

FirstCall Usdaw the free accident claim helpline – 0800 055 6333

# arena

www.usdaw.org.uk

AUTUMN 2015

## Q&A

MATERNITY  
RIGHTS

*Aldi&Lidl*

*Recruitment  
drive in view*

**BUDGET BOMBSHELL**  
TAX CREDITS SLASHED

**FESTIVE WORKING**  
YOUR RIGHTS TO TIME  
OFF AT CHRISTMAS

**PUTTING RACISM  
IN THE DOCK**

*Gabrielle's story*



follow us @UsdawUnion



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



## General secretary John Hannett Tory Government aims to weaken us

**T**rade unions were formed to improve the working conditions of their members and in turn founded the Labour Party to promote the wider interests of workers in parliament. In 2015 only the unions and the Labour Party are capable of defending those interests.

That's why the recently elected Tory Government wants to weaken the unions and to deprive the Labour Party of its finances with its ideologically driven plans outlined in the Trade Union Bill.

This Bill will make it harder for unions to organise industrial action, even though this is at an all-time low. It will also dismantle the unions' ability to run political campaigns that aim to represent our members' views on the NHS, education, housing, crime and other fundamental issues.

Neither the unions nor the Labour Party are perfect but they are the only organisations standing up for working people and their families both at work and in our communities. In fact the unions are among the most democratic organisations in the UK and Usdaw is the best in offering its members the chance to get involved, decide our policies and to lobby employers and politicians to improve our members' lives.

It's easy to sit back and complain about what's wrong at work and in society. However, it's far more rewarding and worthwhile to speak up, get involved and make a difference. I'd appeal to all of our members to consider taking a more active role in Usdaw, it could change your life and those around you.

John Hannett, General Secretary

**YouTube** Watch reps, officials and MPs on [YouTube.com/UsdawUnion](http://YouTube.com/UsdawUnion)

**Twitter** Follow us on Twitter @UsdawUnion

**Phone** Call the helpline 0845 60 60 640  
Office details on page 47

**flickr** View our extensive photo gallery at: [Flickr.com/UsdawUnion](http://Flickr.com/UsdawUnion)

# arena

## PUBLISHED BY

### USDAW

188 Wilmslow Road,

Manchester M14 6LJ

T. 0161 224 2804

F. 0161 257 2566

E. [arena@usdaw.org.uk](mailto:arena@usdaw.org.uk)

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

## HEAD OF MEDIA & COMMUNICATIONS

**Mike Glover**

## EDITOR

**Peter Rees-Farrell**

E. [arena@usdaw.org.uk](mailto:arena@usdaw.org.uk)

## REPORTER

**Mairead Bradley**

## EDITORIAL ASSISTANT

**Sarah Bailey**

## ADVERTISING & DESIGN

**Century One Publishing**

Alban Row, 27-31 Verulam Road,

St. Albans AL3 4DG

T. 01727 893 894

E. [enquiries@centuryonepublishing.uk](mailto:enquiries@centuryonepublishing.uk)

W. [www.centuryonepublishing.uk](http://www.centuryonepublishing.uk)

## ADVERTISING MANAGER

**Jonathan Knight**

T. 01727 739 193

E. [jonathan@centuryonepublishing.uk](mailto:jonathan@centuryonepublishing.uk)

## DESIGN & PRODUCTION

**Heena Gudka**

## PRINT

**Polestar UK Print**

Paper produced from ecologically sustainable sources.

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

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

**Copyright:** Reproduction in whole or part by any means without written permission of the publisher is strictly forbidden. The publisher accepts no responsibility for errors, omissions or the consequences thereof. © arena 2015



**Usdaw**  
Union of Shop, Distributive  
and Allied Workers  
[www.usdaw.org.uk](http://www.usdaw.org.uk)



p14



p22



p45



p12

Budget bombshell for family

# Inside this issue

## Legal Plus & FirstCall Usdaw

**22 Winning for you** Members tell of the peace of mind FirstCall Usdaw delivered after their accidents.

## People like you

**45 Anton Brown** Meet the family guy juggling fatherhood and working as a rep in distribution.

## Features

**10 Budget analysis** The Government plan to slash working tax credits and freeze other benefits.

**16 Festive working** Your contractual rights explained for the upcoming Christmas frenzy.

**20 Gabrielle's story** How an Usdaw rep helped prosecute a racist and abusive caller.

**28 Maternity rights** Your questions answered on this complex but commonplace issue.

**32 Mum's call for more organ donors** Pat Carroll is turning a family tragedy in to a personal crusade.



p38

Spotlight Day in pictures

## Workers' health in focus

**34 Water refusal...** shift working, delivery drivers and protective footwear all feature.

## Regulars

**04 Latest News** Sunday trading open-all-hours plan and elections for Tesco reps.

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

## Letters

**42 Have Your Say** Loyal members in the picture and summer conferences round-up.



# Sunday chaos

Battle lines have been drawn by the Tory Government, Usdaw is ready ...



Government plans to allow local councils and mayors to de-regulate Sunday trading could cause **massive disruption** to workers' hours and result in chaos on the high street, according to Usdaw.

The chancellor announced his plans in the July Budget despite the vast majority of shopworkers, supported by many retailers and shoppers, being against the idea. Usdaw's own surveys have consistently shown a big majority of **workers oppose** open-all-hours on Sundays.

Usdaw also warned that if the plans go ahead:

- Shopworkers will face increasing pressure to change their regular hours – this is one of the biggest and most common

problems already faced by retail staff.

- Shopworkers could come under more pressure to work Sundays despite many struggling already because of their **caring responsibilities** for children or elderly or infirm relatives.

- Workers in the distribution and warehouse sector will also face further upheaval.

- **Drivers** will also come under pressure on shift changes.

- Retail companies will face higher overheads which could see **job losses**, hours cuts, pay freezes or higher prices.

- Restricted **public transport** on Sundays could see many workers find it impossible to get into work.

- Neighbouring towns could

have conflicting regulations with some shops open and others closed.

General secretary John Hannett vowed to campaign against the proposals. "This is a **crazy idea**, a recipe for chaos," he said. "Since the 1994 Sunday Trading Act we've seen regulated hours for the big stores, a window of opportunity for the smaller stores and most importantly legal protection for workers who don't want to work Sundays – in other words a great British compromise. **It's worked.** So if it isn't broken don't fix it.

"We'll be lobbying MPs, councillors, mayors and the shopping public to resist these changes. They're unnecessary, unwanted and unwelcome."

## Win a Tomtom Start 50 5 Inch Sat Nav

courtesy of **Usdaw Protect**



visit: **www.usdaw.org.uk/win**

Sponsored by Usdaw Protect. Closing Date 4 Oct 2015. Terms apply. Website: [www.usdaw.org.uk/usdawprotect](http://www.usdaw.org.uk/usdawprotect)

WEB ARN 0915

RELAX! WITH UP TO 4,000 USED CARS PRICE CHECKED DAILY,  
COMPREHENSIVELY CHECKED & GUARANTEED

# YOU'RE SURE TO FIND YOUR PERFECT CAR!



**BRAND NEW**  
RENAULT CAPTUR  
DIESEL 1.5 DCi 110 DYNAMIQUE NAV 5DR

**NOW ONLY £205.82 PER MONTH**  
48 MONTHS (9+47)



**BRAND NEW**  
VAUXHALL CORSA 1.3  
CDTi ECOFLEX DESIGN 3DR

**NOW ONLY £192.18 PER MONTH**  
48 MONTHS (9+47)

**PART  
EXCHANGE  
WELCOME**

**FULL VMC  
MILEAGE AND  
HPI HISTORY  
CHECK**

**FLEXIBLE  
FINANCE  
AVAILABLE**

**NATIONWIDE  
DELIVERY  
TO YOUR  
DOOR**

**BRAND  
NEW CARS  
ALL MAKES  
AND MODELS  
AVAILABLE**



**63 REG**  
FIAT 500 1.2 POP  
STOP START 3DR WHITE 11K

**NOW ONLY £6599**



**10 REG**  
NISSAN QASHQAI 1.5  
DCi ASENTA 5DR RED 79K

**NOW ONLY £8005**



**12 REG**  
SKODA YETI 2.0  
TDi CR SE 5DR SILVER 69K

**NOW ONLY £10320**



**10 REG**  
CITROEN C1 1.0i  
VT 5DR BLACK 48K

**NOW ONLY £3991**



**11 REG**  
FORD MONDEO 2.0 TDCi  
115 EDGE ESTATE 5DR 98K

**NOW ONLY £5950**



**61 REG**  
CITROEN C1  
1.0i VT 5DR RED 13K

**NOW ONLY £4765**

Hassle Free, Risk Free Car Purchasing for Usdaw Members and their Families

*U***s**dawdrive

usdawdrive.co.uk

\*Based on personal Contract Hire (PCH) payment profile 9+47. Finance subject to status. Terms and conditions apply. Applicants must be 18 or over. Guarantee/indemnity may be required. We can introduce you to a limited number of carefully selected finance providers. We may receive a commission from them for the introduction.

Or Call 0845 122 6916

# News Calling Tesco reps

Usdaw reps are central to the success of the union, can you make a difference?



Usdaw is urging its Tesco members to think seriously about standing in the forthcoming elections for in-store union reps and take on this ‘**challenging yet rewarding**’ voluntary position.

The elections are held every three years for reps (except health and safety and union

learning reps) in all stores and dotcom fulfilment centres.

General secretary John Hannett emphasised the vital role. “Usdaw reps play a crucial role when it comes to **representing the views** and interests of members in Tesco and **negotiating improvements**

to the pay package and the overall terms and conditions of employment.

“Reps also have a say and input on a **wide range of issues** that matter to Usdaw members such as attendance, performance, structure changes, *Moving People around the Business* and other work-related issues.

“Taking on the Usdaw rep’s role can be challenging. However, it can also be an incredibly rewarding and **positive experience**, especially when you see what a real difference you can make to the lives of members.

“Usdaw already has thousands of knowledgeable and experienced reps doing a fantastic job. We hope they will stand for re-election and continue to make their contribution to the union. However, there are plenty of opportunities for new reps to come forward in these elections.”

## Opportunity knocks for reps

It has never been more important for people to be in the union. It’s never been more important for Usdaw to have a team of reps who can provide help, advice, and representation for our members. Here’s a great opportunity for you.

- If you want to be a part of the Usdaw team
- If you want to make a real difference
- If you have a contribution to make
- If you want to speak up and on behalf of the people you work with

If you want more information talk to your reps in store, your local Usdaw official or a member of the **Tesco Support Team**.

The communication process for the Usdaw rep elections will begin from **September 7** so keep an eye out for all the information coming to stores/sites.

## DID YOU KNOW?

- Tesco positively recognises the role of Usdaw and its reps.
- This means that you would be entitled to a reasonable amount of paid time to carry out your duties and to attend the appropriate **first-class training** provided by Usdaw.
- This will also help you to develop your **personal and professional skills**, make a real difference at work and do something that is very rewarding.
- Usdaw has more than 4,500 Tesco reps.
- All Usdaw members are entitled to stand providing they fulfil the **eligibility criteria**.
- Usdaw wants members to consider standing for the role no matter what their gender, background, age, culture, sexuality or disability. Having a **diverse team** of reps will not only accurately reflect Usdaw's existing and future membership but will also ensure the union is relevant to all its members.



We **guarantee**  
**to beat** your current  
home insurance premium\*

*U***s**daw  
Insurance



Call us today

### WIN YOUR POLICY FOR FREE

We will be giving away a **FREE Home Insurance policy every day for the rest of the year**. Take out a policy with us over the phone and you could win<sup>‡</sup>

FREEPHONE:

**0800 376 0300**

QUOTE REF: **ARENA315**

(Lines open 8:30am-8pm Mon-Fri, 9am-1pm Sat)

Or visit: **www.usdawinsurance.co.uk**

\* Price Guarantee is an introductory offer and applies to new customers only for the first 12 months of the policy. Minimum premiums apply. Maximum discount £150. This offer is available if you have been claim-free for 5 years or more and is subject to our usual acceptance and underwriting criteria, and is only available when you call us on 0800 376 0300 quoting the reference 'ARENA315'. We reserve the right to verify your home insurance renewal premium. To be eligible for this offer a quote must be requested by 30.09.15. Quotes are valid for 45 days. We reserve the right to withdraw this offer at any time. ‡ Terms and conditions apply, visit [www.ia.co.uk/terms-conditions](http://www.ia.co.uk/terms-conditions) Usdaw Insurance is a trading name of UIA (Insurance) Ltd. Usdaw is an Introducer Appointed Representative of UIA (Insurance) Ltd. UIA (Insurance) Ltd is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority.



# News **Baby blues**

New report shows the huge extent of discrimination against pregnant women and new mothers in UK



Tens of thousands of women lose their jobs each year because of maternity leave discrimination according to a new report from the Equality and Human Rights Commission.

It estimates around

54,000 women face the sack and the situation has worsened in recent years, with women returning from maternity leave now more likely to face discrimination in the workplace than their counterparts a decade ago.

The report also revealed that some ten per cent of women had their health and that of their child put at risk after they were discouraged by their employer from attending antenatal appointments.

■ Usdaw members can keep up-to-date with their rights with the union's award-winning 'Baby Book'.

For more information on your maternity rights:

See pages 28-31

i

## NEWS IN BRIEF

### Unions bashed

Government plans to interfere further into how trade unions operate have been slammed by Usdaw. The Tories want to make it harder for workers to take industrial action and easier for employers to use agency workers to undermine the workforce. Part of the proposed legislation will also restrict unions' ability to run political campaigns and lobby MPs on behalf of their members.

### IKEA pay rise

Usdaw has welcomed Swedish retailer IKEA's plans to pay the living wage meaning staff will be paid at least £9.15 an hour in London and £7.85 in the rest of the country.

## North East veterans mourned

Tributes have been paid to **Mary Hall** and **Malcolm Colbeck** two North Eastern division stalwarts who recently died aged 80 and 72 respectively.

Former Northumberland Co-op worker and branch official Mary joined the union in 1971 and went on to become a familiar face in the division, while Yorkshire's Malcolm joined Usdaw in 1965 and was elected the

convenor at the Unilever Leeds site, a position he held for many years. He also served as chair of the divisional council.

Divisional officer Joanne Thomas paid this tribute. "Our deepest condolences go to the families and friends of Mary and Malcolm, two loyal activists who served the union for many years with great energy and distinction.

"They both played a very important role in their branches and the North Eastern division and they will be sadly missed by us all."





# Welcome to the **The co-operative** credit union

**Usdaw is delighted to partner with the Co-op Credit Union to offer their services and products to our members.**

The great thing about credit unions is that they are not-for-profit organisations owned and controlled by members, with no outside shareholders to satisfy.

Members save regularly every month, and this forms a pool of money, which can then be loaned to members through loans at reasonable rates of interest.

Credit unions are fair, honest and ethical. In addition they also offer great products at competitive prices.

To find out more and to become a member:  
[co-operativecreditunion.coop](http://co-operativecreditunion.coop)

## Five great reasons to join:

- They provide an easy way to save, from as little as £10 per month.
- Your savings are completely safe – it is regulated by the Financial Conduct Authority and the Prudential Regulation Authority, like banks and building societies.
- They are a not-for-profit financial co-operative, surplus profit is returned to members.
- They provide affordable loans, at competitive interest rates. Free loan protection insurance is offered at no cost – and should a member die, any outstanding loan is settled in full.
- They are owned by and run for the benefit of members – you share in their success.

## Pre-paid Funeral Plans

So you leave them with happy memories, not money worries

It's only natural that we want to look after our loved ones. A Funeral Plan can help, protecting you and your family from rising funeral costs.

**For a personalised Plan that's kept safe until you need it visit your local funeral home, call 0800 023 4710 or find us online at [www.co-operativefuneralcare.co.uk](http://www.co-operativefuneralcare.co.uk)**

The **co-operative** funeralcare



For full details see <http://www.co-operativefuneralcare.co.uk/terms-and-conditions/>.

The Co-operative Funeralcare is a trading name of Funeral Services Limited. Funeral Services Limited, registered in England and Wales with number 30808R at registered office 1 Angel Square, Manchester, M60 0AG. VAT registered 403 3146 04. Part of Co-operative Group Limited.

*Cash cut for many*

# Smoke and mirrors in Budget '15

Chancellor George Osborne tried to make out his emergency Budget was for working people, don't believe a word...

**C**onservative claims that it is now the Party of working people have been demolished by independent analysis of the last Budget that shows millions of families on low pay will be much worse off in the next few years.

Figures from the National Institute of Economic and Social Research (NIESR) reveal the chancellor's introduction of a national living wage for over 25 year-olds will fail to make up for the massive loss of tax credits now facing working families.

## **Low paid in Tory sights**

The NIESR say the main impact of the Budget will intensify the disincentives to work for all tax credit claimants earning more than the new threshold of £3,850, (except for those earning in the very narrow range

between £10,600 and £11,000).

It also identified the types of families who will be worse off in 2017/18 after the changes. Its conclusions make grim reading for the vast majority of families who will be worse off by hundreds or possibly thousands of pounds a year.

The NIESR make it clear these families, around three million in total, will lose more in tax credits than they will gain from the changes to income tax and the new so-called 'living wage'.

Only childless and non-disabled individuals currently working 40 hours on the National Minimum Wage (NMW) will be better off.

## **The Living Wage con**

While the chancellor labelled his introduction of a £7.20 hourly rate for over

Millions of workers will be much worse off



For more  
analysis visit:

[www.niesr.ac.uk](http://www.niesr.ac.uk)

## TAX CREDITS UNDER FIRE

Key Budget points on  
changes to the tax and  
tax credit system:

- Decrease the threshold income (also known as the earnings disregard) at which tax credits are withdrawn from £6,420 to £3,850.
- Increase the 'taper', the rate at which tax credits are withdrawn, for income exceeding the threshold from 41 to 48 per cent.
- Working age benefits to be frozen for four years – including tax credits and local housing allowance (maternity pay and disability benefits exempted).
- Restrict eligibility for child tax credit to the first two children from 2017.
- Introduction of the national living wage for over 25 year-olds of £7.20 an hour from April 2016.
- Increase the income tax threshold from £10,600 to £11,000 from April 2016.

Check which  
benefits you  
are eligible for:

[www.entitledto.co.uk](http://www.entitledto.co.uk)



## BUDGET BOMBSHELL FOR MARK AND FAMILY

**D**otcom driver Mark Payne and his family face cuts of more than £2,000 a year because of the Government's latest attack on Working and Child Tax Credits and that's on top of the reduction in their household income they have faced since 2010.

Mark, 43, works 35 hours a week at the Tesco Extra Port Glasgow store where his partner Agnes works 18 hours a week on the checkouts. They have two daughters Layla, three, Analiece, 10, and a son Brandon 12.

"The chancellor's so-called national living wage means nothing to me," said Mark. "I already earn 57p an hour more than his £7.20 hourly rate from April next year, although Agnes is currently on £7.39 an hour. But the cuts to working tax credits, the reduction in the threshold from £6,420 to £3,850, and the increase from 41 to 48 per cent in the amount the Government cuts your tax credits over a certain limit will take around £40 a week out of our household

budget, it makes you ask 'Does work pay?'. It's pride that's keeping us at work, we don't want to live on benefits.

"I know from talking to colleagues at work many more families are being hit too especially single mothers. I see this latest Budget as the start of eliminating tax credits completely. The most vulnerable are getting hammered.

"We expected bad news from the Tory Government but didn't think it would be as bad as this. They are cutting our support to the bone and there'll be widespread poverty as a result. It was a real shock once the details of the Budget sank in. What's worse is Universal Credit is still to come and that's a real worry.

"For the last five years in-work benefits have been either cut or frozen. It's like having money go in one pocket and then go out of the other. Our standard of living has been going backwards since 2010. I might have to get a second job just to make ends meet, but even if I do I'll get hammered in tax. We're stuck between a rock and a hard place."

25s from April next year as a 'living wage' this should not be confused with the more well-known Living Wage campaign.

The current UK Living Wage is £7.85 an hour with the London Living Wage set at £9.15 an hour. This figure, used by the Living Wage Foundation to



accredit Living Wage Employers, has been calculated for the Foundation by the Centre for Research in Social Policy (CRSP), an independent research centre based in the Department of Social Sciences at Loughborough University. A spokesman

for the Living Wage Campaign said: "This Budget announcement is effectively a higher National Minimum Wage and not a Living Wage.

"We also have to ask ourselves – do the tax credit changes mean that the Living Wage needs to be higher to make sure people have enough?"

General secretary John Hannett condemned the cuts.



Hard times for Mark, Layla, Agnes and Analiece

"The vast majority of our members face five more years of dwindling income," he said. "Even though they are struggling right now.

"Workers aged under 25 will miss out too as one third of retail workers will not qualify for the new living wage because they are under 25. This Budget is a cruel con-trick penalising the least well-off and consigning even more children into poverty."

## Working families hit hard

**13m** UK families will lose **£260 a year** on average because of the tax and benefits changes, the respected Institute for Fiscal Studies (IFS) said in its analysis of the Budget, but for some....



...tax credit changes could hit three million families, who are likely to lose an average of **£1,000**. Even taking into account higher wages, **people receiving tax credits would be 'significantly worse off,'** said **Paul Johnson, director of the IFS**

## Recruitment drive

# Usdaw targets Aldi and Lidl

Famous for their cheap prices the two discounters are less well-known for their anti-union approach, that won't stop Usdaw

**T**he summer saw Academy activists and officials target hard discounters Aldi and Lidl as part of a nationwide recruitment drive.

Store managers were reluctant to let the teams on to the premises with many ushered out of the door and forced to hand out leaflets on the public highway.

In fact *arena* has seen an internal memo issued by Aldi to its store management teams telling them to 'call the police' if union recruiters refuse to leave the premises or company-owned land. This actually happened at the Aldi store in Stirling, Scotland, although the Usdaw activists had already retreated to a safe distance by the time the local constabulary arrived.

While both companies continue to expand on the back of their cheap prices, Aldi and Lidl have turned down Usdaw's offers of talks on a recognition deal.

Deputy general secretary Paddy Lillis was at one of the events in Manchester. "We're determined to bring the benefits

of union membership to anti-trade union companies like Aldi and Lidl," he said. "We already have many members who pay via direct debit and we hope this publicity will reach many more workers who are maybe too fearful to sign up to Usdaw because of their company's hostile attitude. All workers have a legal right to join a trade union no matter who they work for or where they work.

"We know Aldi and Lidl workers face the same issues as all of the other retail workers in the UK and they need an independent union like Usdaw to speak up for them in a professional and responsible manner.

"There are no no-go companies for Usdaw."



Aldi, Heaton Chapel, M



Lidl, Rusholme, Manchester

Usdaw has tailor-made leaflets for both Aldi and Lidl at:

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





Manchester

Paddy Lillis joined the campaigning team at the Aldi, Heaton Chapel, store in Manchester



Aldi, Newport, South Wales



Aldi, Pitsea, Basildon



Aldi, Stirling, Scotland



Lidl, Newport, South Wales

# Give us a break at Christmas

Workers in retail and distribution face added pressures in the run-up to Xmas



## Open all hours?

**Q** Will all shops be closed on Christmas Day?



The Christmas Day (Trading) Act prevents large 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.

## No rest for the workers

**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.

## Festive bonus plea

**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.

Your contract is key to your rights at Christmas





## Christmas goes crackers

The festive period is the most important part of the trading calendar for most retail, distribution and transport workers. It is also the most demanding with staff under increasing pressure to work extra hours, longer shifts or additional days or weekends.

However, 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 any trade union/company agreement.

Arena answers the most frequently asked questions on festive working...

### USDAW WANTS

retailers to offer their staff a decent break at Christmas by reducing their trading hours and closing early on December 24 and 31.

*members should ask their employers now what their trading intentions are for the festive period so workers can plan their own Xmas break*



# know your Rights



## WORKERS NEED A REST

Usdaw is seeking the longest possible break for retail workers over the Christmas and New Year period and will seek to negotiate the best deal available on paid time off for workers.

### Usdaw will be urging retailers to:

- Close early on Christmas Eve and New Year's Eve.
- Remain closed on Christmas Day, Boxing Day and New Year's Day.

### Usdaw believes:

- If retailers trade on public/bank holidays trading should be limited to a maximum of six hours.
- Staff who work on these public/bank holidays should receive premium pay.
- Any store that opens over the festive holiday period should be staffed by volunteers and requests for leave or floating days should be accommodated wherever possible.
- 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. Usdaw will urge retailers to support staff who face problems getting to and from work.
- Retail opening hours over Christmas and New Year have a serious knock-on impact on other sectors such as distribution. The union believes that workers in distribution should have an entitlement to time off on public holidays such as Christmas Day, Boxing Day and New Year's Day. Any working on these public holidays should be voluntary and should receive premium pay.



Your holidays won't be decided by the calendar

## Paid time off

### 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.

## Working days

### 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.

## Under pressure

### 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.

The hype around Christmas starts earlier every year and it's the workforce who are often the last to be considered. Usdaw wants to change all that...

# know your Rights

## Holiday options

### Q Have retail staff the legal right to three days off at Christmas and New Year?

There is no automatic legal right to paid time off on public holidays. Your right to time off will depend on what is in your contract of employment, the staff handbook and whether the union has been able to negotiate improvements with your employer.

Workers also need time off to do their shopping

## Spot the difference

### Q Bank holidays, public holidays, customary holidays – what's the difference?

Very little. Strictly speaking bank holidays refer only to bank workers who enjoy legal protection and statutory rights to have holidays on these days. However, for the rest of the UK's workforce there is no statutory right and instead they have to refer to their contracts. The terms are interchangeable but refer to the eight days (New Year's Day, Good Friday, Easter Monday, May Day, Spring Holiday, Summer Holiday, Christmas Day, and Boxing Day) we know as either bank/public/customary holidays.

## Boxing clever

### Q With December 26 falling on a Saturday this year does that mean Monday 28 is Boxing Day?

Not necessarily, although some employers may choose this option, however, they usually are not part of the retail sector. Since round-the-clock and seven-day trading became the norm employers have differed in their approach as to which days to designate as the public holidays in these situations.

You should approach your employer now to find out how they intend to deal with this year's festive holiday arrangements in terms of allocating public holidays and their trading intentions.



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

# Determined rep in landmark race case

Call centre worker Gabrielle McDowall was not prepared to put up with racist abuse, she tells *arena* her remarkable story...

**A** racist abusive caller will remember the day he shouted down the line at call centre worker and union rep Gabrielle 'Gaby' McDowall, who was not prepared to endure his hate-filled rantings as part of her job.

Gaby reported the incident to the local police in Bolton, Lancashire, and the man was tracked down and fined more than £400 at Lincolnshire magistrates court in March.

"I'm originally from Botswana in Southern Africa, I'm a child of Apartheid, so human rights and equality have always mattered to me," said Gaby, 51.

"The incident happened in late January, I remember it well. It was a Friday morning. This guy started speaking quite slowly and quietly at first as he explained why his direct debit payment had bounced.

"Then he started using the 'f' word. That happens quite often, you get used to it. But then his voice became louder and louder and he started shouting, 'you're f\*\*\*ing harassing me, you're f\*\*\*ing this, f\*\*\*ing that'. I tried to calm him down but he

ignored me. I could hear his kids and partner in the background so it was quite upsetting. He sounded violent and I had the impression if he'd been standing next to me he would have punched me.

"Then he shouted 'you f\*\*\*ing Paki bitch!'. I was shocked and said 'pardon?' I couldn't believe what I'd heard. Then he shouted it again. I said 'I could report you for that sort of language' but he carried on yelling and screaming so I ended the call. I was visibly upset.

## His words were his weapon

"By the time I got home and told my husband Andy, I'd decided to report it to the police and I did that on the Saturday. The police were very helpful.

"A constable, Bryan Bowdell, came to my house, took a statement, and explained the crime is recorded where the call was made – Lincolnshire. Bryan did everything and kept me informed, he acted as the liaison between Bolton and Lincoln and he made sure everything was done on time.

"I was determined to go through with it. People

shouldn't have to put up with that level of abuse. It was clear to me the caller had picked up on my accent and used those words to get me off the phone and hurt my feelings, his words were his weapon.

"He could have called me a 'f\*\*\*ing bitch' that wouldn't have bothered me so much, but bringing someone's colour into it that's not acceptable.

"So I went to the magistrates court in late March. The recording of the call was played and he pleaded guilty, he had no choice. In the end I felt sorry for him. He did apologise but now he has a criminal record and social services checked on him to make sure the kids were OK.

"I'm pleased I did it. At work we have a lot of Asian staff and they were very interested and supportive as were other colleagues. I want others to do what I've done we shouldn't have to put up with it.

"The court awarded me more than £100, so I get a cheque every month from him and if he doesn't pay he'll be back to court. Perhaps he will treat the next black woman he encounters with some respect and remember that woman from Bolton!"



Having the last laugh...  
Gabrielle with son Daniel  
and husband Andy



## FACING RACISM? **WHAT YOU CAN DO**

Report any incidents of racism, or other hate crime at work, to both your manager and local rep or local Usdaw office.

You can also contact the police directly at:

- [www.police.uk](http://www.police.uk)
- [www.report-it.org.uk/report\\_a\\_hate\\_crime](http://www.report-it.org.uk/report_a_hate_crime)
- Crimestoppers on 0800 555111 or [www.crimestoppers-uk.org](http://www.crimestoppers-uk.org)
- Citizens Advice Bureau can also help

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

# Legal Plus

*– looking after you  
and your family*

## *Double satisfaction for James*

Morrisons worker **James Parsons** always recommends FirstCall to union members, so when he had an accident at work in May last year he knew exactly what to do.

James, an ambient warehouse operative from Maidstone in Kent, fell injuring the base of his spine and aggravated an old back injury when his boot got trapped under a pallet.

“The area we use to store the cellophane for wrapping was full of pallets so I had to squeeze through them to get to it,” said the 49 year-old. “My boot got caught and I fell.

“I thought I had just bruised my lower back but it turned out to be tissue damage around the vertebrae. I called FirstCall within the hour.”

James needed two operations and courses of hydrotherapy, physiotherapy and pilates to help his recovery.

“I already knew about FirstCall from a previous claim when I broke my leg at work four years ago. The service was great then and it’s still great now.

“I tell all the members at work, ‘you’re in the union to protect yourself and that includes your health and safety’. If you’ve had an accident and you’re not to blame use your union membership and call FirstCall.

“People don’t like to claim because they worry about upsetting management, but if you’re injured the union solicitors will get you justice.”



## *Speedy settlement for Suhayl*

FirstCall Usdaw dealt speedily and efficiently with **Suhayl Sajid** and won him £2,000 within eight months of the checkout operator injuring his toe in an accident at work.

The accident happened in November last year and Suhayl was off work for six weeks.

"It happened when I picked up a bin which was broken and the metal part fell and fractured my toe.

"I'd read about FirstCall Usdaw, so I just rang the helpline number on my card," said the 24 year-old, who works for Morrisons in Chorley, Lancashire.

"I was surprised how straightforward it was and how quickly it was settled. I answered a few questions about the accident and within no time I had a call back from a union solicitor who was going to look after my claim.

"It couldn't have been easier. I did everything over the phone. The only thing I had to do was attend a medical and my solicitor arranged this including payment.

"I had no hesitation joining the union when I started work at Morrisons six years ago.

"I'm so pleased I did. I'd like to see more young workers joining as I know only too well, it makes sense, all the support, benefits and services you get. It's great value for money."



## *Excellent service for rep Sylvia*

When experienced rep **Sylvia Bew** slipped and injured herself in an accident at work she knew to ring **FirstCall**, the union's free accident helpline for members and their families.

A union solicitor looked after her claim and she was awarded £5,900.

"I've been a member of Usdaw for over 15 years and never used the service myself, but I've supported other colleagues who have," said the 70 year-old who works for Sainsbury's in Sydenham, South London.

The accident happened in January 2012 when Sylvia, an online shopper, slipped in the warehouse and injured her left hip and leg. She was off work for nearly three months.

"I wasn't aware of the spillage and was just doing my job as normal when the accident happened.

"A first-aider helped me up and recorded it in the accident book. An ambulance was called and I was taken to my local A&E.

"I'd read about all the good things other members say about FirstCall in arena and I'm no different. The service I had was absolutely wonderful.

"I even went to see a Harley Street consultant, not my usual GP surgery you understand, and it didn't cost me a penny.

"I can't speak highly enough of our legal service and I can say from experience 'it pays to be in the union.'"





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

“ I could have lost a huge sum of money by using a high street firm



### ***Tony's financial peace of mind***

Thanks to FirstCall **Tony Arch** and his family can look forward to financial security after Usdaw won him substantial damages after he was seriously injured in a road traffic accident.

The 63 year-old delivery driver suffered multiple injuries when his van was hit head on by a car travelling on the wrong side of the road in March 2013.

“I was cut out of my van and taken to hospital by air ambulance,” said Tony, who worked for Alliance Healthcare in Croydon. He was put into a medically-induced coma for nine days and was in hospital for a month.

“My injuries included broken ribs, a blood

clot on the lung, a dislocated hip and a shattered knee. I've had operations and will have to have more in the future.

“My case was settled in March this year and I couldn't return to work. My wife and I can't speak highly enough of the union and my solicitors. They were marvellous and secured a six-figure settlement. I would have lost up to 25 per cent of this if I'd used a high street solicitor, a huge sum of money.

“They took care of absolutely everything, so professional and supportive. I trusted them with everything. We were all a bit emotional when the case was settled.

“It means total financial security for myself and my wife as well as my two daughters and my grandchildren.”

## ***Dougie sings Usdaw's praises after accident***

Former Morrisons porter **Dougie Wallace** received £1,100 thanks to FirstCall Usdaw – that's £275 more than what he would've receiving using a high street solicitor.

Dougie called the legal helpline in November 2013 when he sustained an ankle injury at work.

"I was pushing a line of trolleys and a car tried to squeeze between me and the pavement clipping me on the ankle," said the 65 year-old from Glenrothes in Fife.

Dougie went to hospital and was diagnosed with severe bruising and ligament damage to his right ankle.

"After I'd reported the incident a solicitor contacted me very quickly and took care of everything from then on," he said. "I was kept up-to-date with frequent letters so I knew where the case was up to, I didn't have to worry about a thing.

"FirstCall is a great service, I can't praise it highly enough – you're really well looked after."

Dougie, a lifelong trade unionist, has been an Usdaw member for seven years. "All I can say is thank goodness I'm in the union," he said. "I'm retired now but when I call back into work I always tell the staff to join."



## **LEGAL ROUND-UP**

### ***Roy Hinder***

- Age: 53
- Employer: Tesco
- Injury: Right hand
- Date of accident: Dec 2013
- Case settled: March 2015
- Award: £2,584
- Quote: "It's the first time I've used the union in 35 years. It was real peace of mind."

### ***Christine Gamblin***

- Age: 63
- Employer: Morrisons
- Injury: Hand
- Date of accident: Oct 2014
- Case settled: June 2015
- Award: £3,000
- Quote: "I had a great service, my solicitor was great."

### ***Dorothy Hewison***

- Age: 66
- Employer: Tesco
- Injury: Bruised knee
- Date of accident: Aug 2014
- Case settled: April 2015
- Award: £1,310
- Quote: "I'm glad I was in the union. Everything was looked after for me."

### ***Alison Read***

- Age: 68
- Employer: Morrisons
- Injury: Hand
- Date of accident: April 2014
- Case settled: April 2015
- Award: £4,385
- Quote: "It was brilliant. Everything was so easy."



## FIRSTCALL

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

### *Krystyna happy with FirstCall*

Usdaw is the union for Marks and Spencer's workers says M&S customer assistant **Krystyna MacNab** and she should know after the union won her £6,500 after an accident at work.

"Joining the union is one of the best investments I've ever made," said the 49 year-old, who works at the Glasgow store.

"I've been a member now for 22 years. The level of support I've had from the union is superb with quality advice always available. It's a real comfort."

The accident happened in June 2014 when Krystyna injured her neck and back when she slipped on rainwater at the entrance of the store.

"It was a busy, wet Saturday afternoon and I was in the process of putting out warning signs when I slipped.

"The next day my partner took me to the hospital. They arranged physiotherapy for me, although I didn't take any time off work.

"Using FirstCall Usdaw couldn't have been easier. My case was settled a year later. I couldn't believe how quick it was and I was very pleased with my settlement. I can't stress enough how important it is to join the union."

Krystyna added: "If you know someone who works for Marks & Spencer, and isn't a member, sign them up. You can then enter the recruitment draw (on page 40) and you could win £250. And they can pay their subs by Direct Debit just like me."



First Call *Usdaw*  
0800 055 6333



# AN ACCIDENT CAN TURN YOUR WORLD UPSIDE DOWN

**USDAW WILL HELP YOU GET BACK ON YOUR FEET  
WITH OUR FREE ACCIDENT CLAIM LINE**

- ✓ Any accident, anytime, anywhere in the UK.
- ✓ Expert solicitors to look after you.
- ✓ Keep 100% of your compensation – no 25% reduction.
- ✓ And family members living with you are also covered for road traffic accidents.
- ✓ Cover from day one.



*Usdaw*

**FIRSTCALL USD AW 0800 055 6333**  
**VISIT [WWW.USD AW.ORG.UK/LEGALPLUS](http://WWW.USD AW.ORG.UK/LEGALPLUS)**

 Follow us  
[@UsdawUnion](https://twitter.com/UsdawUnion)

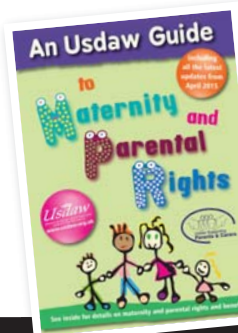
 Subscribe to  
[UsdawUnion](https://www.youtube.com/UsdawUnion)

 Follow us  
[UsdawUnion](https://www.flickr.com/photos/UsdawUnion)

 Follow us  
[@UsdawUnion](https://www.instagram.com/UsdawUnion)

# Bumps, babies and bottles!

Preparing for your new arrival is daunting enough so it's vital your working life is ready too



## Giving notice

**Q** I've decided not to return to my job after maternity leave. What do I need to do?

You are simply resigning from your job. You should give your employer notice as set out in your contract. You can serve your notice period while on maternity leave. Your employer should send you your P45 and pay you for any holidays that you haven't taken, including holidays you have accrued while on maternity leave.



Many Usdaw members juggle their parental responsibilities with work. It's not easy but it's vital workers know their rights to time off, pay, and how to ensure their health and safety

## Use Maternity Allowance

**Q** I don't qualify for Statutory Maternity Pay (SMP) as I don't earn enough. Is there anything else I can claim?

To qualify for SMP you have to be earning above the Lower Earnings Limit (currently £112). However, you may be able to claim an alternative benefit called Maternity Allowance from the department of work and pensions instead. The earnings limit for Maternity Allowance is only £30. Maternity Allowance is paid at a flat rate of £139.58 for 39 weeks or 90 per cent of your average earnings whichever is the less.

## Don't take any risks

**Q** I'm struggling with certain aspects of my job because of my pregnancy. What can I do?

If you have not already informed your employer of your pregnancy in writing then do this straight away as your employer then falls under a legal duty to look carefully at your job duties and other aspects of your role to assess whether your job or your working environment pose any risks. If this assessment shows a risk to your health or that of your baby then your employer must remove that risk or reduce it to a safe level. If this can't be done then you have the right to be offered suitable alternative work. Talk to your manager, your Usdaw rep or your area organiser about any concerns you have straight away.

## Changes

**Q** Since I've been on maternity leave there have been some changes at work. My employer says that I can't return to my old job.

If you are returning to work before the end of 26 weeks maternity leave, you have the right to return to exactly the same job. If you are returning to work after 26 weeks maternity leave you have the right to return to the same job unless this isn't 'reasonably practicable'. You then have the right to return to a similar job on no less favourable terms and conditions.

Maternity and parental rights can be complicated. For more information get hold of a free copy of Usdaw's award winning Maternity and Parental Rights guide. If in doubt contact your rep or local office for further advice

# know your Rights



**PLAN**  
Make sure your employer knows you're pregnant and agrees your schedule

Mothers-to-be have to inform their employer

## Partner in time

**Q** I know that I have the right to **paid time off for antenatal appointments because I am expecting a baby. Does my partner have the right to time off to accompany me to these appointments?**

Yes. He or she has the right to take unpaid time off to attend up to two antenatal appointments in working hours. The time allowed for each appointment is a maximum of 6.5 hours. Agency workers also have this right where they have worked for the same hirer in the same role for 12 weeks.

## Adoption rights matter

**Q** I am adopting a child. Do I have the right to time off work to attend pre-adoption appointments?

Yes. A new right to time off for adoption appointments in advance of a child being placed came into effect earlier this year on the 5 April 2015.

Single adopters are entitled to paid time off to attend up to five pre-adoption appointments.

In the case of joint adoptions (ie couples who have been jointly matched to adopt the child), the primary adopter is entitled to paid time off to attend up to five pre-adoption appointments and the secondary adopter is entitled to unpaid time off work to attend up to two adoption appointments. Up to 6.5 hours is allowed for each appointment.

You will need to provide your employer with a matching certificate that you get from your adoption agency.



# Understanding the choices available

You have contractual and legal rights when pregnant, adopting or a new parent, find out more...



New parents can call on Usdaw to help explain their rights

## Surrogacy situation in focus

**Q My partner and I are having a child through a surrogacy arrangement. Do we have any rights to time off work when the baby is born?**

Yes. If you are an intended parent who expects to apply for and be granted a parental order you have a **number of new rights**:

The right to take time off work to accompany the surrogate mother to up to two ante-natal appointments. You are not entitled to be paid for the time off and the maximum time you can take for each appointment is 6.5 hours.

You will also have the right to **52 weeks adoption leave** – this is now a day one right.

If you earn above the lower earnings limit (currently £112) and have worked for your employer for at least 26 weeks by the 15th week before the week in which the baby is born and are still employed by them at the time of the birth you should be entitled to **Statutory Adoption Pay**.

Your partner may qualify for paternity leave and pay depending on his or her earnings and length of service.

You may also qualify for Shared Parental Leave and Pay if you meet the qualifying conditions.

## Work option

**Q Do I have the right to return to work from maternity leave on a part time basis?**

No, but you have the right to ask. If you have worked for your employer for more than 26 weeks then you can make a formal request for flexible working. Your employer must **seriously consider** your request and can only refuse it for a legitimate business reason. It's best to talk to your manager as early as possible about changes to your working hours.



## Shared leave

**Q** My partner is to take two weeks paternity leave and pay after our baby is born. I have heard about a new right called Shared Parental Leave that will enable him to take more time off. Is this true?

Yes. A new way for parents to share the leave allowed them in the year immediately following their baby's birth has been introduced.

Shared Parental Leave (SPL) is also available to adoptive parents who have a child placed with them for adoption on or after the 5th April this year.

Parents in same sex relationships and in some circumstances parents who have a child via surrogacy arrangements may also be entitled to SPL and pay. Also local authority foster carers in England who are in a fostering for adoption scheme may also qualify.

SPL doesn't replace statutory maternity leave and pay or ordinary paternity leave and pay. It runs alongside existing maternity/paternity pay and leave schemes and offers parents an alternative way to take leave.

A woman must still take two weeks maternity leave immediately following the birth of her baby. This is known as compulsory maternity leave.

It enables mothers (who are eligible for statutory maternity leave and pay) to end their maternity leave and pay early and convert the balance into shared parental leave and pay which she and her partner (if her partner also qualifies) can take on a more flexible basis in the first year of their child's life.

**Not all parents will qualify** for Shared Parental Leave (and pay) as both partners must meet eligibility criteria. Nor will it suit everyone. For more information see Usdaw's maternity and parental rights guide or contact your area organiser or the equalities section at central office.

# know your Rights

## Sibling on the way soon

**Q** I am on maternity leave at the moment and I've discovered that I am pregnant again. Will I be entitled to leave and pay for my new baby?

You will have the right to a new period of 52 weeks maternity leave. The earliest you can start your new period of maternity leave is 11 weeks before your baby is due.

Whether or not you will qualify for Statutory Maternity Pay in respect of your new baby depends upon your earnings in the eight weeks before the 15th week in which your new baby is due. If you have average earnings above £112 during these 8 weeks then you will qualify for Statutory Maternity Pay.

If not (if for example these eight weeks fall within the last 13 weeks unpaid part of your current maternity leave) then don't worry you should qualify for Maternity Allowance as long as you have been receiving Statutory Maternity Pay during your current period of maternity leave.



## DID YOU KNOW?

The NHS Organ Donor Register (ODR) is a confidential national database that holds the details of people who want to donate their organs after they die. Adding your name to the register and telling your family and friends that you want to be a donor will make it easier for them to agree to donation in the event of your death.

To register:

- Visit: [www.organdonation.nhs.uk](http://www.organdonation.nhs.uk)
- Call the free NHS Donor Line on 0300 123 23 23 – lines are open 24 hours a day, 365 days a year.
- Anyone can sign up to the ODR. Age isn't a barrier to being an organ or tissue donor and neither are most medical conditions. People in their 70s and 80s have become donors and saved many lives.
- Every day **three people die** while awaiting transplants.
- **One donor can save or transform** up to nine lives and many more can be helped through the donation of tissues.
- **21 million** people have already registered.
- Fewer than 5,000 people a year die in circumstances that allow them to donate their organs.
- The number of people in the UK donating organs after death has **fallen for the first time** in more than a decade, recent figures have shown.
- There are currently **6,870 people** on the waiting list for an organ transplant.

## HELP IS AVAILABLE

The British Kidney Patient Association (BKPA) is a charity working to improve the quality of life for adults and children with kidney disease. It provides:

- Information and advice at: [www.britishkidney-pa.co.uk](http://www.britishkidney-pa.co.uk)
- Grants to help patients and families with kidney disease cover the costs of domestic bills, hospital travel, education and holidays.
- Financial support to kidney units in the UK to help improve kidney services and patient care.

“We were also supported by the BKPA who helped us adapt our bathroom so Natalie could be treated at home when her condition worsened. The work they do is magnificent and I'm very keen to promote them,” added Pat.





**NATIONAL  
TRANSPLANT  
WEEK  
SEPT 7-13TH**

## Life savers

# Mum's call for organ donors

Pat Carroll wants to turn a personal tragedy into a campaign to save other people's lives

**U**sdaw member Patricia 'Pat' Carroll faced the devastating heartbreak of watching her daughter Natalie die because of the national shortage of organ donors.

Natalie, died on January 1, 2014, aged 38 after a life-time of dealing with type 1 diabetes. By her thirties she had developed serious kidney and pancreas problems and only double transplant surgery could have saved her. When a suitable match was eventually found she was too ill to endure the nine-hour surgery.

Since her daughter's death Pat, from South Ockendon in Essex, has channelled all of her energies and emotions into raising awareness of the need for more people to sign up to the organ donation register and to publicise the great work done by the British Kidney Patient Association (BKPA) which helped Pat and her family when they needed it most.

"Natalie's death and particularly her strength in dealing with her illness prompted me to get involved," said Pat, 62. "For four years I had to watch my daughter die, I want to help other families avoid the pain and suffering we all went through."

Pat became involved in last year's National Transplant Week (NTW) and raised funds after a sponsored walk. She also took part in a lobby of parliament and will do the same again during this year's NTW in September. She sits on her local hospital organ donation committee bringing her real-life experience to the specialist medical team.

"We want to emphasise how important it is for people to volunteer to be organ donors and also to discuss this fully with their families. Unfortunately many organs are lost because families do not carry out the wishes of their loved-ones when faced with such personal tragedy. I fully understand that and the difficulties faced when having to deal with death.

"Natalie herself was on the donor register and when she died part of her heart valve was used to operate on a baby girl with a congenital heart disease. The fact that in death Natalie had helped others was a great comfort to me.

"I've seen this issue from both sides and hope my experiences can help others understand the vital role we can all play by agreeing to be organ donors, raise awareness and raise funds."



# arena Health

Send your health questions to the

arena team at: [arena@usdaw.org.uk](mailto:arena@usdaw.org.uk)



## Water shortage

**Q** I'm a diabetic and I've been told recently the company is going to ban bottled water on checkouts – being diabetic I find I'm thirsty a lot. Can it do this?

There is no obvious reason why workers should not be allowed to have bottled water on the checkouts.

Employers have a legal duty to make drinking water 'readily accessible'. If they don't allow workers to have water at their work-station then they must

provide water nearby and must allow all the workers to take breaks away from the check out to get a drink when they need it. As you have diabetes, it is likely that you will need more frequent breaks because you feel thirsty a lot of the time. If the company refuse to let you have breaks that could be discrimination under equalities legislation.

Instead of having to manage people needing to be relieved on the checkouts so they can get a drink, it would be much simpler to continue to allow you to have bottled water with you.

If they do insist on bringing in a ban, raise it with your Usdaw rep.

that 'readily accessible' toilets must be provided. However, it doesn't explicitly state that workers must be free to use them in time of need. This can be a problem for some workers who cannot easily leave their workstation when they need to go (e.g. check-out staff).

For drivers the situation is even worse. Clearly it is not possible to provide 'readily accessible' toilets when you are on the road.

However, employers still do have a general duty of care and should make whatever arrangements they can to allow drivers to take toilet breaks when they need to do so – for example in Tesco, dotcom drivers can use toilets at any Tesco store in the area if they need to. Apart from the discomfort, there could be serious longer-term health effects if people are refused toilet breaks when they need them. If you are having a problem taking a break, speak to your Usdaw rep.



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

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

## Take a break

**Q** I am a supermarket home delivery driver. We work four hours in the morning have an hour for lunch then five hours in the afternoon. Work has been busy and there is no time on our schedule for a toilet break. Obviously if you 'gotta-go' then you 'gotta-go' which can make you late. Is it OK for the company to expect us to go five hours without a chance to go to the toilet?

For workers in fixed workplaces the law says

## Working hours

**Q** I have a problem with my shift patterns. Most of the week is OK, but on a Sunday night I finish at 10pm and then start again at 8am Monday morning. Because of travel to and from home, I only get about three hours sleep. I thought I should get an 11-hour break between shifts?



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**



Under the Working Time Regulations the normal daily rest break should be 11 hours.

However this can be reduced when you are changing shifts or where employees collectively agree to a change. For example, unions have negotiated collective agreements that allow the daily rest period to be reduced to eight hours on some days in some workplaces.

The law says you are entitled to the difference back as 'compensatory rest' later on – usually when you have a day or two days off together.

Travel time to and from work does not count as working time so even on the Sunday/Monday change over as far as the law is concerned you get 10 hours break.

If there is an agreement in place where you work that may still be legal. If it does cause you problems because of your own circumstances, raise it with your manager and speak to your Usdaw rep. Remember – never drive tired.



Image © Dmitry Kalinovsky/Shutterstock

## Foot loose

**Q We have to wear safety shoes in the warehouse where I work. Some people don't like the ones that are provided and have bought their own. The manager has said this is OK, but also said they would not be covered if they have an accident. Is he correct?**

Your manager is wrong on both counts. If your employer says you must wear safety shoes, your employers should provide them. Workers should not pay for their own shoes.

According to the Personal Protective Equipment (PPE) Regulations, any PPE must be 'suitable' for the user. If people have genuine problems with the standard footwear provided, your employer needs to pay for any alternative shoes that are needed. If members are paying for their own safety shoes they should speak to their Usdaw rep about the problem. Even if workers do wear their own shoes, however, they would still be covered by their employer's insurance if they had an accident.



# Member services

Usdaw provides a range of services and benefits for members, from savings and discount offers to insurance. Find out now if your union membership can save you and your family money

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



## HOME, TRAVEL, MOTOR & PET INSURANCE

For a quote call 0800 376 0300 or visit: [www.usdawinsurance.co.uk](http://www.usdawinsurance.co.uk) to check online for latest offers

Usdaw is an Introducer Appointed Representative of UIA (Insurance) Ltd. UIA (Insurance) Ltd is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority.

Usdaw members can make great savings at a variety of UK attractions and theme parks.

To find out more or to book call 0871 222 4001 and quote REWARDS for your special discount or visit [www.usdaw.org.uk/merlin](http://www.usdaw.org.uk/merlin)



## GET PAID CASHBACK FOR YOUR ONLINE SHOPPING

Shop online at 100s of retailers and get paid cashback! Plus loads of discounts and offers available.

**FREE £10**  
WELCOME BONUS\*

Signup **FREE** today at

[www.UsdawRewards.com](http://www.UsdawRewards.com)

\*Your FREE welcome bonus is paid once you reach your first cashback total of £25.00. Your cashback will be paid automatically to your registered account each time you reach a cashback total of £25.00. Usdaw Rewards is a trading name of Union Income Ltd ("UI") who have arranged UsdawRewards.com in conjunction with V A C Media Ltd. UI is registered in England and Wales with register number 06595562.

**Park Resorts**  
Creating Amazing Memories

Save up to an **EXTRA 10%** on UK family holidays

Call **0843 561 1523** or go to [www.park-resorts.com/Usdaw](http://www.park-resorts.com/Usdaw) and quote Usdaw

Calls cost 5p per minute plus network extras. Full terms and conditions apply – call or go online for details.

## USDRAW HEALTH & DENTAL PLAN

Get 100% of your money back

**Usdaw Health Plan**

To apply online visit:

[www.usdawhealth.co.uk](http://www.usdawhealth.co.uk)  
or call 0800 037 2094

**Usdaw Dental Plan**

To apply online visit:

[www.usdawdental.co.uk](http://www.usdawdental.co.uk)  
or call 0800 037 2092

Designed and administered by Protego Group Ltd. Registered Office: 260-268 Chapel Street, Manchester, M3 5JZ. Authorised and regulated by the Financial Conduct Authority (registration number 304363)

\*Money back may differ on NHS dental plans in Scotland and Northern Ireland.



**Frankie & Benny's**  
NEW YORK ITALIAN RESTAURANT & BAR

**20% off!**

Usdaw members are entitled to 20% off their total food bill when 2 main courses are purchased from the main menu on production of your membership card.

For terms and conditions visit

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

**FREE £5,000**  
Accidental Death Cover

Cover lasts for 12 months  
For UK residents aged 18-64



[www.UsdawProtect.com/mag](http://www.UsdawProtect.com/mag)

Terms & Conditions apply. Usdaw is an Introducer Appointed Representative of UsdawProtect. UsdawProtect is a trading name of Union Income Benefit Holdings Ltd (UIB) who arrange this insurance. The insurance is provided by ACE Europe Life Limited.

## TAX FREE SAVINGS PLAN

Save for the future with Usdaw Suresave, an affordable, tax-free savings plan available for adults and children.

**Usdaw SUREsave**

For more information visit [www.usdaw.org.uk/suresave](http://www.usdaw.org.uk/suresave) or call freephone 0800 781 6877

To find out if you are due a refund go to

[www.ptstax.co.uk/ref/usdaw](http://www.ptstax.co.uk/ref/usdaw)

Or to give us your details over the phone please call The PTS Customer service team on **0161 968 7345** and quote **USDAW**



## NEW! EARN UNLIMITED CASHBACK

With the NEW Usdaw Prepaid Plus MasterCard® card you earn 2.5% to 6% cashback at over 40 major retailers!



Apply today at

[www.UsdawPrepaid.com](http://www.UsdawPrepaid.com)

This card is issued by Clydesdale Bank PLC pursuant to license by MasterCard International Incorporated. This card is an electronic money product. The electronic money associated with this card is provided by PrePay Technologies Ltd, a company regulated by the Financial Conduct Authority (FRN 900010) for the issuance of electronic money. PrePay Technologies Limited is a registered services provider of Clydesdale Bank PLC. MasterCard and the MasterCard Brand Mark are registered trademarks of MasterCard International Incorporated.

### Risk-free, hassle-free car purchasing for Usdaw members and their families

To enquire online visit:  
[www.usdawdrive.co.uk](http://www.usdawdrive.co.uk)  
or call 0845 122 6916

*U*s*daw*drive

### The co-operative credit union

Usdaw, in partnership with The Co-operative Credit Union, offers a credit union service to Usdaw members.

To find out more visit:

[co-operativecreditunion.coop](http://co-operativecreditunion.coop)  
or call **0345 602 3554**



Shop at your favourite listed retailers via **All4charities** and earn **100%** of all commissions for your chosen charity.

For more information go to  
[www.all4charities.co.uk](http://www.all4charities.co.uk)

### The co-operative funeralcare

Usdaw members and their families are entitled to a **£25 discount** on our funeral plans and **5% discount** on professional services fees on funeral arrangements.

Visit [www.co-operativefuneralcare.co.uk](http://www.co-operativefuneralcare.co.uk) for your nearest Co-operative Funeralcare or call **0800 083 6301**

Please see website or call for full terms and conditions

We have partnered with

**SuperBreak**

Make your short break a SuperBreak

to offer you a **10% discount** on hotel accommodation with optional rail travel, flights, concert & events, theatre & dining.

Visit [www.usdaw.org.uk/superbreak](http://www.usdaw.org.uk/superbreak) or call **01904 436 002** and quote **Usdaw**

\*calls charged at a standard rate



Complimentary initial financial planning consultation for Usdaw members.

To arrange your no obligation initial consultation call **08000 85 85 90**, email: [appointments@lighthousefa.co.uk](mailto:appointments@lighthousefa.co.uk)  
Go to: [www.lighthousefa.co.uk/usdaw](http://www.lighthousefa.co.uk/usdaw)

About to retire? You could get more retirement income by using our annuity service operated by Tomas.

To find out more call: **0845 863 0495**  
[www.tomasonline.co.uk/tomaspublic/quote.aspx](http://www.tomasonline.co.uk/tomaspublic/quote.aspx)

**StepChange**  
Debt Charity

Are money problems keeping you awake at night?

Free confidential debt advice and solutions for usdaw members.

Call: **0800 980 8271**  
Mon to Fri 8am to 8pm and Sat 8am to 4pm  
or visit: [www.stepchange.org/usdaw](http://www.stepchange.org/usdaw)

To keep up-to-date with all of the latest member offers sign up to get our regular emails at: [www.usdaw.org.uk/offers](http://www.usdaw.org.uk/offers) or



# Campaign Spotlight day

## Showcasing your union

Usdaw can help with a wide range of issues both inside and outside of work and union reps are on the frontline...

**E**ncouraging members to talk to their local rep if they are worried about any issue was the theme of this year's Spotlight Day, part of the union's award-winning Supporting Parents and Carers campaign.

Held in June the campaign's active reps and colourful merchandise attracted attention and support from members, non-members and the shopping public. The day showcased the union's extensive range of information leaflets, booklets and posters.

General secretary John Hannett said: "Changes in hours, job security, and safety at work are all key issues we want our members to discuss with their reps or local officials."

"But we also want to

help members who may need advice on debt, or mental health issues or other problems they are facing outside of work. These types of problems can impact on our members' working lives and it's important we reach out to them and offer help and support. We're not experts on debt or mental health but we know organisations who are and we can put our members in touch with the professionals.

"I'd encourage all of our members to take a look at the website if they want information on a wide range of issues."

Morrisons,  
Redditch



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







Morrisons Johnstone, Scotland



Warrington town centre, Cheshire



Tesco Feltham, Twickenham



Morrisons Newquay, Cornwall



Tesco Extra, York

# 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...Barry (left) with Brian

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



Winner...Jane (right) with Tracy

## Last issue's winners

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

- West Sussex's **Jane Way** recruited partner and fellow Sainsbury's Chichester worker Tracy Peppiatt.
- **Barry Caldicott** from Darlington recruited colleague Brian McKay, both have worked on the same shift at DHL supply chain for many years.

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 using the following address:

**FREEPOST USDAW**

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 2 October 2015**





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) \_\_\_\_\_

Email \_\_\_\_\_

Mobile No. \_\_\_\_\_

Postcode \_\_\_\_\_

Age \_\_\_\_\_

Date of Birth \_\_\_\_\_

Company Name \_\_\_\_\_

Workplace Address \_\_\_\_\_

Location Number \_\_\_\_\_

Occupation \_\_\_\_\_

Employee No. \_\_\_\_\_

**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.

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.

**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.

**COVERED BY THE DATA PROTECTION ACT**

M&C received

**Udaw**  
Union of Shop, Distributive  
and Allied Workers



# arena Letters

Members can have their say right

here via email or post – but keep it brief!



## Sheila in the spotlight

Congratulations to Sheila Forbes who has worked for the Co-op in the Arbroath and Carnoustie stores for 33 years. I presented Sheila with her 30 years' award earlier this year while at the Carnoustie store. **Jack Faulds, area organiser, Aberdeen**

## Star man – Barry Joliffe

I just had to let you know what a star my union rep Barry Joliffe has been. I work for one of the leading supermarkets and recently needed the help of my in-store rep. I was so impressed with the way Barry represented me, he certainly knew his stuff and put my case in a clear, calm and knowledgeable manner and justice prevailed. As they say: 'I couldn't have done it without him!'.

**Linda Game, Isle of Wight**

## 25 years and counting

I noticed in your summer arena, which I enjoy reading may I add, a Co-operative employee receiving an award for her loyal 30 years of service – a lovely thought.

I myself completed 25 years

of service in June. I worked at the main Co-op Dartford food store from 1990 until it closed down and I was then transferred to the Swanscombe store, Kent, around nine years ago and I'm still there.

I am very proud to say it was my 25th Co-op anniversary. I think it is a very rare achievement to be able to say I've worked for the Co-operative Group for all these years and been a member of Usdaw too since 1990.

Please could you be kind enough to put a small notice of my proud achievement for me to help make me feel special. I would be very grateful.

Many thanks,

**Lisa Burgum, North West Kent H38**



## Loyal Karen hits 30

I had the pleasure of presenting Karen McNeillie with her 30 years' membership award this summer.

Karen became a member, aged 17, when she started her first job after school as a part time checkout operator at what was Presto Saltcoats, the store then became Safeway, before Somerfield and subsequently Sainsbury's as it is now. Karen has worked in that same store for 30 years. She is now the store trainer. She was overjoyed at receiving her award in recognition of her membership. **Craig Smith, area organiser, Glasgow**

HAVE  
YOUR  
SAY

Send your thoughts to: the editor, arena, 188 Wilmslow Road, Manchester, M14 6LJ. arena@usdaw.org.uk

£50 for the best letter



Delegates and officials at the national LGBT get-together held in June



Veteran activist Hilda Sterry was congratulated by fellow members of the national political committee when she received her 30 years' membership award in the summer



Delegates and officials at the national warehouse and distribution conference held in the summer

# Statement to members issued in connection with the Union's Annual Return for period ended 31 December 2014 as required by section 32A of Trade Union and Labour Relations (Consolidation) Act 1992

The total income of the union for the period was £44,444k. This amount included payments of £37,743k in respect of membership income of the union. The Union's total expenditure for the period was £51,612k. In respect of the union's political fund, its total income was £2,142k and total expenditure was £2,324k. The General Secretary of the union was paid £89,896 in respect of salary and £49,818 in respect of benefits including employer National Insurance contributions, employer pension contributions and the provision of a Union car.

## AUDITOR'S REPORT

We have audited the financial statements of the Union of Shop, Distributive and Allied Workers for the year ended 31 December 2014. The financial reporting framework that has been applied in their preparation is applicable law and UK Accounting Standards (UK Generally Accepted Accounting Practice).

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

## RESPECTIVE RESPONSIBILITIES OF EXECUTIVE COUNCIL AND AUDITOR

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

## SCOPE OF THE AUDIT OF THE FINANCIAL STATEMENTS

A description of the scope of an audit of financial statements is provided on the Financial Reporting Council's website at:

[www.frc.org.uk/auditscopeukprivate](http://www.frc.org.uk/auditscopeukprivate)

## OPINION ON FINANCIAL STATEMENTS

In our opinion the financial statements give a true and fair view in accordance with UK Generally Accepted Accounting Practice of the state of the Union's affairs as at 31 December 2014 and of its surplus for the year then ended.

## MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

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

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

**NICOLA QUAYLE** (Senior Statutory Auditor)

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

16 March 2015

## IRREGULARITY STATEMENT

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

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

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



People  
like you



(l-r) mum Cheryl, baby Miami, Zaine, Milan, Zavon and dad Anton

Many reps juggle work with their family life. Anton Brown is one...

# Family Guy

**W**arehouse worker **Anton Brown** is just as passionate about his workplace role as a union rep as he is about his role as a parent.

"I think they both involve the same skills, mainly patience and the ability to listen!" said the 27 year-old father-of-four from Bexley in Kent.

"The union has fought hard over the years to push for better rights for workers especially parental rights and I'm one of the lucky fathers who has benefitted.

"I spoke to a member recently who told me his wife was pregnant and I asked him if he'd looked into parental leave.

"He didn't have a clue what I was talking about so I explained it and he put the forms in. He was delighted to

tell me it had been approved. He was very emotional.

"As a dad I know how important these first few weeks are for you, your partner and your family, they are precious times. It's times like this that make your role as a rep so worthwhile."

**“The training and support is very good. I'm always learning**

Anton has been a rep and health and safety rep since he started working at the Wincanton distribution centre in Thameside, South London two years ago.

"I've been working since I left school at 17. I was in my last job for eight

years. The union's always been a part of my life. The training and support is very good.

"I've had my rep's training courses and I'm hoping to be selected for summer school this year.

"And I'm learning all the time from my fellow reps on-site, we're a good team and have regular meetings. "As a result I feel as though I have enough knowledge to help members and if I don't then I know how to find out."

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

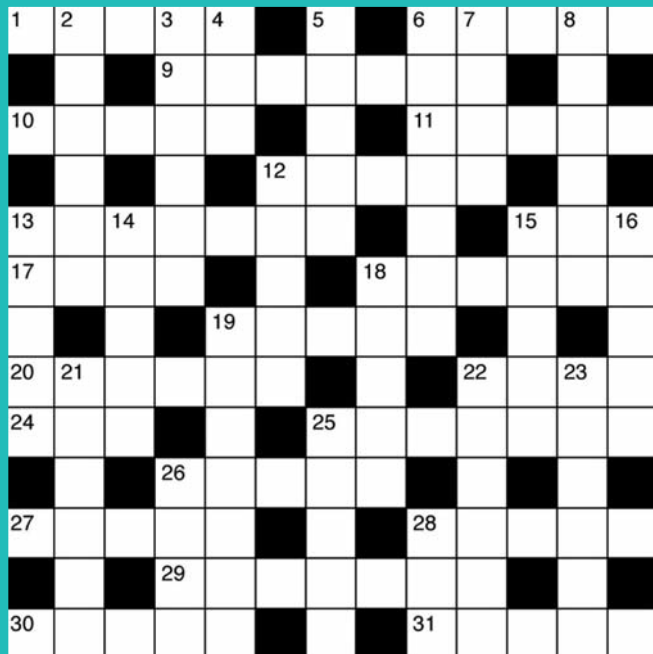
[www.usdaw.org.uk/bearep](http://www.usdaw.org.uk/bearep)



# arena Crossword

WIN  
£50!

Three lucky members will win £50 each if they answer correctly the crossword clues below. Closing date **Day 02 Oct 2015**  
(Not open to Usdaw staff)



**Arena Summer crossword winners:**  
David Paterson, Ayrshire and  
South West Scotland G3  
Tracey Graham, West Kent General H97  
Lynne White, NE Tesco North F101

## 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. Turf out (5)
6. Astonish (5)
9. Spartan (7)
10. Twist forcibly (5)
11. Shabby (5)
12. Little (5)
13. Formal discussions (7)
15. Adult males (3)
17. Yes votes (4)
18. On dry land (6)
19. Infectious disease (5)
20. Hand tool (6)
22. Narrow wooded valley (4)
24. Consume (3)

25. Alike (7)
26. Haughty (5)
27. Desolate (5)
28. Minimum (5)
29. Plunders (7)
30. Begin (5)
31. Drinking tube (5)

### DOWN

2. Knitted jumper (6)
3. Tent cloth (6)
4. Towboat (3)
5. Articles (5)
6. Ingenuous (7)
7. Dinner (4)

8. Musical instrument (6)
12. Capital of South Korea (5)
13. Move to music (5)
14. Be suitable (5)
15. Mannequin (5)
16. At no time (5)
18. Greenfly (5)
19. South African mongoose (7)
21. Small village (6)
22. Assimilate mentally (6)
23. Queasiness (6)
25. Sweetener (5)
26. Young salmon (4)
28. Boy's name (3)

# Communication

From Aberdeen  
to Plymouth  
Usdaw has  
offices across  
the UK

## Channels

**Aberdeen**  
1 Queens Lane North,  
AB15 4DF  
T: 01224 652820  
E: aberdeen@usdaw.org.uk

**Glasgow**  
Muirfield,  
342 Albert Drive,  
G41 5PG  
T: 0141 427 6561  
E: glasgow@usdaw.org.uk

**Belfast**  
First Floor, Unit 2, 41  
Stockmans Way, BT9 7ET  
T: 028 9066 3773  
E: belfast@usdaw.org.uk

**Preston**  
First Floor, Units 6 & 7,  
Eastway Business  
Village, Olivers Place,  
Fulwood, PR2 9WT  
T: 01772 704003  
E: preston@usdaw.org.uk

**Warrington**  
5 Ibis Court,  
Centre Park, WA1 1RL  
T: 01925 578050  
E: warrington@usdaw.org.uk

**Kegworth**  
3c Market Place,  
Derby DE74 2EE  
T: 01509 686900  
E: kegworth@usdaw.org.uk

**Redditch**  
1 Oak Tree Park, Burnt  
Meadow Road, Moons  
Moat North,  
Worcestershire B98 9NW  
T: 01527 406290  
E: redditch@usdaw.org.uk

**Cardiff**  
Unit 10, Oak Tree Court,  
Mulberry Drive, Cardiff  
Gate Business Park,  
Pontprennau CF23 8RS  
T: 029 2073 1131  
E: cardiff@usdaw.org.uk

**Plymouth**  
First Floor, Rhin House,  
24 William Prance Road,  
PL6 5WR  
T: 01752 765930  
E: plymouth@usdaw.org.uk

**Bristol**  
Unit D Abbey Wood  
Business Park,  
Emma Chris Way,  
Filton BS34 7JU  
T: 0117 931 9730  
E: bristol@usdaw.org.uk

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

**Andover**  
The Priory, 6a Newbury Street,  
Hampshire SP10 1DN T: 01264 321460  
E: andover@usdaw.org.uk

## Your contacts

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

If you don't have a rep at your workplace contact your local Usdaw office as shown on the map. Alternatively, you can ring our national helpline **0845 6060640** 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

Let us know if your details change...



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

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

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

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

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

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

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

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





# KNOW YOUR RIGHTS

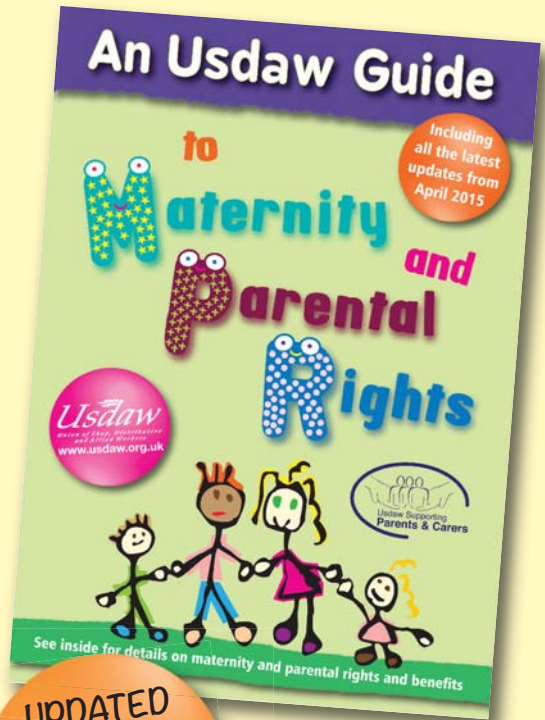
Maternity, Paternity and Parental Rights at Work

Usdaw's award-winning booklet explains everything mums-to-be and new parents need to know about their rights at work.

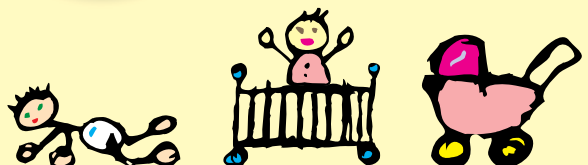
It provides basic, easy to understand information on:

- **maternity rights**
  - **paternity rights**
  - **shared parental leave**
  - **adoption rights**
  - **parental leave**
  - **time off for dependants**
  - **the right to request flexible working**
- and much more.

You can download a digital version at the website address below.



UPDATED  
VERSION  
AVAILABLE  
NOW!



[WWW.USDAW.ORG.UK/MATERNITYPACK](http://WWW.USDAW.ORG.UK/MATERNITYPACK)