

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

arena

Autumn 2018

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PADDY LILLIS

*Meet Usdaw's new
general secretary*

www.usdaw.org.uk



GENERAL SECRETARY PADDY LILLIS

New Leadership team at Usdaw

I am delighted to have started my new role and want to extend a very warm welcome to the new deputy general secretary Dave McCrossen and new president Amy Murphy. It's been a smooth transition and I look forward to working with them.

Usdaw will continue to work hard at representing your views to employers. I will be campaigning on the issues that matter to our members including a national minimum wage of £10 per hour from the age of 18, tackling zero-hours and short-hours contracts and delivering a better deal for low paid workers.

arena magazine is a good way of keeping informed of what's happening in the union and understanding the opportunities available to members. This edition includes news and our regular features on Legal Plus, people like you and *arena* health. In addition, there are features on the Equality Act, mental health and social media as well as a roundup of Spotlight Day and the various Usdaw conferences.

I hope you enjoy reading this refreshed edition of *arena*.

Paddy Lillis, General Secretary

The team

arena is the membership magazine for the Union of Shop, Distributive and Allied Workers.

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Usdaw seeks justice for injured workers

Campaign will focus on lobbying Government to oppose small claims limit



case from negligent employers.

Usdaw general secretary Paddy Lillis said: "This is an important campaign, not just for injured workers, but will have a knock-on effect for workplace health and safety, as less scrupulous employers let standards slip because they know they're unlikely to face the consequences.

"While the employers will continue paying for expensive lawyers, workers with claims worth under £2,000 will be forced to fend for themselves."

Case study

An Usdaw member suffered a head injury when struck by a heavy metal bolt that fell from a roller shutter door. Liability was denied by the employer who alleged that their system of inspection and maintenance of the doors prior to the accident was reasonable. Solicitors provided by Usdaw

demonstrated negligence and the member was awarded £1,250.

Under the Government's proposals it's unlikely a solicitor would take this case given the amount of work required and modest amount of damages that could be recovered. The member would not have been able to prove negligence without legal representation.

Lobby your MP

The Government needs to rethink, to ensure that there isn't an unjust restriction on workers accessing justice with the support of legal representation and the inevitable unintended health and safety consequences.

The best way to persuade the Government is to ask your MP to oppose the raising of the small claims limit for employer and public liability cases.

More information at:
www.usdaw.org.uk/justice4injuredworkers

The Government is trying to restrict injured workers accessing justice by pushing more cases through the small claims court.

Usdaw members injured at work receive a first-class legal service from the union and get 100 per cent of the compensation recovered.

Workplace injuries and diseases are often complicated cases that cannot easily be taken by individuals without proper legal representation. Forcing more injured workers through the small claims court means that the union's solicitors cannot recover the costs of the

Keen reps at Kelloggs

Usdaw general secretary Paddy Lillis visited the Kelloggs UK headquarters in Manchester in July. Paddy met the team of on-site reps and was given a tour around the food manufacturing site which has been at it's location in Trafford Park since 1938.





Holly Lynch MP with young Usdaw members at Parliament campaigning for 'fair wages for all ages'

Usdaw on Worldwide stage

Union takes campaign to global conference

Usdaw spoke to fellow trade unions at the UNI Global Union World Congress in Liverpool in June about its campaign to get recognition in Aldi, Lidl and M&S.

General secretary Paddy Lillis called on the retail companies to end their refusal to recognise Usdaw as the independent trade union for their staff.

"We have repeatedly asked them to sit down with us and discuss a way forward, but every single time they have refused," said Paddy. "Usdaw activists have stood strong, holding action days across the UK.

"I know this issue is by no means unique to the UK and I applaud the efforts of our sister unions around the world who are fighting to give Aldi and Lidl workers a voice."



Fair wages for all ages

Labour push for removal of age-related pay

A group of Usdaw's young members joined activists from other unions in parliament in July to support a private members' bill to extend the National Living Wage to workers aged over 18.

The Bill, introduced by Holly Lynch MP, was due to have its second reading a couple of days later but insufficient time was available for MPs to properly consider it and it will now be pushed back until November.

A change in the law

Usdaw general secretary Paddy Lillis said: "Usdaw has long supported the principle of equal pay for equal work and has successfully negotiated the removal of age-related pay in many of the major retailers. Those employers, who are doing the right thing by their young workers are vulnerable to

being undercut by employers who take advantage of a law that discriminates by age. Holly Lynch's Bill is very welcome because it creates a level playing field based on fairness for young workers.

"Usdaw believes that young workers should be encouraged to enter and progress in the world of work, but this will not be achieved by using them as cheap labour. Rather than promoting age-related pay, the Government should be making a commitment to promote youth employment with positive initiatives, such as careers advice in schools and colleges, improvements to vocational training and the promotion of good quality apprenticeship schemes.

"It is time the Government changed the law by backing this bill."



Dave McCrossen

Usdaw welcomes new DGS

Dave McCrossen looking forward to new role

Former Eastern divisional officer Dave McCrossen took up his new role as Usdaw's deputy general secretary in July following Paddy Lillis' appointment as Usdaw's new general secretary.

Dave, 58, joined Usdaw's staff in 1989 as an area organiser at the Faversham office having started his union career in the motor trade section of the Co-operative Retail Society. In 2005 he was promoted to deputy divisional officer and then divisional officer in 2013.

"I am honoured to have been elected Usdaw's deputy general secretary," said Dave.

"Usdaw has a great team of reps and officials across the country.

"I'm looking forward to working with them and the general secretary Paddy to ensure the union goes from strength

to strength and continues to deliver for members."

DEPUTY GENERAL SECRETARY ELECTION RESULTS 2018

The voting for the deputy general secretary election closed on Monday 21 May 2018 and the results were:

| Candidate | Branch | Votes Cast |
|----------------|-------------------------|------------|
| Dave McCrossen | Associated Eastern Sata | 238,611 |
| Mike Aylward | NW General No.1 | 90,389 |
| Ranjan Jha | North Yorkshire Co-op | 899 |
| Paul Holland | Warwickshire Area Tesco | 0 |
| Reshma Kaur | West End One | 0 |

All voting papers were examined and the results verified by the union scrutineers on Tuesday 22 May 2018 in the presence of Alex Lonie, returning officer, Electoral Reform Services. There were a total of 308 completed voting papers returned by the deadline, of which 259 papers were verified as valid, 45 papers were ruled out of order and 4 papers were blank (no votes cast).

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Do you have what it takes to be a rep?

Tesco Retail Rep Elections 2018

Usdaw rep elections will be taking place across all Tesco stores and customer fulfilment centres in September/October of this year, and we want to encourage members to stand for election.

We particularly need more women, young, disabled, LGBT and BME members and members from Central and Eastern Europe to take on the role of rep – our reps need to reflect the diversity of our members in Tesco.

Usdaw already has lots of dedicated and talented reps across Tesco stores – nearly 4,000 in total. We know that they find the role incredibly rewarding, and hope that existing reps will stand again to continue all the hard work they do on behalf of Usdaw members.



REMEMBER
you can make a real difference, and we encourage you to stand for election

There are still stores, particularly in the convenience format, that don't have a rep, or where we need more reps – so please think about putting your name forward.

Maybe you are the person in store that everyone comes to for advice? In which case, you're already doing the role unofficially, so why not get the extra support that the union could give you as a rep.

Or maybe, you see things that are done wrong but you're not sure how to challenge them – as a rep you would receive expert training to help you resolve

these issues.

Reps are not alone – you will get full training, and have access to advice and support from union officials and the Tesco support team.

You can find more information about the rep elections in the letter and newsletter that came with this edition of arena.

If you want to stand, nominations are open between **24 September and 14 October**, and the ballot period will run from **15-28 October**.

If you have any questions contact your local Usdaw office on **0800 030 80 30**.

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President Jeff Broome retires

Popular president steps down after 12 years

Jeff Broome has retired as Usdaw president after serving for four terms.

Jeff was a hands-on president who played an active part in Usdaw's award-winning campaigns as well as being an outspoken advocate for equality throughout his presidency.

General secretary Paddy Lillis said: "I worked with Jeff for many years and knew I could always rely on him for his full support.

"His experience of working with employers and his knowledge of the wider economic and political issues meant Jeff always had a balanced, well thought out view on difficult issues. I want to thank Jeff for all his support and wish him the best of luck in his next adventure."

Jeff Broome said: "I feel honoured to have been granted the privilege of serving as the president of one of the largest and fastest growing unions in the country. I want to thank

everyone: members, reps, officials and Usdaw staff who have supported, helped and encouraged me during this time. I couldn't have done it without you.

"I hope I have shown that unions do much more than support members when things go wrong. Unions can provide members with valuable learning and training opportunities that can be life changing.

"I also want to congratulate my successor Amy Murphy and wish her the best of luck."

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Outstanding activists

The Usdaw Organising Awards 2018

Nominate your rep

Do you know an Usdaw rep, or team of reps, who go out of their way to look after members and make a difference to people's lives? If yes, then nominate them for this year's Usdaw Organising Awards.

Now in its 14th year, the Organising Awards recognises and celebrates the hard work of Usdaw reps nationwide and is a unique event in the trade union movement.

You can nominate reps for



For more information about the different categories and to download the nomination form visit the Usdaw website:

www.usdaw.org/nominate

one or more of the following nine categories:

- Individual organising
- Individual recruitment
- Campaigns
- Team recruitment and organising
- Health and safety rep
- Union learning rep
- Equalities rep
- Most promising new activist
- Outstanding achievement.

Any Usdaw member can make a nomination in each category. Nominations must be received at your local Usdaw office by **Friday 21 September**.

New Pay and Hours Campaign

The rising cost of living is a huge concern for Usdaw members. Big price rises in essentials have made it increasingly difficult for households to keep on top of their finances. Many workers are on short-hours contracts, with their hours changing from one week to the next, making it difficult to plan their finances and home life. The ongoing rollout of universal credit is putting added pressure on many working families.

Usdaw is campaigning for:

- Minimum pay of £10 per hour from age 18.
- A statutory minimum contract of 16 hours per week if you want it.

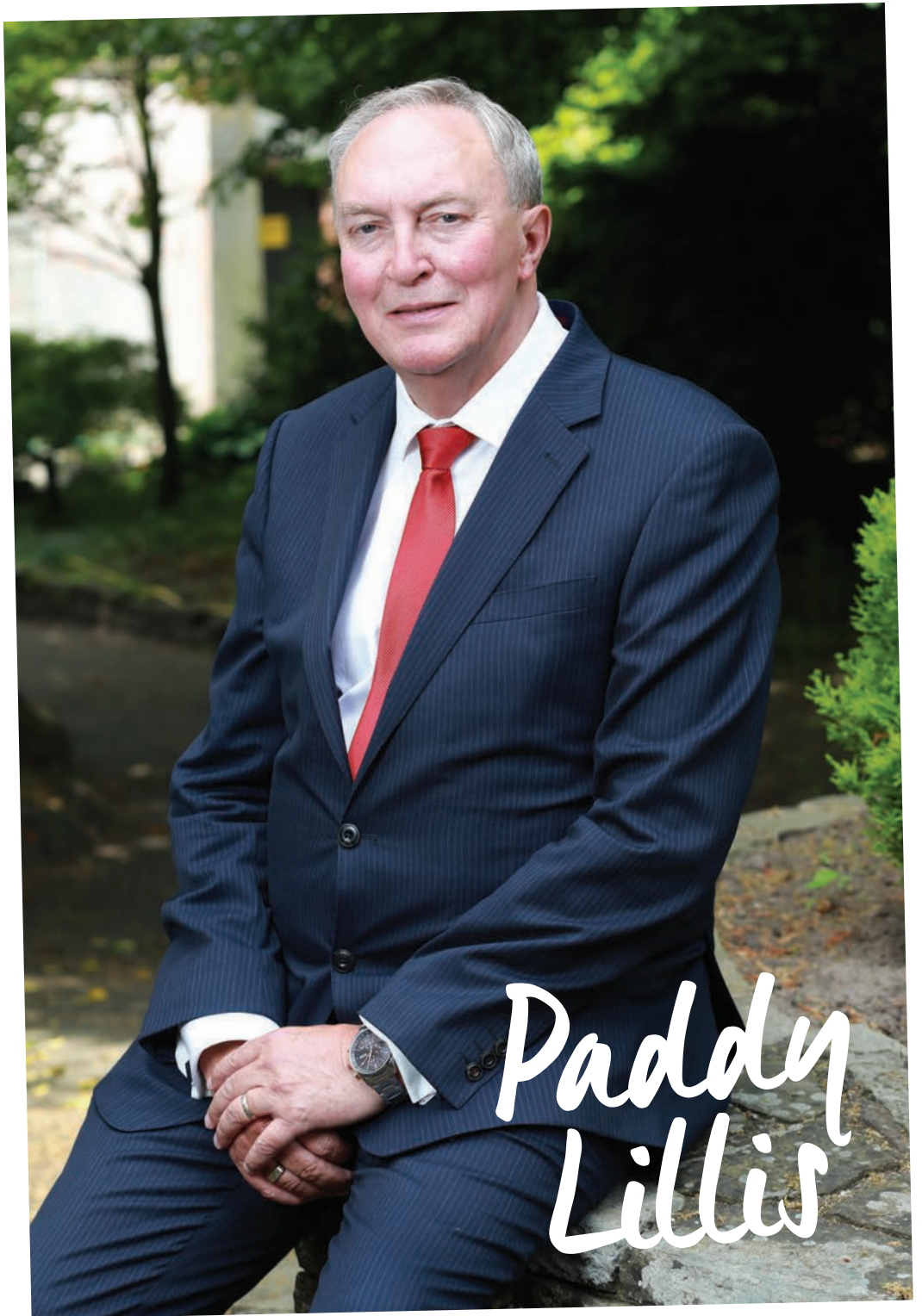
- A right to an employment contract that reflects your normal hours of work.

Usdaw's new campaign will be launched at TUC Congress (9 – 12 September). A survey has gone out to all members by email on the cost of living and there has been an overwhelming response. A report on the results of the survey will form the basis for the launch of the campaign.

Usdaw will keep you updated on the campaign in the coming months.

You can complete the survey by going to our website at:

www.usdaw.org.uk/costofliving



*Paddy
Lillis*

Arena catches up with the new general secretary

Paddy Lillis talks about his priorities and the challenges facing Usdaw

Paddy joined Usdaw in 1978 when he started work as a heavy goods driver at Abbey Meat Packers in Newtownabbey.

Paddy took up the post of area organiser in 1989 and was promoted to divisional officer of South Wales and Western division in 1997.

In 2004 Paddy was elected as deputy general secretary, a post he held for 14 years before being elected as general secretary.

Q. *How and when did you become an activist in the union?*

I was born into a trade union family; my dad was an active member of the National Union of Seamen. My cousin was Paddy Devlin who was a leading Labour and trade union man in Belfast – he later went on to be a founding member of the SDLP and became a prominent politician in Northern Ireland. When I started work at Abbey Meats my brother Jimmy was the Usdaw convenor. I joined Usdaw immediately – I didn't really have a choice in the matter! Jimmy went on to become an Usdaw area organiser in the Belfast office in the 1970s.

I followed in the footsteps of my brother and became an Usdaw rep and the union convenor at the site. As a rep, I came to know the local area organiser Bob Gourley very well. Bobby was a good friend and mentor, he came from a different community to me but he always stressed the importance of building trade union working

class unity across Northern Ireland's divided society.

Another person who had a great impact on me was Inez McCormack who was a local NUPE/Unison official. Again, she was a great believer in the power of trade unions. She was also willing to challenge trade unions and

helped to organise many part-time women workers who had been previously ignored by unions.

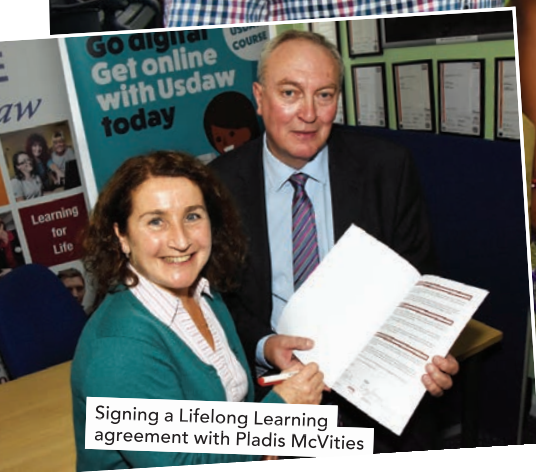
Q. *As deputy general secretary you were responsible for recruitment and organising. Why is this so important?*

In 2017 we recruited record numbers of new members, over **93,000**. This was the highest number of new members since the 'closed shop'. Recruiting and building the union is important because the bigger the union is, the stronger our voice will be in negotiations with employers.

"The bigger the union is, the stronger our voice will be in negotiations"



Visit to a learning centre at a Co-operative depot in Bristol



Signing a Lifelong Learning agreement with Pladis McVities

Q. Lifelong learning is a huge benefit for members. With the Conservatives imposing cuts to funding, will Usdaw continue to support its lifelong learning programme?

Lifelong learning is a passion of mine. I'm committed to the union providing resources so that members continue to have access to high quality learning. The Government should continue to fund trade union learning.

Q. Is it difficult running a trade union under a Conservative government?

A Conservative government always attacks

trade unions and tries to hinder our rights to organise. The Trade Union Act has been designed to make it as difficult as possible for trade unions to fight for their members. Thanks to the Conservatives we now have some of the most restrictive trade union legislation in Europe.

Q. Is Labour the party for workers?

Labour is the natural party for workers and delivered a number of important rights when they were in power. We should remember that it was the 1997 Labour government that introduced the National Minimum Wage. The last election demonstrated that Labour under Jeremy Corbyn can appeal to the voting public.

Paddy Lillis

will result in job losses mostly in the industries we organise in such as retail, distribution and manufacturing. We will need to ensure that workers are equipped with the skill sets they need to find employment in an automated future.

Brexit

As we approach Brexit, we need to be vigilant in making sure that it isn't used as an excuse to erode hard won employment rights.

Political Levy

The Trade Union Act and the opting in of new members into the political levy is a vivid example of a government that is ideologically attacking the rights of trade unions.

Without a political fund it would be impossible for trade unions to campaign on issues that matter to their members. We need to work harder to get the message across to our members that politics affects everyone. If we could do this then our 430,000 members would truly be a force to be reckoned with.

Q. Going forward, what are your priorities?

I'll be focusing on campaigning for a minimum wage of £10 per hour from the age of 18, tackling short-hours and zero-hours contracts, winning decent pay rises for members, getting rid of the Trade Union Act and ensuring equal treatment for all workers.



Paddy with Usdaw activists at the Black Members' Weekend

That's why we all need to unite so that Labour can take on the Conservatives.

Q. What challenges lie ahead for Usdaw?

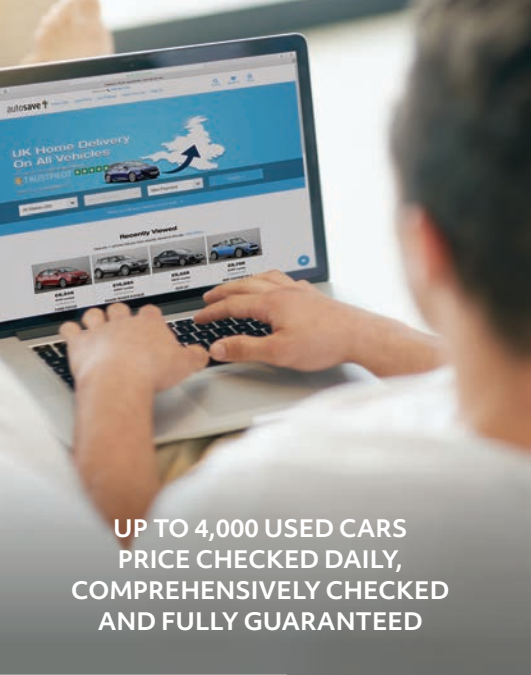
Changes in the retail sector

The retail sector has already taken a massive hit this year with around 21,000 job losses. Casualties included Shop Direct, Toys R Us, Maplin, Marks and Spencer, House of Fraser, Poundworld, the list goes on.

Automation

It's predicted that automation





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A Better Deal for Dads

Usdaw's annual **Supporting Parents and Carers Spotlight Day** took place in May with union activists across the UK campaigning for this year's theme 'A Better Deal for Dads'.

Between them, Usdaw's reps organised an impressive 700 campaign stands in their workplaces and town centres with many more taking active roles such as theming union noticeboards, handing out leaflets and promoting the campaign to their colleagues.

Usdaw believes that most working dads and partners of new mothers, get a raw deal when it comes to time off work after the birth of their baby. They get just two weeks paternity leave which many new parents can't afford to take because it's only paid at a flat rate of £145.18 and doesn't replace their lost earnings.

Usdaw general secretary Paddy Lillis said: "In many of our agreements Usdaw has negotiated full pay for paternity leave but where this hasn't been possible dads and partners often can't afford to take the full leave.

"Helping dads to look after a new child is good for everyone. Dads stay involved with childcare even after they go back to work, children bond better with their dads, and mums don't end up doing all the caring in the family.

"A big thanks to all the members who played their part in this year's Spotlight Day and made it such a success. Working together we can make a difference for working carers."

Learn more about Usdaw's campaigns at: www.usdaw.org.uk/campaigns



USDRAW IS CALLING FOR

- ◆ Longer and better paid paternity leave.
- ◆ A right to paid time off work to attend antenatal/pre-adoption appointments with the mother/primary adoptive parent.
- ◆ Flexible paternity leave enabling dads and partners to have more of a say in how and when they take time off.

Can your employer do more to support you?

The Equality Act and Disability

The Equality Act 2010 (England, Scotland and Wales) and the Disability Discrimination Act (Northern Ireland) gives thousands of disabled Usdaw members important employment rights and protection at work.

- Members with a disability have a right not to be treated less favourably than non-disabled members.
- Members have a right to have reasonable adjustments made to take account of their disability.



Defining disability

Q What is a disability?

One in seven people have a disability. It isn't always possible to tell just by looking at someone whether they are disabled. Some disabilities may be visible such as a person using a walking stick. Others will be hidden like a learning disability.

Q Which disabilities are covered?

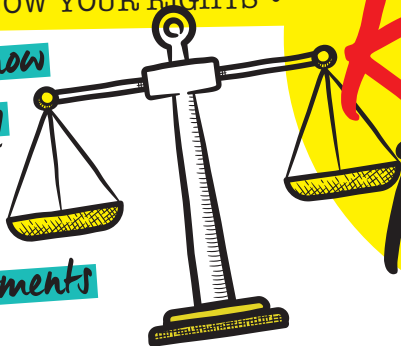
Very few disabilities are automatically covered under the Act with the exception of HIV, Cancer, Multiple Sclerosis, severe disfigurement, and being registered blind or partially sighted.

Q I have asthma/arthritis/depression/dyslexia/epilepsy would I be covered?

If your condition is not automatically covered by the Act then you will need to show it fits the following definition:

A person is disabled if they have a physical or a mental impairment which has a substantial, long term, adverse effect on their ability to carry out day-to-day activities.

All you need to know
about the Equality
Act from how to
get covered to
reasonable adjustments



Know Your Rights

Getting covered

Q How do I get myself covered under the Act?

To decide whether asthma or any other condition is covered by the Act you will need to ask yourself the following five questions:

- Do I have a physical or mental impairment?
- Is it more than a trivial condition?
- Has it/will it last a year or more?
- What would happen if I stopped taking medication? In deciding whether someone is disabled the effect of any medication or treatment is ignored.

- Does it affect my everyday life? For instance, does it affect your: mobility, manual dexterity, lifting everyday things, co-ordination, speech, memory, hearing, concentration, eyesight, learning/understanding.

If the answers are yes, then you will be covered by the Act.



Tip! To assess the impact of your disability work through your typical day from getting up, showering and getting ready, to travelling on public transport and interacting with people.

The Equality Act and reasonable adjustments

Q What are reasonable adjustments?

Once an individual is covered under the Act their employer is under a legal duty to make reasonable adjustments. The law forbids employers from making the disabled person pay for the adjustment. Reasonable adjustments can be made to policies, working conditions and the physical workplace environment. These could include the following:

- Changes to start and finish times.
- Extended breaks to help with tiredness/fatigue or for taking medication.
- Moving where they work away from heat/chilled area or closer to a toilet.
- Time off for medical appointments.

- Car parking near the entrance to work.
- Somewhere to rest for short periods during the working day.
- Allowing extra time to complete tasks (adjusting performance policies and targets).
- A chair or stool to sit on.
- Re-allocating duties to another person.

Q Who can I go to for help?

The first thing you should do is contact the Usdaw rep in your workplace who should be able to help you with this. The name and contact details of the reps should be on the Usdaw noticeboard. Alternatively, you can contact the **Ushaw helpline** on **0800 030 80 30** to be connected to your local Usdaw office.



The Act in action

Asthma

A disabled member is being disciplined for not finishing her tasks on time. The employer says this is fair because everyone would be disciplined for failing to complete their tasks. However, the disabled member is struggling because she is working in the chilled area and this aggravates her asthma.

Reasonable adjustments could include moving her away from the chilled area, adjusting the length of time she spends in this area, giving her extra time to complete her tasks.

Asperger's

A member with Asperger's syndrome works in a convenience store where her shifts are constantly changing at very short notice. The member needs routine and a stable working pattern otherwise she will not be able to carry on working there.

Reasonable adjustments could include agreeing with the manager that the member has 2-4 weeks' notice of any shift changes.

Depression

A checkout operator is required to make eye contact with, and talk to, every customer. The member has clinical depression and has days where he is unable to do this. The manager has invited him to an informal meeting to discuss this.

At the meeting they agree the member is covered under the Equality Act. As part of his reasonable adjustments it is agreed that the manager will stop telling our member to 'smile' all the time. Instead, he will assess his overall performance.

Diabetes

A member with diabetes finds that by the afternoon he is feeling extremely tired and dizzy. After speaking to the manager, it is agreed that his reasonable adjustment will include moving his tea break to enable him to take his medication and to regulate his eating.



Advice and Support

Q How do I know if the adjustments I'm asking for are reasonable?

When deciding whether or not an adjustment is reasonable the following should be taken into account:

- Is it effective and practical – does it put the disabled worker on a more equal footing with their non-disabled colleagues?
- The entire resources of the company are taken into account when considering the cost of the adjustment not just those available in your workplace.

Q My employer has refused to make the reasonable adjustments saying it's too expensive. What can I do?

Remember, the entire resources of the company are taken into account



Know Your Rights

when considering the cost of the adjustment not just those available in your workplace. Therefore, it will be very difficult for big employers to argue they cannot afford to make the adjustment.

If your employer continues to refuse your request for a reasonable adjustment then contact your area organiser via your local Usdaw office or through the Usdaw helpline on 0800 030 80 30.

Q I have a visual impairment. Without speaking to me my employer has ordered visual aids that don't help me at all. They are now refusing to make any other adjustments because they've spent their budget. Is this right?

No. Your employer should not have made any adjustments without consulting you. To do so is unhelpful and can be expensive. Despite making these adjustments your employer is still under a legal duty to make reasonable adjustments. Your employer should sit down with you and talk about what you need.

Q My colleagues are always making fun of my disability. I've asked them to stop but they keep telling me to lighten up as they're only joking. Is there anything I can do as it's really upsetting me?

It is unlawful to bully, harass, pick on or intimidate someone because they are disabled. It is unlawful to name call, make offensive jokes or otherwise create a humiliating, hostile or degrading environment.

Most companies have a dignity at work policy which will outline how they will deal with bullying and harassment. If you feel like you are being bullied or harassed because of your disability then you will need to raise a grievance. An Usdaw rep will be able to help you with this.

Q Can I be sacked because of my disability?

You cannot be sacked solely because you have a disability as this would be direct discrimination. **However, a company could dismiss you on the grounds of ill health.**

To dismiss you on the grounds of ill health the company will have to show they exhausted all possible reasonable adjustments including alternative work.

If dismissal on ill health grounds cannot be avoided, then ill health early retirement should be carefully explored.

In any disciplinary meeting make sure you are represented by an Usdaw rep.

Usdaw has a number of publications that deal with various disabilities and the Equality Act. You can find these at

www.usdaw.org.uk/equality

FACT FILE

- ◆ **64,000** people in the UK are being treated for kidney failure.
- ◆ There are **40-45,000** premature deaths related to kidney failure in the UK every year.
- ◆ **BAME** communities are five times more likely to develop chronic kidney disease.



Donating saves lives

Rehana talks about her kidney transplant and asks members to seriously consider donating their organs

Rehana Kosar was first featured in the Autumn 2012 edition of *arena*. At the time Rehana was on the waiting list for a kidney transplant.

Life-changing diagnosis

Rehana was a healthy 39-year-old who suddenly found out that her kidney was failing. Despite being on dialysis Rehana continued to work in her store and fulfil her duties as the rep and health and safety rep.

When *arena* spoke to her last she was raising awareness and money for her local renal unit. Five years later *arena* caught up with Rehana about her transplant and the long road to recovery.

“I spent nine months on haemodialysis waiting for a replacement kidney,” said Rehana, 46. “It was gruelling but I managed to stay in work. This was only possible because the managers in my store were fantastic. They supported me and made adjustments to my role that really helped. I had a fistula in my

Organ donation

arm which meant I found it difficult to lift heavy things. My managers made sure I wasn't lifting heavy boxes or pulling cages. I could use the scan gun on checkouts when my arm got tired. The dialysis meant I was susceptible to kidney infections so I avoided working in cold temperatures.

"On 19 October 2013 I received a phone call to say I had to be at the hospital in an hour because they had found a donor. I count my blessings every day because I know how lucky I was to find a match. My match was a young lad who died in a car accident - he was only in his 20s. I am so grateful to his family for donating his organs when they themselves were dealing with such a heartbreaking tragedy."

Long road to recovery

"My recovery took about a year. It was complicated because I also ended up suffering from post-traumatic stress and anxiety. I lost my confidence and couldn't leave the house. At one point I was on thirty tablets a day. My area manager and line manager were great. They told me that they would keep my job open. This took the pressure off and really helped me focus on my recovery.

"When I returned to work I reduced my hours to 12 and was put on a support plan. My managers also made some adjustments which included not lifting anything heavy, I got an hour off the tills to do other duties and I was given privacy to take my medication.

"The recovery was long and hard. I kept wondering why me and at the time it felt like I was never going to get better. But eventually I started to feel better and I regained my confidence. I was absolutely thrilled when I won a gold award

for my customer service abilities.

"I've been raising money for the National Kidney Federation and they have also asked me to be a guest speaker for them. I want to do everything I can to raise awareness of organ donation. I'm hoping this will encourage more people to think about donating their organs especially from BAME backgrounds.

"I'm very open about the anxiety and post-traumatic stress I suffered. By talking about it openly I want to remove the stigma associated around mental illness.

"I want my story to give other people hope. I want people to know that it is possible to go through something really traumatic and come out the other side.

"But I couldn't have done it on my own. I want to thank my managers Ayaz Ahmed and Rebecca Hope for all their help. Their support made me feel like I was really valued."

Organ Donation

If you would like to donate your organs you can register at www.organdonation.nhs.uk or by calling **0300 123 23 23**. When you register, tell your family and friends about your decision.

Organ donation week (**Monday 3 to Sunday 9 September 2018**) raises awareness of the important need for families to talk about organ donation to help save lives.

"It is possible to go through something really traumatic and come out the other side"



Rehana Kosar with her managers at Bradford Express

LEGAL PLUS



Looking after you
and your family

'Surprisingly' quick service for Laverne

Customer assistant **Laverne Gordon** received £3,000 in compensation thanks to her union membership after she was involved in a road traffic accident in June 2017.

Laverne was in the car with her sister-in-law on their way to pick up her nephew from school. They were queuing at the traffic lights when the car behind them failed to stop and drove into the back of them.

"My sister-in-law saw him coming in the rear-view mirror and commented that his head was down and he didn't look like he was going to stop – and he didn't," said Laverne who works at Harvey Nichols in Manchester. "It was quite a bang. I was concerned because my sister-in-law recently had surgery so I told her to stay in the car and I got out to speak to the driver. His response was he thought we had 'moved off'. He obviously wasn't concentrating."

"His response was he thought we had 'moved off'. He wasn't concentrating."

"Our car was driveable so after exchanging details we went on our way. It wasn't until we got to school that my ear went numb and I couldn't turn my neck. I went to the

doctor the next day and they diagnosed me with whiplash and recommended a course of physiotherapy.

"I phoned the union for help and they put me in touch with a solicitor who sorted everything. I've been a member for 18 months and didn't even realise that the service existed. The case was settled within six months. I couldn't believe how easy it was.

"I've always sung Usdaw's praises because I know others who have been supported. I'll definitely be telling people about FirstCall."

Julian 'grateful' for union support

Keen tennis player **Julian Piggott** was hit by a car while collecting trollies at his Tesco store in Ryde in September 2016.

"It felt as if the car had come out of nowhere," said Julian who has worked at Tesco for 23 years. "They hit me on my left side and knocked me to the floor. Apart from the shock, I felt well enough to get up and continue working. It wasn't until a few days later that I started to suffer with pain in my neck, my back and my left leg. I went to see my physio and he diagnosed me with soft tissue injuries.

"A couple of days after the incident my rep told me about the union's free accident claim line for members. He helped me to make the call, and was there if I needed him, but in the end it was a very straightforward process.

"I'm very pleased with the outcome and the compensation has gone towards the physiotherapy sessions for my recovery.

"Fortunately, I didn't need to take any time off work and I was able to carry out my job on lighter duties. I still need to have physio sessions a couple of times a month to help with the injuries. I can't play tennis at the moment, instead I've taken up swimming, yoga and tai chi, but hopefully I'll get back to tennis at some point."



LEGAL ROUND-UP

Chris from the North East

Age: 29

Employer: McColls

What happened: Assaulted by armed thieves who entered his store

Injury: Psychological distress

Date of Accident: December 2016

Case Settled: May 2018

Award: £9,000

Quote: "The incident left me very traumatised but thankfully the union was there for me and offered some much-needed support. Don't underestimate your union membership."

Colin from the Midlands

Age: 58

Employer: Tesco

What happened: Injured when a colleague accidentally struck his lower right leg with a cage at work.

Injury: Laceration to the back of his right leg.

Date of Accident: February 2018

Case Settled: May 2018

Quote: "FirstCall was an easy, painless and straightforward process, and in my case, it was very quick. Before I knew it, the cheque had arrived in the post. I'd definitely recommend the service to other members."

USDAW CAMPAIGN

Justice for Injured Workers

SEE PAGE 4

FIRSTCALL

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

0800 055 6333

LEGAL PLUS



FirstCall helped Martin get justice

*The union helped retired warehouse worker **Martin Willett** recover £2,500 in compensation after he was hit by a car in November last year.*

Martin was walking through a car park with his rollator. A driver had stopped to let him cross but suddenly another car came around the corner and knocked his rollator straight out of his hands and clipped his knee.

“The driver failed to stop at first, but then another pedestrian who had seen the incident happen made him,” said Martin. “He said he didn’t see me because the sun was in his eyes.

“I was in complete shock. Amazingly I had remained on my feet. Someone managed to retrieve my rollator so I was able to sit down and catch my breath.

“Fortunately, I wasn’t badly injured so after a rest I was able to get up and drive myself home.

“The following day my knee had swelled up so I went to the minor injuries clinic at the local hospital. Thankfully it was just bruised.

*“I was in complete shock
Amazingly I had remained
on my feet.”*

“I reported the incident to the police but they weren’t interested in pursuing it as it wasn’t classed as a road traffic accident.

“Coincidentally a copy of *arena* had come through the post that day with the FirstCall card stuck to the front. I rang the free number and told them what had happened.

The union sorted everything out from there. They sent me for a full medical and went through all the details. Luckily, I had written down most of the car’s registration number so the solicitors were able to trace the vehicle and track down the driver.

“It wasn’t about the money, it was about the justice. I’ve been a member for over 40 years. My former rep told me, ‘don’t give up the union Martin, you never know when you might need it in retirement’. He was right!”

No cuts in compensation for Sandra

When shopworker **Sandra Bodkin** was in a road traffic accident last year she followed the advice of her rep and phoned FirstCall.

Sandra was driving to work at her Tesco store in Ipswich when another driver pulled out of a side road and smashed into her car.

“The force of the impact pushed my car over to the opposite side of the road,” said Sandra. “It was so unexpected. I was left in shock, and my car was badly damaged but thankfully I wasn’t injured. It was lucky there were no other cars on the other side of the road.

“Following the accident, I experienced anxiety, migraines and flashbacks. I was due to have surgery the same month but the stress gave me high blood pressure and the doctors were forced to cancel. I was devastated as I was due to get married in September and wanted to have the surgery and recover in time. I was given tablets to lower my blood pressure and thankfully I was able to have the surgery in August and got married in September as planned.

“I already knew about FirstCall as our rep always tells us, ‘if you have an accident phone Usdaw’. The solicitors were excellent. They kept me informed all the way through. I was very happy with the service and result. It’s an excellent benefit of union membership.”



WHAT DOES FIRSTCALL COVER?

- ◆ Any accident, anywhere in the UK, including accidents at work or outside of work.
- ◆ Accidents/injuries to members while outside the UK on a package holiday.*
- ◆ Road traffic accidents for members and family members living in the same household.
- ◆ Work-related conditions or diseases, eg industrial deafness, dermatitis, respiratory conditions.
- ◆ Injuries caused by violent crime including armed robbery (CICA claims).
- ◆ Plus: Members’ children, under the age of 18, who are injured anywhere, anytime in the UK and also if they are injured while outside the UK on a package holiday.*

*Package holiday claims means accidents, injuries or other personal injury claims covered under the Package Travel, Package Holidays and Package Tours Regulations 1992.

The following applies to be eligible for legal assistance:

- ◆ You must be a fully paid up member at the date of the event or incident and remain fully paid up.
- ◆ You must lodge a claim for personal injury within three years of the accident date.
- ◆ Your claim must be lodged within two years from the incident date to register a claim with the Criminal Injuries Compensation Authority (CICA).
- ◆ You must comply with the conditions of the Usdaw legal handbook.

For more information visit

www.usdaw.org.uk/firstcall



**INJURED?
REMEMBER
YOU'RE A
MEMBER**

**DON'T FORGET
YOUR FREE
LEGAL SUPPORT**

- ✓ Expert solicitors to look after you.
- ✓ For members and their children under the age of 18 any accident, anytime, anywhere in the UK and for package holidays outside the UK.
- ✓ And family members living with you are also covered for road traffic accidents.

**IF YOU HAVE AN ACCIDENT,
HIGH STREET SOLICITORS
CAN TAKE UP TO 25% OF
YOUR COMPENSATION
WITH FIRSTCALL USDAW
YOU KEEP 100% OF
YOUR COMPENSATION**

FirstCall *Usdaw* 0800 055 6333
VISIT WWW.USDAW.ORG.UK/FIRSTCALL

12-18 November 2018

Respect Week is coming

In November the union's award-winning Freedom From Fear campaign's annual Respect Week will take place. This year's focus is urging customers to 'Keep Your Cool' in the run up to Christmas.

Freedom From Fear is one of Usdaw's key campaigns and seeks to prevent violence, threats and abuse against shopworkers, drivers, call centre workers and anyone else who deals with the public. The aim of Respect Week is to make sure that the message 'Abuse is not part of the job' is heard loud and clear.

The campaign is a great way of raising awareness amongst shoppers and promoting a culture of respect, helping workers stay safe and working with management to ensure that they are doing everything they can to improve health and safety.

How can I get involved?

The campaign encourages reps and members to run street stalls, canteen events, getting Labour politicians to take part, raising the profile of the campaign by inviting local media to report on the events and, surveying colleagues to get an idea of the scale of the issue in workplaces.



REPORTING ABUSE

If there's an issue around abuse or violence in your workplace then there are a number of things you can do.

- ◆ Always report any incidents to your manager and make sure it is logged in your accident/incident book.
- ◆ Speak to your Usdaw rep to see whether there is anything the company can do to help prevent another incident from taking place, for example banning an abusive customer.
- ◆ Make sure your workplace is taking part in this year's Respect Week.

Usdaw will provide you with everything you need to run an event during Respect Week. If you want your workplace to take part speak to your Usdaw rep. Contact details of the reps can be found on the Usdaw noticeboard.

Retired and active

Usdaw activist Ann Lloyd tells arena why she'll never stop campaigning for the union

Super-activist Ann retired from work six years ago but luckily for Usdaw she didn't retire from the union.

The ex-shopworker is a well-known face in the Midlands division and has spent many years supporting the trade union and Labour movement.

At 73, Ann is now more active than ever and devotes most of her time to Usdaw, looking after members and reps, taking part in campaigns, attending national events and recruiting members. In Ann's words, 'if it's on I'm there!'

A trade union history

"I grew up in a mining community in South Wales," said Ann. "My dad was a miner and an active member of the local Labour party so I already had a keen interest in politics and trade unions. I used to go out canvassing with him and supported him during the miners' strikes.

"I remember going out on strike with him when I was in my 30s and being arrested! The police brought us back in time to get the bus home though."

Ann's first job, at age 15, was an apprentice window-dresser at a family run department store in Bargoed. She then went on to work at Littlewoods in Cardiff where she became a manager and following that she joined the Co-op in Caerphilly as a supervisor. It was here she became a rep and her union journey began.

"It was closed shop at the Co-op

so everyone had to be a member of the union to work there," said Ann. "There was so many of us we had to have three branch meetings a week! I was quite an activist back then too and took part in a lot of marches."

In the 1970s Ann moved to Tamworth with her husband and started working at Sainsbury's in Sutton Coldfield as a deputy manager.

"There was no agreement and no union presence in Sainsbury's when I first started working there," said Ann. "One day organisers from Unite came in to try and recruit members. I said to my manager, 'why are we letting Unite in? We're a shop, our union should be Usdaw'. I even used to tell Lord Sainsbury about Usdaw's work when he came

to visit the store. Thankfully my manager took my advice and the union was finally allowed to come in and organise."

In 1981 Ann took a break to have her daughter and returned to work a year later at Sainsbury's in Tamworth. She was asked



From above: The Organising Awards 2011, Usdaw's Annual Delegate Meeting 2018 and Spotlight Day 2016

Member benefits

Don't retire from the union

Just because you're retiring from work doesn't mean you have to retire from the union as well. There are many reasons why being a member of Usdaw is still important even after you've finished work.

Pension advice

Usdaw's pensions team are dedicated to helping you understand your pension and offer free advice on your company or state pension and state benefit queries. Contact the Usdaw pension team on **0161 224**

2804 or email pensions@usdaw.org.uk
www.usdaw.org.uk/pensions

Legal services

Usdaw has its own legal department with qualified professionals working for you.

You can take advantage of free legal assistance for any accident, anywhere in the UK and while outside the UK on a package holiday including road traffic accidents, work related conditions and accidents and injuries caused by violent crime or armed robbery (CICA claims). Your children are covered if they are under the age of 18 and family members who are living with you are also covered if they're injured in a road traffic accident.

You're also entitled to a free will writing service, low cost probate service, low cost property conveyancing and a free initial interview on any legal issue.

www.usdaw.org.uk/legalplus

Members' offers and discounts

A variety of offers chosen specifically for Usdaw members including competitive home and motor insurance, holiday discounts, shopping and entertainment discounts and financial advice. For all the available offers visit the Usdaw website.

www.usdaw.org.uk/offers



to be the in-store rep and hasn't looked back since. "I signed up to be a rep with my friend and we managed to triple union membership straightaway," said Ann.

"Being a union rep was really important to me because I believe in Usdaw and the support that the union offers to its members. I wanted to make sure that my colleagues at Sainsbury's were looked after.

"Management were very supportive and I really enjoyed it. I got involved with my branch and became chair, I joined the equalities committee and took part in all the campaigns, went to conferences, federation weekends, spent time on stand-down recruiting and travelled around the midlands supporting members and reps in other stores. I loved it!"

Active retirement

Ann's dedication was rewarded in 2011 when she won a national Usdaw Organising Award. "It was a very proud moment for me as the union is such a big part of my life."

Ann worked at Sainsbury's for 41 years before retiring aged 67 – more than seven years later than planned. Since then, her involvement with the union has remained strong. She continues to be active, attending conferences and events, and goes out recruiting most weeks. She's

Usdaw retired members' conference in June



the secretary of her branch and is a respected member of both her division's political committee and retired members' committee.



Inspirational

“I’ll do anything I can to help because being in the union is so important,” said Ann.

“Particularly in the current climate with the lack of job security in retail.

“When you haven’t got the pressure of work you can do a lot more, and when you’re older you need to keep active.

“I was recently out recruiting with a group of young reps and one of them told me I’d inspired him. I was flattered and happy to think I’m making a positive difference and encouraging the younger generation to take an active role in the growth of their union.

“I’ll never retire from Usdaw and I’ll continue to fight for our members for as long as I can. Retired members have got a place in the union. You have to just go out there and have a bash and enjoy it like I do – the things I’ve learned at my age amaze me. Every single time I go out I absolutely love it. I’ll never give up fighting for this union.”

Convalescent homes

There are a variety of breaks available if, in your doctor’s opinion, you require a period of convalescence to recover from an illness. Contact your local Usdaw office for more information (details on page 47).

Retired Members’ Committees

Every division has a consultative committee for retired members. The committees are nominated by branches and members serve for a term of three years. Speak to your local Usdaw office if you are interested in getting involved (details on page 47).

Funeral Grant

Both FLM and SMs are entitled to a union funeral grant which is the rate stated in the union rule book. The size of the grant relates to your previous contribution scale and current scale at date of death. Contact your local office for information (page 47).

Member options

Free Life Member or Superannuated Member?

If you take early retirement and carry on paying full contributions then you are still entitled to union benefits. From the age of 55, if you are retired you can remain in membership as either:

- **Free Life Member (FLM)** – you must have 30 years’ membership. As a FLM you pay no further contributions.
- **Superannuated Member (SM)** – you must have at least five years’ membership. As a SM you have to pay a small weekly contribution which will never increase. Current rates: Scale A – 35p, Scale C – 7p.

Certain conditions apply. For further details please contact your local office or check Usdaw’s Rule Book.



World mental
health day
10 October 2018

Social media is a great way of keeping in touch with people and updating users on what is happening around the world. However, being consistently switched on and connected is affecting the mental wellbeing of millions of people around the world.

In recent years, a number of potentially damaging impacts of social media have been identified.

Anxiety and depression

Recent research has also shown that four out

of the five most used social media platforms can actually make anxiety and depression worse. Seeing friends constantly on holiday or enjoying nights out may leave users with feelings of self-consciousness, low self-esteem and a pursuit of perfectionism which can manifest as anxiety disorders.

Sleep

Several studies have shown that increased use of social media, as well as the light from phone and tablet screens, can interfere with the body's

Social media and mental health

natural sleeping process. Poor sleep is linked to high blood pressure, diabetes, obesity and depression.

Body image

As technology has developed, the use of photoshopped, filtered and stage-managed images in magazines and on billboards has increased. This has given society unobtainable perceptions of body image.

Tips to manage the risks

It's not real!

Photos online may be heavily photoshopped, edited or staged and people will only share the happiest occasions. Therefore, social media rarely depicts real life.

Set times for social media

Social media platforms are engineered to keep users scrolling down or clicking on the next link. Allocating specific time slots can prevent endless scrolling.

Don't neglect your life offline

Developing and maintaining relationships and hobbies offline will automatically cut out excessive use of social media. Face-to-face interactions and socialising can offer a more complete experience of the world and should not be neglected in favour of digital interactions alone.

IT'S NOT ALL BAD!

Social media allows people to share their experiences, provide emotional support and turn to one another for practical strategies and coping mechanisms.

Social media can provide online communities for people who have similar thoughts or are experiencing similar difficulties. These groups can offer a safe online space for people from LGBT, ethnic minority or other communities.

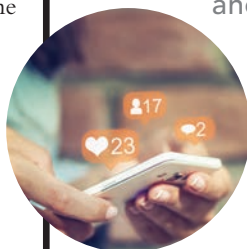


YOUNG WORKERS AND SOCIAL MEDIA

Usdaw is carrying out a survey to understand more about the impact of social media on young people and their mental health.

We are encouraging young members to fill in the survey and tell us about their experiences.

We will use this information to press for changes in the law so that employers give more support to people with anxiety, depression and other common mental health problems.



The survey only takes a few minutes to complete and you can access it here:

www.usdaw.org.uk/YWMentalHealthSurvey

MORE MEMBERS THAN EVER ARE ACTIVE USERS OF SOCIAL MEDIA



Image © Vasin Lee / Shutterstock.com

People of all ages take advantage of this great communication tool, but like any tool it can cause harm if not used properly. Most employers have a social media policy and are quick to take action against any employee that violates it.

To help you avoid falling foul of your employer's social media policy, Usdaw has compiled the following advice:

- Read your company's social media policy and ensure you understand it.
- Remember that your privacy settings might not be as private as you think, and

even if you've limited the audience of a post your friends may be able to share it with their friends.

- Don't be tempted to post insulting remarks about abusive customers or your colleagues online. You could be dismissed for this. Making comments about them will be treated in the same way as if you said it to them in person. Remember: If you wouldn't say it to a person's face, don't say it to them online.
- If you've called in sick but you're actually on holiday or in the pub, don't tag yourself there on social media. You can – and most likely will – be dismissed for this.

Social media and work

■ Be very careful what you post online while you're under the influence of alcohol. It will still be there in the morning and the damage will have been done.

■ Employers actively monitor social media for mentions of their company and will see negative comments as soon as they're posted. They also check out any potential employees so keep this in mind – something you post now may come back to haunt you in the future.

■ Don't post offensive material under the guise of 'banter'. Your employer will not tolerate the posting of any sexist, racist or homophobic remarks – and Usdaw has policies against it too.



HOW CAN USDAW HELP?

If you face disciplinary proceedings for an alleged breach of social media policy, always inform your Usdaw rep. Our reps are trained in issues of this nature and will be able to identify mitigating circumstances, if there are any. But the most important thing you can do is to think before you post. Avoid making negative remarks about your employer, colleagues or customers and you'll be fine.

If you become a victim of cyber-bullying – abuse, lies or threats posted on social media – report it to your Usdaw rep and your manager. All forms of workplace bullying are unacceptable and Usdaw will help you get it nipped in the bud. Although they may not specifically refer to cyber-bullying, your employer's social media and bullying and harassment policies will cover it.

Help AND support



■ If you think you may be suffering from poor mental health **contact your GP**.

■ **Usdaw reps** can provide advice and support if you are experiencing workplace difficulties. Contact details of your rep can be found on the Usdaw noticeboard.

■ For more information on this issue you can **download the Usdaw leaflet** on Social Media and Mental Health at: www.usdaw.org.uk/425

■ **Mind Infoline:** 0300 123 3393
or email: info@mind.org.uk

■ **The Samaritans:** 116 123 or: www.samaritans.org

MemberOffers

CARS & TRANSPORT

Car Hire
Commuter Club
Fiat
Startrescue
Usdawdrive
Vauxhall Cars
Vehicle Servicing

INSURANCE

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

MONEY & FINANCE

Debt Advice
Financial Advice
Mortgage Advice
Pensions Advice
Pensions Annuity Service
SureSave Savings Plan
The Co-operative
Credit Union

HEALTH & BEAUTY

Gym Membership
Spa Gift Cards and
Vouchers
Usdaw Health Plan
Usdaw Dental Plan
Vision Express

LEISURE & ENTERTAINMENT

Beer52
Cinema Tickets
Frankie & Benny's
Golf Membership
Magazine Subscriptions
National Trust Gift Cards
Online Ticket Store
Theme Parks and
Attractions
Virgin Experience Days

SHOPPING

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

HOLIDAYS

Airport Parking, Lounges
& Hotels
Cottage Breaks
Forest Holidays
James Villa Holidays
Hotels and Short Breaks
Mini-holidays
Parkdean Resorts
Pontins

MISCELLANEOUS

Funeral Planning
Gas and Electric
NUS Extra
Voice Mobile

Usdaw members
saved over
£5,500[#]
with
Holiday Extras

#Between January and June 2018

www.usdaw.org.uk/offers*

Find out more

www.usdaw.org.uk/offers*

*Terms and Conditions for individual offers on the website.

Why you should avoid posting on social media about your holiday

Your dream holiday is around the corner and you can't wait to be sat on the beach or explore a new city. Obviously you want to share it with your friends so you take to Instagram and Facebook and post all the details. BAD IDEA.

Research has found that posting a holiday selfie with your location services turned on or sharing travel plans on social media, could be revealing information that makes it very easy for burglars to target your empty home.

UIA Mutual Insurance looked at social media posts over a 30-day period last summer. Shockingly over 1,500,000 public posts, predominantly on Instagram, have been shared online, containing information about people's holidays, airport check-ins and pictures of passports and boarding passes.

Furthermore, a report carried out by home security experts Friedland interviewing 50 ex-burglars revealed that nearly 78 per cent of the burglars used social media to pick out potential places to rob. Three quarters also admitted using Google Street View to get a feel for the property.

Don't forget it's not just the usual holiday updates that could leave you vulnerable. Making

online customer service enquiries or complaints can also be a risk that you may not realise.

First and foremost you should make yourself familiar with your social media security settings, and those of your friends who may be likely to tag you. Why not wait until you get back before you share your snaps, that way you can pick the best bits and reduce your risk.



For more information on how to protect your home and tips and advice on how to stay safe on social media, please call 0800 376 0300 or visit <http://bit.ly/UIAtips>

Fed up with high energy bills?

Then join the Usdaw Collective Switching Scheme – **Ustaw Switch!**

It works by getting as many Usdaw members as possible to register their interest in taking part. Energy suppliers compete for your custom by offering bespoke, highly competitive energy deals.

The more members that register the better the offer.

If you have never switched energy before or not done so in the last 3 years, you could save hundreds of pounds. Usdaw members have already saved £17,000 since the scheme launched in February!

It's free to register and



there is no obligation to switch.

To learn more and sign up before the 8 October visit:

www.usdaw.org.uk/switch

People
LIKE you



Outstanding rep Omotayo is a familiar face around Manchester city centre

An opportunity to help people

If you work in a Tesco convenience store in Manchester then it's likely you'll have seen Usdaw rep **Omotayo Ogunmoroti**. The shift leader has been a dedicated activist across the region since 2004 supporting members and promoting the union.

Trade union family

Omotayo was born in Nigeria and moved over to England to study architecture in 2004.

"I knew all about the importance of trade unions from my parents who are both factory workers," said the 37-year-old. "They are proud members of the National Union of Textile, Garment and Tailoring Workers of Nigeria and my dad is actively involved as a social welfare secretary.

"When I started working for Tesco and found out about Usdaw I joined straight away and signed up to be a rep. Over the past 12 years I've become increasingly involved. I've

completed both Academies, Summer School11 and spent time on stand-down. I always attend divisional conferences, ADM, the TUC black members' conference and Usdaw's Black Members' Weekend where I help out.

"I try to be politically active too and last year campaigned with my local MP Rebecca Long Bailey to ensure a Labour hold in Salford and Eccles constituency."

Devoted rep

Omotayo lives with his wife Lenka in Salford and when he's not busy representing the union he likes to train at his local gym.

"Being an active rep does take up quite a lot of my time but I wouldn't have it any other way. I feel proud that I've established myself as a trustworthy and knowledgeable rep across Manchester. I just want to help people and I feel privileged to be able to do that."

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

www.usdaw.org.uk/bearep

Education for everyone

Lifelong Learning boosts employees' confidence, improves morale and gives employers a more motivated workforce

The Lifelong Learning campaign was launched in 1998. It aims to provide members with the chance to get back to learning.

Lifelong Learning offers on-site courses in conjunction with companies, local colleges and other course providers.

Since 2003 more than 74,000 members have returned to some sort of learning and more than 1,800 union learning reps have been trained during the last 11 years. Usdaw members have been studying basic maths, English, IT and introductory language classes.

Learning boosts employees' confidence, improves morale and gives employers a more motivated and skilled workforce. That's why Usdaw has agreed partnerships to access learning with many major companies.



COURSES AVAILABLE

A Play on Words - English Bitesize Course

A Play on Words is a short course using famous quotes to help individuals learn some basic English rules and to avoid some of the common mistakes made with grammar.

This course is free and now available on the Usdaw website at www.usdaw.org.uk/english

Maths or English GCSE

If you missed out on a maths or English GCSE and are interested in gaining an accredited qualification Usdaw might be able to help.

For more information on how to get started please contact the Lifelong Learning team at unionlifelonglearning@usdaw.org.uk

Usdaw Distance Learning courses

Usdaw in conjunction with a network of colleges and national training providers offer a range of level 2 nationally accredited distance learning certificate programmes.

Distance Learning courses are free to members in England and Scotland. However, in Wales or Northern Ireland there may be a charge for distance learning courses.

To find out more information or register for a course email unionlifelonglearning@usdaw.org.uk

Distance Learning Courses offered

Customer Service Knowledge, **Team Leading Knowledge**, Principles of Business and Administration, **Employability Skills**, Understanding Retail Operations, **Information and Advice and Guidance**, Counselling Skills, **Equality and Diversity**, Mental Health Awareness, **Nutrition and Health**, Preparing to work in Adult Social Care, **Working with individuals with Learning Disabilities**, Dignity and Safeguarding in Health and Social Care, Care and Management of Diabetes, **Common Health and Conditions**, Infection Control, **Safe Handling of Machines**, Dementia Care, **End of Life Care**, Understanding Autism.

Light work

Q I am a shelf-filler in a large supermarket. To save energy management have started to turn down the lighting at work on the night shift. It is difficult to see and I have started getting headaches. Can they do this?

We all agree that we must save energy but not at the expense of workers' health or safety. Regulation 8 of the Workplace (Health, Safety and Welfare) Regulations states: *Every workplace shall have suitable and sufficient lighting.*

The Approved Code of Practice to the regulations says: *Lighting should be sufficient to enable people to work, use facilities and move from place to place safely and without experiencing eye-strain.*

HSE guidance recommends minimum levels of light for particular tasks. Speak with your Usdaw rep in your store or your area organiser and they will discuss the issue with management who can carry out a lighting risk assessment.

Foot the bill

Q I have a medical condition that makes my feet sore. The new safety shoes make it worse. I've been told that if I want different safety shoes I'll have to pay for them myself. Is this true?

No. If your employer has done a risk assessment and decided that safety shoes have to be worn, then they must provide you with a suitable pair free of charge.

According to the Personal Protective Equipment (PPE) Regulations, they must take account of ergonomic requirements and the state of health of the person wearing the PPE. The shoes must also be capable of fitting the wearer correctly. So if you have a health condition that makes the ordinary shoes provided unsuitable they have to provide a suitable type and size for you to use.

Toilet dilemma

Q The toilets at work are being repaired but I have a condition that requires

me to use them frequently. We've been told to use the toilets in the nearby shopping centre but surely they should send us home if we don't have these facilities on our own premises?

Regulation 20 of the Workplace (Health, Safety & Welfare) Regulations says that suitable and sufficient sanitary conveniences shall be provided at readily accessible places.

If the toilets are broken and your employer is doing all they can to repair them as soon as possible and they have made provision for alternative toilets then they will have satisfied the legislation.

Dust cover

Q I work on the nightshift in a superstore. Last week contractors turned up to replace tiles in the produce aisle. There was a lot of noise and dust produced. My mate and I both suffered with coughs and irritable eyes and I had an asthma attack the next day. When I asked if the dust was harmful, the manager just told us to get on with our work. Is this right?

It is possible that the irritation from the dust contributed to your asthma attack.





SEND YOUR QUESTIONS TO ARENA'S HEALTH EXPERTS:

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

Your employer should have checked with the contractor to make sure a risk assessment was done to control the dust produced before the tiles were removed.

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

It would have been better if management had checked in advance whether there was anyone with breathing problems who might be affected by the dust from the maintenance job.

Cold start

Q It might seem odd after such a hot summer but I worry that winter is on the way. After last winter's bad weather how can we keep safe in dark, cold, wet and icy weather?

The severe weather last winter was certainly a test of businesses' ability to cope. The snow and ice in the long cold spell caused serious risks for pedestrians and drivers and frozen pipes and faulty heating systems also made life difficult. Employers ought to be learning the lessons from last winter and preparing now

for the winter ahead.

■ Maintenance on heating systems should be done before the weather turns cold. If there were pipes which froze last winter or areas in the car park, yard or paths that were flooded or iced up, it is better to do remedial work now before the cold weather arrives.

■ Good lighting in and around the workplace can also reduce the risk of an accident when darker nights and mornings creep in.

■ Weather-resistant warm clothing is also important when working in cold conditions outside or even indoors where it is difficult to maintain minimum temperatures. This should be issued as Personal Protective

Equipment (PPE) if a risk assessment dictates and should not be left to the whim of a manager.

Where members drive for their job, employers should make sure that vehicles are fully serviced and where necessary modified for winter driving.

Employers should also timetable refresher training on defensive driving in winter weather by telling drivers to: check the weather forecast before doing any deliveries, carry a mobile phone, know their route, carry a shovel and blanket for emergencies, take a flask of hot tea/coffee and abandon a journey if you think it isn't safe.

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

Friends old and new

Usdaw get-togethers and conferences are popular events for members

In the last few months Usdaw has hosted the Food Manufacturing, Warehouse and Distribution and Pensions Conference, as well as the LGBT Weekend. Conferences are a good way for

reps to meet and discuss the issues affecting their sectors, share best practice and get updates from union experts. Updated and upskilled reps will provide better support and advice to their members.





Clockwise from top left: LGBT Get-together, Food Manufacturing conference, Pensions conference and Warehouse conference

Sign up a friend and you could win **£250!**

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

sign them up now using the form opposite...

Join Your Union
Usdaw
www.usdaw.org.uk



Your chance to **win!**

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

The new weekly rates (applicable from 2 July 2018) are **£2.42 for Scale A** (applicable to full-time and part-time workers) and **£1.55 for Scale C** (applicable to part-time workers only)

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RECRUITERS
WILL WIN

£250

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THE **FIRST TO BE**
PULLED OUT OF
THE HAT!

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FORM TO
SIGN UP A FRIEND
AND ENTER THE
PRIZE DRAW

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You can also enter online:

www.usdaw.org.uk/recruitafriend

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



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

Please tick the appropriate box

Ms Miss Mrs Mr Mx Other _____ Female Male

Surname _____

Forename _____

Full Postal Address _____

Postcode _____

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

Email _____

Date of Birth

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

 Age _____

Company Name _____ Occupation _____

Workplace Address _____

Postcode _____

Location Number _____ Employee No. _____

Have you been a member of Usdaw before? Yes No

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

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

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

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

For Members Paying by Payroll

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

Privacy Notice

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

Member's Signature _____ Date _____

Recruiter's Name _____

Recruiter's Membership No. _____

arena -crossword-

Win!
£50

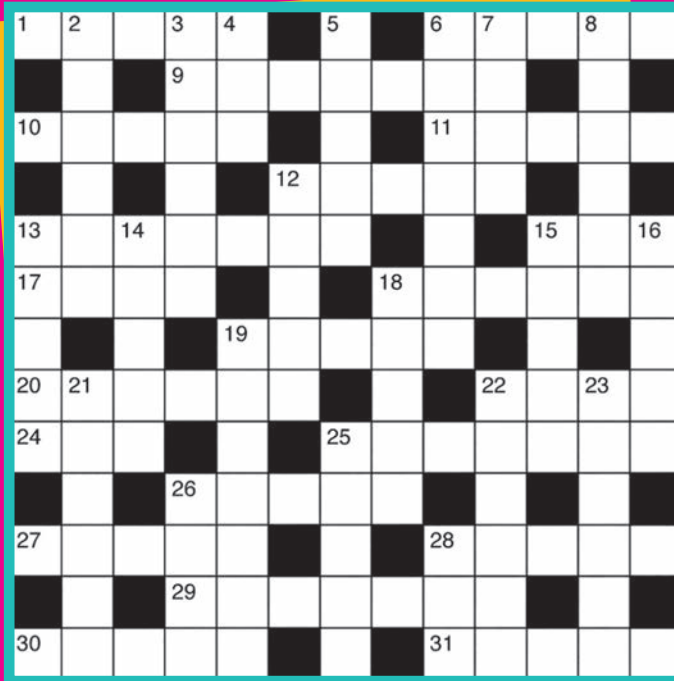
Three lucky members will each win £50 if they correctly answer the crossword clues below. Closing date 8 October 2018

(Not open to Usdaw staff)

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usdaw.org.uk/uia



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.**

arena Summer £50 winners:

Alison Joyce
West of Scotland Morrisons
Thelma Thomas
Penwith Kerrier
Patricia Veale
NW Co-op Group Retail

ACROSS

1. Harvests (5)
6. Tented areas (5)
9. Porridge ingredient (7)
10. Freshwater fish (5)
11. American cattle farm (5)
12. Defeats (5)
13. Bony (7)
15. Beverage (3)
17. Inert gas (4)
18. Contemporary (6)
19. Wading bird (5)
20. Fisherman (6)
22. Nincompoop (4)
24. Falsehood (3)

25. Unusual (7)
26. Mr Els, golfer (5)
27. Female garment (5)
28. Dismisses from employment, informally (5)
29. Part cut off (7)
30. Foreign (5)
31. Kingdom (5)

DOWN

2. Relating to horses (6)
3. Toy weapon (6)
4. Speak (3)
5. Fossil resin (5)
6. Humorous drawing (7)
7. Unfortunately (4)
8. Wrinkle (6)
12. Bread maker (5)
13. Yearly chronicle (5)
14. Deep ravine (5)
15. Male voice (5)
16. Leg joint (5)
18. Film (5)
19. Make cheerful (7)
21. American coin (6)
22. Starvation (6)
23. Trying experience (6)
25. Nativity (5)
26. Gaelic (4)
28. In favour of (3)

Communication

From Aberdeen to Plymouth, Usdaw has offices across the UK

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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 freephone national helpline **0800 030 80 30** to be connected to your local office.

The union's head office is:
188 Wilmslow Road, Manchester, M14 6LJ
Tel: 0161 224 2804/249 2400
email: enquiries@usdaw.org.uk, www.usdaw.org.uk

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

Let us know if your details change...

www.usdaw.org.uk/update

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