the branch wishes Roy all the best.

Barry Hilditch
Branch secretary
NW CSM K143

30 years fly by

Thank you for the pin badge, parker pen and the certificate and the letter I recently received on reaching my 30 years' membership.

It has gone by so quickly, but the union has been with me all the way. It is true – united we stand together – divided we are alone and without a voice.

May I thank you for all the work you have done for the

members and for me over the years.

Stuart Parke
NW Hollands Pies K44

Kevin's retirement

The branch E70 Mid Counties Co-op, area organiser Sarah Hughes and all friends and colleagues would like to wish Kevin Bilevicius-Bray shop steward a well-deserved retirement and thank him for his support he has given his members over the years in Mid Counties funeral care division.

Sarah Hughes
Area organiser, Redditch

Refugee support

One September morning Usdaw members Kirsty Lowe, Jonathan McCartney and myself collected money to support the refugee campaign.

In under an hour we raised £129.19 from commuters at Paisley Gilmour Street railway station.

Graham Newport
Ayrshire and South West
Scotland G3

Union saved my job

I must say many thanks to Usdaw and especially to area organiser Nick Gerrard.

He represented me recently on my disciplinary hearing.

I could have lost my job, but Nick helped me save my current job.

He was absolutely fantastic by dealing with managers and knowing the law.

Thank you so much. I am proud to be an Usdaw member.

Vladislav Siksnian
NW B&M Distribution K240

TESCO

People
like you



Learning rep Chris Walker transformed David Cohen's life

Write on



www.usdaw.org.uk/bearep

Shopworker **David Cohen** wants to tell the world he can read and write 40 years after leaving his Toxteth school in Liverpool barely literate and unable to recognise or recite the alphabet.

However, two years ago his life changed forever when union learning rep Chris Walker (above, second left), realised there was a problem and encouraged David to open up about his problems.

"During the 60s leaving school with none or few qualifications wasn't that unusual. But not being able to read and write was, so I wasn't the norm and it wasn't a nice feeling," said David, 57, who works as a trolleyman at the Tesco Extra store in Warrington.

"It made life quite difficult and very lonely as I was growing up. I couldn't understand letters, sign my

name, read a book or keep up with the news in the local paper. And I never went near a computer or a mobile phone."

David couldn't hold down a normal nine to five job and was frustrated at his own lack of ability and how it restricted his life.

"Speaking to people, let alone asking for help and support, well, it scared me to death, so it just didn't happen. I had no confidence.

"My rep asked me what I wanted to be and I said 'just like everyone else' and she helped me sign up for a reading and writing course at a local college. I was petrified but excited at the same time.

"The rest, as they say 'is history'. I now have certificates for learning and I'm working on writing a book about my own

experiences with learning so it will inspire others to look for help.

"I've come a long way, I'm confident and really excited about my learning journey.

"Receiving a learning award from Usdaw was one of the proudest moments of my life but it's my union reps who deserve the award for recognising my problems and for all their support and encouragement."

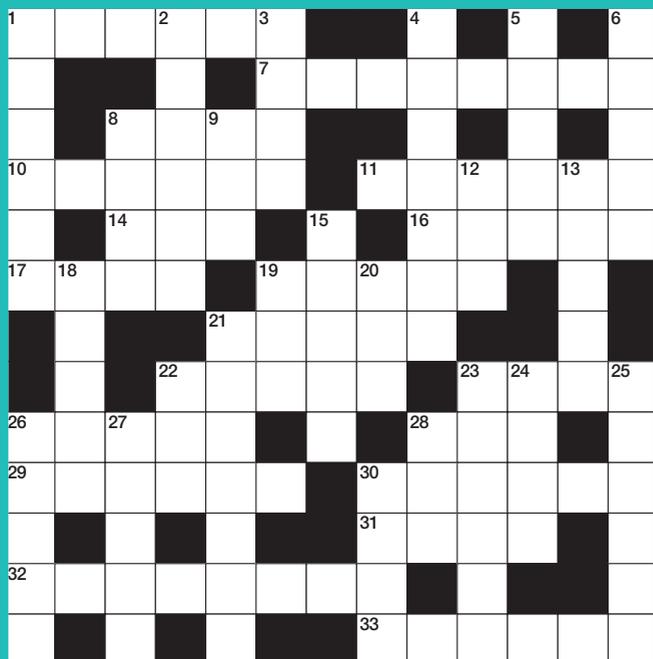
David Cohen at Tesco Warrington



arena Crossword

WIN
£50!

Three lucky members will win £50 each if they answer correctly the crossword clues below. Closing date **Day 08 Jan 2016**
(Not open to Usdaw staff)



Arena Autumn crossword winners:
Janice Coe, Central England
Co-operative E60
Catherine Noel, North Oxfordshire &
District H64
David Twigge, NW Primark K220

Word up!

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

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

ACROSS

1. Ballroom dance (3-3)
7. Centre of a target (5-3)
8. Appealing (4)
10. Thrifty (6)
11. Self-contained unit (6)
14. Sack (3)
16. Planet (5)
17. Alcoholic drink (4)
19. Bathroom fitting (5)
21. Destined (5)
22. Tendon (5)
23. No longer alive (4)
26. Glossy fabric (5)
28. That woman (3)

29. Genetic copies (6)

30. Find (6)
31. Primates (4)
32. Asian vehicle (8)
33. Inform (6)

DOWN

1. Conversation, informally (6)
2. Puma (6)
3. Biblical character (4)
4. Permitted (7)
5. Happen again (5)
6. Yielded (5)
8. Solid block (4)
9. Label (3)

12. Speck (3)
13. Beast of burden (5)
15. Flying toys (5)
18. Identical (5)
19. Prohibit (3)
20. Precipitation (3)
21. Elegant skill (7)
22. Transgression (3)
23. Fraud (6)
24. Epochs (4)
25. Dull (6)
26. Neckwear item (5)
27. Flashlight (5)
28. Jump on one foot (3)
30. Grassed area (4)

Communication

From Aberdeen
to Plymouth
Usdaw has
offices across
the UK

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342 Albert Drive,
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Andover
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Hampshire SP10 1DN T: 01264 321460
E: andover@usdaw.org.uk

Your contacts

Always speak to your rep first if you need advice or support.

If you don't have a rep at your workplace contact your local Usdaw office as shown on the map. Alternatively, you can ring our national helpline **0845 60 60 640** to be connected to your local office.

The union's head office is:

188 Wilmslow Road, Manchester, M14 6LJ

Tel: 0161 224 2804/249 2400

email: enquiries@usdaw.org.uk, www.usdaw.org.uk

Know Your Branch!

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

Let us know if your details change...

www.usdaw.org.uk/update

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