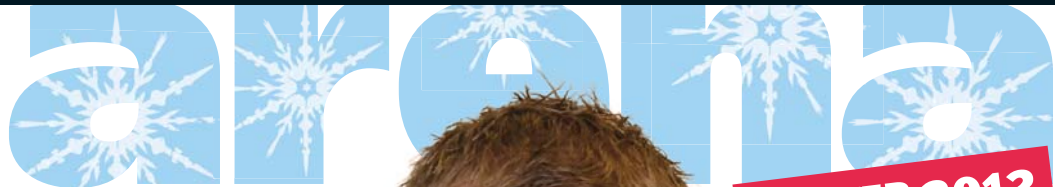


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TUC

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**XMAS Q&A
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WINTER 2012

**SOCIAL MEDIA
WHAT NOT
TO POST**

*Cruel cuts for
crime victims*

*Udaw is leading
the campaign for
innocent workers*

Pay pains

*Your
rights on
wages
queries*

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**YOUNG REP
LEADS THE WAY**

The next union generation



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



General secretary John Hannett You deserve respect at work

There is a lot of debate in political circles at the moment regarding the buying out of employment rights for shares in companies.

This was highlighted at a recent industrial relations conference I spoke at in the presence of many employers. I believe that this is the wrong way to approach industrial relations. What is the challenge for companies and trade unions in an ever challenging economic climate, is the ability to engage so the employee voice can be heard. Tightening legislation appears to me to be the wrong way to address the challenges facing companies and the UK economy going forward.

“ We are strong and confident with plenty of potential to grow in numbers and influence ”

The Christmas trading period will see our members come under huge pressure to cope with the additional stresses the festive season brings. That is why we continue to highlight to the public the need to respect not just shopworkers, but delivery drivers and all those who work in front facing roles.

October saw both the TUC march and the start of the pensions auto-enrolment scheme. This is a massive development in the pensions sector. Usdaw members can watch a very informative short video on our website which clearly and concisely explains what is happening in an easy-to-understand format.

We can look forward to 2013 as a strong, confident union with plenty of potential to grow both our numbers and our influence. On behalf of the Executive Council, I wish you and your family a happy Christmas and a prosperous New Year.

John Hannett
General Secretary

02 arena

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Usdaw
Union of Shop, Distributive
and Allied Workers
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On the march

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MADE FOR SCOTLAND

End of the line

The world-famous Broxburn site will close in February 2013



Closure will devastate families and the economy

Usdaw members were left bitterly disappointed after Vion confirmed it was closing its Hall's of Broxburn site in Scotland with the loss of 1,700 jobs.

Despite strenuous efforts by Usdaw reps and officials working alongside local and national politicians, no viable buyers emerged and the site will begin the closure process immediately with the final jobs going by February next year.

Divisional officer Lawrence Wason said: "We're now faced

with massive job losses from the factory with the devastating impact that will have on individuals, families, the local economy and Scotland itself.

"Generations of families will be hit by this closure and it is a sad day for Scotland. I think the company's ultimately responsible for the state they find themselves in. There's a long-serving workforce there – very skilled – and they've done everything they possibly can, industrial relations have been

good on an ongoing basis.

"We will now be working with the company to put in place facilities to help the workforce seek alternative employment and secure the best possible redundancy terms to help cushion the blow of such massive job losses.

"We have also met with West Lothian Council representatives to explore the ways in which help and support can be offered to the workforce over the coming months."

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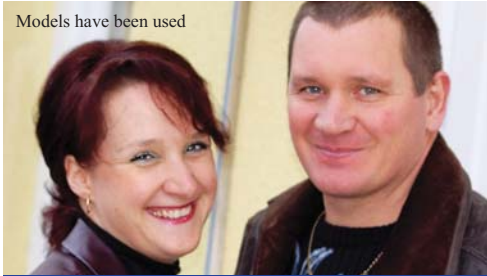
COURTESY OF **The co-operative funeralcare**



 WWW.USDAW.ORG.UK/EMAILUPDATES

How a burglar proved that not all home insurance is the same

Models have been used



"We were so grateful for all the help and advice having found it so traumatic."

Last winter Mr and Mrs Dennis were burgled, resulting in their back door and patio doors being smashed and damaged.

Their alarm was ripped out and electrical items and jewellery were stolen. Damage to the doors led to all the heat escaping their house when it was very cold.

Luckily they had home insurance with UIA. UIA started working on their claim straight away. They helped cover the cost of boarding up the doors until new ones could be fitted.

UIA kept in touch with Mr and Mrs Dennis throughout the whole process, reassuring them that everything was being sorted, and made payments as and when they were needed during the restoration and repair work. And even though the replacement doors were more expensive than previously, UIA was more than happy to cover the cost.

Mrs Dennis commented "UIA were extremely patient and thorough and didn't mind explaining points as often as we needed and were happy to take all our calls. They have proved to us that insurance companies really can be on your side."

UIA prides itself on the fair and supportive way it handles claims and in fact has recently been **recommended by Which?** for its home insurance product and service. What also makes UIA different is that **it is a mutual**, so all profits are reinvested back into the company, enabling them to keep premiums low and service standards high.

UIA has been working closely with Usdaw for years, to bring members home insurance that meets their needs, especially in these austere times. So UIA is offering Usdaw members **12 months cover for the price of 10*** (saving on average £33.17) along with FREE Home Emergency cover (worth £48).

And because many members have a problem paying the premium in one lump sum, with UIA you spread the cost into monthly Direct Debit payments at **no extra charge**, which many large well-known insurers would normally charge you for.

If, like the Dennis', you're looking for home insurance from a company that truly cares for its customers, why not get in touch with UIA today?

Call **0800 376 0300*** (quote ref: Arena412)

or visit **usdawinsurance.co.uk/offer**

+ Lines are open 8.30am-8pm Mon-Fri, 9am-1pm Sat



Offer is made up based on average policy premium of £199 and includes; Interest free Direct Debits (worth up to £19.90 on a typical policy), 5% Combined Discount on buildings and contents insurance (worth on average £9.95), 12 months home insurance for the price of 10 (worth on average £33.17) plus free Home Emergency cover worth £48. Home Insurance is subject to our usual acceptance criteria and is only available when the reference Arena412 is quoted. To be eligible for the offer a quote must be requested before 29.01.13. Offer only available to new customers. + For quality and protection purposes your call will be recorded. We exchange information with other insurance companies and the policy to prevent fraud. Usdaw Insurance is a trading name of UIA (Insurance) Ltd. Usdaw is an Introducer Appointed Representative of UIA (Insurance) Ltd, which is authorised and regulated by the Financial Services Authority.



Justice campaign

Usdaw is leading the fight to protect the victims of crime from Coalition cuts

The Labour Party conference overwhelmingly agreed to support Usdaw's campaign to stop the Government cutting compensation payments to the innocent victims of crime.

Shopworkers injured by violent shoplifters or robbers face losing out on payments which would compensate them for their injuries, trauma and loss of wages if the Government's plans to cut the Criminal Injuries Compensation Scheme (CICS) go ahead.

General secretary John Hannett said: "I want all of our members to challenge their MP,



www.usdaw.org.uk/freedomfromfear

especially if they are Tory or Lib Dem, and ask them this: Did you come into politics to take away money from the innocent victims of crime?

"I don't believe any self-respecting MP can answer yes to that question."

John Hannett gave the example of a shopworker attacked by a violent shoplifter while she worked at her chemist shop. She was left with a damaged eye, blurred vision,

stress and anxiety and had to take two weeks off work.

"Usdaw won that traumatised woman £2,000 from the CICS but under the new plans she would receive nothing. Is that the sort of justice the Coalition believes in?"

"Retail workers, indeed all workers, deserve to be treated with respect and dignity at work and should not have to accept any abuse as part of their job.

"Usdaw is determined to lead the fight to save the CICS scheme from the cruel and unnecessary cuts planned by the Coalition."

A new name for debt advice

StepChange Debt Charity is the new name for the Consumer Credit Counselling Service. Every year, we help thousands of people overcome their debt problems.

StepChange
Debt Charity

For **FREE** impartial debt advice and solutions

Call free on: **0800 980 8271**
Monday to Friday 8am to 8pm and Saturday 9am to 3pm

or visit: www.stepchange.org

Your views do count

A cross-section of members had their say on how Usdaw is performing . . .

Usdaw's latest survey of its members and reps was held earlier this year and the results were overwhelmingly positive.

The 1,400 responses we received from our recent survey of members told us:

- 75 per cent of members value their membership and 73 per cent would recommend becoming a member of Usdaw to a friend.
- There is widespread support for our campaigns, with our work to defend members against

Government attacks on employment rights being the most popular.

- We need to do more to make sure that our members are fully informed of workplace issues.
- Members prefer more traditional ways of keeping in touch – via this magazine, in person through their rep and letters through the post. Social media channels such as Facebook and Twitter were least popular with the website and

Members who returned their survey were entered into a draw with one £100 prize per division. The lucky seven were: Ronald Stanley, Stoke-on-Trent, Sonya Davies, Chepstow, Kishan Lootoo, Dartford, Gillian Anthistle, Blairgowrie, Angela Joyce, Sunderland, Hanif Jafri, London, and Beverley Oliver, Solihull.

email somewhere in the middle.

General secretary **John Hannett** said: "Many thanks to all of those members who took the time to complete their survey, the results of which are invaluable in helping Usdaw move forward. The results are very encouraging and show we are getting a lot of things right. The results do of course tell us where we need to do more and we will be making sure that we address the issues identified."

The co-operative funeralcare is pleased to support Usdaw

Usdaw members and their immediate families are entitled to...

- £25 discount on our funeral Pre-Payment Plans
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For more information, contact your local The Co-operative Funeralcare (Quote reference – MKT/12/081)

Or visit our website at

www.co-operativefuneralcare.co.uk

10% discount applies to funeral director professional services fees only (as detailed on price list and estimate form provided at the time of arranging a funeral) and excludes discounts on supplementary services, coffin/casket selection, additional services and payments made on your behalf (e.g. clergy, doctors fees, crematorium/burial charges). The funeral plan offer applies to new cremation and burial plans purchased through a Co-operative Funeralcare home. The offer does not apply to funeral plans paid for by the fixed monthly payment option. Offers cannot be used in conjunction with any other offer and are valid until 31.03.13. All offers are not retrospective. Our business terms and conditions apply. This does not affect your statutory rights.



Co-operative Group Food Retail Scheduling

Changing hours is a regular issue for workers with firms constantly reviewing their schedules, it's a complex scenario but the union can help

Since the Co-operative Group introduced their 'Right for Us' scheduling system, the union has received lots of queries from members. Here are some of the most frequently asked questions:

Q: What is my break entitlement?

A: Standard break entitlements in the Co-operative Group are as follows:

Shift length (hours)	Paid Breaks	Unpaid Breaks
Less than 4	0	0
4 to 6	1 x 15 mins	0
6 to 7.5	1 x 20 mins	0
7.5 or above	2 x 15 mins	1 x 30 mins

If you are under 18 you are entitled to a minimum unpaid break of 30 minutes if working over 4.5 hours. These are minimum entitlements, but some people receive different breaks based on different contracts or

what has been agreed in the past.

Q: My manager says I have to be available to work any shift between 6am and midnight. Is this right?

A: The shifts you are scheduled for will be based on the availability you have given to your manager. Your availability will depend on your own circumstances and preferences, as well as the hours you have been contracted to work. You may be asked to review your availability, particularly if the store is having problems meeting customer demand, but this should be done in consultation with you and taking your personal circumstances into account. In rare cases, increased flexibility from the store team might be needed to ensure job security.

Q: Are there any rules about shift lengths?

A: The shortest shift you can be scheduled for is three

hours, and the longest is nine hours. You are entitled to a rest of at least 11 hours between shifts (ie if you finish at 10pm you should not be back in work before 9am the next day).

Q: My store recently started opening for an extra hour at night. Do I have to work it?

A: Your manager can request that you work the extra hour but you cannot be forced to work any additional hours outside of those you've stated that you are available. If you are a team leader or manager, you would be expected to be reasonably flexible, but if there are specific reasons (eg transport or childcare) for not being able to finish later, this should be taken into account.

Any queries? Contact your rep or area organiser. More detailed information is available on our website at:



www.usdaw.org.uk



*People
like you*

An impressive blend of youth and experience has paid off at the Tesco store in Cheltenham

Top man

www.usdaw.org.uk/bearep

Teamleader **Steve Newman's** traditional values are helping him deliver an excellent service for his members at the Tesco store in Cheltenham.

"The union's all about treating people fairly and with respect," said the 29 year-old who has worked for Tesco for ten years. "That's the way I was brought up by my mum, and I have to say she's my biggest role model. She's always listened and supported me and she taught me to treat others how I would like to be treated.

"This is something I try to bring to my work as a rep. I know people rely and put their trust in me. It's a role I take seriously and feel very comfortable with."

Steve is part of the in-store reps' team with Kay Ashby and Simon O'Brian, (pictured above). "Our membership has

grown from around 50 per cent and is now over the 80 per cent mark, and management respect the job we do too. Workers need a strong trade union like Usdaw with its vast array of experience and expertise. I dread to think what the modern workplace would be like if we didn't have trade unions. There are so many issues that individuals feel helpless to deal with on their own.

"As a rep I'm not alone: I've had excellent training and support. It's an interesting role, I'm always learning, and I'm certainly more knowledgeable and confident now. It's also helped me in my

role as a national forum rep and made it easier to be a problem-solver in-store.

"I'm thinking of applying for the union's Academy next year and take on a new challenge. I'm very proud to be part of the Usdaw team and play my part in helping our members."



Steve Newman
is looking to get
more training
under his belt

Xmas sacker

Q At the work's Christmas party last year one member of staff was disciplined following an incident with a colleague. It wasn't held on the company premises. Is this right?

Many a work's party has led to staff being disciplined and even sacked following serious breaches of company policy – usually under 'gross misconduct'. It's a legal minefield but don't be misled by the fact that the incident didn't happen on company premises. Christmas parties don't give anyone free licence to behave unlawfully. The function was clearly work-related.

Companies expect staff to behave in an 'appropriate' manner. So for aggressive or abusive behaviour expect no protection from the 'off premises' argument. Minor indiscretions may get you a 'slapped wrist' but anything else could see you with your P45! And don't forget it works both ways. There are cases where senior management have been sacked for thinking they can act inappropriately at such events.

You shouldn't say or do anything at the Christmas party that you wouldn't do while at work.



Planning at Christmas

Christmas parties, festive jobs, driving and extreme weather all feature in this seasonal issue



“What are the pay rates for teenagers?”

ALWAYS SEEK HELP

Remember this is not a definitive guide to the law and you should seek individual advice from your rep or local official for further information

Parental concern

Q My 17 year-old daughter has been offered a seasonal job at a local supermarket that trades 24/7 six days a week. She's been told she could end up working different shifts. Are there any legal restrictions for teenagers and what is the minimum hourly wage rate?

The easy bit is the hourly rate that is at least £3.68, that's the national minimum wage, although it can be more depending on the company's policy. School leavers aged 16&17 are covered by the **Young Workers Directive** which goes some way to offering a degree of protection. For instance they have different and better rights to breaks with a continuous break of 12 hours every day and a 48 hour break every week. Night shifts are generally ruled out although working part of the night from 10 or 11pm until midnight and from 4am until 6 or 7am is allowed.



It's the season to be jolly but the Christmas rush throws up its very own problems for staff, on these pages arena looks at some of the most common

know your Rights

Working arrangements

Q The extreme weather has been causing havoc for staff getting in to work over the last couple of years, do we have a right to be paid if we can't get in because of snow or flooding?

You don't have a legal right to be paid and you will have to check your contract to see if there is a contractual right to pay in these circumstances, which is unlikely.

However, many companies now have their own 'bad weather' procedures which, while not identical, explain the rules and regulations to be followed. In the main these policies allow staff, who genuinely cannot make it in to their usual place of work, a number of options to:

- take annual leave
- take time off in lieu
- swap shifts
- make up lost hours when normal working resumes
- work from a store nearby, if available.



Usdaw wants employers to be sympathetic to staff and also not to include such absences as 'unauthorised' and subject to attendance management policies.

Meanwhile, workers should make every effort to get in to work, even if they arrive late. You should also follow the usual reporting procedures to notify your employer of any anticipated difficulties in getting into work.

You should ask your line manager for a copy of your company's policy.

Driving overload

Q I'm a delivery driver for a supermarket chain and last year the Christmas rush was mad. We were driving 11 hour shifts for at least four days on the run at times. Even though we were exhausted we still delivered the customers' festive shopping – we couldn't let them down – who would deny a family their groceries at Christmas? What worries me is driving 'tired' but at Xmas what can we do?

You make a good point, driving 'tired' can be fatal either for you or other road users or sometimes both.

Likewise, no-one would want to see a family miss out on their food at Christmas but it's imperative drivers return to their own home in one piece. It's your employer's job to ensure its customers get their order.

You should flag up this issue with your line manager now. Remind him/her of last year and suggest the workload is planned and monitored, shared effectively, and if necessary extra staff be taken on.

The law covering drivers of small vehicles is not as stringent as those for the larger lorries. However, the law says you should not drive more than 10 hours a day and you should not work more than 11 hours a day. Your employer also has a duty of care and should not allow such illegal shifts to happen on a regular basis.



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Festive working

Finding the time for your family

Every year members face the added pressure of getting a decent break during Christmas

In the next few weeks, retailers will be publishing their Christmas and New Year trading hours. There are concerns that retailers are likely to want to open their shops, particularly convenience stores, for longer hours over the festive period.

Usdaw wants shopworkers to be able to enjoy a decent break over the festive period. The union is pressing and negotiating with employers to try to get the longest possible break for shopworkers and other workers over the Christmas period.

General secretary John Hannett said: "Usdaw is calling on employers to respect workers' contractual rights on bank holiday working, use volunteers to cover Christmas and New Year shifts and pay premium rates for working unsociable

hours. The union is also pressing retailers to finish trading early on Christmas Eve and New Year's Eve so workers get as much time off as possible with their families and friends.

"Usdaw believes that transport difficulties over the Christmas/New Year holiday period must be taken into account when retailers consider the hours employees are expected to start and finish work. The union is urging retailers to support staff who face problems getting to and from work."

Workers' statutory rights to time off at Christmas are more limited than many people think. Rights to time off during the festive period will usually depend on your contract of employment and trade union/company agreement.

Retail and distribution workers' families are often the last to get time off at Xmas



Here is a guide to your rights on working at Christmas:



Q. Will all shops be closed on Christmas Day?

The Christmas Day (Trading) Act prevents shops, except for small convenience stores, from trading on 25 December. Although the legislation allows small convenience stores to trade, Usdaw is urging retailers not to open any stores on Christmas Day.

Q. Is working on a public holiday voluntary?

For some workers, working on a designated public holiday is voluntary. For others, working on some or all public holidays is part of their contract. The position on whether working on a public holiday is voluntary is usually explained in your contract, the staff handbook or outlined in agreements between the employer and the trade union.

Q. Does working on a public holiday attract premium payments?

There is no automatic right to enhanced pay if you work on a public/bank holiday. The pay rate for working these days depends on your contract of

employment and any union/company agreements. The pay rates for working on a public/bank holiday are usually explained in the staff handbook or in other communications to staff.

Q. Am I entitled to a paid day off on a public holiday?

There is no automatic legal right to paid time off on a public holiday. Your position in relation to working/time off on a public holiday will depend on your terms and conditions of employment.

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

Yes. Both Christmas Eve and New Year's Eve are normal working days and staff may be required to work their normal working hours. However, the union is urging retailers to allow staff to finish early on Christmas Eve/New Year's Eve.

Q. Every Christmas and New Year the business puts pressure on staff to work extra hours, often at short notice. Do I have to do it?

Unless your contract states otherwise, working additional hours is voluntary and should be agreed mutually between you and your manager.

**know
your
Rights**



www.usdaw.org.uk

know your Rights

Think before you post!

Social media isn't immune from the laws of the land as many workers are finding out

Arena has previously looked at the problems members face after posting comments about their employer or fellow employees, but the issue just won't go away. Members are still facing disciplinary action for using social media sites inappropriately. Here we 'unpick' a typical letter from a member and offer some advice on the use of social media.

TYPICAL LETTER

- (1) I mentioned my company on my facebook status twice and how they treat me badly.
- (2) They're taking it to HR which might lead to a disciplinary.
- (3) I had no idea you couldn't talk about them.
- (4) Nor have I signed anything. I haven't even seen my contract. I don't even own a copy.
- (5) I've said I won't do it again and that I didn't mean any of it.
- (6) I'm quite worried.

2. Companies are very protective of their reputation in general and are increasingly vigilant when it comes to their internet profile on social media networks. Many employees have been disciplined (some have been sacked) for inappropriate comments about either their employer or a fellow worker.

1. Don't post about your employer by name or make an indirect reference to it as people known to you will know who you work for. Saying 'they' treat you badly could mean the company or one or more of its employees who may not agree with you that they are treating you badly.

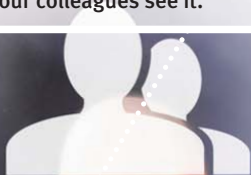
If you feel you are being treated badly at work, raise a grievance, verbally at first after speaking to your rep. If it's not resolved put it in writing and go through the procedure.

Match up the numbers to help you avoid being caught up in the social media trap. Remember your 'comments' are not private so post carefully

5. Wise after the event and hopefully your employer will accept this apology, but if you didn't mean it - why post it?

friend

3. At best this is naïve at worst it shows a complete ignorance of the modern workplace. All the big to medium-sized companies have written IT policies, which include use of social media sites. If you haven't seen yours ask your line manager for a copy and make sure your colleagues see it.



social network

4. It's usual, and a legal requirement, for all employees to sign a contract or 'statement of particulars' within a couple of months of starting their employment. This will usually refer to a staff handbook which should contain company policy on internet use.

However, not signing a specific document will not automatically protect you from disciplinary action if the company believe you have brought it into disrepute or worse libelled or defamed them or an individual.

Your company may have introduced a 'social media' policy since you started and may not have given everyone a copy and instead put it on the noticeboard – a reasonable move. Take a look.

6. It is a worrying time so speak to your rep. Many people think social media networks are 'private' or protected in a way that frees them from the everyday law of the land. A well-known blogger gave this very sound advice – Don't say anything online that you wouldn't want plastered on a billboard with your face on it.

SOCIAL ETIQUETTE

Use some common sense...

- Don't criticise your employer or any of its employees.
- Don't 'sound off' when you're in a temper/angry or have had a drink – something you may find funny or inoffensive might look very different in the cold light of day.
- Don't assume your social media site is private – it isn't. Arena has seen many examples of members' comments being relayed back to management by fellow workers and sometimes 'friends'.
- Social media sites are not 'above the law' and are subject to the same libel laws as the newspaper or other 'mainstream' media.
- If you have a genuine problem at work deal with it at work using the procedures, otherwise your grievance could become your disciplinary.
- Sharing confidential information on the internet could put you at risk of dismissal for gross misconduct – and potentially even criminal prosecution under the Data Protection Act.
- Remember should you be changing jobs future employers could access/research your posting history.
- Any of the potentially offending statements have to be true and you have to be able to prove them to be true. Your interpretation of an event may be completely different to someone else's.

friend

It's all about the money



If you think your pay is short don't be shy or slow to come forward – raise the issue immediately

Salary sacrificed?

Q What happens if I think my employer has wrongly deducted money from my pay?

Your employer is not allowed to make a deduction from your pay or wages unless:

- It is required or allowed by law, for example National Insurance, income tax or student loan repayments
- You agree in writing to a deduction
- Your contract of employment says they can
- It is a result of any statutory disciplinary proceedings
- There is a statutory payment due to a public authority
- It is to recover an earlier overpayment of wages or expenses
- It is a result of a court order or employment tribunal decision

If you were overpaid in error, instead of making a deduction, your employer may try to recover the overpayment by making an application for a court order (although this is unlikely). Always speak to your rep first if you are having any problems with your pay.

What to do if you haven't been paid in full

If you didn't receive your full pay you should check your payslip and contract of employment to see if they explain why.

If there does not seem to be a reason why your employer has not followed the rules for making deductions from your pay, speak to your employer. See if you can sort out the problem informally. Speak to your local rep and ask for their help.

If using the internal procedures doesn't work, you have the right to go to an employment tribunal to get your money. You can also try to reclaim any money you have lost (eg bank charges) by not receiving the money on time. However, it's important you keep in mind that any unresolved problem has to be lodged with a tribunal within three months of the problem arising.

REMEMBER

You must have agreed in writing before your employer can make deductions from your pay packet

Money for nothing

Q Can my employer force me to give back an overpayment of wages?

By law, your employer is only entitled to make certain deductions from your pay. See the list, left.

However, if there has been a genuine overpayment of your wages, your employer doesn't need your consent to recover this. They can make a deduction from your wages without your agreement.

There are special rules about deductions (eg, till shortages) from shopworkers' pay.

If you have had a deduction made from your pay that you do not agree with, for example, one to recover an overpayment of wages, you should seek advice from your local rep.



Cash balance

Most workers have had a problem with their pay at some point in their working lives. It can be a bureaucratic nightmare, but there are rules and regulations to follow on both sides.

know your Rights

Money merry-go-round

Q I did some overtime a couple of months ago and have never been paid. I've raised it with my local manager who has referred it to head office but two months later nothing has happened. I'm annoyed and very frustrated, what can I do?

You should submit a written grievance immediately and copy it to your line manager and the appropriate person at head office. Give the company the dates, times and hourly rate for the work done and keep a copy for yourself. Given that it's dragged on for two months you should speak to your area organiser immediately as you may have to make a claim to an employment tribunal to make sure you are within the time limit of three months of the claimed shortfall. It's important not to let these issues 'drift' indefinitely.

Remember this is not a definitive guide to the law and you should seek individual advice from your rep or local official for further information

		WEEKLY TIMESHEET		
		WED	THUR	FRI
START				
FINISH				
ORD		9:00	9:00	8:30
O/T @ 1.5		5:00	5:00	6:00
O/T @ 2.0		8	8	8

Recover cash

Q I have left my job and I'm still owed pay, what can I do?

When you leave your job you might be owed money that could include basic pay, holiday pay, redundancy pay or pay in lieu of notice. If your former employer refuses to pay you the money you are entitled to they are breaking the law.

In the first instance you should write to the company explaining what money is owed and why. You should include dates and times and hourly rates if applicable. This letter will count as a written grievance if you need to take the matter further. Sign and date the letter and keep a copy.

If this doesn't work you may need to make a claim to an employment tribunal.

Remember: In cases like this and others relating to 'monies

owed' there is a three-month time limit to

taking a claim to an employment tribunal and this begins to run from the date when the payment was due.

REMEMBER

In cases like this and others relating to 'monies owed' there is a three-month time limit to taking a claim to an employment tribunal and this begins to run from the date when the payment was due



Legal

Plus

FirstCall *Usdaw*

0800 055 6333

**ACCIDENT AT WORK:
COMPENSATION WON**

Legal Help

– you can always trust

TAKING CARE OF YOU

Usdaw's Legal Plus and FirstCall service is unrivalled in the UK trade union movement and over the years has recovered hundreds of millions of pounds in compensation for members injured or treated unfairly at work.

While the Coalition seems intent on destroying working people's access to legal justice Usdaw is determined to ensure its members are given the best legal protection available.

But don't take our word for it, read members' stories on how Usdaw won them compensation following workplace personal injury claims.

■ If you have had an accident, that wasn't your fault, anywhere in the UK call **FirstCall Usdaw** on: **0800 055 6333**

Warehouse worker Steven Honey was astonished to find out he would not receive any sick pay from his employer when he was off work after an accident at work.

He immediately contacted FirstCall and a union solicitor took on his case.

Not only was he paid for the time he had off as a result of the injury but the union also pursued a personal injury claim and within four months his case was settled for £3,825.

The accident happened in

November 2011. Steven injured his leg when he was walking down a designated walkway area of the warehouse. He stepped to the side to avoid an oncoming fork-lift truck and gashed his leg on a pallet that was sticking out.

"The company tried to make out the accident was my fault and said they didn't have to pay me any sick pay," said the 59 year-old who works for Wincanton Distribution in Lea Green in St Helens,

Merseyside. "I couldn't believe it because I knew the accident wasn't my fault.

"I rang the number on my FirstCall card and a solicitor called me back and said I had a solid case and they would support me.

"The union backed me all the way. The company admitted liability and my case was settled within four months. In fact I received my personal injury cheque before my employer paid the sick pay owing to me."

Team Leader Eddie Hollinsworth had a first-class service from FirstCall after he sprained his ankle when his foot got caught on faulty flooring at the Tesco store in Gravesend, Kent.

A union appointed solicitor dealt with Eddie's case and fourteen months later he received a settlement cheque for £3,950.

"I had an absolutely fantastic experience," said the 50 year-old. "I rang FirstCall and a

solicitor rang me back the same day, I couldn't believe it.

"I explained what happened and from there on he took charge of everything including medical appointments at Harley Street in London and travel costs."

The accident happened in September 2010 when Eddie was pushing a trolley when he stepped into a hole in the floor and twisted his ankle. He was off work for six weeks.

"It was very painful. I

couldn't do anything. I even had to sleep downstairs on the sofa because I couldn't manage the stairs.

"My solicitor kept me fully up-to-date with how my case was progressing. I didn't have to worry about a thing. Having a team of professionals on my side took the stress out of it all.

"As a result I value my union membership so much now that I decided to help other members and get more involved and become a rep."



I had an absolutely fantastic service

ACCIDENT AT WORK:
COMPENSATION WON



Legal

Plus

FirstCall *Us@law*
0800 055 6333

“ I was impressed.
FirstCall was
very efficient ”

Union rep **Steph Risk** knew exactly what to do when she had an accident at work. She immediately rang FirstCall, the unions' free accident claim line and her details were processed within a few minutes.

“I was very happy,” said Steph, 34, from Macclesfield in Cheshire. “I had a call back later that day from a solicitor and everything was dealt with quickly and efficiently. I was very impressed.

“I never thought I'd ever

use the service myself. I'm more used to explaining the benefits of FirstCall to members and new starters and telling them what the service can do for them and their families. But again it emphasises that the union works for everyone.”

The accident happened in June 2011 when she worked for British Home Stores in Stockport. Steph had gone outside for her break and was hit by a display board when a

gust of wind caught hold of it. She attended her local A&E where tests showed she'd fractured her wrist.

“I was off work for five weeks and then returned to my normal job. My case was settled earlier this year and I received a cheque for £3,325. I was delighted. I have no hesitation telling people about my own experience and the fantastic service I had, it certainly helps with recruiting.”

My union membership is money well spent said 62 year-old B&Q customer adviser **Glyn Davies** from Gloucester after FirstCall helped him win his second injury claim in four years.

“I injured my knee in 2008 and the union’s legal team looked after everything for me and won my case. I had an excellent service.

“I had no hesitation contacting FirstCall again twelve

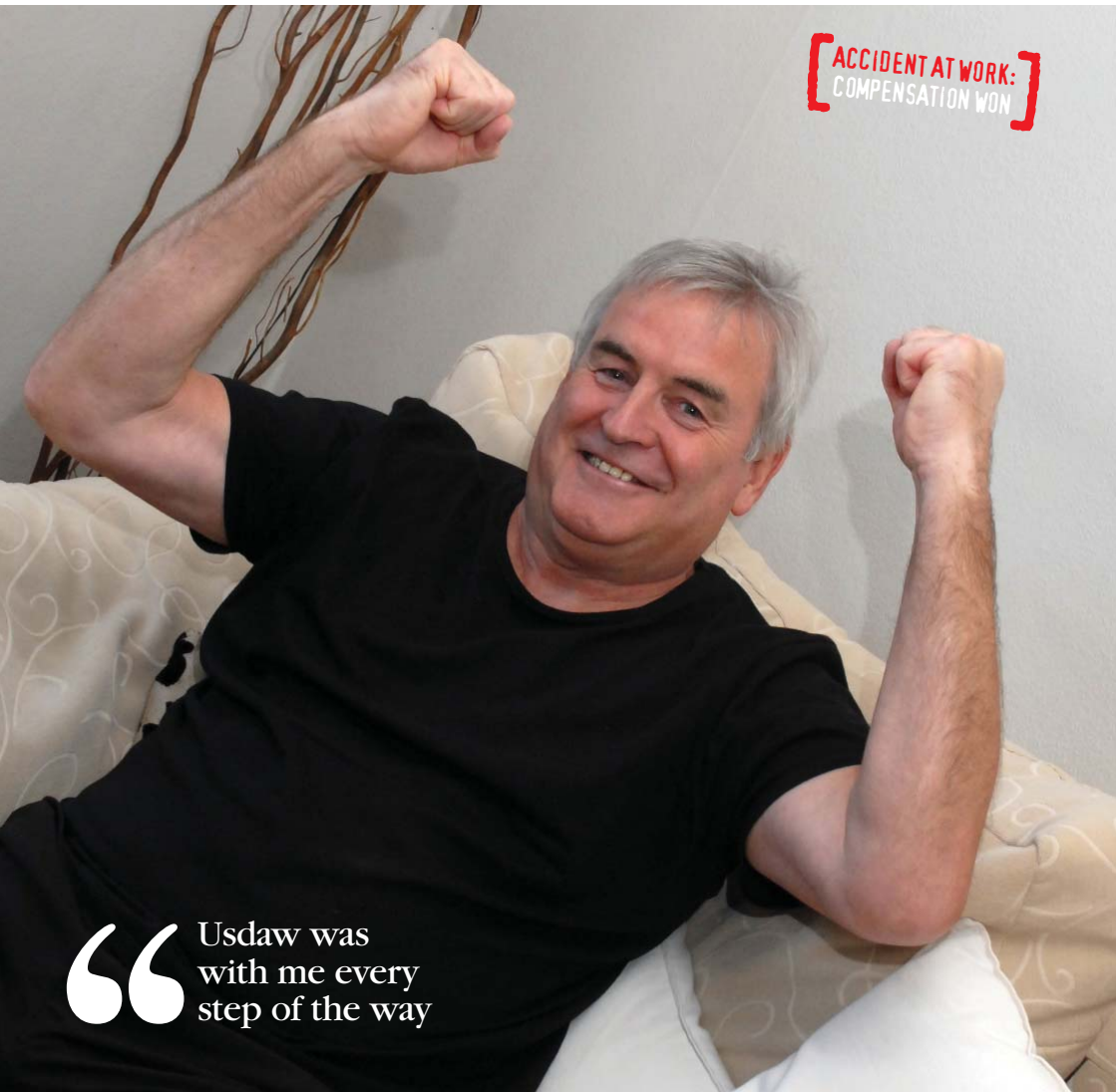
months later when I caught my foot in a floor divider and tripped and injured my back while moving stock.

“Again the union were with me every step of the way, they were brilliant and my case was settled earlier this year. I was absolutely delighted when I received a compensation cheque for £6,500.

“I tell everyone about the help I’ve had and how little I pay for my union subscription

every week, it’s less than a pint of beer.

“You need the union more than ever in this day and age, you get so much for your money, including all kinds of employment advice. Nobody leaves home in the morning thinking they are going to have an accident but take my advice if it happens you are not on your own, the union are with you 100 per cent. You can’t ask for better than that.”



“ Usdaw was with me every step of the way



FirstCall & *Usdaw*
0800 055 6333

“ I had a very professional service

ACCIDENT AT WORK:
COMPENSATION WON



If you're not in the union you haven't got a leg to stand on, said sales assistant **Val Plant** after the union supported her in a personal injury claim.

"It was so easy. I made a quick phone call to FirstCall and the lady took a few details. Within no time at all a local solicitor contacted me to tell me he would be looking after my case," said Val, 68, who works for Sainsbury's in Gosport, Hampshire.

The accident happened in June 2011 when she worked at the Sainsbury's store in Fareham.

Val injured her knee, hip and elbow when she tripped over an electric cable that someone had left trailing behind the meat counter. Her rep advised her to ring FirstCall and the union's legal team took up her claim. Her case was settled nine months later and Val received a

cheque for £6,000 in compensation for her injuries.

"I had a very professional service and it didn't cost me a penny. My solicitor was fantastic and kept me informed all the way through.

"Having the union on my side was a real comfort. I encourage all my colleagues to join, I tell them what happened to me and how the union supported me. Nobody knows what's round the corner."

Take the pain out of personal injury

Legal
Plus

The Union's Free Accident Claim Line for:

- Accidents any time and any place in the UK.
- Road traffic accidents.
- Work related diseases and conditions.
- Injuries caused by violent crime or armed robbery.
- Family members living with you, if they're injured in a road traffic accident.



What Usdaw members have said...



"I was kept informed every step of the way. It was such a comfort to know I didn't have to worry about a thing."

"Ushaw and its solicitors took care of everything and provided real peace of mind for me and my family."



No forms, no fuss, no delay

Fast, expert help is only a free call away

0800 055 6333*

*This is **NOT** a general Usdaw helpline. The call centre will only process applications for assistance in accident, disease and injury claims.

Ushaw LegalPlus – working on your behalf, nationwide

Latest digital arena



Sign up to our regular email updates and you could win a Kindle courtesy of Usdaw's insurance affinity partner UIA. Visit: usdaw.org.uk/emailupdates

VIEW

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WWW.USDAW.ORG.
UK/E-ARENA

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ON ACTIVE LINKS TO
CROSS OVER TO
RELEVANT WEBSITES

EXPLORE

THE INTERACTIVE
CONTENT WITH THE
INTUITIVE NAVIGATION

SCAN
THE CODE USING YOUR
SMARTPHONE TO
TAKE YOU TO THE
DIGITAL ARENA



As part of the union's evolving communications strategy you can now **view arena online** at anytime via your computer, mobile or tablet. Just click to flick through the issue and take yourself on your very own Usdaw journey. The online version comes with additional photographs, graphics and live links to other websites. It's a one-stop shop for everything that is happening in Usdaw, how you can get involved and what's coming up.

Do you have an Usdaw Credit Card? If so, by now you should have received a letter from the Bank of Scotland to tell you that Usdaw and Bank of Scotland will end their relationship on **26th November 2012**. Usdaw branded credit cards will be replaced with a Bank of Scotland branded card in early December. Your PIN number and credit card account number will not change and your existing balance will carry over to your new card. Your credit limit, interest rates, and any recurring payments or standing orders you have set up, will remain the same. You can continue to use your Usdaw card until you receive your new Bank of Scotland card. If you have any questions please call **Bank of Scotland on 08457 293949**.

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As a valued Usdaw member we can offer you competitive rates on your insurance policies

CAR INSURANCE

- 40% discount on RAC breakdown cover[†]
- Trade union business cover included as standard
- Up to 65% no claims discount
- £100,000 of Legal Expenses Cover



TRAVEL INSURANCE

- 5% online discount
- Cover for pre-existing medical conditions and ash cloud cover available
- Children under 4 travel for free (standard cover only)*
- Emergency medical cover up to £10m



Call **free** for a quote
0800 376 0300[†]

Or visit: www.usdawinsurance.co.uk

Lines are open 8.30am-8pm Mon-Fri, 9am-6pm Sat
Please quote ref **MT12**

*Only available when all children on the policy are under the age of 4. If a child is over the age of 4, a family loading will apply. [†]Only available when you purchase a UIA Car Insurance policy. [‡]For quality and protection purposes, your call will be recorded. Usdaw Insurance is a trading name of UIA (Insurance) Ltd. Usdaw is an Introducer Appointed Representative of UIA (Insurance Services) Ltd who are registered under the Companies Act-No.2998952. UIA Travel and Car insurance is arranged and administered by Heath Lambert Limited. Registered Office: 9 Alie Street, London, E1 8DE. Registered No. 1199129 England and Wales. All these companies are authorised and regulated by the Financial Services Authority.

Usdaw
Insurance

&

uia
Insurance with principles

Winner

Team player Rachel Goodwin has made a big impression in her Tesco Whitstable store

People like you

www.usdaw.org.uk/bearep

Football loving Rachel Goodwin is a firm believer in teamwork both inside and outside of work as the active rep combines her passion with fairness with coaching a local youth team.

The 26 year-old, who joined the union in 2007, and became a rep three years later has also made great strides learning and developing her own skills with the union.

"There are so many opportunities, getting involved has given me a great boost," said Rachel who works for Tesco in Whitstable, Kent. "I've been on lots of training courses as well as national and divisional conferences and I even spoke from the rostrum for the first time at this year's annual conference in Blackpool. I've surprised myself.

"With the union I'm part of a team, I'm not on my own and

together we can make a difference. I became involved after problems with shift changes, the union sorted everything out for me but my colleague wasn't in the union and she ended up leaving because she couldn't manage her childcare. The union helped me and it gives me a great deal of satisfaction helping others, knowing they'll have a better day.

"I get angry when people are treated unfairly or discriminated against and laugh at others behind their back because they are 'different' to them. I was bullied at school for standing up for people who couldn't stand up for themselves and I continue to do that now as a rep.

"I aim to get

involved with the equalities section and was pleased to see the motion passed at the ADM to hold a national LGBT get-together possibly next year.

"I'd like to thank everyone in Usdaw who has helped me. I just want to keep learning and do the best job I can to help others.

"Outside of work I'm an FA qualified Level 1 coach and train the Whitstable Town Juniors under-10s. I encourage them to develop their football skills as well as their discipline. I like to see the kids grow, it's all part of the enjoyment I get from helping people."

Rachel (left) has crammed a lot of work into the last three years



Recruit a friend

The £100 club



Five lucky winners

Five lucky members are celebrating after they each **won £100** in the popular Recruit A Friend competition.

- **Lynda Palmer** from Shefford recruited her colleague at Morrisons, **Glenn Farrow**.
- **Sandra Waters** signed-up Tesco workmate **Jeremy Puttice** in Helston, Cornwall.
- Southport's **Lesley Meredith** recruited her Co-op Funeralcare colleague **Ragan Galley**.
- **Neesha Devlia** signed-up fellow Sainsbury's worker **Mushahid Khan** in North London.
- **Patrick Gyamfi** from Morrisons in Stamford Hill, London recruited his colleague **Marzena Waniek-Rybska**.

WIN £100!
ENTER
THE DRAW
NOW



Lynda Palmer and Glenn

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 all you have to do is **recruit a friend, relative or colleague** using the form opposite and send it in to **Arena, Prize Draw, Usdaw, Freepost NAT19525, Manchester M14 7DJ**. The first five out of the hat will **win £100** (terms and conditions apply).

The weekly rates are **£2.18 for Scale A** (applicable to full-time and part-time workers) and **£1.36 for Scale C** (applicable to part-time workers only)

Closing date is 4 January 2013



**Please complete and return to
Arena Prize Draw, Usdaw, FREEPOST NAT19525, Manchester M14 7DJ**

FOR OFFICE USE ONLY

Branch No. _____

Memberships 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) _____ Postcode _____

Email _____ Mobile No. _____

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.

DATA PROTECTION ACT (see overleaf)

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 Amount per week _____

Scale C

Part-time workers only Amount per week _____

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

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

M&C Received

arena Health

Send your health questions to the

arena team at: arena@usdaw.org.uk

Winter chill

Q I work at the back door of a large store. At Christmas we use extra storage containers in the yard and the back door is always open. This last couple of winters have been really nasty. The uniform provided gives no protection against the cold, wet and snow. What clothing should we have in winter in our store/warehouse?

Working in varying temperatures can be problematic. If you are always rushing in and out of the yard

having the correct clothing can make a big difference. Winter clothing is Personal Protective Equipment (PPE) which should be provided when the risk requires it and not at the whim of a manager.

Several layers are best so that you can adjust the clothing depending on the work you are doing and you can easily add or remove layers when you go from cold to warm areas. In extreme weather you may need thermal socks and underwear, warm boots, fleeces, gloves, scarfs and hats. The outer layer of clothing should be waterproof if going outside. Where safety shoes or boots are provided they should have slip-resistant soles.

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

Drive safe

Q I drive a supermarket home delivery van and I'm reading winter this year as we are in quite a rural location, any suggestions?

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 organizations 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.



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

www.usdaw.org.uk/healthandsafety



Usdaw has its own health and safety section full of useful information, advice and a reps' forum at: www.usdaw.org.uk/forum

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

The Government provides some general advice on winter driving at: www.gov.uk/search?q=winter+driving

Freezing inside

Q The heating system at our warehouse always breaks down in winter and doesn't provide adequate heating and we are always cold what can we do?

Your employers have a duty under the Workplace (Health, Safety and Welfare) Regulations 1992 to maintain a reasonable temperature in the workplace at all times.

The Approved Code of Practice to the regulations states that 16 degrees Celsius (or 13 degrees Celsius for physically strenuous work) is the minimum requirement. Your employer also has a legal duty to maintain equipment such as heating.

If temperatures inside the warehouse are regularly at or below the minimum or if the heating regularly breaks down, raise this with your Usdaw rep. If necessary the rep can raise a collective grievance. Where the employer still fails to deal with it, the grievance procedure ensures that the union official gets involved.

If negotiation through the procedure does not work, the union can help get the local health and safety inspector involved to enforce the law.



Bad attitude

Q I am the health and safety rep at a store in the Midlands. We have a new manager whose attitude is that health and safety isn't important – just like the Government. Recently he refused to give me time off to do my quarterly inspection because it wasn't 'necessary'. Can he do that?

Only if you let him get away with it!

The Government has done a lot of damage to the case for responsible health and safety management, but the truth is that the legal duties have not changed.

All employers still have a duty to protect the health, safety and welfare of their staff and to protect the public from any risks arising from their business.

Slips and trips remain one of the main causes of accidental injury and there are other well-known hazards such as vehicles, racking, falls from height and violence to staff.

The employers where Usdaw is recognised all accept that they have duties under H&S law and all have systems in place to prevent or control risks. They also recognise and support the valuable role that Usdaw health and safety reps play. As a rep you still have a legal right to do regular workplace inspections.

If your manager continues to refuse to allow you the time needed for your safety rep functions, you must raise a formal grievance and get your area organiser involved.

You (and your manager) will find you have the backing of the more senior management in your company as well as the union.

Feature

Race for equality

Open forum for activists

There is no place for racism in Usdaw and the union's long struggle to tackle it will continue until everyone is treated equally

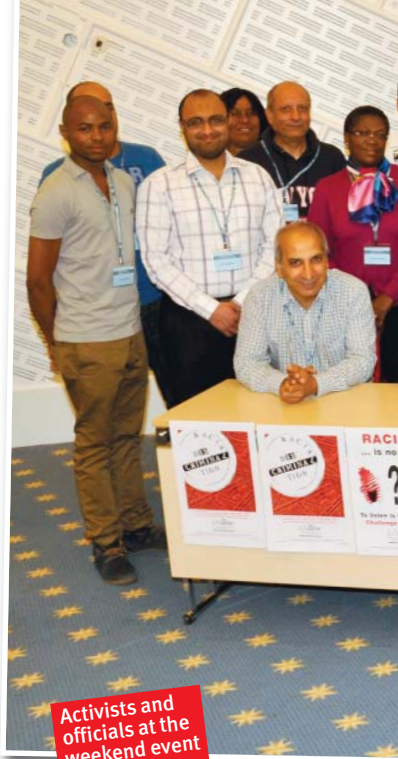
New and experienced black and Asian members met up in Manchester in October to share experiences and discuss what further action they would like to see Usdaw taking to encourage more black members to get active.

This year's annual get-together of debates, workshops and guest speakers centred around the issue of tackling racism in the workplace.

"Usdaw has a long and

proud tradition of trying to get rid of racism not only at work but in society in general," said general secretary John Hannett.

"Progress has been made but there is still a long way to go. That's why it's always great to see so many new members here at this weekend. Our message against racism can only be successful if we have the support of the whole workforce. Getting black and Asian members involved is vital to our campaign.



Activists and officials at the weekend event

"Racial harassment from staff and customers is still a big problem for far too many of our members and therefore it's rightly an important trade union issue.

"Whether we are black or white we all want to be treated equally and fairly in the

Naveed Akram



Philipine Akaba



Nirwal Rana





workplace. The campaign to tackle racism is one we want all members to get behind and support."

Members give their opinions

Communication network

"It was an amazing experience," said 27 year-old **Naveed Akram**, who works for Tesco Express in Cardiff. "This was my first time at an Usdaw weekend event and everyone made me feel very welcome.

"I didn't realise it would be so interesting. We discussed racism and harassment and talked about our personal experiences and incidents in our own workplaces.

"It was good to see John Hannett who attends every

year. It was also great for communication and networking. I met a lot of people I'll be staying in touch with in the future either by email or phone."

Inspiring and empowering

Fifty year-old **Philippine Akaba** works for Sainsbury's in Tooting in London, she said: "I was really excited when I found out I had a place, some of my friends wanted to go but they were not as lucky as me this time and were not selected.

"It was inspiring and empowering as well as a bit overwhelming at times. It was my first one so I didn't know what to expect but I kept an open mind and I came away two inches taller. The weekend was run very well and the hotel and food were fantastic.

Very informative

"It's great to be amongst new people with different ideas. You can bounce things off each other," said 45 year-old **Nirwal Rana** who works for KP Foods in Ashby, Leicestershire.

"I've not experienced many problems myself but as we can all see from what's happening in football, racism is a hot topic.

"The weekend is very well organised and certainly gets you thinking. The workshop activities help to bring people out of themselves through speaking up and joining in discussions.

"The union's staff and the resources provided by the equalities department are excellent and very informative. I'd certainly recommend the weekend."

Summer schools

Giving reps the skills to deliver

It's not easy being a rep but Usdaw's training courses provide all the support needed to become a confident activist

Usdaw offers a range of training opportunities for both its new and experienced reps and right at the heart of this are the summer schools 1&2.

These six-day residential courses are held at the impressive looking Wortley Hall

near Sheffield and give activists a comprehensive understanding of the role of the rep, how Usdaw works and how the union interacts with employers.

Summer school 2 looks in-depth at the role of politics, the organising agenda and the role of women in trade unions and society.

Here's what some of the reps had to say...



"The school helps with presentation skills, representing members at meetings and it will help me do a better job at my store."

Frank Nana Bayin Abban



"It was very informative and opened my eyes. It helped me appreciate just how much there is to the union, not only grievances and disciplinaries, but the organisation in general."

Nancy Stewart



"It was a great experience for me and I wouldn't change anything about it. The tutors were great and I learnt a lot."

Callum Harrison



"Well worth it, lots of hard work but I now have more knowledge, more confidence....and I met a lot of new friends in a relaxed informal atmosphere."

Jacqueline Thurgood



First summer school for new and less experienced reps



Second summer school for active experienced reps



www.usdaw.org.uk/training

arena Letters

Members can have their say right

here via email or post – but keep it brief!



“ The union came up trumps for me – a top job

Usdaw recommended

I want to thank Usdaw for helping me win my claim after I was injured at work after a badly stacked pallet toppled over on me injuring my shoulder.

I didn't intend to claim at first but when it became clear this injury could be long-term I spoke to my rep. It was the best thing I ever did. I was put in contact with Usdaw solicitor Ann Seery of Beecham & Peacock who did a top job and I was awarded £6,500.

I have no hesitation in recommending that everyone joins Usdaw. The union was there when I needed it and it came up trumps.

Rod Bell, Cleveland

Legal win

I would just like to pass my thanks on to the union for supporting my injury claim through Legal Plus.

I suffered a serious back injury at work,

which caused me a lot of pain, time off work and loss of earnings. Sainsbury's originally offered £100, but – as a result of hard work by my solicitor – I finally received a four figure sum!

I would like to praise the work of my solicitor, Jane Cooper, of Russell Jones & Walker, who never gave up even when, at one point, it looked like my claim was not going to succeed. Thanks again to Legal Plus!

Via email Mark Baker, Sheffield

£6,500

The amount of compensation won by Usdaw for a member

Digital bonus

This is the first time (autumn issue) I have looked at the online version of Arena and I am very impressed with it.

Its layout as an on-screen booklet with 'pages' that turn and can be brought closer and moved about for ease of reading is a lot more pleasant to read than many online newsletters that I receive. Well done.

Via email. Moyra Carlyle

★ Payday scam

I read your article on payday loans in the autumn issue. I have been scammed out of £120 after applying for a loan online, the company name is FastQuid.

They told me I had to pay my first month's installment upfront which I did and also supply my bank details for the loan to go in. When I phoned them they asked for more and more money, then became very

HAVE
YOUR
SAY

You can have your say on the arena letters page, please keep it brief and no longer than 100 words

★ £50 for the best letter

abusive. When I said I didn't have it (£320), they told me I can't get my £120 back, and they still have my bank details.

I don't know where to go with this matter and have noticed other people complaining about this company on complaint sites as I have as well, I want to alert other members to this company.
Via email Joanne Manning

£120

Lost by a member who believes she was scammed online

Stolen holidays

I want to warn your readers about staff missing out on their holidays.

Too many people lose their holidays each year because of company policies about not having time off over the Christmas period. Once it is over, nobody, especially on checkouts, seem to be able to get their holidays.

In stores where there is not a rep companies are saving a packet. I think it is disgusting. I've got mine because as an ex union rep myself, you tend to keep what you learn with you.
Name & Address supplied.

Via email

Welcome advice

I was very thankful for the advice I read in arena earlier this year.

I was having problems in my small local store and things were going from good to OK then to bad to worse.

I decided to write down the problems and it became a long list that could not be ignored.

I stood up for myself, phoned the local official in Andover and hostilities ceased. Result!

I'm still working at the store and it's now back to bearable, in fact even enjoyable as me and management respect each other now.

Name & address supplied

Rights attacked

The Government's plans to cut payments to innocent victims of crime, coupled with the reduction in police numbers, can only mean the Coalition is expecting crime to rise and is getting ready to save money on the number of future claims.

Presumably it is also hoping that such small awards will deter people from even applying for compensation.

Slowly we are having our rights removed piecemeal and the worst thing about it is nobody seems to notice or care. Maybe we are all too busy trying to work all hours to make ends meet and have no time to stop to look around and notice what's happening.

This recession will be with us for a long time, even the extended trading hours

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

Send all photos to: pictures@usdaw.org.uk

during the Olympics backfired, and the crime rate will climb at an alarming rate.

Working class people went through hell and back to get the rights we have and now the Tories are trying to take them back bit by bit. The phrase 'workers of the world unite' is as true today as it ever was.

Nicholas A B Gale, Dorset

Young Labour

I went to the Labour Party conference in Manchester in October as part of the union's national delegation for the first time. What a week! It opened my eyes to all things political especially the debate on Scotland's independence, which convinced me that Scotland should stay in the UK.

I also found myself asking leader Ed Miliband, on national TV, would he be going to the October 20 TUC March? He replied 'Yes' and it was all over the press including the BBC website.

It was a really exciting week for me. Many thanks to the other delegates who looked after me and helped explain what was going on.

**Chris Gilmour, Tesco
Milngavie, Scotland**

**National coverage
for Chris Gilmour**



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Please see website or call for full terms and conditions.

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Unisaver: The union no longer offers the Unisaver savings product as advertised on the member services pages of previous issues of Arena. Any members who have taken out a policy with Unisaver will not be affected by this change and existing policies will carry on as normal. If you have any queries please contact **Coventry Assurance Society on 024 7622 3683.**

Standing up for fairness

The Coalition's austerity policies are hurting but not working – that was the message from all the unions in October

London was brought to a standstill in October as more than 150,000 people marched to demand 'A Future That Works'.

Hundreds of Usdaw activists made the journey to protest against the Coalition's austerity measures, waved their union flags and made a lot of noise as they made their way through the packed streets.

General secretary John Hannett, who addressed the rally in Hyde Park, was delighted with the turnout. "Many thanks to our activists who gave up their weekend to stand up for fairness and against

the economic policies of the Government which has given us mass youth unemployment, massive job insecurity and a double-dip recession," he said.

"Clearly there is widespread opposition to the Coalition's policies. The Government want to cut compensation payments to innocent victims of crime. It has cut employment rights, it has cut in-work benefits while cutting taxes for the very well-off. Ordinary hard-working families are being hammered by this Tory-led Coalition so it's important we all stick together to oppose these disastrous policies."



Ed Miliband joined Usdaw activists and officials in London



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

In focus

Managerial members

Usdaw's membership spans various levels within companies: www.usdaw.org.uk

Employment rights and pensions were top of the agenda for activists in the union's white-collar section, the Supervisory Administrative and Technical Association (SATA), which met in Blackpool in October

for their national conference.

Guest speakers included deputy general secretary Paddy Lillis, president Jeff Broome, pensions officer Debra Blow and deputy head of research Tony Dale.

Duty to protect

National officer David Johnson, who looks after the SATA national committee, was also present. "SATA members have been particularly hard hit by the recession with whole swathes of middle management often being made redundant," he said.

"As a union we have a duty to protect these members whose terms and conditions are under massive pressure. It's important that we send out the message to workers who are supervisors, middle managers or have a

technical role beyond the shopfloor that they can join SATA, and get involved with us to recruit and organise so we can have more influence in their workplaces.

Employment rights

"This weekend has been all about explaining what is happening with pensions auto-enrolment and how the Coalition is intent on weakening the employment rights of hard-working people.

"It's been very informative and I know we have a big challenge to emphasise the importance of saving early for retirement.

"We also have to alert members to the sustained attack on our employment rights that's already happening now, and with plenty more planned by the Coalition for the future."

What is SATA?

SATA members and reps are drawn from supervisory, managerial and technical roles and form a section of Usdaw while still being fully part of it. SATA members are able to benefit from all the advantages of union membership.

Sata

Supervisory, Administrative and Technical Association

Active

Portsmouth's Simon Palmer is one of the many talented young activists on the union's books

People like you



When shopfloor staff were refused drinks during a spell of hot weather they nominated **Simon Palmer** to approach management and the 19 year-old kept his cool and sorted it out.

His hot under the collar colleagues were so delighted with the outcome they elected him store rep.

"That was six years ago and I knew nothing about unions let alone Usdaw," said 25 year-old Simon who works for Tesco in Portsmouth. "All I knew was it was unfair to expect people to work in such conditions without refreshments. I realised everyone felt the same so I just had to do something about it.

"Someone gave me the number for Usdaw and I phoned my local office and my area organiser came out and helped me deal with the

situation. I then realised how important the union is and decided I wanted to get more involved."

Since then Simon has taken advantage of every opportunity Usdaw has to offer.

“I've had fantastic training courses and I'm always learning

"The training has been fantastic. I've been on lots of courses, which have given me the knowledge and skills to deal with real situations. I'm learning all the time.

"I'm also on the Academy and involved with the youth committee in my division which gives me the opportunity to get involved with the union outside my store on campaign

days and equality events.

"Being involved has also made me more interested in politics and I'm thinking of joining the Labour Party. I also attended the TUC's 'March For The Alternative' in Hyde Park last year with thousands of other trade unionists from across the country. It was great to join together with so many like-minded

people on such an important issue.

"I would have loved to have been at this year's demonstration 'A Future That Works' but my wedding took priority. I think my fiancé would have given me my marching orders if I hadn't have been around to finish off the last minute arrangements for our big day."



www.usdaw.org.uk/bearep

Retail under attack from Coalition cuts

The union's second biggest event is the retail trades conference – representing more than 335,000 members in the UK

Workers face difficult times ahead but members can rest assured Usdaw's army of well-trained reps and officials have the strength and determination to continue to grow the union and deliver a first-class service, general secretary John Hannett told the Retail Trades Conference.

The well-attended event in Manchester in October saw reps from across the UK discuss all the important issues with pay rates, staffing levels and the Coalition's attacks on employment rights top of the agenda.

"Workers who are not in the union face a bleak future," he said. "They will be denied access to justice through the introduction of tribunal fees and the increase in the qualifying period to claim unfair dismissal from one to two years.

"Only union members will have the backing of Usdaw – the fastest growing union not only in the UK but in Europe – a financially strong union with a strategy to develop our reps and continually improve how we operate."

Coalition cuts your rights

Since April 2012 the qualifying period to take a claim to a tribunal for unfair dismissal has increased from 12 to 24 months. This means if you have started a new job after April 6 this year, you will not be able to take an unfair dismissal case until you have two years' service.

From next summer fees ranging from £390 to £1,600 will be introduced to take a claim to tribunal. While there



Speakers below: (l-r) Alan Kell, Debra Towner, Julie Hart, Rob Sibbald and Sophie Williams

are some exemptions to this many workers will be put off lodging a claim.

The Coalition is also seriously considering:

- Cutting the consultation period for collective redundancies from 90 days to 45 or 30 days.
- Capping the maximum amount of compensation paid to people unfairly dismissed.
- Reducing the level of protection afforded by the Transfer of Undertaking and Protection of Employment (TUPE) regulations.





In the chair... (l-r) Paddy Lillis, John Hannett and Jeff Broome at the retail trades conference

The campaigning union

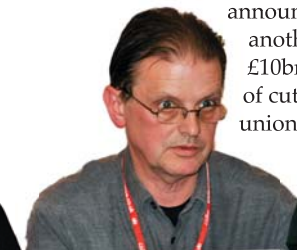
Usdaw's continued growth is the envy of other unions and it's all down to the hard-work and commitment of our reps and officials said deputy general secretary Paddy Lillis.

"Our campaigns on Freedom From Fear, Supporting Parents & Carers and Tax Credits have won us not only thousands of new members but also widespread respect in the retail sector," he said.

"These are very very difficult times with the Coalition recently announcing another £10bn worth of cuts. Non-union

workers need to join Usdaw more than ever. We also know the Coalition wants to cut the compensation paid to innocent victims of crime and we will campaign against that with our Back The Bill initiative.

"Our reps are doing a fantastic job and have increased membership by nearly ten per cent in the last two years – that's a brilliant achievement. We will continue to support and develop our reps, who are the life-blood of Usdaw."



USDAW SUCCESS STORIES

- Won ex-Woolworths staff a £30m protective award pay out with similar victories at Ethel Austin, and TJ Hughes.
- Saw membership increase every year since 1995 with an annual net increase of 12,000 every year since 2007.
- Won compensation of £21m for members injured (inside or outside the workplace) or treated unfairly at work in 2011.
- Trained more than 4,500 reps last year.
- Ran its successful Academy1 for the tenth year and its Academy2 for the third year in 2012.

Miliband's One Nation



www.usdaw.org.uk/labour

“ A country for all, with everyone playing their part. A Britain we rebuild together

Labour leader Ed Miliband set out his vision for the UK at his keynote speech to the national Labour Party conference in October. Here are some of the most telling quotes.

I believe we have a duty to leave the world a better place than we found it. I believe we cannot shrug our shoulders at injustice, and just say that's the way the world is.

At present we have one rule for those at the top, another rule for everybody else. Two nations, not one. That's not the Britain I believe in.

What does this Government choose as its priority. A tax cut for millionaires. Next April, David Cameron will be writing a cheque for £40,000 to each and every millionaire in Britain. Not just for one year. But each and

every year. I would never cut taxes for millionaires and raise them for ordinary families. That is wrong.

Have you ever seen a more incompetent, hopeless, out of touch, u-turning, pledge-breaking, make it up as you go along, back of the envelope, miserable shower than this prime minister and this Government?

We need an education system that works for all. We have got to use all the talents of all of our young people. We can't be a country where vocational qualifications are seen as second class.

So in education there really is a choice of two futures. Education for a narrower and narrower elite, with the Conservatives. Or a one nation skills system and a one nation economy with the next Labour government.

I have got a message for the banks, either you fix it yourselves between now and the election or the next Labour government will once and for all ensure that the high street bank is no longer the arm of a casino operation and we will break you up by law.

Immigration has really significant economic benefits but not when it is used to undercut workers already here and exploit people coming here. In Government we will stop recruitment agencies just saying they are only going to hire people from overseas. So we need a system of immigration that works for the whole country.

On the NHS... While everyone was telling him not to do it... David Cameron broke his solemn contract with the British people, a contract that can never be repaired.

People
like you

Parliament needs more
ordinary working people
at its heart - just like Lee

MP to be

Usdaw member **Lee Sherriff** is hoping her real life experiences and her passion for politics will propel her into Parliament at the next general election in 2015 as she seeks to win the Carlisle constituency seat.

The 40 year-old mother-of-three was made redundant from her retail job in June and knows all too well the difficulties faced by low paid workers. "The Coalition's policies are hitting ordinary hard-working families very hard," said Lee, who has been a local Labour councillor for the last two years.

"I know people who wanted a change of government in 2010 have been genuinely shocked by what's happened. That's when I decided I couldn't just sit around complaining so joined the Labour Party and threw myself wholeheartedly

into politics. The last two years have allowed me to connect with the electorate and witness first-hand the misery, despair and damage the Coalition's policies are doing. I was also elected to the council in May.

“The Government seems chaotic and stumbles from one U-turn to another

“People in Carlisle are being hit by rising prices, unemployment and job insecurity. On top of these everyone is worried about the massive changes to the health service and education system. The Government seems chaotic and stumbles from one U-turn to another.

“I believe we need more investment in jobs and decent wages. We need good

apprenticeship schemes for our young people and we need to reduce the massive gap between rich and poor.

“We have a lot of hard work to do between now and the general election to offer an

alternative to austerity. We can't take anything for granted

in our campaign to rebuild the trust with the electorate.”

Lee's three children, Annia 17, Dominic 14, and Maia 10, help keep her grounded and when she's not immersed in her political activities she enjoys walking her two dogs in the nearby lake district. She is also a keen runner but her longest race to 2015 is just beginning.

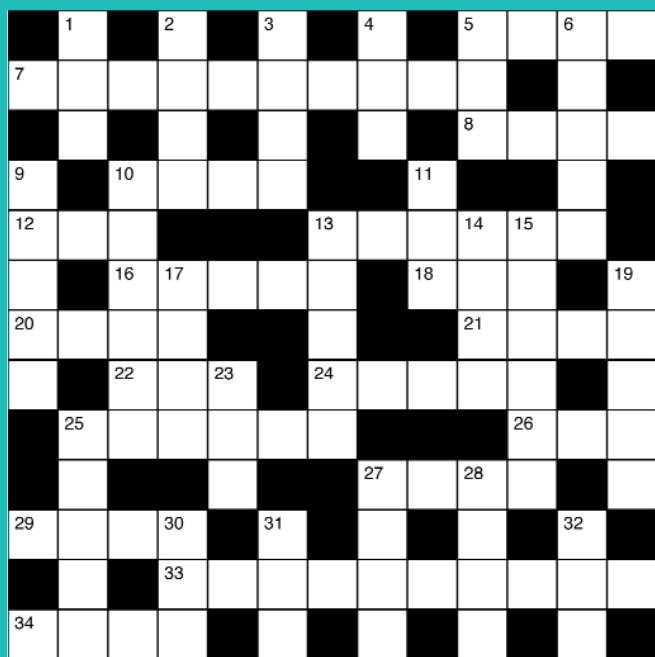


www.usdaw.org.uk/labour

arena Crossword

WIN
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Three lucky members will win £50 each if they answer correctly the crossword clues below. Closing date **04 January 2013**
(Not open to Usdaw staff)



The winners of the Arena Summer crossword were:

Susan Peters, K230 NW Morrisons
Susan Hannington, A60 Camarthen
General
Phillip Cook, A187 Dowlais

Have fun

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

5. Scheme (4)
7. Completely clean (10)
8. Snatch (4)
10. Slimming plan (4)
12. Lyric poem (3)
13. Balloon gas (6)
16. Ointment (5)
18. Dance, informally (3)
20. Surety (4)
21. Written words (4)
22. Clergyman, informally (3)
24. Mountain ash (5)
25. Respectable (6)
26. Scottish river (3)

27. Embraces (4)
29. Unit of measurement (4)
33. Not difficult, simple (10)
34. Blood vessel (4)

DOWN

1. Little devil (3)
2. Cab (4)
3. Is obliged to (4)
4. Dog's foot (3)
5. Dowel (3)
6. Sudden fright (5)
9. A British policeman, informally (5)
10. Crave (6)

11. Priest's garment (3)
13. Courage or spirit (5)
14. Greek letter (4)
15. Affects or upsets drastically (6)
17. Boy's name (4)
19. Sharp bodily or mental pain (5)
23. Animal doctor (3)
25. Thick (5)
27. Take notice of (4)
28. Movable barrier (4)
30. Farmyard bird (3)
31. Beer barrel (3)
32. In favour of (3)

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E: morden@usdaw.org.uk

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 6060640*** to be connected to your local office.

*Calls charged at local rate.

The union's head office is:

188 Wilmslow Road, Manchester, M14 6LJ

Tel: 0161 224 2804/249 2400

email: enquiries@usdaw.org.uk

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WWW.USDAW.ORG.UK/211

Alternatively you can order a copy from your local office. Contact details are on page 47.

