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Q&A

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*On how Usdaw
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Usdaw's finest in view

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



General Secretary John Hannett Ready for the challenges of 2017

Less than three months into the year and we have already seen two significant developments with Tesco planning to takeover Booker and Aldi becoming the UK's fifth biggest supermarket chain.

It's clear the retail sector never stands still and nor will Usdaw as we will be looking to strengthen our presence in both Tesco and Booker and we will continue to fight for recognition in Aldi. Similar campaigns will also continue in Marks and Spencer, Lidl and McColls.

However, it's clear the ongoing Brexit discussions in parliament and in the European Union cast an uncertain cloud over the whole of the country as we edge towards the exit door.

Worries around workers' rights, jobs and the economy all weigh heavily on our collective conscience and it's impossible to imagine exactly how it is all going to pan out. This scenario looks likely to last for at least the next two years and that isn't good for business or the workforce.

Our role is clear – we have to keep speaking up for workers – and we will not accept the UK becoming a haven for tax avoiding companies or firms who want to offer low skilled low paid jobs in a race to the bottom of the economic skills table.

Usdaw enters 2017 in good shape, with a small army of excellent activists standing up for members in our fight for justice, fairness and equality. We have to keep making the case for our beliefs and I'm confident if we maintain our unity of purpose we will continue to make further progress over the next 12 months.

John Hannett, General Secretary



arena

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Ushaw
Union of Shop, Distributive
and Allied Workers
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Tesco goes shopping

Massive deal on the cards after shock announcement

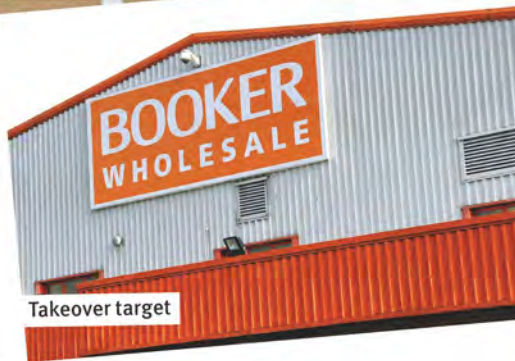
Tesco surprised the retail sector when it announced its proposed £3.7bn takeover of the UK's biggest food wholesaler Booker.

Booker supplies the Budgens, Londis, Premier Foods and Family Shoppers brands at 5,500 franchised convenience stores, as well as restaurant chains and pubs. It took over cash-and-carry business Makro in 2012.

The deal is likely to be

closely scrutinised by the Competition and Markets Authority (CMA) as, if successful, the deal would give Tesco around a 28 per cent share (up from its current 17 per cent) of the convenience market.

If the CMA does get involved it could be the end of the year before the takeover



Takeover target

gets the go ahead with analysts suggesting it could even spill over into 2018.

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Staff under attack

Worrying rise in crime figures vindicates Usdaw's Freedom From Fear drive



Campaign to stop abuse continues

Abuse, threats and violence against staff continue to plague the retail sector with a 40 per cent increase in such incidents during the last year, figures from the employers' group the British Retail Consortium have revealed.

The statistics confirm Usdaw's own survey, which showed that more than half of shopworkers were either verbally abused or threatened and on occasions assaulted in the last 12 months.

Dealing with shoplifters or upholding the laws on age-related sales are often triggers for violence, threats and abuse from customers. Usdaw

the law," he said. "Too many cases are not reaching court and when they do the sentence is often derisory. This leaves the victim of assault feeling worthless and vulnerable.

"Retail staff have a crucial role in our communities and that must be respected and valued. That's why we have been running our **Freedom From Fear** campaign, which seeks to highlight the issue. It also involves us working with employers, the police and local authorities to make sure staff are safe, stores and shopping centres are secure, and retail crime is treated seriously – it is not victimless – many of our members have been left traumatised, injured, and unable to return to work in some instances.

"Our message is clear – abuse is not part of the job

– and we will do all we can to protect our members.

"We

“ Many of our members have been left injured and traumatised

members have told **arena** they have been punched, head-butted and had goods thrown at them. Others have reported having knives pulled on them, being pushed to the ground and being threatened with retribution outside of work.

General secretary John Hannett has called on the Government to step in and do more to protect workers. "Any one found guilty of violence should face the full force of

know around 30 per cent of workers do not report incidents to their employer, which suggests these figures may be an under-estimate, so that's very worrying. I would urge all of our members who experience or witness verbal abuse, threats or violence in the workplace to report it to their manager immediately. Only then can measures be put in place to minimise the risks and protect staff."

Campaign lift

News

Political backing on the shopfloor from MP Tracy

Meanwhile, Labour MP Tracy Brabin showed her support for the Freedom From Fear campaign's Respect Week last November when she joined members at the Tesco Cleckheaton store in her Batley and Spenningsdale constituency.

The campaign day was organised by local reps Lauren Stephenson, Steph Bowman, and Pat Whilding who were joined by activist Stephen Macdonald and area organisers Mark Todd and Steve Maundrill.

Tracy donned the campaign t-shirt with the Keep Your Cool slogan and chatted to staff about the issues they face.



Tracy Brabin MP (centre) with members at Tesco Cleckheaton

"I was delighted to support the union's drive for safer workplaces and respect for shopworkers," she said. "No one should have to go to work and face abuse of any kind. I'll be delighted to support Usdaw's efforts

in parliament to secure safer working conditions for its members."

To view more campaign photos go to:

usdaw.org.uk/gallery

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People
like you



Samson Muteke is using his skills and talents across the division

No stopping Samson

Graduating from the union's Academy, Usdaw's specialist six-month training programme, meant 2016 was a special year for activist **Samson Muteke**.

The 45 year-old, who is a hygiene operative and the union convenor at the Karro Food Group's processing plant in Malton, north Yorkshire, swapped his industrial background to recruit and organise members across the retail sector.

"It's been a fantastic opportunity, I can't speak highly enough about the whole experience," he said.

"I've worked with so many people in the division, there's

been a lot of help and support. Don't get me wrong the role is challenging, but with self-belief and hard work I did it. I was very proud to have completed the Academy. Working with reps and helping them to get better organised is something I've really enjoyed.

"One of my visits was to the Morrisons Scarborough store where I worked with rep Liz Keightley on a Legal Plus Day last October. We invited solicitor Andy Carruthers from Beecham Peacock solicitors along and members appreciated the chance to speak directly to a legal expert on-site.

"Getting active in the union was a big step for me. Being

a rep is a job I love, especially in my own workplace where we haven't had a black rep on site before, let alone a convenor.

"I think it's important unions in general have more black activists and I see my role as helping to promote Usdaw across the board and especially with ethnic minority workers.

"I also attended the Black Members' Weekend for the first time in November in Manchester – another fantastic opportunity for reps to meet up and find out more about Usdaw and discuss all the issues."

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

www.usdaw.org.uk/bearep

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Usdaw's insurance affinity partner UIA is winning over more and more members with its competitive rates for home, travel, motor and pet insurance.

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Usdaw's tie up with UIA now goes back eight years and has given thousands of union members a direct route into competitive policies and a first class service.

But don't take our word for it, listen to what these Usdaw members had to say after using UIA insurance....



*Research carried out by UIA (Insurance) Ltd, November 2016.

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People
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Helping members improve their skills is rep Anna's passion

Language of learning

Night shift worker **Anna Beszterda** is using her passion for learning to help and encourage her colleagues to improve their qualifications and job opportunities.

The 27 year-old, who came to the UK from Poland eight years ago, is an admin clerk for Martin Brower UK Ltd, a distribution centre in Basingstoke, Hampshire that supplies McDonalds.

"Being bi-lingual is really useful as I can communicate with a lot of my colleagues and encourage them to join a course," said Anna.

"I was involved in my first learning day last October and it was very successful, colleagues showed a lot of enthusiasm to learn.

“Members are very enthusiastic about learning and so am I!

"Around 25 people signed up for different courses and NVQs on the first day and six new members joined the union.

"I enjoy helping my colleagues complete their qualifications and improve their skills so they can be proud of their success."

"We have

a learning centre on site, which is very popular with both learners and reps as we also use it to meet new starters.

"I'm also working towards completing the Preparing to Teach in the Lifelong Learning Sector teacher training qualification, so I can deliver courses to my colleagues.

"I work alongside fellow rep Mick Grodynski who has given me lots of help and support, Lawrence Miller, our depot manager and the local college."

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

www.usdaw.org.uk/bearep

Brexit beckons

The UK's exit from the European Union moved closer in February as MPs passed the Government's European Union (Notification of Withdrawal) Bill, allowing the process to sever links with Europe to formally begin.

Once the bill completes the parliamentary process the prime minister has the power to trigger Article 50 – the official procedure for countries wishing to leave the EU.

There is a two-year time frame for negotiations on the terms of the UK's exit to be concluded. The parliamentary debate was largely a formality given that MPs have already backed the principle of the bill, although an amendment on the status of EU citizens living and working in the UK was defeated during the debate.

Theresa May has previously stated the UK will leave both the single market and the customs union.



News

Victims blamed

Government puts insurance companies first

Government plans to change the law on personal injury claims could see thousands of workers miss out on vital financial compensation, Usdaw has warned.

The Ministry of Justice said it wants to clamp down on a so-called epidemic in whiplash claims in road traffic accidents and proposes to move the majority of these cases to the small claims court.

"The Government wants to raise the small claims limit from £1,000 to £5,000," said general secretary John Hannett. "It also wants to reduce the amount of compensation paid out for pain and injuries and introduce fixed tariffs, which will see payouts fall massively even from their current modest levels."

"If these measures go through an Usdaw member who was previously awarded £1,750 for injury would only get £400, while more

serious cases could see compensation cut by 50 per cent.

"We estimate around 75 per cent of the cases Usdaw brings not only for road traffic accidents but for personal injury at work will be affected and be put at an enormous disadvantage. The end result will see thousands of workers denied fair access to justice."

"The Government claims its proposals will save the insurance industry around £1bn a year and 'hopes' the savings will be passed on to consumers. There is no evidence that the UK insurance industry has ever passed on any such savings following previous windfalls arising from the reform of the civil justice system."

"Usdaw will be presenting its case against these plans in a robust and evidence-based manner and we will be lobbying parliament against these unnecessary measures."

Don't get left behind on your retirement plans

The earlier you start planning and saving for your retirement the more likely you are to have adequate funds to retire from work

Just starting out

Q My two children are now young adults and starting out in their first jobs. I'm trying to encourage them to join a pension scheme but they're reluctant to do so saying they can't afford it. Any advice?

Yes, it's understandable many young adults can't imagine they'll be pensioners one day themselves. The reality is that it will be a difficult financial balancing act especially if your grown-up children are on low wages and/or trying to save for a rental/mortgage deposit.

However, it is a fact that people are living longer and a decent standard of living will greatly improve the quality of your retirement. So, the earlier you can join a pension scheme and the more you can save the better.

This is perhaps better explained by giving you an example. If a 25 year old started to pay 5 per cent of their pay into a pension scheme now with 5 per cent also being paid by their company it's highly likely they would have a good chance of receiving a decent sized pension pot when they retire.

If the same individual delayed paying into a pension pot until they were 35 they would need to pay 12 per cent of their pay (in addition to the employer's contribution of 5 per cent) to achieve the same outcome.

The message is simple: if you are financially able to do so, early pension saving is critical, the sooner your children join their company's scheme the better.



Family affair

Q I've worked all my life in part-time jobs to coincide with bringing my kids up. I'm 50 now and I'm working more hours and paying NI, but previously didn't earn enough to pay NI, what if any state pension will I get?

The full level of the new State Pension is currently **£155.65** each week, however, not everyone will automatically qualify for this amount. The amount you receive will be based on your own personal NI record.

If you didn't work while looking after your children you should still have received NI credits towards your state pension.

We would recommend you obtain a forecast of your state pension, which will also identify whether you have any gaps in your NI record. Sometimes mistakes are made so it is a good idea to ensure you will receive what you are entitled to.

If there are legitimate gaps in your NI contribution record you can pay voluntary NI contributions to make up the shortfall.



For More Information about the new state pension please visit:

www.usdaw.org.uk

Whether you're just starting out on your working life or if you're very near to retiring, you cannot afford to ignore the importance of pensions and their impact on your life.

know your Rights

I'm being hassled to 'unlock' my pension – help!

Q I have received some text messages from a company saying they can give me 'cash back' and 'unlock' my pension. Is this legitimate and what does it mean?

If you're 55 or over you can legally access the money in your pension scheme(s).

If you are under age 55 however and take cash from your pension pot this is deemed to be an unauthorised tax payment and HMRC could apply a tax charge of 55 per cent or more to the total value of your pension pot if you take cash from this.

The only exception to this is if you are applying for a serious ill-health pension.

Any cold call phone or text messages are likely to be scams, so here are some things to look out for:

- being approached out of the blue over the phone or via text message
- pushy advisers saying they can help you access your pension before age 55

- companies that offer a 'loan', 'saving advance' or 'cashback' from your pension
- any reference to 'loopholes', overseas investments or creative or new investment techniques
- guaranteed returns of 8 per cent each year on your investments if you transfer your pension

Don't get caught out by unlocking your pension before you're allowed to, which in most cases applies to everyone under 55.

If you are approached by someone to transfer your pension pot and you have concerns contact the pensions section on 0161 224 2804 or email your enquiry to:

@ pensions@usdaw.org.uk

Access to cash

Q I've worked in a large retail company for 20+ years and my pension has been changed from final salary or career average to defined contribution, can I get my hands on any of this as I'm struggling at the moment to make ends meet? Irrespective of whether your workplace pension is a defined benefit (DB) or defined contribution (DC) arrangement, the normal retirement age will be determined by the scheme rules for that specific scheme.

Generally the 'normal' retirement age will be 65 (but could be higher or lower) and it is not normally linked to your state pension age.

If you are 55 or older you can apply to the pension scheme to start drawing your benefits early. Most schemes will allow you to do this, but not all, so you will need to check.

Please note: Pensions paid early are generally reduced because they are going to be paid for longer and you may not leave yourself with enough income to see you through retirement-so think carefully before you decide what to do.

The new rules from April 2015 also mean you have more choices about how you can access your DC pension pot so make sure you consider all your options.

Contact the Usdaw pension section for more information on your pension choices at retirement.

Why save at all?

Q I'm in my early 40s, always worked and always paid my National Insurance (NI) contributions, but the state retirement age keeps getting pushed higher and higher. What's the point of paying in if you don't get it until you're over 68, or whatever it is for people my age?

Consecutive governments have looked closely at the pensions sector for a number of years. The statistics clearly show people are living longer and it is anticipated that by 2050 the average life expectancy of a male will be 91 and a female 93.

In 2014 the Pension Act was introduced and it made provision for state pension ages to be increased to age 67 from 2028 and a further increase is scheduled in 2046 to age 68.

The present Government has announced that it will regularly review the state pension age. The first review is currently underway and is being carried out by John Cridland. It is anticipated his findings will be published before May 2017.

Your NI contributions do not just fund your state pension however. The NI scheme is a social scheme designed to meet current claims for benefit from all those covered by the National Insurance scheme. Class 1 National Insurance contributions count also for bereavement benefits, maternity allowance, contribution-based jobseeker's allowance and contribution-based employment and support allowance.



To find out your state pension age and for more information about the new state pension please visit:

www.usdaw.org.uk

Consider all of your pension options before making a decision



Previous pensions

Q I'm 55 this year, still working and paying into a workplace pension. I have no plans to retire just yet but in previous jobs I was also in a pension. How do I find out what they are worth?

There are basically two types of pension scheme in the UK at present – Defined Contribution (DC) and Defined Benefit (DB).

If your previous workplace scheme was a DC scheme, you will automatically receive a statement telling you the value of your pension pot once a year.

If your previous workplace scheme was a DB scheme (e.g. final salary or career average) the rules are different. Your previous scheme doesn't have to automatically send you an annual statement. When you left your previous company, you should have received a 'closing' statement confirming the amount of pension you had built up while being a member.

If you cannot find this, you have the right to ask for a further statement free of charge in any 12 month period, and the scheme must give it to you within two months of your request. So, write to your previous companies and ask for a pension statement. If one or more of these are no longer trading write to the Pension Protection Fund (you can find its details on the internet).

Remember it is your responsibility to inform any previous scheme administrators of any changes to your address or contact details.



know your Rights



State pension check

Q I'm 60 and worked on and off all my life. How do I find out about my state pension and how much I might get when I reach retirement age, and what age can I claim it?

For any man born on or after 6 April 1951 and any woman born on or after 6 April 1953 you will be affected by the reforms to the state pension introduced in April 2016.

The full level of the new state pension is currently **£155.65** each week, however, not everyone will automatically qualify for this amount. The amount you receive will be based on your own personal National Insurance record.

To get a quick forecast of your state pension, you can access a new online service called 'Check your State Pension'. This will confirm your entitlement and when you can get it.

To access this link and for more information about how the new state pension will affect you please visit:

www.gov.uk/pension

Fees and charges

Q I've always saved into a private pension as the companies I've worked for were too small to have their own pension. How can I find out about the fees I'm charged by my pension provider?

If you have a personal pension, charges will be applied by the pension provider. The main charge is known as the Annual Management Charge (AMC).

This represents the pension provider's fee to cover the cost of administering your pension pot and investing contributions to build up your retirement pot.

The AMC will differ depending on where your money is invested, you will need to check with your pension provider what these charges are.

If charges are too high this could have a detrimental effect on the growth of your pension pot, however, a good fund manager may justify higher charges by achieving greater returns on the contributions you make.

Workplace pension schemes also often have charges, but these are generally lower than individual schemes.

It's important that you understand the charges that apply to your pension scheme and the effects that these will have on your retirement pot.



Young reps sparkle at awards night

Usdaw has a lot to offer its young members aged under 27 who want to get active and thousands have done just that...

Around one fifth of Usdaw's membership is made up of workers aged under 27 and that's more than 80,000 young members.

The union provides many opportunities for these young workers to get involved and play a bigger role with hundreds already signed up as activists, including safety and learning reps.

Young workers can also get involved with their divisional young workers' committees, which organise events specifically aimed at involving young members and activists in campaign days and special events.

The union's training courses are also available to new young reps and include the introductory and follow-on courses, specialist safety and learning courses, summer schools, weekend schools, trade conferences and the

Annual Delegate Meeting.

General secretary John Hannett is keen to see more young workers get involved with Usdaw. "Wages, terms and conditions, and rights at work all affect our young members just as much as the older generation," he said.

"So the more young workers we have standing up for themselves and their fellow workers the better.

"The trade union movement relies on the input of the younger generation to keep our demand for fairness, justice and equality in the workplace and society alive.

"I'd appeal to our young members to ask their fellow reps about getting more involved, maybe becoming a rep or going to one of the divisional or national meetings to find out more about how Usdaw can help them and they can help the union."



Active reps (l-r) Graham Menzies, Russ Jones, Jade Rutherford, Leanne McAdie, Ricky Brown, and Tom Hemmings

Arena spoke to six award-winning reps at this year's national organising awards night held in Manchester in January.

Tom Hemmings

Delivery driver Tom, 23, works for Tesco in Sandhurst, where he is the youngest rep in a team of six who look after 500 members.

"I became active in 2013.



I was trying to get on an engineering course but it was cancelled due to funding issues. I became a rep and enjoyed it so much that I lost interest in my original career plans.

"There's a lot of obstacles facing young people and we want to break those barriers down.

"I've spoken at divisional conferences and workshops to

publicise the issues faced by young workers.

"I'm studying for a degree in International Labour and Trade Union Studies thanks to Usdaw's 'Chance of a Lifetime' scholarship scheme. Eventually I'd like to work for the trade union movement, but as long as I can wake up each morning and make a difference to someone's life then I'm happy."

Ricky Brown

Warehouse worker Ricky, 26, works at the B&Q distribution centre in Swindon. He has been a member for five years and a rep for three.

"Most of the members on our site are in their early 20s. They seem to identify better with the younger reps, myself included.

"Being part of Usdaw has increased my confidence. It's

Get active

opened lots of doors and now I'm excited about the future.

"It's essential that young workers become members and get active because they'll be the next generation of the union. I take a personal responsibility in my own site to build the young membership."

Russ Jones

Shopworker Russ, 25, is one of a team of three reps at Morrisons in Bromsgrove. He has been a rep for two and a half years and graduated from Academy1 (the union's six-month specialist training programme) last year. "I really enjoyed it. I was the newest and youngest organiser from the Midlands so I learned a lot from everyone else and it made me want to get more involved.

"We recently ran a campaign to make the public aware of the issues faced by young workers. We were also able to link it in with the Freedom From Fear campaign, which worked out well.

"Being a rep is a great boost to your confidence and skill set and I think promoting this fact to young workers is a good way to get them involved. It's a great role to have on



The National Young Workers' weekend

your CV or on a university application."

Jade Rutherford
Call centre worker Jade, 25, is part of a team of 10 reps looking after 1,000 staff at

the Tesco site in Dundee.

"I love being a rep. We're busy all day every day with union duties. I get a great deal of satisfaction from being able to support others. Sometimes it's just the simple things like letting people know their

rights and entitlements.

"We're very privileged in the call centre because we can reach all of our members by email so it's easier to set up campaign days and recruit new members.

Graham Menzies
Nightshift worker Graham, 26, has worked for Tesco for eight years and been a rep for a year.

"I became active because I wanted to protect young workers' rights. There's no doubt that young workers should be in Usdaw. I know people say 'we don't need it,



we can fight for ourselves' but it's not just about representation, they need to know what else we can do for them."

Leanne McAdie

Tesco rep Leanne, 26, is part of a team of four reps looking after 130 members in the Orkney store.

"When I started work I was quite shy but in my role as a rep I've had to speak to people so it's forced me out of my comfort zone and increased my confidence.

"It's amazing how much the union can do for you,

which I wouldn't have known if I hadn't become a rep. Although I think we need to work harder at getting the information out there.

Membership is your insurance at work and there's always going to come a time when you need a little bit of support and help.

"As reps people come to us with various issues. Sometimes members usually just need someone to listen to them and give them a bit of guidance, and that's what it's all about."

www.usdaw.org.uk

The union publishes a range of material aimed at young workers, to find out more visit:

WANT TO GET MORE INVOLVED?

The National Young Workers' Weekend 2017

If you're looking for an opportunity to learn more about Usdaw, discuss the issues facing young workers and meet other young reps from around the country then the National Young Workers' Weekend in November comes highly recommended. Contact your local Usdaw office for details.

Divisional young workers' committee

If you're interested in representing young workers in your division and campaigning for their rights then get in touch with your divisional young workers' committee by calling your local office.

Keep up to date with news and events for young workers at www.usdaw.org.uk/youngworkers

Membership Week

Your union needs you!

Usdaw activists are among the best in the UK and January saw them out in force...

It was another hectic Membership Week as reps from all sectors and all seven divisions signed up thousands of new recruits.

These annual events are key fixtures in the union's calendar and when combined with a similar event in June is one of the reasons why union activists and officials signed up more than 80,000 new members last year.

General secretary John Hannett was keen to thank the reps for their hard work. "It's stating the obvious but the more members we have the stronger our influence is both at work and when we take our members' concerns in to the political arena at national level," he said.

"We organise in tough sectors with high staff turnovers, a high

number of part-time and flexi contracts and many students and/or migrant workers who for one reason or another are difficult to recruit. However, it's clear from our steady growth over the last twenty years, our activists and officials are doing a great job.

"Our Academies will start isoon, which will boost our recruiting and organising agenda, so we have a busy year ahead.

"If there are any members who are interested in becoming a rep I'd urge them to phone their local office and discuss it with their official.

"Usdaw has the best training courses in place for our activists so they are given excellent support to do what is a very important job."





AINING



Morrisons Wood Green London

For more pictures of activists in action: usdaw.org.uk



Morrisons Bromsgrove



Sainsbury's Darlington



Poundland distribution Wigan



UP TO
25%
MORE
COMPARED TO HIGH STREET

Legal Plus

*– looking after you
and your family*

Substantial payout for Graham

Tesco warehouse worker **Graham Ashby** was nearly killed when he was hit by a motorcyclist one early December morning in 2015.

The 61 year-old sustained serious injuries and had to have his right leg amputated following the incident.

"I died twice during the operating procedures, so I feel very lucky to be alive," said Graham, whose left leg was also badly damaged. "I was a complete mess after the accident I don't remember anything about it.

"My union rep visited me while I was in hospital and helped me make a claim. What a brilliant guy, matched only by the fantastic legal service I had."

FirstCall Usdaw looked after Graham and he was awarded £450,000 in December last year.

"I accepted the settlement without hesitation,"

he added.

"If I had used a high street solicitor or one of the TV companies you see advertised I would have lost up to £110,000, that's 25 per cent of my settlement.

"I cannot understand people who keep falling for the 'no win no fee' firms you see on the TV as they do charge you if they win your case.

"With Usdaw's FirstCall you keep every single penny of your award and there are no hidden costs like legal, medical and specialist fees.

"My union solicitor was brilliant. I was kept updated during the 12 months, which was total peace of mind as I was in a bad way. I had a first-class professional service throughout.

"I can't stress how important it is to join the union. There's help whenever you need it, your covered 24/7 whether you're at work or not."

Darren relies on FirstCall to win

Poundland night shift driver **Darren Jones** was soon back on the road to recovery after he sustained injuries in a motorway accident in March 2016.

The crash happened when his wagon was hit from behind after Darren braked to avoid a car that had cut in front of him.

"Details were exchanged at the scene and it was all very straightforward," said Darren, 46, from Stourbridge in the West Midlands. "I went to A&E as I'd injured my back and arm, but it wasn't anything too serious and I recovered in no time."

After the accident Darren rang FirstCall who looked after his claim and just six months later he was awarded £3,600 for his injuries.

"I had a fantastic service and kept 100 per cent of my settlement, there were no hidden costs. It's completely free with Usdaw and FirstCall.

"All my solicitors fees, specialist and physio sessions were paid for. I had the best professional advice and support all the way through.

"I've been a member of Usdaw for nine years and never had to call on them for help. But when I needed it the union was there for me.

"During the six months my claim was on-going I was contacted many times by different law firms and each time I told them my union was dealing with it for me. I wouldn't go anywhere else."



Kevin's injury dealt with by Usdaw

Your membership is your security at work, said 57 year-old night cleaner **Kevin Strathdee** when he was awarded £5,300 after he was injured in an accident at work.

The incident happened in July 2014 when Kevin worked for Young's Seafood in Scotland. He injured his back when lifting a faulty drain cover.

"As I lifted it I felt my back go 'ping' and I was in agony," said Kevin who lives in Nethy Bridge in Strathspey.

"I went to see my doctor and he signed me off work for six weeks and then I went back to work on light duties.

"I was surprised to find out that the drain cover hadn't been fixed. It was only then I decided to put a claim in to make sure nobody else would get injured.

"I'd read about FirstCall in *arena* so I rang the freephone number. I had a solicitor looking after my claim in no time.

"I couldn't be happier with the help and support. I was delighted to win the case, it was handled very professionally all the way through.

"I got to keep every penny of my compensation, I didn't have to pay anything, there were no hidden fees or costs.

"I tell everyone to join the union, there is help and support there for you whenever you need it."



FIRSTCALL

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



Miranda's case in the fast lane

When former Sainsbury's worker **Miranda King** was run over by a car FirstCall came to her rescue. A union solicitor took up her case and won her a substantial payout.

"The accident happened in December 2014," said Miranda, 69, from Winchester in Hampshire. "I was crossing the store car park with my daughter on my day off after doing some shopping when I was hit by a car that didn't stop.

"I was taken to hospital by ambulance and kept in for two nights. I was sent home with my leg in a plaster cast which I had to keep on for seven weeks.

"I was off work for six months in all and after a

lot of thought decided to retire last year. My case was settled in October 2016.

"Joining the union has to be one of the best things I've ever done. I've been a member for 15 years and never needed any help until the accident.

"The legal service was excellent throughout and I was absolutely delighted with the settlement my solicitor secured for me.

"With FirstCall you are covered 24/7 and it doesn't matter where the accident happens, it doesn't have to be at work.

"I tell everyone to join the union because there are so many benefits. I've also just arranged my will with the union's free service, something I've been meaning to do for a long time."

Brilliant service for Peter

Warehouse worker **Peter Kelly** has been a union member for more than 30 years and never needed help until he was run over and seriously injured in a road traffic accident three years ago.

"It happened in October 2013 on my day off," said 62 year-old Peter from Rochdale in Greater Manchester.

"I popped out to the local shops and was knocked down as I crossed the road. I was rushed to hospital. X-rays revealed I'd broken my right leg and knee.

"I've had one operation already and I'm waiting for another operation to replace my kneecap.

"I'd read about FirstCall in the union magazine so I rang the helpline and I was put through to a legal representative immediately.

"My solicitor was brilliant and pulled out all the stops for me. The service and support I had was fantastic and I was really pleased with the settlement.

"The driver of the car tried to make out it was my fault and wouldn't accept liability so my case was heading to court. However, my solicitor fought long and hard to prove that I was blameless and my case was settled before it even reached court.

"I'm forever telling colleagues and friends about my accident and the expert help and advice I had as a union member.

"I only popped out to the shops. I can't stress enough how important it is to join the union."



LEGAL ROUND-UP

Anjna Surti

- Age: 58
- Employer: Boots Industrial
- Injury: Injury to knee
- Date of accident: March 2016
- Case settled: October 2016
- Award: £2,500
- Quote: "With FirstCall you keep 100 per cent of your compensation award; every single penny."

Michael Murray

- Age: 72
- Employer: Morrisons
- Injury: Right leg
- Date of accident: June 2015
- Case settled: April 2016
- Award: £2,000
- Quote: "FirstCall took care of everything. It pays to be in the union."

Louise Grimmer

- Age: 45
- Employer: Tesco
- Injury: Concussion
- Date of accident: June 2015
- Case settled: June 2016
- Award: £2,100
- Quote: Accidents do happen, that's why you need the union, professional help 24/7."

Dawn Gwyther

- Age: 55
- Employer: Sainsbury's
- Injury: Trip injury
- Date of accident: Dec 2015
- Case settled: June 2016
- Award: £4,200
- Quote: "My case was settled in six months."



James pleased with his settlement

FirstCall Usdaw helped put nightshift worker **James Oliver** back on his feet after he slipped and injured his shoulder at the Morrisons store in Berwick-Upon-Tweed.

Union solicitors handled his claim and he was awarded £14,400 in compensation.

"I rang the number on my card and the lady took a few details and I was put through to a solicitor straightaway," said James, 47, who lives in the border town.

"My solicitor was fantastic, I didn't have to worry about anything, travel costs and all my medical appointments were all paid for and arranged.

"And I was really pleased with the settlement and there were no 'hidden' deductions either,

which is very important. I used to be a rep and I always advised my members to use FirstCall for that very reason."

The accident happened in July 2014 when James slipped on ice in the freezer area of the store. He went to his local A&E and was kept in for 24 hours for observation. He was off work for three months and then a further three months following an operation to his shoulder.

"I'm back at work now doing my old job and everything is fine.

"I spoke to someone the other day who'd had an accident at work and was worried about phoning FirstCall in case they would get into trouble at work. I explained there would be no comeback, told them about my experience, and that Usdaw will look after them."

AVOID ING STUNG



**IF YOU HAVE AN ACCIDENT HIGH STREET SOLICITORS
CAN TAKE UP TO 25% OF YOUR COMPENSATION**

KEEP 100% OF YOUR COMPENSATION WITH FIRSTCALL USDAW

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

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VISIT WWW.USDAW.ORG.UK/FIRSTCALL



Usdaw
Union of Shop, Distributive
and Allied Workers



National

Usdaw Awards 2016

Champion activists

Usdaw has the best reps in the trade union movement and the national awards night celebrates their success

Commitment, determination and a belief in fairness were just some of the characteristics shared by the activists at the 12th annual national awards night held in January.

It was another memorable evening as reps from across the UK gathered at a top Manchester hotel to celebrate their hard work and dedication during 2016.

National winners in nine categories were chosen from the divisional nominees and as general secretary John Hannett said it made him very proud to 'be in the room that was full of winners'.

"Last year was one of the toughest on record,"

he said. "But our

reps didn't shrink from their responsibilities to represent and defend their members' interests," he said. "Without our reps we wouldn't be in the strong position we are today and it's only right we recognise and congratulate them at this ceremony.

"Of course not every one of our 10,000 activists can be here tonight but the nominees are representative of them and this event is all about recognising all of our reps' achievements during the year. Congratulations to all of our reps and thank you for helping us to build a stronger union."

John was joined by deputy general secretary Paddy Lillis and president Jeff Broome to present the national awards. In the raffle, open to nominees only, Midlands division's Joan Samuels was the lucky winner of a weekend spa break.



General secretary John Hannett



Raffle winner Joan Samuels

Everyone a winner
at the national awards



USDAW
ORGANISING
AWARDS
2016



South Wales and Western division (A)

STANDING (from left): Donna Morris, Karen Bennett, Mike Walker (deputy divisional officer), Linda Connor, Elaine Arberry, Phil Birkett and Barbara Wilson (executive councillor). **SEATED** (from left): Tracey Lowther, Michael French, Anne Meacock, George Petrie, Tracy Cannard (divisional council chair), Nick Ireland (divisional officer) and Gerrie Messer



Eastern division (C)

STANDING (from left): Simon Vincent (executive councillor), Adam Turner, Andrews Asante, Dave McCrossen (divisional officer), Robert Boulter and John Bond (divisional council chair). **SEATED** (from left): Jacob Haughey, Christine Henry (deputy divisional officer), Maurina Joseph-James, Donna Genius, Leanne McGregor, Barbara Woolford (executive councillor) and Tommy Ryan



Midlands division (E)

STANDING (from left): Mark Halfpenny, Gareth Davies (deputy divisional officer), Russ Jones, Andrea Watts (executive councillor), Jon McEwan and Gavin Dadley (divisional officer). **SEATED** (from left): Joan Samuels, Anita Adamczyk, Simon Willmott, Julie Haycraft, Gareth Coates, Andy Shepherd, and Kate MacLeod (divisional council chair)



North Eastern division (F)

STANDING (from left): Mike Dixon (executive councillor), Angela Partington (divisional council chair), Joanne Thomas (divisional officer), Lisa Grainge, Cathy Godfrey (deputy divisional officer) and Brian Loughhead (executive councillor). **SEATED** (from left): Dionne Chapman, Rebecca Blades, David Landall, Clive Phillips, Faye Forster, Oskars Krasnikovs and Thomas Beattie



Scottish division (G)

STANDING (from left): Jenny Roberts, Donald Paterson, Graham Burns, Jean Hession (executive councillor), Stewart Forrest (divisional officer), Peter Devine (executive councillor) and Isabel Fyfe (divisional council chair). **SEATED** (from left): Steven Frew, Peter Leslie, Graham Menzies, Leanne McAdie, Kim Elsegood, Jade Rutherford and Neil Ford



Southern division (H)

STANDING (from left): Tom Hemmings, Mitzi Bent, Chhaya Patel, Ricky Brown, Anthony Lampey, Lisa Branch, Michelle Harris and John Barstow (executive councillor). **SEATED** (from left): Foluke Moses, Sujata Patel (divisional council chair), Sue Prynne (deputy divisional officer), Sue Merrell (divisional officer), Sonia Foster, Amy Murphy (executive councillor) and Lesley Jarvis

ROLL OF HONOUR

Winners in bold (divisional letter in brackets)

Most Promising New Activist

Michael French (A), Adam Turner (C), Russ Jones (E), **Oskars Krasnikovs (F)**, Graham Menzies (G), Lisa Branch (H), Sam Davies (K)

Health and Safety Rep

Elaine Arberry (A), Andrews Asante (C), Jon McEwan (E), Dionne Chapman (F), Kim Elsegood (G), **Anthony Lampey (H)**, Mike Faulkner (K)

Equalities

Gerrie Messer (A), Maurina Joseph-James (C), Joan Samuels (E), Garry Evans (F), Graham Burns (G), Foluke Moses (H), **Callum Harrison (K)**

Union Learning Rep

George Petrie (A), Jacob Haughey (C), Anita Adamczyk (E), Faye Forster (F), Donald Paterson (G), Chhaya Patel (H), Kevin Callow (K)

Campaigns

Linda Connor (A), Donna Genius (C), Simon Willmott (E), Rebecca Blades (F), Jade Rutherford (G), Lesley Jarvis (H), **Diane Howard (K)**

Team Recruitment and Organising

Morrisons Reps Bridgwater (A), Phoenix Healthcare Distribution Reps Norwich (C), Tesco Depot Reps Lichfield (E), **Co-op Distribution Reps Birtley (F)**, Tesco Reps Kirkwall (G), Young Workers Committee (H), B&M Distribution Reps Speke (K)

Individual Recruitment

Phil Birkett (A), Tommy Ryan (C), Gareth Coates (E), David Landall (F), Peter Leslie (G), Michelle Harris (H), **Louise Murdock (K)**

Individual Organising

Donna Morris (A), **Leanne McGregor (C)**, Julie Haycraft (E), Richard Todd (F), Steven Frew (G), Mitzi Bent (H), Patricia Mary Edwards (K)

Outstanding Achievement

Anne Meacock (A), Eddie Beaufoy (C), Mark Halfpenny (E), Lisa Grainge (F), Neil Ford (G), Sonia Foster (H), **Jan Jervis (K)**



Jeff Broome



Paddy Lillis



Oskars Krasnikovs



Leanne McGregor



Callum Harrison



Clive Phillips & Thomas Beattie



Anthony Lampey



George Petrie



Diane Howard



Jan Jervis



North West division (K)

STANDING (from left): Tony Clare (deputy divisional officer), Amanda Bailey-Coll (deputy divisional officer), Jan Jervis (executive councillor), Mike Aylward (divisional officer), William Smith, Michelle Fury (divisional council chair) and Chris Winwood (executive councillor). **SEATED** (from left): Diane Howard, Patricia Mary Edwards, Callum Harrison, Kevin Callow, Sam Davies, Peter Usher and Mike Faulkner.

Arena caught up with the national award winners on the night...

Most Promising New Activist

Oskars Krasnikovs

(Morrisons, North Eastern division)

"What a great night. I never expected to win but since I became active I've had some great training and that's paid off."

Individual Organising

Leanne McGregor

(Primark, Eastern division)

"This is a brilliant night and it's great to give something back to the reps. Getting involved in Usdaw transformed my life and I'm passionate about standing up for members."

Equalities

Callum Harrison

(Poundland, North West division)

"It's a privilege and an honour to win such a prestigious award. It left me speechless on the night. Every one of the nominees were excellent so to win in such company was an extra bonus."

Team Recruitment and Organising

Clive Phillips and Thomas Beattie

(Co-op Distribution Birtley, North Eastern division)

"This is for the reps back at the depot who have worked really hard to get us here. We are over the moon because it's been a long tough journey."

Health and Safety

Anthony Lampey

(Tesco, Southern division)

"This is an excellent night. I felt honoured to be the divisional nomination to win the national award just blew me away."

Union Learning Rep

George Petrie

(Tesco, South Wales and Western division)

"It's good to recognise the work all of our reps do and looking at all the talented activists in the room I was amazed but delighted to have won."

Campaigns

Diane Howard

(Tesco, North West division)

"I was shocked to win but absolutely delighted not just for myself but the whole team of reps back at our store. There was a real buzz in the room during the entire night."

Outstanding Achievement

Jan Jervis

(Tesco, North West division)

"I didn't expect this for one minute but I was delighted to accept it on behalf of everyone in the division. "This is a lovely night for the reps."

*Unfortunately the winner of the Individual Recruitment award **Louise Murdock** (Ladbroke's Northern Ireland, North West division) could not make it to the event.*



Louise Murdock

Nichole Easton

Open University

Gateway to graduation

Usdaw members can earn and learn and get a cash contribution if they study with the Open University, *arena* explains

Nichole Easton was glad she chose the freedom offered by the Open University (OU) rather than full-time study and her hard work was recognised in 2016 when she was awarded a 2:1 in psychology.

The 25 year-old has worked part-time for her nearby Tesco store in Peebles and has also been employed as a volunteer at the local community centre. Her finances were also boosted by Usdaw's cash pay-outs to members who study with the OU.

"Over the six years I've been awarded almost £800 from the union's OU fund, which pays out after each completed module," said Nichole. "This was a great help and allowed me to keep out of debt, or buy books, or pay the bills. I used the last one to help pay for my graduation ceremony.

"When I joined Usdaw

I had no idea this fund was available so it came as a very nice surprise when my local official told me."

Nichole was offered a place at Edinburgh Napier University when she was 18 but on the recommendation of one of her teachers she chose the OU. "I've loved it. It's daunting at times especially when you receive a big box of materials delivered to your door, but being able to work at your own pace and at a time to suit yourself really appealed to me. I was often seen in the canteen at work and in the local library reading my books.

"I saved on travel and accommodation costs and this allowed me to get my own place and my independence, which was very important to me.

"I could also keep up my volunteering work, which

FIRST DEGREE

Members studying for a degree with the Open University can claim up to £900 from the union to help with the cost of their studies.

The scheme has been running for more than 40 years and has provided essential financial support to members studying a variety of subjects while they continue to work.



Community champion

involves providing educational activities for local children and people with learning difficulties. So I divided my time up between that, Tesco and my studies.

"The OU worked perfectly for me, I'd certainly



recommend it to both young and old. You can tailor the course to suit your needs, the course material is very accessible and the support from tutors is fantastic. If you lead a busy life the OU is just what you need.

“And if you’re an Usdaw member the OU grant is easy to access, all it takes is a brief letter to the education department at central office and everything is sorted from there. A big thank you to Usdaw, I appreciated it.”

DID YOU KNOW?

- The Open University (OU) offers all adults, and particularly those who have very few previous academic qualifications, a unique opportunity to gain a University degree without leaving home or employment.
- The courses are written in a way that is **easy to understand** and build on your learning as you progress, allowing anybody the chance to gain a degree.
- An OU honours degree involves the **successful completion of 360 points**. Some students might take a 60-point course each year and take six years to complete, while others may take longer to complete their degree. Students decide how much study they do each year.
- The OU usually does not recommend doing more than 60 points per year if working. **60 points** is the rough equivalent of 15 hours work per week.
- Get free extracts of OU material online at:
www.open.edu/openlearn/
- Members, who have been in the union 12 months and are registered on the OU degree programme can **claim payments** after completion of their degree related modules.
- The current rate is **£150** for each 60-point course and **£75** for each 30-point course.
- The maximum total payment to any member is **£900**. (The grant does not apply for example, to ‘Access’ modules).
- Further details are available from your **union learning rep**, lifelong learning project worker at your divisional office or the education department at central office.

Usdaw member



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Flowers
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HEALTH & BEAUTY

Gym Membership
Spa Gift Cards and Vouchers
Usdaw Health Plan
Usdaw Dental Plan
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Vehicle Servicing

Almost **20,000**
Usdaw members checked
out the **Theme Park**
offers*

Usdaw members saved
Over
£3,000
with
Holiday Extras*

U
wit

*over the last 12 months

Offers

Find out more
www.usdaw.org.uk/offers*

*See Terms and Conditions for individual offers on the website.



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

Pregnancy risk

Q I am pregnant and told my boss about it three weeks ago. He just said 'OK, just carry on'. I am finding it difficult to do my usual job, which involves a lot of handling, twisting and stretching. I have been told they have to do a risk assessment. Is this true?

Your employer should already have a risk assessment in place! If they employ women of childbearing age, they are required to identify any

risks that could affect new or expectant mothers such as standing for long periods, heavy lifting, etc. Once you notified your manager, he should have checked the work that you do against the assessment. If there are any risks that can't be controlled by other means, he should have looked at finding alternative work. If there is no alternative, your employer should put you on paid leave for as long as is necessary to protect your health and that of your baby.

Your manager should also review the risk assessment if your circumstances change as your pregnancy develops. For example, if you work on the checkout, as you get larger in the later stages of the pregnancy it may not be possible for you to reach to scan the goods. The HSE has produced guidance for new and expectant mothers at:

www.hse.gov.uk and search 'mothers'

flooding as a result of winter weather but my manager still insists on sending the vans out. If we get more bad weather this winter what should we do?

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

Your employer should make allowances for the weather and the general road conditions when scheduling deliveries. They should recognise that rounds may take longer in bad winter weather. The final decision on whether it is safe to press on must be up to the driver. In rural areas there is also a risk that you could be stuck for several hours.

Drivers should be trained in winter driving and vans should be fully serviced and prepared for winter. Tyres should be in good condition and properly inflated (changing to winter tyres which give better grip in snow and ice may help). Windscreen wipers/washers, lights and heaters/demisters should all be checked. On rural rounds it is a good idea to carry a blanket, some food, a hot drink and a snow shovel to help dig the van out of drifts. Suitable boots and winter clothing should be provided. A



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

www.usdaw.org.uk
and search 'safety'

Storm worry

Q I drive a supermarket home delivery van in a rural location. In the last few years we have had to deal with snow and



mobile phone to warn the base if you do get stuck is also a good idea.

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

The Royal Society for the Prevention of Accidents (RoSPA) gives some useful advice for anyone who drives in winter weather at: www.rosipa.com

Down the drain

Q In a recent heavy downpour, our drains could not cope and the warehouse, toilets and part of the main shop were flooded with a couple of inches of water. The manager has told us to come in and clean up the mess. Can they do this?

It will depend on the scale of the problem and whether the instruction to clean up is 'reasonable'. If there is serious contamination or a really major clean-up operation is needed then specialist cleaners may be required.

If you are expected to clean, your manager needs to make sure you have appropriate protective equipment – boots, overalls, gloves and possibly masks or face protection if there is a risk of splashing. Workers should be advised to cover any cuts with waterproof plasters and should have access to water to wash their hands when they've finished. If any electrics have been in contact with the flood water, it should be checked by a competent electrician before

workers move back into the area. The TUC produced a useful guide on cleaning after flooding in 2016. You can find it at: www.tuc.org.uk

Hands hazard

Q The skin on my hands has become very cracked and sore. I work in a food factory where we have to wash our hands every time we enter or leave the production area and apply a sanitary gel. I am worried that I may not be allowed to carry on working because of the open sores on my hands and working with fresh food.

Hand hygiene is obviously important in the food industry. Workers often have to wash

arena Health

Send your health questions to the
arena team at: arena@usdaw.org.uk

their hands many times a day or wear gloves for long periods, both can be damaging to the skin.

In addition some of the products you handle such as spices, vegetables and other ingredients may cause allergic dermatitis. For all these reasons the HSE recommends that employers should have a 'responsible person' who frequently checks workers hands for dermatitis.

If it is the soap and the sterile gel that is causing your problem it should be possible to stop the damage

without risking your job. But it is important that you get treatment early before your skin suffers permanent damage.

HSE has a very good guide on preventing work-related skin disease –that can be downloaded free from its website at:

www.hse.gov.uk/skin/

Truck sense

Q I am a new HGV driver at a distribution depot. The other day one of the older drivers spotted me jumping down from my wagon in the

yard and gave me a lecture about always climbing out of the cab and not jumping because of health and safety. Is he right?

Yes, his advice is very sensible.

Jumping from your cab or from the trailer may seem like a quick and easy way of getting down when you are young and fit, but there are both safety and health risks. It is too easy to turn an ankle especially, for example where the ground is uneven.

Even if you don't have an accident, over time the strain on your knees can cause permanent damage and pain, which will make driving and carrying out your job very difficult in the future.

Your employer should make sure that there are safe ways to access the trailer or the cab and you should always use the steps and the hand-holds provided to climb down in a controlled, sensible way.

Skin problems
are commonplace





NEWS IN BRIEF

May diary date

The focus of this year's Supporting Parents and Carers Spotlight Day, which will be held on Wednesday 17 May, is to highlight the difficulties of juggling work, family life and caring responsibilities.



The strap line is 'Difficult Balancing Act' and will be supported by branded leaflets and merchandise for the May campaign day. A campaign pack will be mailed to activists in early March.

Look out for further news and information nearer the time and visit the union's website to keep up-to-date.

Your decisions

Democracy calls for active members at main event

Wages, terms and conditions, pensions, transport and health and safety are just some of the topics up for debate at the biggest event in the union's calendar – the Annual Delegate Meeting (ADM) – which will take place in Blackpool in late April early May.

Also on the agenda are education, crime and justice,

the NHS, equalities, politics and much more during the four-day conference, which sets the union's policies and priorities for the coming year.

Members interested in going to the ADM should speak to their branch secretary or contact their local office for more details.

Wage dodgers left unpunished

Companies who deliberately flout the national minimum wage law are fined only £2,000 on average, new figures have shown.

Unions have condemned the news claiming the law offers little or no deterrent to law-breaking firms with thousands of workers owed millions after being underpaid.

Nearly 700 companies

were fined £1.4m last year, which comes on top of the previously announced £3.5m these firms had to pay in arrears to their staff.

FINE



Retail jobs fall

The number of full-time jobs in retail fell by 3 per cent at the end of last year, figures from employers' group the British Retail Consortium have revealed.

While last year saw retailers cut back on the number of seasonal workers they recruited, the figures also reflect a long-term trend in the sector of reduced hours as employers react to shifting buying trends, particularly the rise in online shopping and the rise of the discounters.

Loyal members take centre stage

Take a look at the latest group of long serving members who have clocked up more than 30 years' membership with James Watters exceeding 50 years...



James Watters – 50 years!



Amarjit Poonia



Ann Dodd



Anne Edwards



Anthony Blackford



Anthony Lawrence (left)



Barry Nolan



Colleen Brazier



Carol Bartram



Diana Stevenson



Irene Brownword



Jean Ferguson (right)



Mark Leaman (right)



Opal Lattibeaudiere (left)



Katherine Baker



Marie Tranter and
Fiona Kerr



Moira Gill



Alan Hancock (centre)



Myra Hunter

Matt Keane (second left)

People like you



Standing up for young workers at work and in the community

Natural-born campaigner

Matt Keane's political journey started at the tender age of 13 when he joined local volunteers to campaign for the reopening of his hometown train station in Corby.

Since then it's been full steam ahead for the 25 year-old Morrisons rep as he continued his journey to improve the lives of the people in his local community and in his store.

Matt became the youngest elected councillor to Corby Borough Council in 2015 and in June last year he took on the role of deputy mayor.

"I've always wanted to stand up for people and I'm a big believer in fairness," said Matt, who is a cash office manager at his local store in Corby.

“ I've always wanted to stand up for people - I believe in fairness

"My enthusiasm and energy for grass roots campaigning came from my hometown, which had a lot of problems so I became involved with local groups to help regenerate the town.

"Corby was the largest town in Western Europe without a railway station so we collected petition signatures

and lobbied local and national politicians and it paid off in 2009 when the line was reopened with improvements ongoing.

"When I started work at 16 I automatically joined the union and five years later I took on the role of rep and joined a very supportive team alongside Alison Day and Ben Leeder.

"After some excellent training with Usdaw I've helped many members in work disputes and recruited a lot of new members.

"Getting involved with the union has given me the skills I use every day as a Borough councillor."

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

www.usdaw.org.uk/bearep

From **Aberdeen**
to **Plymouth**,
Usdaw has
offices across
the UK

Channels

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

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

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

Preston
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Business Village, Olivers Place,
Fulwood, PR2 9WT
T: 01772 704003
E: preston@usdaw.org.uk

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

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

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

Cardiff
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Mulberry Drive, Cardiff
Gate Business Park,
Pontprennau
CF23 8RS
T: 029 2073 1131
E: cardiff@usdaw.org.uk

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

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Emma Chris Way, Filton
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T: 0117 931 9730
E: bristol@usdaw.org.uk

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

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

Always speak to your rep first if you need advice or support. If you don't have a rep at your workplace contact your local Usdaw office as shown on the map. Alternatively, you can ring our national helpline **0845 6060640** to be connected to your local office.

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

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

Let us know if your
details change...

www.usdaw.org.uk/update

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

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

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

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

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

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Kent ME13 8GD
T: 01795 532637
E: faversham@usdaw.org.uk

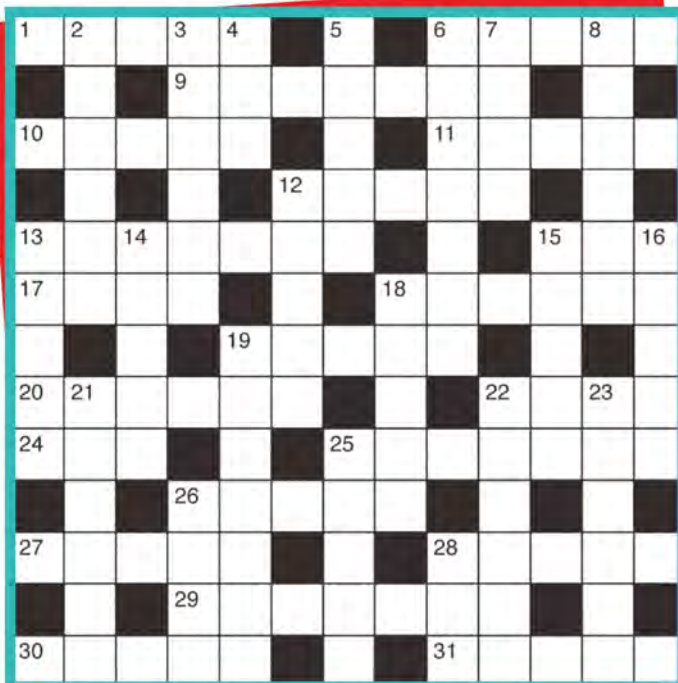
London
Ground Floor,
Congress House,
Great Russell Street,
WC1B 3LS
T: 020 7323 5550
E: london@usdaw.org.uk

arena Crossword

WIN!
£50

Three lucky members will win £50 each if they answer correctly the crossword clues below. Closing date 21 April 2017

(Not open to Usdaw staff)



Word up!

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

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

arena Winter £50 winners:

Steve Waite
Exmouth and East Devon A91
Janet Empson
Sainsbury's Yorkshire F173
Alison Joyce
West of Scotland Morrisons G131

ACROSS

1. Turning tool (5)
6. French river (5)
9. Refined (7)
10. Cut of beef (5)
11. Number (5)
12. Acts without words (5)
13. Strong feeling (7)
15. So or thus (3)
17. Jealousy (4)
18. Hat (6)
19. Prophets (5)
20. Ibiza, e.g. (6)
22. Lose colour (4)
24. Female sheep (3)

25. Mosque tower (7)
26. Small fish (5)
27. Bend forward (5)
28. Snag (5)
29. Afraid (7)
30. Play dishonestly (5)
31. Existence (5)

DOWN

2. Season (6)
3. Warm and friendly (6)
4. Moose (3)
5. Once more (5)
6. Expels air from the nose (7)
7. Mr Redding, soul star (4)
8. Angora (6)
12. Light motorcycle (5)
13. Weird (5)
14. Unfertilised seed (5)
15. Of the sun (5)
16. Military trainee (5)
18. Banana, e.g. (5)
19. Fragment (7)
21. Exchange (6)
22. Easy (6)
23. Church official (6)
25. Wed (5)
26. Settee (4)
28. Wheel's centre (3)

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

FOR OFFICE USE ONLY

Branch No. _____

Membership No. _____

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

Please tick the appropriate box

Ms

Miss

Mrs

Mr

Female

Male

Surname _____

Forename _____

Member's Signature _____

Date _____

Full Postal Address _____

Tel. No. (Inc. STD) _____

Mobile No. _____

Postcode _____

Email _____

Age _____ Date of Birth _____

Company Name _____

Workplace Address _____

Location Number _____ Employee No. _____

Occupation _____

NOTICE

Trade Union and Labour Relations (Consolidation) Act 1992

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

Recruiter's Name _____

Recruiter's Membership No. _____

Please tick the appropriate box
Have you been a member of Usdaw before? Yes No

Please tick the appropriate box
Have you been a member of any trade union before? Yes No

If so please give details _____

Union _____

Date joined _____

Date left _____

Contribution rate per week _____

Please tick the appropriate box

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

Scale A

Full or Part-time workers

Scale C

Part-time workers only

Amount per week _____

Amount per week _____

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

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

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

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



TWO MEMBERS WILL WIN
£250
EACH IF THEY ARE THE FIRST TO BE PULLED OUT OF THE HAT!

Enter the competition and you could win

Last issue's winner!

The winner of the 2016 Winter issue's bumper recruitment prize of **£500** is admin assistant **Lisa Collins** from Launceston, Cornwall. Lisa recruited her son Lee, who she works with at the local Tesco store.

"I am delighted to hear that I have won the arena magazine recruit a friend competition," said Lisa. "I haven't decided what it's going to be spent on, though I expect I'll give Lee a generous share as it is his decision to become an Usdaw member that has led to my good fortune!"
"What a great start to the year!"

You could **win £250** in this issue's Recruit a Friend competition. All you have to do is sign up a colleague at work using the form overleaf, place it in an envelope and write: **Usdaw Freepost** on it and put it in the post.

The first two out of the hat will each **win £250**. With an average of 50 entries each issue you've a great chance of scooping these fantastic prizes.

The weekly rates are **£2.34 for Scale A** (applicable to full-time and part-time workers) and **£1.47 for Scale C** (applicable to part-time workers only)

Closing date is 21 April 2017



Lisa Collins