

# NETWORK

The bimonthly magazine for Usdaw activists | [www.usdaw.org.uk](http://www.usdaw.org.uk) | November/December 2013



## MEMBERS AT HEART OF UNION

### ■ Activist-in-depth Tasha Love

HGV driver from the Southern division talks to *Network* about life on the road  
page 19



### ■ Transport activists meet up for annual event

Usdaw has a large well-organised presence in the transport sector with hundreds of reps  
page 20



### ■ Young workers take centre stage

Activists at the annual national youth weekend talk about their union involvement  
page 24



# Policies please

General secretary John Hannett's comment



There's now a clear divide about what the different political parties are offering working people and looking back on 2013 it's clear to see that the Coalition has little for Usdaw members. We've seen VAT increased, tax credits cut and inflation outstrip pay rises meaning a cut in real terms for most of our members.

On top of that utility bills have rocketed, fuel prices have spiralled and unemployment remains stubbornly high. Despite the Coalition's claim that the recovery has begun our members have yet to see any sign of it.

Meanwhile the Labour Party has begun to put forward some exciting and welcome policy proposals as it looks ahead to the general election in around 18 months time. Labour has pledged to scrap the hated 'bedroom tax', freeze energy bills and tackle youth unemployment. It has also committed to taking a serious look at the exploitation around zero hours contracts which may go some way to tackling the under-employment epidemic in the economy. Usdaw will continue to press all politicians on the issues that matter to our members but it's clear only Labour will listen. Ed Miliband has spoken about a 'cost of living crisis', something our members know only too much about. I'm sure Labour can now turn the political tide and offer hope for the majority of workers.

## Credit to our hard-working reps

Looking ahead to 2014 Usdaw will enter the New Year full of confidence. Our membership continues to grow, in very difficult circumstances, thanks to the dedication of our reps and officials. Our successful organising strategy, our Academies and our stand-down reps puts us in a great position to take our influence further over the coming months. On behalf of the executive council I want to say a big thank you to our team of reps for all of their hard work. I've been a rep and know how difficult it can be, but without our reps the union doesn't exist. So I'm looking forward to next year confident but not complacent, determined to build on our success and convinced by working together we will continue to be the fastest growing union in the UK.

A Happy Christmas and a prosperous New Year to all our members.

**U**sdaw  
Union of Shop, Distributive  
and Allied Workers

Labour has pledged to scrap the hated 'bedroom tax', freeze energy bills and tackle zero hours and youth unemployment

**USDAW**

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

**Network is published bimonthly and distributed to Usdaw activists.**

**Published by:**

**U**sdaw

188 Wilmslow Road  
Manchester M14 6LJ

T 0161 224 2804

F 0161 257 2566

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

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

## HEAD OF MEDIA & COMMUNICATIONS

Mike Glover

## EDITOR

Peter Rees-Farrell

## REPORTER

Mairead Bradley

## EDITORIAL ASSISTANT

Sarah Bailey

## OTHER CONTRIBUTORS

Sarah Bailey, Jo Bird, Ruth Cross,

Tony Larkin and Doug Russell

## PHOTOGRAPHERS

Della Batchelor, Pete Hill, Michael James, Rez Javied, Michael Marker, Mike Norman and Ian Sadler.

For circulation enquiries contact your divisional office.

Paper is sourced from sustainable forests.

## ADVERTISING

Century One Publishing Ltd

T 01727 893 894 F 01727 893 895

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

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

## ADVERTISING MANAGER

David Murray T 01727 739 182

E [d.murray@centuryonepublishing.ltd.uk](mailto:d.murray@centuryonepublishing.ltd.uk)

**PRINTED BY:** Buxton Press



Follow us  
@UsdawUnion



Subscribe to  
UsdawUnion



Follow us  
UsdawUnion

© Usdaw 2013

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.





# ALL SIGNED UP

## RECRUITMENT & ORGANISING

It's been another hugely successful year for Usdaw with membership climbing to more than 433,000 a figure last seen in the early '80s, but the union isn't resting on its laurels and is continuing to invest in reps' training, taking on more Academy trainees and using more stand-down reps.

**Pages 22–23**



### 04 In the news

Usdaw is looking to recruit for next year's Academy1, union members are worse off now than three years ago and Respect Week launched in Scotland.

### 08 Summer School2

Experienced reps spent eight days on this residential course and had a choice of three subjects to study in-depth, *Network* called in to find out what the activists thought of it.

### 10 Retail Trades Conference

The second biggest conference in the union's calendar attracted reps from across the UK for a weekend of debates, discussions and decisions.

### 12 Labour's new policy proposals

Labour leader Ed Miliband announced important policy plans at this year's conference and Usdaw's delegation was there to offer him their full support.

### 15 Getting ready for Membership Week

Reps are being urged to get ready now for January's Membership Week and to make sure their workplaces are as well organised as possible.

### 20 Transport Conference

Health and safety in the sector dominated proceedings at this year's national conference as delegates from across the UK gathered in Cheshire for the two-day event.

### 24 National Youth Weekend

Usdaw wants more young workers involved at every level of the union and the national youth weekend is one way of bringing together young activists from across the UK.

### 27 Equality issues on the agenda

Workers aged over 50 are finding it increasingly difficult to juggle their family and work commitments while many feel excluded from the labour market despite legal protection.

## Regulars

**14 Member services** Find out if Usdaw can save you money

**26 Staff news** The latest appointments and promotions

**28 Health and safety** Keep informed on all the safety issues

**30 Letters** What reps are saying about work and life

IN BRIEF



**Big win for Labour in Scottish by-election**

Former Usdaw research assistant Cara Hilton won the Dunfermline by-election for Labour in October taking the seat from the SNP with an almost 3,000 majority. Holyrood's newest MSP said: "It's time for the SNP to focus on the real priorities of Scots, not its constitutional obsession. The people of Dunfermline deserve better."



**Members at Co-op retail agree pay deal**

Staff covered by the retail co-operative agreement have voted overwhelmingly in favour of a 2.5 per cent pay rise effective from October 1 this year. The increase will take the minimum rate of pay to £6.57 an hour.

**ZERO HOURS CONTRACTS**

Tell Usdaw what you think...

Complete the survey at:

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

# Scotland's Respect

Activists and officials in Scotland launched Respect Week at the Holyrood parliament just as a new Usdaw survey showed that one in six shopworkers had not reported a violent attack to their manager or the police.

General secretary John Hannett said: "These are worrying figures and I would urge shopworkers to report all incidents, to give us and the employers the chance to tackle the problem."

"Our message is very clear: Abuse and physical attacks are not part of the job!"



## Survey highlights workers' gloom

Nine out of ten Usdaw members are worse off now than they were three years ago, a new survey has shown.

Cuts to hours or overtime, cuts in tax credits and other in-work benefits have been blamed for the alarming fall in living standards.

The union's survey of almost 900 members also revealed that:

- 56 per cent are struggling to pay fuel bills.
- 53 per cent are struggling to pay food bills.
- 45 per cent are struggling to pay their rent/mortgage.

Members were also worried about cuts in police numbers, the cuts to the NHS and cuts to local amenities and transport.

General secretary John Hannett said: "It is clear from what Usdaw members have had to say that it's hard-working families who are bearing the brunt of the Government's cuts."

"Our members and their families are struggling to make ends meet and the cuts are causing terrible hardship. Enough is enough and it's time for the Government to stop dipping into the pockets of

hard-working people and taking away the support they need.

"It's time for the Government to face up to the cost of living crisis facing Usdaw members and many hard-working families across the country."

"We need the Coalition Government to act to put money into families' pockets by cutting VAT and stepping in to stop the fuel companies' repeated price hikes."

"Labour's pledge to freeze energy bills and cut the bedroom tax will help our members enormously."

## Officer class

Newly elected branch officers gathered in Warrington in November for the tailor-made six-day training course.

All aspects of running a union branch were looked at as well as how the branch fits into the divisional and national structure of Usdaw.

The activists also get to meet up with the general secretary John Hannett and deputy general secretary Paddy Lillis for a question and answer session.



**Win a Kindle**  
 Courtesy of **LIGHTHOUSE FINANCIAL ADVICE**  
 VISIT: [WWW.USDAW.ORG.UK/WIN](http://WWW.USDAW.ORG.UK/WIN)  
 Sponsored by Lighthouse FA. Closing Date 4 January 2013. [www.usdaw.org.uk/zero](http://www.usdaw.org.uk/zero) terms apply. 1000/1113



# NOW RECRUITING FOR NEXT YEAR'S ACADEMY1

While graduates of this year's Academy1 celebrated their 'end of term', plans are already in place to sign up next year's intake.

The class of 2013 met up in Manchester for their farewell get-together in November where deputy general secretary Paddy Lillis congratulated the team for their outstanding efforts during their six month secondment.

"Our Academies are the envy of the trade union movement," said Paddy. "Our activists are the best trained, the most supported and have delivered excellent results again this year. Many thanks to all of them."

"We are now inviting applications for next year's Academy1. So if you are a motivated, hard-working rep who wants to spend six months recruiting and organising in your division you should apply now. The postcard in this issue will give you more details."



370

The number of reps who have completed Academy1 since it began in 2003

## Save on our Funeral Plans

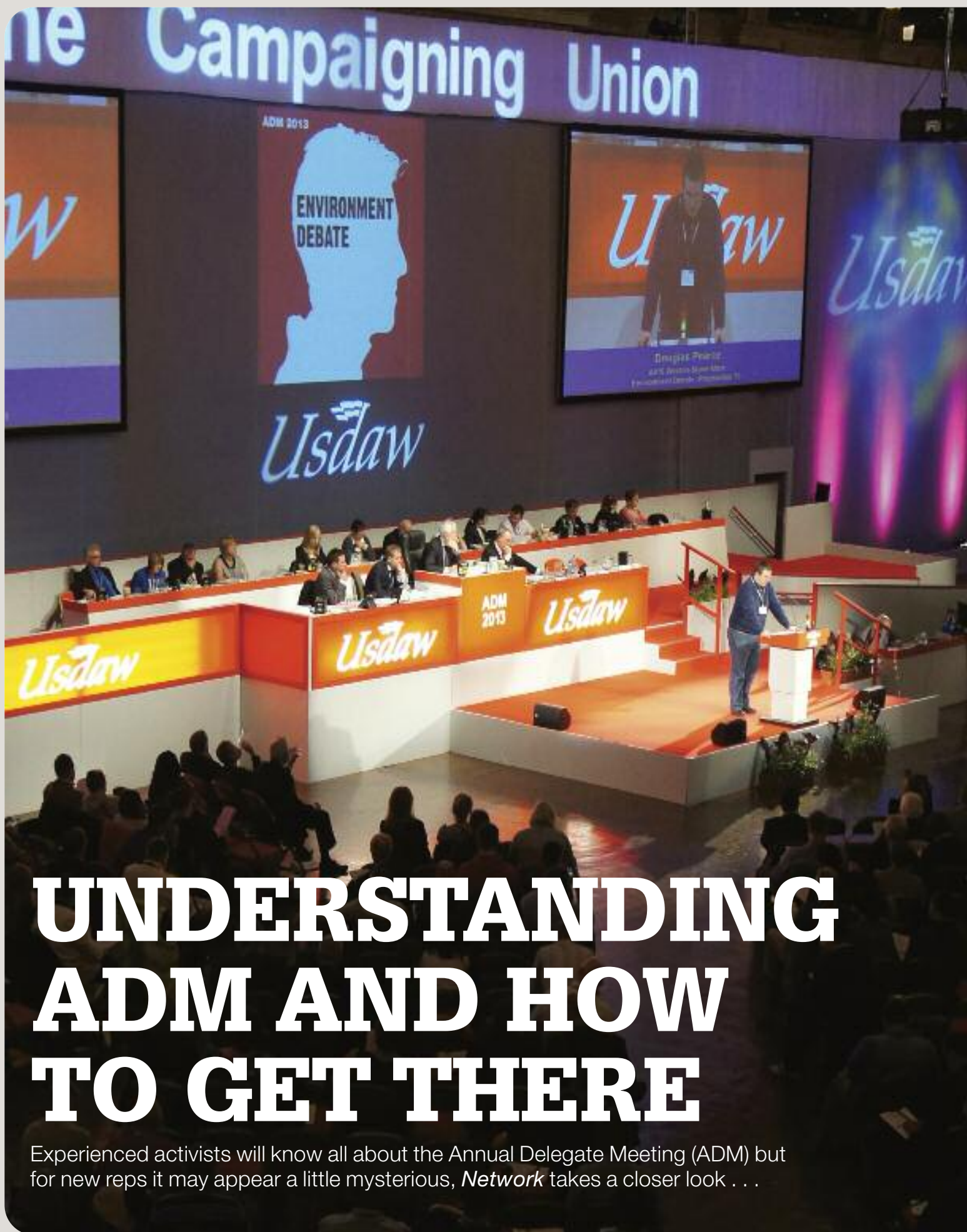
Because as an Usdaw member you and your immediate family can benefit from

- **£25 off** our Funeral Plans
- **10% discount on** professional services

The **co-operative** funeralcare

10% discount applies to funeral director professional services fees only (as detailed on price list and estimate form provided at the time of arranging a funeral) and excludes discounts on the Simple Funeral, supplementary services, coffin/casket selection, additional services and payments made on your behalf (e.g. clergy, doctors fees, crematorium/burial charges). The funeral plan offer applies to new cremation and burial plans purchased through a Co-operative Funeralcare home. The offer does not apply to funeral plans paid for by the fixed monthly payment option. Offers cannot be used in conjunction with any other offer and are valid until 31.12.14. All offers are not retrospective. Our business terms and conditions apply. This does not affect your statutory rights. MKT113/176.

The Co-operative Funeralcare is a trading name of Funeral Services Ltd, part of Co-operative Group Limited.



# UNDERSTANDING ADM AND HOW TO GET THERE

Experienced activists will know all about the Annual Delegate Meeting (ADM) but for new reps it may appear a little mysterious, *Network* takes a closer look . . .



## ADM Q&A

### What is the ADM for?

The ADM sets the rules, policies and priorities for the union. It also sets the level of subscriptions and benefits.

### Who goes to the ADM?

On the platform sit the **general secretary**, the **deputy general secretary**, the **president**, the **executive council**, and the **executive and administration officer** and **central treasurer**.

On the conference floor sit **delegates** elected by their branches, the bigger the branch the more delegates they are allowed to send. Only delegates are allowed to vote and therefore decide on whether a **proposition** is adopted or rejected.

Divisional councillors are also allowed to attend and sit on the conference floor but are not allowed to vote (unless they are branch delegates).

### How do I become a delegate?

First of all you have to go to **branch meetings**. All reps belong to a branch which may hold regular meetings, either monthly, quarterly, bi-monthly or biannually. To find out when your branch meets ask your local rep or contact your local office.

Your branch may be workplace based or it may include other stores/workplaces in your area. If yours is a general branch it may include other companies too, again within a certain geographical area.

Your branch may have its own branch committee and may run its own union business, alternatively it may be run by an area organiser.

Your branch is identified with your divisional letter, either A (South Wales & Western), C (Eastern), E (Midlands), F (North Eastern), G (Scottish), H (Southern) or K (North West) and a number, so for example if you work for Tesco in Leeds you will be in branch F146 Leeds & District Tesco. Your branch number will be on your membership card.

Once you have found out the details of the meeting, go along and put yourself forward. There will be a vote if more activists put themselves forward than the branch is allowed to send (for example branches with 500 or fewer members can send one delegate, two delegates allowed for branches with 1,000 or fewer members, three for branches with 1,500 and so on).

**Delegates' expenses for attending ADM are paid for by central office.**

### Are visitors allowed?

Branches can send visitors to observe the ADM but they are not allowed to vote in debates and sit overlooking the main hall.

### How do I become a visitor?

Again it is the same process as being chosen as a delegate with the branch being at the centre of everything. **Ask at your next branch meeting.**

However, how many visitors a branch sends to the ADM is often dependent on the level of branch funds. Unlike delegate's expenses the branch has to pay its visitor's expenses.

### What happens at ADM?

Debates are held and decisions made on a range of topics.

Delegates make the decisions by voting on the propositions appearing on the **Final Agenda Paper**. Again this process starts with the branches, which submit propositions (maximum of three per branch) for consideration by the executive council at central office for inclusion on the **Preliminary Agenda Paper**. If these are accepted they are collated and sent out to branches which then consider all of the propositions.

Branches can submit amendments to the propositions which if accepted are included on the **Interim Agenda Paper**. The day before ADM the Final Agenda Paper is prepared and this forms the topics of debates and schedule for the duration of the ADM.

Each proposition is usually moved by the delegate from the branch that submitted it. It is then seconded and then debated by delegates who want to speak. Either the general secretary or deputy general secretary reply to the debate and advise conference of whether the executive council supports or opposes the proposition.

A vote is then taken on a show of hands and the proposition is either carried or lost. Where the vote is close a card vote is taken to determine the outcome.

### When and where is the next ADM?

Next year's ADM will be held at the **Winter Gardens Blackpool** from **Sunday May 4 until Wednesday 7 May**.

Some delegates may have to attend on the Saturday 3 May although they will be notified in good time if this is the case.

## ADM 2013

Guest  
speaker



Ed Miliband, Labour Party leader

## ADM 2012

Guest  
speaker



Yvette Cooper, shadow home secretary

## ADM 2011

Guest  
speaker



Ed Balls, shadow chancellor

For more information download:  
**Members' Guide to the  
Annual Delegate Meeting**



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

# EXPERTISE ON OFFER AT SCHOOL

## Summer school2 2013

**E**xperienced activists descended on Wortley Hall for the popular summer school2 course – an eight-day residential course held at the impressive former stately home near Sheffield.

Reps could choose from three options – women and organising, unions and organising and politics – to study in-depth during an intense but enjoyable week in a relaxed, informal setting.

Summer school2 is aimed at more experienced reps and is open only to activists who have been on summer school1 or Academy1.

### Relebohile 'Lebo' Phakoe

Tesco rep Lebo was in the women and organising group. "The week was a real eye-opener for me. We looked at health, the pay gap, equality, flexible and part-time working and the difficulties faced by women having to juggle their home and working lives," she said.

"There was lots of information which helps you deal with your employer. I've also found friends ask me about issues at their workplaces and, while I tell them I'm not a solicitor, I do offer them advice and what can be done.

"Being a rep has changed me a lot. I've grown as a person and this has given me the confidence to go and recruit in other stores and companies. It's been a fascinating journey for me and given me thirst to learn more. When I started I didn't have a clue, but over the last three years, the training courses and the support I've had has been excellent."

### Matthew Heard

Tesco rep Matthew chose the politics group as he looks to build on his knowledge and get more involved in his local Labour Party. "I learnt a great deal about Labour's history and how it introduced the NHS after the second world war," he said. "Politics affects everything we do so this course was just right for me. I'm on our divisional political committee and a member of the Labour Party, even though it's a Conservative seat where I live in Devon, so a lot of hard work ahead.

"We had a range of people in our group and it was good to hear about the political differences across the country. It's a really well organised school, I'd recommend it. I'm looking to get more training under my belt in the New Year.

"Only Labour will look after the workers so we have to get that message across."

### Ryan Fitzsimons

Northern Ireland Asda rep Ryan already has four years' experience under his belt. "I love being a rep, it's challenging and I want to keep making progress," said the 24 year-old.

"I was in the organising group and it was very useful. We did a street campaign in nearby Sheffield on the introduction of tribunal fees and that went very well.

"I've also used the Supporting Parents and Carers campaign in our store and that was very successful.



Find more at:  
[www.usdaw.org.uk/training](http://www.usdaw.org.uk/training)

"My highlight of the week was listening to equalities officer Jo Bird speak on the Equalities Act.

"Our group had a great mix of people with everyone participating and working together. I enjoyed the week and will be looking at applying for the Academy1 next year."

### Ann Poole

Veteran rep Ann from Sainsbury's in Camberley has been active for 22 years. "I did summer school1 a few years ago but because of domestic



CLASSMATES: Below, from left; Ann Poole, Relebohile Phakoe, Moira Maxwell, Matthew Heard, and Ryan Fitzsimons.





“I enjoyed the week and will be looking at applying for Academy1 next year”

demands had to wait until coming on the follow-up school where I was in the organising group,” she said.

“It didn’t matter that I didn’t know anyone because I was made to feel very welcome and made many new friends. Coming on any course always invigorates you and even though I’ve a few years on my Usdaw clock you’re always learning something new.

“I’ve thoroughly enjoyed summer school2 it’s one of many excellent union courses I’ve been on over the years.

“Being a rep has certainly changed me. I tend to look more closely into things and argue my point more determinedly. Even when I’m out shopping I won’t stand back if a customer has a go at a shopworker – I’ll stick up for them. Once a rep – always a rep.”

### **Moira Maxwell**

Tesco night shift rep Moira went to summer school1 last year and was in the women and organising group. “This was an intense course,” she said.

“Lots of information, lots of hard work but very informative and very enjoyable. The group worked well together and everyone was friendly. All-in-all a brilliant, fantastic week.

“We looked at lots of different issues including mental health and pensions and all of this knowledge helps you when you get back to work.

“Usdaw training courses are very good and give you bags of confidence. I’m looking at getting a proposition to ADM next year.

“Wortley Hall is a beautiful place, the staff are lovely and it’s a great venue for summer schools.”



# RETAIL CHECKED OUT

The Retail Trades conference is the second biggest event in the union's calendar bringing together activists from across the UK for an in-depth look at what's happening in the sector

## Paddy Lillis

Usdaw's strategy for retail, backed up by its network of activists and officials, has seen both membership and influence grow in this key sector, deputy general secretary Paddy Lillis told conference.

"We know there are real challenges ahead including zero hours contracts, violence and abuse of staff and the Coalition's attack on employment rights," he said. "But our organising agenda, our Academies, our reps on stand-down and our area organisers are giving us an increasingly higher profile."

"Our success has seen our retail membership increase by more than 10,000 in the last 12 months, and since 2010 we have increased our retail membership by 38,000 – that's more than 12 per cent."

"We know many workers, particularly in the public sector, are facing pay rises of one per cent at best, after three years of a wage freeze. Usdaw members in the retail sector last year received two and 2.5 per cent increases – and while still below inflation this still represents a real achievement in difficult economic times."

Paddy went on to outline the union's work often 'behind the scenes' on a wide range of employment issues including; grievance and disciplinary procedures, better facility agreements, greater access to new starters at inductions and pressing for a decent festive break for staff.

"We know retail is a successful, profitable, and important part of the economy and where employment levels continue to grow. Our aim is to ensure our members share in this success and get fair treatment at work."



“ Since 2010 we have increased our retail membership by 38,000. ”

## John Hannett

The Coalition has presided over the most depressing period in recent history that has seen a massive growth in in-work poverty, the rise of payday loan sharks and the widespread emergence of foodbanks, general secretary John Hannett told delegates.

"We have one million young people unemployed, we have a housing shortage and yet the Coalition cut taxes for millionaires," he said.

"We have seen utility bills rocket, there is an epidemic of zero hours and short hours contracts and still low pay persists – it's a national scandal."

"All of this underlines just how important politics is to our members and I'm delighted we had a massive yes vote to retain our political fund. This means we can continue to speak up for our members at Westminster, in our campaigns and in the

UK's workplaces.

"We know there will be a general election in 18 months and we have to speak up for our members about their concerns both at work and in the community, on the NHS, on housing, on pensions, and much more."

"We know the Coalition wants to set worker against worker, private against public sector, the haves against the have-nots. Don't fall for it."

"Our collective strength will deliver far more than we can as individuals, that's why our political voice will be heard loud and clear over the coming months."



### Employment Rights Under Attack

Delegates also considered the impact of changes introduced by the Coalition since 2010, including:

- Introduction of employment tribunal fees
- Increase in the qualifying period to claim unfair dismissal
- Reducing consultation rights on redundancies





**Paddy Lillis**  
Deputy general secretary

### Guest speaker, Andy McNab

Ex-soldier turned best-selling author Andy McNab addressed conference on his journey from troubled teenager to strong advocate for the importance of literacy among adults.

"I came to realise at an early age I wasn't thick, but I was uneducated. It's important we get our children to read more and if more parents read that will encourage our sons and daughters to do the same," he said.

## Delegates agreed that . . .

Constant changes to staff scheduling are happening too often, with little consultation and maximum disruption to workers' work/life balance. Workers should get a three week rota with any changes mutually agreed and with no less than 48 hours' notice given, **Anna Cockle from South Wales and Western division.**

National officers should negotiate for separate facilities for those people smoking electronic cigarettes to be available at workplaces especially to help workers give up smoking, **Lesley Jarvis from the Southern division.**

Staff employed as butchers by Sainsbury's should receive a skills payment and despite the claim being turned down in the past the issue should be pushed more firmly, **Neil Ford from the Scottish division.**

Tesco should install clocking in machines at its petrol filling stations so staff do not have to start extra early and finish late because of tilling up procedures, **Janette Parker from South Wales and Western division.**

Staff need clearer guidelines on the Think 25 policy as checkout operators are at risk of prosecution and disciplinary action. It is not easy to guess someone's age and staff should be supported not disciplined or prosecuted if genuine mistakes are made, **Sheridan Saint from the North Eastern division.**

Sainsbury's should base their bonus payments on hours worked by staff and not their contractual ones. This leads to a massive discrepancy between staff even though many part-timers will have worked more than their contracted hours on a regular basis. Payment should be based on P60 earnings, **Sonny Ross from the Scottish division.**

Tesco should change its SYA policy on compassionate leave so members of staff who are undergoing treatment for conditions such as cancer, are paid regardless of length of service. This would go a long way in alleviating the financial worries and concerns of someone who, through no fault of their own, finds themselves seriously ill and unable to attend work, **Rob Coleman from the Southern division.**



Top from left: Sonny Ross, Anna Cockle, Rob Coleman and Sheridan Saint  
Bottom from left: Raktima Sarkar, Lesley Jarvis, Neil Ford and Janette Parker

# LABOUR TO OFFER HOPE

Important policy commitments were announced by Labour at the Party's annual conference in October, Usdaw's delegation was at the forefront of the important debates



Usdaw for Labour...Paddy Lillis, Ed Miliband and John Hannett



Above: Usdaw's delegation at the Labour Party C  
Below (l-r): Delegates Brenda Bell and Peter Wol

  
for more  
pictures visit:  
[www.usdaw.org.uk/gallery](http://www.usdaw.org.uk/gallery)

## Paddy Lillis in jobs call

**T**he UK is crying out for quality jobs with decent rates of pay and that use or enhance the skills of workers, deputy general secretary **Paddy Lillis** told a Fabian Society fringe meeting on full employment.

"We know full employment benefits both those out of work and those in work, because the fewer unemployed the less scope there is for exploitation of working people," he said.

"While we welcome the recent fall in the jobless figures, the statistics also show that part-time work is at a record high.

"We wholeheartedly welcome Ed Miliband's commitment to tackle zero-hours contracts, because it is important that full employment should also be good quality employment.

"In a recent Usdaw survey of our young members, only 15 per cent said they felt that their current jobs make full use of their skills. Having this many underused and undervalued young people in our workplaces is

**“ We wholeheartedly welcome Ed Miliband's commitment to tackle zero-hours contracts, because it is important that full employment should also be good quality employment ”**

bad for the individual and for their employer.

"Full employment is our goal but it has to be achieved with jobs that provide people with a reasonable standard of living. We want good quality jobs that allow people to provide for themselves and their families, ensuring a decent quality of life that benefits both the society and the individual."

■ For a copy of the Fabian booklet *The Road to Full Employment* written by Liam Byrne MP, visit: [www.fabiansociety.co.uk](http://www.fabiansociety.co.uk)



## John Hannett on Labour's wi

**T**he Coalition Government has done untold damage to the livelihoods of working people, undoing much of the good delivered by Labour in government for 13 years, general secretary **John Hannett** told conference.

He reminded delegates that Labour can achieve nothing in opposition and appealed for unity across the trade union movement.

"Some people say all politicians are the same, but our members can see the difference between this Coalition and previous Labour governments," he said. "The current Government is also hell bent on an ideological attack on workers' rights.

"Our members are having to work harder for less than average pay. There is no doubt that rising bills and low wages mean life is getting harder for millions of families, with average pay having fallen in 38 out of 39 months since David Cameron





conference.  
life with president Jeff Broome; and MPs Caroline Flint, Chuka Umunna, Harriet Harman, and Andy Burnham



## Planning policies

became prime minister."

John Hannett contrasted current policies to a future Labour Government and the priorities and policies outlined by Labour leader Ed Miliband which include:

- Freezing energy prices.
- Tackling the reduction in tax credits – so working people will see more of what they earn.
- Enforcing the minimum wage more vigorously, so that it protects the most vulnerable, and a Living Wage for all those five million people who are paid less – in both the public sector and the private sector.
- A Compulsory Jobs Guarantee providing a paid job for all young people out of work for more than 12 months and adults out of work for two years or more.
- Action to tackle the claw-back of earnings from tax credits and from Universal Credit to reduce in work

“ The Coalition is hell bent on an ideological attack on workers’ rights while our members are having to work harder for less than average pay ”

poverty and increase the incentive to work. The Government plans to claw-back up to 76p in every additional pound earned by a worker on Universal Credit.

“These are policies to offer hope to hard-working families and to inspire our great movement to work together for a Labour Government again.

“So whatever section of the Labour movement we come from we must work together. We need a modern Labour movement working for fairness, equality and justice.”

## Ed Miliband has pledged to:

### Scrap the bedroom tax

More than 50,000 people affected by the bedroom tax have fallen behind on rent and face eviction, recent figures revealed.

Some of the poorest people in society, who were already finding times hard in this cost of living crisis, were suddenly denied the housing benefit they relied on and were unable to find alternative smaller accommodation.

### Build more houses

The next Labour Government will tackle the UK’s housing crisis by building 200,000 homes a year by 2020.

The housing shortage is central to Britain’s cost of living crisis. Many Usdaw members, who are mainly low-paid shopworkers, struggle to find affordable accommodation.

### Improve childcare provision

Labour’s commitment to ensure that schools are open 8am to 6pm is a big step forward in ensuring there is childcare provision available in every community. Improving childcare affordability and availability helps ensure that people are not locked out of work because they cannot access childcare provision.

Labour also pledged to extend the free childcare provision for 3 and 4 year olds from 15 hours to 25 hours per week.

Finding affordable and accessible childcare is one of the most difficult issues members have to contend with in balancing their home and working lives.

General secretary John Hannett said: “This is a package of policies for working parents that really shows Labour is on their side. Contrast this with the Tory and Lib Dem Government who in April 2011 made childcare more expensive for low paid workers when they reduced Childcare Tax Credit from 80 per cent of costs to 70 per cent. This cut has cost families up to £1,560 a year.”

### Help small businesses

Labour would cut business rates in 2015 and freeze them again in 2016 for small businesses, which are the highest property taxes of any EU country.

Communities, towns and cities need shops, they are an essential part of the fabric of life and there needs to be a proper mix of retailers. From the large superstores to the small independents, getting that mix right leads to a vibrant high street that attracts shoppers, supports communities and creates much needed jobs.



# YOUR MEMBERSHIP SERVICES

Find out now if your union membership can save you money. For more information visit: [www.usdaw.org.uk/offers](http://www.usdaw.org.uk/offers)  
You can also follow @UsdawUnion on Twitter to keep up-to-date with new and existing membership services

**Usdaw SUREsave** yours free

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

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

**£25 annual book token** conditions apply

**LST LAST SECOND TICKETS**

With Last Second Tickets you can get up to 80% off spectacular events happening right now in your area!

To find out more go to  
[www.lastsecondtickets.com/usdaw](http://www.lastsecondtickets.com/usdaw)

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)

**Usdaw Insurance** home, motor and travel insurance

For a quote call **0800 376 0300** or visit: [www.usdawinsurance.co.uk](http://www.usdawinsurance.co.uk) to receive up to **15% online discount**

Usdaw is an Introducer Appointed Representative of UIA Insurance Ltd. UIA is authorised and regulated by the Financial Services Authority.

**Usdaw Health and Dental Plans** Get 100% of your money back

**Usdaw Dental Plan**  
To apply online visit:  
[www.usdawdental.co.uk](http://www.usdawdental.co.uk)  
or call 0800 037 2092

**Usdaw Health Plan**  
To apply online visit:  
[www.usdawhealth.co.uk](http://www.usdawhealth.co.uk)  
or call 0800 037 2094

Designed and administered by Protego Group Ltd. Registered Office: 260-268 Chapel Street, Manchester, M3 5LZ. Authorised and regulated by the Financial Services Authority (registration number 304363). \*Money back may differ on NHS dental plans in Scotland and Northern Ireland.

**The co-operative funeralcare**

Usdaw members and their families are entitled to a **£25 discount** on our funeral plans and **10% 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.

**Online shopping discounts**

Shop online at 100s of online retailers and get paid cashback. FREE £10 Welcome Bonus just for signing up!\*

**Join free today at [www.usdawrewards.com](http://www.usdawrewards.com)**

\*T&Cs apply. £10 bonus is paid once you reach your first cashback total of £25.00.

**Coming soon: USDAW Prepaid Plus MasterCard®**  
The "pay as you go" card that lets you earn 3% to 6% cashback.  
Visit: [www.usdawprepaid.com](http://www.usdawprepaid.com)

**TAXrefundCo.** No Refund - No Fee

To find out if you are due a refund, go to [www.taxrebates.com/ref/usdaw](http://www.taxrebates.com/ref/usdaw) or call the application information line **0161 968 7345** (Client follow-up line **0161 968 7300**) or send a SAE for an application form to:  
The Tax Refund Service, Grosvenor House, St Thomas Place, Stockport, SK1 3TZ

**Usdawdrive**

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**

**StepChange Debt Charity**

Free debt advice has a new name  
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)

**Park Resorts** Save up to an extra 10% on UK family holidays

Creating Amazing Memories

Call **0843 308 8823** 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.

**Frankie & Benny's** 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)

**All4Charities Shop Give Enjoy**

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)

**Usdaw Energy**

To see if you could save money simply visit our website and key in your postcode, your current supplier and charges and the site will do the rest for you. **It couldn't be easier.**

[usdaw.uchange4better.co.uk](http://usdaw.uchange4better.co.uk)  
or call **0845 652 2508**

**LIGHTHOUSE FINANCIAL ADVICE**

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 Lighthouse Financial Advice's annuity service go to [www.lighthousefa.co.uk/usdaw](http://www.lighthousefa.co.uk/usdaw)

**Usdaw protect**

A range of affordable, simple-to-set up insurances such as Life cover and Personal Accident cover.

Visit [www.USDAWprotect.com](http://www.USDAWprotect.com) or call on: **0800 484 0860**

**Britannia** Mortgages and Savings

part of The co-operative bank

To find out more call free on **0808 156 2838\***  
Visit your local branch or [britannia.co.uk/usdaw](http://britannia.co.uk/usdaw)

YOUR HOME MAY BE REPOSSESSED IF YOU DO NOT KEEP UP REPAYMENTS ON YOUR MORTGAGE

\*Our lines are open 8am-8pm weekdays and 9am-12noon Saturdays. Calls may be recorded and/or monitored. Calls from landline phones are free however mobile providers may charge. Britannia is the trading name of the Co-operative Bank plc. Registered office: PO Box 101, 1 Balloon Street, Manchester M60 4EP. Registered in England and Wales No. 990937.

**superbreak**

We have partnered with 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 **0871 221 3700\*** and quote Usdaw

Cut out and pin up on your noticeboard



# Are you ready for Membership Week?

Usdaw's Membership Weeks are key events in the Usdaw calendar and a great opportunity for reps to sign up new recruits. Make sure you're ready for 19-25 January Membership Week

## WHY JOIN USDAW? HOW ABOUT . . .

- Better pay and conditions.
- Help and support with all problems at work.
- Protection from unfair treatment like bullying and harassment, and sex or race discrimination.
- More job security.
- Free legal cover for accidents anywhere and anytime.
- Grievance and disciplinary representation.
- Health and safety backing.
- Pensions advice.
- Promote equal opportunities.

## AND FOR REPS . . .

- Expert training and
- Opportunities to make a big difference in your workplace.



PLAN AHEAD

## Unions make all the difference...did you know?

- Unionised workplaces have, on average, higher pay rates than non-unionised workplaces.
- Unionised workplaces also have better holiday provision than non-unionised workplaces.
- Unionised workplaces are three times more likely to have enhanced company sick pay than in non-unionised workplaces.
- Unionised workplaces are better for women and, on average, pay more than non-unionised workplaces.

## Do non-members at your workplace know?

- Usdaw won more than £22m for members injured in accidents last year and they all kept 100 per cent of their compensation. If they had used high street solicitors or firms advertised on TV they would have lost at least 25 per cent of their compensation.
- Usdaw is the fastest growing union in the UK.

## Don't forget

- The most common reason why people say they don't join a union is because they have never been asked.
- So go ahead and ask – you might get a very pleasant surprise.....433,000 members can't all be wrong.
- Unity is strength and the more members Usdaw has the bigger influence you will have at work.

## RECRUITMENT TIP:

If you're planning a big recruitment drive let *Network* know beforehand and we may send a photographer to cover the event.





Display on your union noticeboard

# MEMBERSHIP WEEK

## 20-26 JANUARY 2014

LEGAL & ACCIDENT COVER



FAIRNESS AT WORK



BETTER PAY



BETTER CONDITIONS



PROTECTION AT WORK



ADVICE & SUPPORT



SAFER WORKPLACE



YOUR VOICE



# YOUR CHANCE TO JOIN THE FASTEST GROWING UNION IN THE UK **USD**AW

## CONTACT YOUR REP FOR MORE INFORMATION

FOR MORE INFORMATION OR TO JOIN USD AW VISIT [WWW.USD AW.ORG.UK](http://WWW.USD AW.ORG.UK) OR CALL 0845 60 60 640\*  
FOR UP-TO-THE MINUTE NEWS AND INFORMATION FOLLOW USD AW ON TWITTER @USD AWUNION



SCAN THIS CODE NOW WITH YOUR SMARTPHONE TO JOIN USD AW\*\*

[WWW.USD AW.ORG.UK/JOIN](http://WWW.USD AW.ORG.UK/JOIN)

\*\*to scan the code, download a QR reader app from your app store. A charge may be applied by your network provider.

*Usdaw*  
Union of Shop, Distributive and Allied Workers

\*calls charged at local rates





## Plan your week. Map your workplace. Sign up members.

### Teamwork

If you have a team of reps get together before the Membership Week and decide your plan of action. Consider:

- Are all days covered?
- Are all shifts covered?
- Are all departments covered?

Check your membership lists to help you identify pockets of non-members so you can allocate most resources there.

### Materials

- Do you have plenty of membership forms?
- Do you have a selection of leaflets on the range of services the union provides?
- Do you have some merchandise, pens, balloons, carrier bags to help promote the week?

### Plan ahead

Speak to management and agree what time and facilities are available to you during Membership Week.

#### RECRUITMENT TIP:

Advertise the event on your union noticeboard. Make sure you put your details on there so people can contact you if they need to.



### Use your noticeboard

To highlight success stories – you'll find plenty in the pages of *arena* – tear them out and pin them up.

- Display the array of informative leaflets the union produces.
- Let members and non-members know how to contact you and your team.

#### RECRUITMENT TIP:

Direct people to the Usdaw website. All the Usdaw leaflets can be viewed and downloaded there: [www.usdaw.org.uk](http://www.usdaw.org.uk)



### Run a Campaign Day

You can choose to promote a particular aspect of the union's services, eg on Legal Plus and FirstCall Usdaw or on Pensions Awareness. These campaign days have proven to be very successful for reps across all sectors.

### Communication skills, a brief guide

Face-to-face or 1-2-1 recruiting accounts for the overwhelming majority of new recruits. It's an important skill and shouldn't be under-estimated. Check out *Network's* top tips for recruiting....

- Make eye contact and smile.
- Introduce yourself.
- Be a good listener, invite the non-member to have their say first before you explain the advantages of joining Usdaw.
- Ask questions, what's on the worker's mind? Any problems? Any ideas as to what the union should be taking up on behalf of the workers?
- Leave your contact details so members can get in touch.

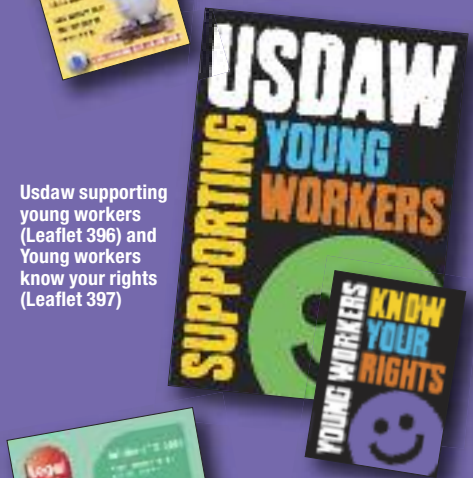
### Remember

To reassure existing members that you haven't forgotten them and take the time to ask if there are any issues they want you to take up or any information you can give them while you are recruiting.

Make sure you have a selection of Usdaw leaflets to hand out... the most popular are...



Now's the time to join Usdaw (Leaflet 261) and Member Services (Leaflet 398)



Usdaw supporting young workers (Leaflet 396) and Young workers know your rights (Leaflet 397)



Workers' Rights (Leaflet 211)



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



# ACTIVIST IN-DEPTH

Southern division's **Tasha Love** answers our questions on her experiences as a rep

“ I did Summer School1 in September, it was a great week, very intense but I learned a lot ”

## FACT FILE & TRIVIA

### FAST FACTS

- **Employer** Morrisons RDC Sittingbourne
- **Occupation** Lorry Driver
- **Age** 36
- **Lives** Hearne Bay, Kent
- **Joined Usdaw** October 2009
- **Udaw Activist** since 2011
- **Union positions held** rep, health and safety rep, union learning rep

### MY FAVOURITE...

- **TV...** NCIS
- **The last film I saw...** Fast and Furious 6
- **The best moment of my life so far...** Passing my HGV class one
- **If your house is burning down what do you save?** My parrot and juke box
- **I spend my spare time...** working on my cars



### Why did you get active in Usdaw?

I became a rep because I wanted to make a difference and help people with their problems at work.

### What's the best thing about being active in Usdaw?

Seeing people smile when you have helped them to achieve the result they wanted.

### Any downsides to being a rep?

Getting blamed if something goes wrong and things don't work out the way a person has hoped.

### What do you think of union training courses?

I've just come back from Summer School1, it was a great week. It was very intense but I learned a lot and made some new friends.

### Have you changed as a person since you became an activist?

I've become more confident and I'm better at public speaking in meetings.

### Have you been to the ADM?

I was at last year's ADM and it was very interesting, but I didn't understand everything that was going on.

### What is the best moment you've had as a rep?

The best moment I've had so far was seeing my colleagues passing their maths exams.

### What are the most important issues for your members?

Pay and working hours.

### Is recruitment easy at your workplace?

Most people at my workplace are already in the union and those that are not have already been asked lots of times so you can only try your best.

### What advice would you give to a new rep?

Make sure that you always do your homework and have thick skin as you will need it in some situations.

### What one change to Usdaw do you think would help it improve?

Better all-round communications.

### Looking back is there anything you would change?

No, I'm a great believer that I've done everything for a reason and the decisions I made were right at the time.

### What's next for you?

I'd like to do more training with the union and hopefully attend Summer School2. I plan to stay active in the union as long as I can.

### Any other comments?

I know as a union rep that I will never please everyone all of the time, but if I can please just some members then I know I've tried my hardest and I've done well.



Network is looking for the next Activist in-Depth, email us at [network@usdaw.org.uk](mailto:network@usdaw.org.uk) if you'd like to tell your story



# REPS MOTORING AHEAD

Health and safety, accident prevention, and workers' rights featured highly at this year's conference



“ Yes it's tough, but we are in a good position and that's thanks to reps like you ”

## John Hannett

The transport sector has always been important to Usdaw and will continue to be, general secretary John Hannett told conference.

“We face difficult challenges, the longest recession since the '30s with no end in sight. Coupled with the rolling back of employment protection and falling wages in real terms. It's clear there is a cost of living crisis.

“But we are growing, despite organising in high turnover sectors that's why we have, and have to have, an organising mentality. We are bucking the trend.

“Our reps at the sharp-end know the realities of life – more pressure on schedules, cost-cutting by employers, and the increasing use of agency workers.

“On top of that we have to face up to the fact that only 14 per cent of private sector workers are covered by union agreements leaving 86 per cent outside of unions. So we all have our work cut out. Despite more people being in work now, the numbers joining the unions do not reflect that.

“So why is Usdaw growing? What have we done? Well we've not sat still. We've thought long and hard about we need to do to remain strong and improve our offer. So we are investing in reps and taking on more area organisers. We have more trade conferences and I'm determined to make sure we are the best we can be.

“Yes it's tough, but we are in a good position and that's thanks to reps like you who stand up for members.”

## Sarah Veale

Zero-hours contracts, the exploitation of agency workers and the widespread use of 'bogus' self-employment status are three of the main issues affecting UK workers, the TUC's Sarah Veale told delegates.

“We want to work with a future Labour Government to protect employees many of whom don't have a union to protect them,” she said. “So we have around 18 months to establish what sort of employment law will work in the 21st century.

“We know current employment law does not give enough protection to individual workers who are particularly vulnerable when they are not in a union.

“Far too many workers are not covered by union recognition, often in sectors

out of the reach of unions, and leaving them in a very precarious employment position. Some employees just don't realise they have very little protection at work and the recession has made things much worse.

“Employers are using self-employment to evade their responsibilities and the Coalition is aiming to withdraw health and safety protection from them too.

“The widespread use of zero-hours contracts is leaving employees unable to plan their finances, complicates their benefit entitlement and often sees the state subsidising low paying employers, many of whom are very profitable.

“We also know employers are avoiding the Agency Workers Regulations by using the Swedish Derogation so agency workers are used to



Above: general secretary John Hannett; national officer Irene Radigan; TUC's Sarah Veale; health and safety officer Doug Russell and HSE's Vincent Joyce

## The big issues in the sector

- Health and safety
- Reversing aids
- Secure loading of vehicles
- Coupling and uncoupling
- Use of agency workers
- Use of 'self-employed' workers
- Shortage of drivers
- Some drivers not fully trained
- Long hours and work/life balance
- Pressure on delivery schedules



**Aidan  
McCarthy**

HGV driver and site convenor Aidan McCarthy, who works at the Wincanton Sherburn-in-Elmet site in Yorkshire, is keen to tell more drivers of Usdaw's transport sector.

"Not every driver knows we have a transport sector, but once we tell them about it they prefer us, our services and the cost compared to other unions," he said.

"We know the sector very well and conferences like this are very good, lots of useful information on legal rights, TUPE and health and safety.

"One of the biggest issues for drivers is always the length of shifts, the enormous pressure on delivery schedules, and the clogged up roads make things worse.

"Yes we have some protection on driver's hours, but employers want to see that taken to the max. We have negotiated an agreement on a 12-hour cap but we're still having problems enforcing it.

"Since the 2008 crash yes it's tougher. Employers are reluctant to employ full-time drivers and so use more agency workers, which doesn't help.

"Pay is under pressure. Recently we agreed a good two-year deal at our site, but generally real wages are still not great, inflation has devalued them, and utility bill rises have hammered workers all round. Any sign of a recovery just hasn't been seen."

undercut the terms and conditions of permanent staff. We are appealing to unions to let us know if this is happening in their workplace as the TUC is making a formal complaint to the European Commission on this issue and we want to show the Commission the extent of the abuse of the Regulations.

"We want an overhaul of current employment law which differentiates between 'employee' and 'worker', and which would outlaw bogus self-employment. We're also looking at a minimum hours contract and in some sectors, eg in the care sector, we think it should be made illegal."

### Doug Russell

**W**orkers in the transport sector face a long list of occupational health issues, which put them

at high risk, health and safety officer Doug Russell told conference.

"Lone working, unsociable shift patterns, long hours and fatigue topped the list of risk factors," he said. "In addition, being sat in the cab for lengthy periods, exposure to exhaust fumes, stress and other issues were clear health hazards for drivers."

However, the Coalition Government's simplistic approach to improving health and wellbeing was likely to do more harm than good. "Cutting benefits, introducing work-capability assessments and telling workers 'to toughen up' would do nothing to improve the situation," he said. "Putting more pressure on ill workers and victimising them will not make them better.

"Unions want workers to be healthy and we are supportive

of workplace wellbeing, but we are wary of some ideas currently being talked about like reflexology and aroma therapy. We want to see the focus on the prevention of work-related ill health and support for workers not their victimisation."

**T**he HSE's **Vincent Joyce** encouraged reps to pass on their concerns and ideas on safety to its Logistics Forum as it seeks to improve health and safety in the sector.

In a wide-ranging address he appealed to reps to use Usdaw to make sure their experiences get a hearing at the Forum. "Annually there are around 20 fatalities, more than 3,100 major injuries and more than 18,100 accidents resulting in more than three days off work in the sector," he said.



**Delivering at Tesco, Devon**

**S**ix months with Academy1 has proved to be the perfect training ground for Trevor Hunt who has been working with reps in his native Devon and now has his sights set on Academy2.

"I've had a great time and met some wonderfully inspiring people along the way," said Trevor, who served in the army and worked as a prison officer and is now a Tesco dotcom delivery driver from Uplyme in Devon.

"I've gained a wealth of experience. Moving into retail and getting involved with Usdaw has certainly opened my eyes to the problems workers face, especially in today's economic climate.

"My area organiser John Crick and recruitment and development officer Debbie Holland have been a great help offering support and encouragement when I needed it most.

"I've had so many different experiences and I've especially enjoyed speaking to young workers about the union. It's refreshing to hear they are genuinely interested as a lot of them see retail as a long-term career these days.

"All in all it's been a fantastic six months. I'm waiting to hear about Academy2 and I've also signed up for the online TUC Diploma in Employment Law, I'm really looking forward to it.

"Would I recommend the Academy? Without a doubt. If you get the chance to take the challenge – go for it!"

# OUT OF THE

Teamwork, commitment, organisation and hard work

**Campaigning at Morrisons, Lowestoft**



Super reps to the rescue... the team at Morrisons Lowestoft

**Pensions awareness, Co-op, Holmfirth**

**R**eps like Bev Bates are helping thousands of members understand the complicated issue of pensions by organising special Pensions Awareness Days in their workplaces.

Using the union's Pensions Awareness Reps Toolkit and its excellent self-explanatory leaflets and booklets, reps are helping colleagues cut through the jargon.

"Usdaw wants members to develop a greater understanding of their pension choices so they can make more informed decisions and plan properly for their retirement," said Bev, who works for Co-op Travel in Huddersfield.

Bev organised an event at the Co-operative store in neighbouring Holmfirth in West

Yorkshire in October. "As soon as I walked in staff were eager to talk to me about pensions. There were members already in the pension scheme and others who were not.

"They asked a variety of questions from how to join the company's pension scheme, to how much they would have to pay and if the company would match it.

"Others wanted to know the benefits should anything happen to them and who to contact should they need to ask any questions.

"Staff really enjoyed the day and were very positive about the campaign. They appreciated the advice and the information on hand. They all agreed they now have a much better understanding of pensions."

Tesco dotcom driver, Trevor Hunt





# THIS WORLD

ork make Usdaw's reps the best in the universe!

**U**sdaw reps running a Supporting Parents and Carer's campaign day teamed up with a well-known local children's charity to add an extra dimension to their event.

Activists in fancy dress were joined by Academy1 organiser Tony Budden at the Morrisons store in New Quay, Lowestoft in Suffolk.

"We were joined by representatives from TOPCATS, which stands for Teenage Opportunities and Children's Activities, a charity that provides respite care for parents with children who have disabilities or additional needs," said Tony, who works for Tesco in Beccles.

"We thought our campaign would have a bigger impact on customers and staff if we worked together and with the reps all dressed up it made it a much more visual event.

"We had support from local politicians, including four local

councillors, the local Labour Party prospective candidate and member of Usdaw Bob Blizzard.

"Staff and management were magnificent too. In addition, the reps also involved the local police community support officer as well as the local fire brigade who gave up their time to support us. The event was even advertised on the local radio station.

"Certainly a day to remember, the reps did a fantastic job – recruiting three new members and a new rep.

"And we raised £340 for the charity who will also be handing out our leaflets on carers' rights and flexible working to their clients.

"And the event will be featured in the local newspaper and the Waveney District Council's own publication, that goes to every household in the district.

"All in all it was a great day, a lot of fun, and an excellent way to highlight the union."



On the recruitment trail... Nathan Perlini and Mark Cowley joined by IKEA rep Luke Thompson

## Legal Plus at IKEA Bristol

**T**he first Legal Plus Awareness Day at the Ikea store in Bristol was a huge success with members getting the chance to talk face-to-face with a solicitor.

Academy organisers Mark Cowley and Nathan Perlini joined up with Ikea rep Luke Thompson to promote the union's Legal Plus and FirstCall service.

"Members were given the opportunity to speak to solicitor Cassie Fleming, from Walker Smith Way one of Usdaw's panel of nationwide law firms, in private about their own issues," said 25 year-old Luke, who has been a rep for two years.

"It went down really well. Members were able to find out more about the Legal Plus service and they also had the benefit of free legal advice without having to leave their workplace, they were really impressed with this."

Mark and Nathan brought their experience and organisational expertise to the event and helped Luke put the plans in place.

"Luke did a great job," said Mark, who spent six months with Academy1 last year and Academy2 this year. "There's a lot of preparation and organising to be done before a day like this to ensure it all goes to plan and runs smoothly. The day itself is the easy bit.

"Myself and Nathan, who also did Academy2, have been involved with many campaign and awareness days and we've helped many other reps to do the same. We enjoyed passing on our experience."

Spreading the word... Bev Bates



For more information visit:  
[www.usdaw.org.uk](http://www.usdaw.org.uk)





# YOUNG REPS SPEAK UP

Usdaw's National Youth conference, now in its 20th year, provides a unique opportunity for young activists to play a bigger role in the union. *Network* speaks to some of the young reps

**M**aking sure young workers' issues were at the top of the union's agenda was the focus for the national youth weekend held at the Warrington national training centre in November.

The activists, all aged under 27, took part in workshops on preparing and writing propositions\* to take to

conferences – like the Annual Delegate Meeting (ADM) – where all of the important policy decisions are made.

Political officer Michael Wheeler ran the sessions. "Low pay, under-employment and housing costs all featured as key concerns for young workers," he said. "The reps came up with good propositions to tackle those issues. Putting propositions on these subjects to union conferences allows them to be debated and to become union policy if carried.

"Propositions are an important part of the union's democratic process but that process can be quite intimidating.

"Hopefully, these young reps now feel they understand the process and we'll see them at next year's ADM."

*\*Jargon buster: Proposition = a written statement suggesting a policy idea put to conference for debate and then voted on and if carried becomes union policy.*

Meanwhile, general secretary John Hannett and deputy general secretary

**“ If you want to avoid politics then that's fine, but politics won't avoid you ”**

Paddy Lillis joined the reps on the Sunday morning for a question and answer session. John Hannett was keen to encourage reps to play a more active part in politics. "If you want to avoid politics then that's fine, but politics won't avoid you," he said. "Getting involved will give you the chance to have a say in the decisions made today that will affect you in the future."

Paddy focused on the union's organising strategy and reminded the activists about the opportunity Usdaw's Academy offers. "Usdaw's training is second to none," he said. "So if you want to become more involved in the union and expand your knowledge then think about Academy1 – it could be for you."



## CALLING YOUNG REPS...

*Network* would like to hear from you. What do you enjoy most about being a rep? Do you have any tips for new reps? Email now and tell your story: [network@usdaw.org.uk](mailto:network@usdaw.org.uk)

For more details visit:

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

## Esther Pearson

Esther Pearson, 20, works for Tesco Customer Service centre in Cardiff and is the newest member of the national youth committee. This was her first youth conference.

"It's really interesting and fun. I've made quite a lot of friends already and everyone is really welcoming, I think everyone should do it if they can."

Esther has been a member of Usdaw for three years. "I've had a lot of support and guidance. I think everyone should be in Usdaw, young or old. I work at Tesco so we're aiming for 100 per cent membership across the customer service centre.

"I've been a rep for six months now. I just like helping people and giving advice, it's nice to know that people can come and talk to me.

"I'm in full-time education and luckily where I work they're really flexible with hours, but I know in other places they're not as flexible, so I think that this is a problem for young workers that needs to be looked at."

## Donna Trill

Donna Trill, 26, works for Tesco in Dereham, Norfolk and has been a health and safety rep for five years.

"I really enjoy the health and safety side of things, it gives me variety in my day-to-day work and it's really great to be able to support my colleagues.

"We've nine reps in our store, so if I'm stuck I go to them or my area organiser. Also, coming to events like the national youth weekend and ADM, you meet other reps and you learn from their experiences – so it's great.

"I'd definitely encourage other young reps to come to the youth weekend. I was a bit nervous to start with, but once you get here and you see some familiar faces and people your own age you feel all right."

**YOUNG AND ACTIVE**  
From left: Esther Pearson,  
Keiran Phillips, Connor McDonald  
and Donna Trill

## Connor McDonald

Connor McDonald, 22, works for Tesco in Northern Ireland and has been a rep for nine months.

"I absolutely love being a rep, the highlight for me is people being able to come to me and trust me with their problems.

"I'm one of five reps in store and it's great to have that support around you.

"I think some of the main issues for young workers are trying to fit education in around work. I'm a student so I can empathise with that. I keep hearing about zero hour contracts and flexi hour contracts too which are obviously causing problems.

"Usdaw is very big in our store and the managers are very supportive and allow us time to recruit.

"I think young workers need to join Usdaw for the representation and advice, you never know when you're going to need it. A lot of people think we're just there for disciplinaries, but the union offers much more. I think the Legal Plus service is a great added extra too."

## Keiran Phillips

Keiran Phillips, 20, works for Tesco in the East Midlands. He has been a rep for nine months.

"It's brilliant. I've met so many people being a rep, and I'm getting very involved, attending federation weekends and trying to get other young workers to join. I recommend being a rep to anyone who's interested in helping others and giving advice.

"I find that the main issues affecting young workers are access to information and knowing their rights. That's why it's good to join Usdaw.

"As a rep I find that campaigns are a great way of raising Usdaw's awareness."

Keiran is also a member of the National Youth Committee.

"We're the voice of the young members of Usdaw, we try to get as many young people involved as we can, it's a case of being organised and doing a lot in the workplace, chatting to people about Usdaw and spreading the word."



**Want to get more involved? Contact your Divisional Youth Committee Co-ordinator:**

**South Wales and Western Division**  
Milan Pavlik  
Bristol Office  
0117 931 9730  
bristol@  
usdaw.org.uk

**Eastern Division**  
Jamie Gull  
London Office  
0207 323 5550  
london@  
usdaw.org.uk

**Midlands Division**  
Jan Hind  
Kegworth Office  
01509 686 900  
kegworth@  
usdaw.org.uk

**North Eastern Division**  
Garry Gibson  
Leeds Office  
0113 232 1320  
leeds@usdaw.org.uk

**Scottish Division**  
Stewart Forrest  
Glasgow Office  
0141 427 6561  
glasgow@  
usdaw.org.uk

**Southern Division**  
Danny Knowles  
Andover Office  
01264 321 460  
andover@  
usdaw.org.uk

**North West Division**  
Jo-Anne Welbourne  
Warrington Office  
01925 578 050  
warrington@  
usdaw.org.uk





# The latest appointments

A new deputy divisional officer for Eastern division, a new training officer for the North Eastern division and a new management services appointment at central office



Tracey Howton

**T**racey Howton is the new training officer for the North Eastern division bringing with her 20 years' experience.

Although originally from south London, Tracey has spent all of her adult life 'up north' after graduating from Leeds University with a degree in fine art.

She went on to work for the Training and Enterprise Council where she was also a civil service rep. She then went on to teach TUC courses at Bradford College for 11 years where she taught reps from all unions.

"I started with Usdaw in September and I've been made to feel very welcome," said Tracey, 47. "I always wanted to work for the unions and I love teaching so this is the ideal job for me."

"First impressions are that Usdaw is a very friendly union, the reps are fantastic and really value the education courses available. One of my first weeks was spent at summer school and that was very enjoyable."

Tracey has been a Labour Party activist for more than 20 years and has also been involved with her local trades council. In her spare time she enjoys painting water colours.

**E**astern division's new deputy divisional officer is Nigel Scully who made the step up from area organiser in July this year.

Former Sainsbury's distribution worker Nigel, 47, joined the organising staff in 2007 after he swapped his role as convenor at the Hoddesdon depot in Hertfordshire to be based at the Waltham Cross office.

Nigel had been the convenor for five years where he was at the forefront of negotiations during Sainsbury's restructuring of its distribution network and represented workers offered



Nigel Scully

redundancy. Before that he was a rep at the Tesco Welham Green depot, Hertfordshire.

"It's been a whirlwind six months for me," said Nigel. "I'm really enjoying it and looking forward to the

challenges ahead. I'm particularly keen to coach, support and develop our reps because they are our future organisers.

"We have an outstanding team of reps and officials with four new area organisers set to be appointed over the coming months. So it's an exciting time for the division which, incidentally, has just passed the 65,000 membership mark.

"I must mention former divisional officer Norrie Slater who was a sad loss to the union and to me personally. Norrie had a very positive impact on me when I was both a rep and an official and he is missed enormously."

**A**manda Cadwallader is the union's new work study officer based at central office in Manchester.

The 45 year-old took up her position last year in the management services department moving from the computer department.

Amanda brings with her a wealth of experience having worked for Usdaw for more than 26 years. She spent ten years in the benefits and



Amanda Cadwallader

records section and then joined the computer department in 1996.

"I really enjoyed my time in IT and was involved in the implementation of many new systems into Usdaw,"

said Amanda.

"It also gave me the opportunity to learn more about all the different aspects of the union.

"I'm looking forward to the challenge which will take me in a completely new direction. I'm currently studying for the institute of management services certificate. I'll be working closely with officials, reps, members and employers on job evaluation, new targets and bonus schemes."

We have been working hard to secure the best benefits for Usdaw members and are pleased to announce that UsdawProtect have arranged to double the level of free personal accident cover for Usdaw members. You can now claim up to £5,000 and benefit from 24/7 cover at home, work or even abroad.

The registration process is quick and easy taking only minutes to complete, you can find a full breakdown of exactly what's covered, plus all the policy documents at [usdawprotect.com/5000](http://usdawprotect.com/5000)

The website also has details about how you can protect yourself further with Personal Accident and Accidental Death cover from just £8.75 a month, covering claims of up to £100,000.

We have worked hard to secure the £5,000 upgrade, and hope the vast majority of members take advantage of this great free deal, even if you have an existing Personal Accident policy in place. It offers financial protection to help you stay prepared, whatever the future has in store and all at no cost.

ARE YOU MAKING THE MOST OF YOUR USDAW MEMBERSHIP?

**FREE £5,000**  
PERSONAL ACCIDENT & ACCIDENTAL DEATH COVER  
for USDAW union members aged 18-64

Apply for your FREE cover now

[www.UsdawProtect.com/5000](http://www.UsdawProtect.com/5000)

# AGE IS JUST A NUMBER

Two new surveys have raised concerns about the difficulties faced by workers aged over 50 and persistent discrimination in the jobs market, *Network* looks at the findings



“The pressure to continue to work beyond pension age is greater than ever before”

**M**ore and more members aged 50 and over are having to juggle their working lives with looking after parents and grandchildren so their own children can go out to work, a new survey from Usdaw has revealed.

With almost one third of all Usdaw members aged 50 or over, two thirds of these women, the concerns of this group are particularly important to the union. Other findings revealed:

- Both men and women members are carers but the survey has found that women are more likely to care for grandchildren and family members on a more regular basis than men.
- Grandparents can sometimes find it difficult to get their caring responsibilities taken seriously as they currently don't have the same rights (for example the right to request flexible working) as parents or carers of adult relatives.
- Grandparents who work

weekends said that this made it difficult to spend quality time with their grandchildren. (One member reported that she works a weekend night shift ending on Monday morning and then cares for her grandchildren during the week so that her daughter can go out to work.)

Udaw members in this age group are also falling in line with national trends that show:

- Many older members are working beyond state pension age with almost two thirds of women and one half of men saying that they are planning to work beyond pension age. Only a tiny minority (five per cent) said that this was through choice.
- Significantly larger numbers of women (more than three quarters) than men (less than two thirds) said that the biggest factor influencing this decision was money.
- A large number of members, both men and women said that the pressure to continue

to work beyond pension age is greater than ever before as it is now becoming more difficult to boost income by working overtime or additional hours.

Finally the issue of health was another recurring theme. Typical among the responses were:

- Members felt their health concerns were not always taken seriously by colleagues, employees or health professionals and all too often dismissed as 'it's just your age'.
  - Members complained of being more tired, finding the job physically harder, and slowing down and were worried that this was not being taken into account.
- General secretary John Hannett said: "A big thank you to every rep and member who completed the union's 'Older Workers' survey earlier this year. The findings from the survey will be used by the union to inform our work in this area and to press for better rights for older workers."

**O**lder people continue to struggle for work and only one in ten think age discrimination law has helped them, says a new report by The Age and Employment Network (TAEN).

It says the majority of older jobseekers continue to struggle against deeply embedded structural disadvantages and ingrained ageist attitudes in finding work, in its recent survey of jobseekers aged 50 plus. The survey shows that the overwhelming majority of older jobseekers want work because of financial need, a desire to feel valued and the social interaction work brings. They are 'worried' or 'desperate' about not working and believe obstacles include adverse attitudes by recruiters, mismatches of skills or qualifications with employers' needs and factors such as the national focus on youth unemployment. A spokesman for TAEN said: "These obstacles continue more than six years after discrimination against older jobseekers was outlawed by the 2006 Age Regulations and two years after the Default Retirement Age, allowing people to be forcibly retired at 65, was ended. Our survey confirms that the challenge of ending age discrimination is as relevant as ever." More at: [taen.org.uk](http://taen.org.uk)



# PERSONAL PROTECTIVE EQUIPMENT

Take a look at *Network's* basic introductory guide to Personal Protective Equipment (PPE) and make

**A**t the 2013 Annual Delegate Meeting, delegates passed a proposition calling on the union to raise awareness of the employers' duty to provide free Personal Protective Equipment (PPE) where a risk assessment identifies that it is needed.

**Q What is PPE?**  
PPE is equipment or clothing designed to protect individual workers from health or safety hazards at work. It includes things like safety helmets, safety glasses or goggles, hi-vis clothing, weatherproof clothing, gloves, safety shoes, etc.

Ordinary work-clothing or uniforms provided solely to present a corporate image do not count as PPE. Protection provided solely for food hygiene purposes does not count as PPE.

**Q What does the law say about PPE?**  
The main law is the Personal Protective Equipment Regulations (some PPE is



covered by other laws – e.g. hearing protection is covered by the Noise at Work Regulations). The basic legal duty is that employers must provide suitable PPE to protect workers against risks that cannot be controlled by other means. Workers also have a legal duty to wear the PPE provided.

PPE is the last resort. The law makes it clear that it is better to control hazards at source and prevent risks by other means

where it is possible.

PPE only protects the wearer but control at source protects all workers. PPE can be costly as it needs to be suitable and used correctly and also has to be maintained, cleaned and replaced when damaged.

**Q How do I know when to wear PPE?**

Your employer must provide information and training on use of PPE. This can be very important for things like face masks or ear plugs where correct fitting of equipment is essential for protection. But even for more basic PPE, the employer should make it clear when it has to be used and why.

**Q What if the PPE provided doesn't fit?**

The law says that PPE must be suitable. That means it must provide the necessary protection against the identified risks. But it also means it must be compatible with other PPE you

have to wear and it must fit the person wearing it.

A range of different sizes and types of PPE will normally be needed to fit different workers. If there are workers with specific needs – e.g. non-standard shoe size for safety shoes or health problems that make it difficult to wear the standard PPE provided, then the employer must provide PPE suitable for that individual.

All PPE should carry a 'CE' mark to show it complies with European standards. Suppliers should provide information on its suitability and on the range of sizes available. They should also be able to help if standard PPE needs to be customised to fit an individual worker with special needs.



## Help for reps on asbestos removal danger

**D**etailed guidance on the management and safe removal of asbestos in shops is now available and will help reps play their part in keeping members safe.

The Retail Asbestos Working Group has published the guide – developed with the support of the British Retail Consortium – to promote safe control of asbestos in the industry.

Although new use of asbestos was banned in 1999, it was widely used before then and Asbestos-Containing Materials (ACM) may be found in many shops built before the end of the 20th Century.

Currently more than 4,000

people a year die from cancer caused by earlier exposure to asbestos. The main risk now is that ACM may be damaged or disturbed and release asbestos fibres into the air.

The guide stresses the importance of knowing where ACM may be present and of having a good Asbestos Management Plan.

It provides guidance on the role of the duty holder responsible for the premises and contractors who may come into contact with the ACM when doing maintenance or major refit work as well as when removing asbestos.

Union health and safety reps should be informed about the

Asbestos Management Plan in shops where ACM is present and should use their inspection powers to help employers make sure that the asbestos remains safe and is not disturbed by contractors.

Reps should be consulted in advance when major building work or asbestos removal is planned. Any reps who have concerns about asbestos in their workplace should contact the Health and Safety Section at Central Office for advice.

■ **The management of asbestos-containing materials in the retail sector** is available free from the BRC at: [www.brc.org.uk/asbestos-guidance](http://www.brc.org.uk/asbestos-guidance)



# EQUIPMENT – PPE

Ensure your members are fully covered and stay safe at work



## Q What if my PPE gets damaged or goes missing?

Workers are expected to take reasonable care of PPE. There should be a system to report when it gets damaged or lost and needs replacing. Employers should also provide suitable accommodation for PPE so it can be stored safely when not in use.

## Q Do I have to share PPE with other workers?

PPE must be readily available and must be used at all times when the risk assessment requires it so it

is normally provided on a personal basis.

However, where occasional use for short periods is required, sharing may be acceptable. For example, if some workers need to occasionally walk in a yard where hi-vis jackets are needed, a supply of jackets by the door that can be shared by the workers may be acceptable.

Where PPE is shared it must still fit the workers who use it and employers must make sure it is cleaned and, where necessary, decontaminated before the next person uses it.

## Q Will I be charged for the PPE provided?

Under Section 9 of the Health and Safety at Work Act, no charge can be made for PPE provided solely for use at work.

This applies to all charges including

returnable deposits. If a worker finishes employment and takes PPE with them without permission, it may be possible for the employer to deduct the replacement cost from wages owing, provided this is clearly stated in the employment contract.

Agency workers must also be provided with PPE free of charge. The hiring employer and the agency may need to sort out between them which one will provide the PPE but neither the hiring employer nor the employment agency can charge the individual agency worker for PPE provided.



## In conversation with health and safety rep John Palmer



Tesco dotcom driver **John Palmer** has been a union rep and health and safety rep for five years. He works full-time at the Croydon site.

### Why did you get involved in the health and safety side of things?

I see the role of rep as being complimented by the role of the safety rep so I signed up for both at the same time. Often when you're talking to members about safety other issues come up and vice versa so we can deal with them on the spot. Membership at our site is very good.

### What are the big issues for dotcom drivers?

Home delivery has expanded massively in the last few years.

There's a lot of pressure on drivers to meet their schedules. As you know typical driving speeds in London are very low and these can get even lower with road-works and diversions which can just pop up overnight. Add to that complications when delivering to flats and you can see it's not straightforward.

### How do you deal with practical day-to-day safety issues?

We have a good team of around nine reps who use the regular forums to bring up any problems. However, if it's a serious issue we don't wait for the forum we raise it straightaway with management.

### Does it work?

Yes. We have a good working relationship with management and between us we make sure everything gets sorted.

### What issues crop up?

A while back we had some vehicles with missing steps so that was dealt with. We have a new fleet now so we have very few problems. We often get asked about things like tyre treads, PPE and uniforms, but again that's about informing the members of the regulations and/or company's rules.

### Do your branch reps get involved in the union beyond your workplace?

Yes. We send delegates to the ADM and divisional conferences and recently I went to the transport conference. They're very informative and enjoyable.

## Silent stress epidemic – MIND

**S**tressed workers are suffering in silence and employers aren't doing enough to tackle stress, according to mental health charity MIND.

The survey of more than 2,000 workers found that many felt unable to talk to their line manager if they were feeling stressed. Only 225 of workers felt that bosses were taking steps to manage stress, while 68 per cent of managers said they would deal with stress or mental health issues.

MIND has raised concern about what it calls the 'worrying disparity between how managers and other members of staff view their organisation's approach to mental wellbeing'.

Further adding: "There is a real danger that companies are neglecting workplace mental health, with huge implications for staff wellbeing; not to mention productivity, motivation and sickness absence."

■ [www.mind.org.uk/news](http://www.mind.org.uk/news)

For more information about health and safety in the workplace:



VISIT: [www.usdaw.org.uk/healthandsafety](http://www.usdaw.org.uk/healthandsafety)  
EMAIL: [healthandsafety@usdaw.org.uk](mailto:healthandsafety@usdaw.org.uk)



**SEND YOUR LETTERS AND PICTURES TO:**

Network Editor, Usdaw, 188 Wilmslow Road, Manchester M14 6LJ

network@usdaw.org.uk



**REPS CAMPAIGN AT ISLE OF WIGHT FESTIVAL**

**Activists taste success**

For the second year running reps from H65 Portsmouth and Isle of Wight branch had a major presence at the Isle of Wight Garlic Festival.

The festival was held over a weekend in August and was attended by around 40,000 people. Our reps manned the stall for both days. Fortunately our stall was in one of the marquees as the Saturday was monsoon-like, in fact there were unconfirmed reports of Noah's Ark passing by! By contrast Sunday was the most glorious day and over the course of the festival the stall was visited by thousands of people.

The support given by the reps reflects their dedication to Usdaw. I would like to thank all those who were there on the day for their help and it is very clear that the name of Usdaw is now widely known throughout the island.

**PAUL NOAKES**

Area organiser, Andover office



**REPS SHOW RACISM THE RED CARD**



**No room for racism**



I was approached by a member upset because he had been racially abused by a customer. The member made the decision not to serve the abusive customer and the manager at the time didn't support his decision and failed to ask the customer to leave.

After discussing the incident with me, I encouraged him to have a meeting with management. The meeting was successful and management apologised profusely assuring him that racism would not be tolerated in any shape or form, by colleagues or customers.

I decided to use this experience and hold an anti-racism campaign. I collated material from central office, Morden office and the 'Show Racism the Red Card' campaign. The day was a success and a perfect opportunity to raise Usdaw's profile.

I would like to acknowledge the amazing support given to me by the Morden office. Also the invaluable support by my fellow rep, Mary Navaratnam who has only been in the role for eight months.

**PHILIPINE AKABA**  
Southern division H88

**BELFAST PRIDE PARADE AND LGBT GET-TOGETHER**

**LGBT reps take centre stage in Belfast**

The Belfast pride pictures in *arena* magazine looked great. The parade is always an amazing experience and every year it gets better. Having the LGBT weekend is great, not only enjoyable but very informative too. Being able to speak to other LGBT members about things that happen in

the workplace in a safe and private environment helps bring situations to light and deal with them. Thanks for choosing Belfast every year and thanks for a great weekend.

**CALI MORROW**  
North West division

**REPS AND MEMBERS IN THE PICTURE . . . VISIT: WWW.USDAW.ORG.UK/GA**

Frankie White (1) from Tesco in Borehamwood receives flowers on her retirement. William Wegener (2) of Tesco Newport, Jacqueline Evans (3) of Tesco Pontypool, Sheila Cook (4) of Co-op Marple and Mervyn Knight (5) formerly of Danish Bacon, celebrate their 30 years' Usdaw membership awards. While Margaret Reston (6) of Boots Charing Cross Glasgow receives her Organising Award Certificate for health and safety





## SUMMER SCHOOL2 REPS DESCEND ON SHEFFIELD FOR CAMPAIGNING DAY OUT

## Friendships forged on the streets and in class



Summer school really opens your eyes, and more importantly you learn. It gives you opportunities to make friends for life, I must have 10 close friends from summer school that I wouldn't have met otherwise.

Days were long but there was work to be done. Over time folders grew and groups changed so everyone knew each other.

On the way to campaigning on the streets of Sheffield, there were a few apprehensive reps. I teamed up with Ryan Fitzsimons, who felt that most people struggled with his Irish accent.

I gave him my tips. It's not what you say, it's in your approach, like smiling when you make eye contact, it makes a difference. At the end of the hour, he'd learnt something that worked for him. We were all in high spirits on the way back – a job well done.

It felt like the week had just begun but it was ending. Goodbyes and promises were said like: 'see you at ADM', 'we'll meet up soon' and 'add me on Facebook'.

**CALLUM HARRISON**  
North West division

## LEARNING IN NORTHERN IRELAND

## Committed learners



"Lifelong learning' has helped me with my job and keeping in contact with friends far away. Believe me, you are never too old to learn something new."



"Returning to learning has given me the confidence to put myself forward for other job opportunities, it's been a very positive experience."

Geraldine McKinney, 48, from Asda, Downpatrick and William Webb, 68, from Tesco, Craigavon have been recognised by the Department for Employment and Learning in Northern Ireland for continued efforts through Usdaw's lifelong learning campaign. The learning duo were presented with essential skills certificates for their achievements at a special celebration at Hillsborough Castle.

## Of mice and money

Members from K21 Fallowfield branch raised £150 for charity by knitting sponsored mice. Their mice were then joined by 12,000 others, knitted by people around the world, to measure a lengthy 1.9 miles. The event raised £9,000 for the Alzheimer's Society and won a place in the Guinness Book of World Records.



## POLITICAL CONFERENCE 2013

## A helping hand

When we had the roaming mic at the union's political conference back in February, I stood up and asked about all schools being open 8am until 6pm for child care when the school day is over to help working parents. So I was pleased to hear this idea endorsed at this year's Labour Party conference.

**HAYLEY PICKLES**  
North Eastern division

## GALLERY FOR MORE PICTURES OF REPS IN ACTION



your tweets to  
**@UshawUnion**

@AbuTSB Delighted and honoured to be nominated for the National @UshawUnion Organising Award 2013 #OneTeam #Ushaw

@jenthorn01 Nice campaign by @UshawUnion asking customers to 'keep your cool' and respect shopworkers!

@bridiesedgebeer Just rejoined @UshawUnion