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**WINNING FOR
MEMBERS...**

Ushaw's FirstCall



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



General secretary John Hannett – Recovery still a long way off

It's been another tough year for our members. Our sectors have seen massive job losses with HMV, Blockbuster and Jessops all going bust in January. Hall's of Broxburn in Scotland saw 1,700 jobs disappear and the transport and distribution sectors have seen massive upheaval.

Pay rises have failed to keep pace with inflation, especially with utility bills and fuel, meaning members' standard of living continues to be squeezed. To add insult to injury the Coalition also introduced a tax cut for millionaires.

While the Government claim we are coming out of recession we know that for the vast of majority of working people this just isn't true. There is chronic under-employment in our sectors and the scandal of zero hours contracts in some companies has finally been exposed. Let's not forget there are still more than 2.75 million people unemployed.

Usdaw's fantastic legal victory for sacked Woolies and Ethel Austin staff is also subject to appeal from this mean-minded and mean-spirited government.

We have a lot of work to do to recover the lost ground of the last three years, but there is some light at the end of the tunnel. We have recently seen the Labour Party commit to getting rid of the bedroom tax, tackling youth unemployment and addressing the massive problem of low pay.

Meanwhile, Usdaw continues to fight for its members and has secured higher average settlements than workplaces where unions are not recognised. Our reps, Academy trainees, those on stand-down and our team of officials have done a great job with membership nudging upwards again this year.

Many thanks to all of our members for your loyalty and on behalf of the executive council, I want to wish you all a happy Christmas and prosperous New Year.

John Hannett
General Secretary



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Usdaw Members'
Helpline:
0845 6060640

arena

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USDAW

188 Wilmslow Road,
Manchester M14 6LJ
T. 0161 224 2804
F. 0161 257 2566
E. arena@usdaw.org.uk
W. www.usdaw.org.uk

HEAD OF MEDIA & COMMUNICATIONS

Mike Glover

EDITOR

Peter Rees-Farrell
E. arena@usdaw.org.uk

REPORTER

Mairead Bradley

EDITORIAL ASSISTANT

Sarah Bailey

ADVERTISING & DESIGN

Century One Publishing

Alban Row, 27-31 Verulam Road,
St. Albans AL3 4DG
T. 01727 893 894
F. 01727 893 895
E. enquiries@centuryone
publishing.ltd.uk
W. www.centuryonepublishing.ltd.uk

ADVERTISING MANAGER

David Murray

T. 01727 739 182
E. d.murray@centuryonepublishing.ltd.uk

DESIGN & PRODUCTION

Heena Gudka

PRINT

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Union of Shop, Distributive
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Marching for the NHS

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Legal Plus & FirstCall Usdaw

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Political voice

Usdaw's reputation as – the Campaigning Union – to continue following a massive Yes vote this summer

Usdaw members have voted overwhelmingly to retain the union's **political fund** with more than 90 per cent voting yes in the political fund review ballot.

General secretary John Hannett said: "I am **delighted** to get this massive vote of confidence in Usdaw keeping a political voice.

"We pride ourselves on being the campaigning union and our members have recognised that our campaigns against cuts in Tax Credits, our Freedom From Fear and

Supporting Parents and Carers campaigns and our defence of workplace rights are really important to them.

"It is **crucial** for our members that we do retain a political voice in these difficult times, because we cannot deliver on all their aspirations by negotiation alone and we have important **campaigns** ahead of us including zero hours contracts and agency workers.

"Keeping our **political voice** will make sure members' views are heard at the highest level."

Car insurance for Usdaw members

Usdaw Insurance is pleased to advise the recent launch of a new and enhanced motor insurance product.

The new motor product available to Usdaw members and their family offers Comprehensive, Third Party Fire and Theft or Third Party only cover, Flexible Payment options and free European Union cover for up to 90 days.

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Usdaw officials and reps met with Labour MPs in Westminster in October to promote the Freedom From Fear campaign

Report it – to sort it

Far too many shopworkers are **not reporting** incidents of verbal abuse and threatening behaviour, a new survey from Usdaw has revealed.

The union carried out extensive research among its reps who said while members tell them about **abusive behaviour** they are reluctant to officially report it to management.

General secretary John Hannett said: “We’ve always believed there was a problem of under-reporting and our survey has confirmed our suspicions. Our **Freedom From Fear** campaign, which aims to reduce abuse against shopworkers, will continue to urge workers to report all incidents. **If members report it we can sort it.**”

National minimum wage

Don’t forget the national minimum wage went up on October 1. The new hourly rates are as follows:

Adult rate, aged 21 and over **£6.31**

18-20 year-olds **£5.03**

16-17 year-olds **£3.72**

Apprentice rate is **£2.68.**

If you or anyone you know is being paid less than these rates you can report it to your rep, local office or call the Pay and Work Rights Helpline:

0800 917 2368

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Grim reality

Young adults are at the sharp end of recession



Young workers are being hit hard by the **recession** and are struggling to pay housing costs and fuel bills, a survey of young Usdaw members has shown.

Under-employment and low hourly pay rates are forcing many young adults to stay in the parental home while many of those who have moved out are left with no cash after paying all the bills.

“These **shocking figures** expose the reality of life for young workers,” said general secretary John Hannett. “We want to see the **end of ‘youth’ rates** where young workers are paid less than their older colleagues. We have done this in some of the big companies. We also want to see the national minimum wage paid at 18 not 21. It’s also vital that all workers are offered **more hours** if they want them to give them a chance of a decent standard of living. That’s why we want to see an end to the **epidemic of zero hours** and short hours contracts.”



Labour's promise

Ed Miliband outlined important policy ideas at this year's Labour conference

Labour would freeze gas and electricity bills for every home and business in the UK for 20 months if it wins the 2015 election, Ed Miliband announced at the Labour Party conference.

He said the move will save average households £120 and businesses £1,800 - but cost the energy giants £4.5bn and claimed firms had been overcharging 'for too long' and it was time to 'reset' the energy market.

Other pledges included; defending the NHS, building 200,000 new homes a year by 2020, scrapping the bedroom

tax, action on what he called Britain's 'cost of living crisis' and votes for 16 and 17-year-olds in general elections.

He accused the Coalition of being engaged in a 'race to the bottom' meaning a UK of 'low skills and low pay' for the majority. "Too many of the jobs we're creating in this country are just too low paid, too many of the gains in our economy are just scooped up by the privileged few, including those big bonuses and all too often ordinary workers are left being charged over the odds. We're Britain, we're better than this."

Heartless bedroom tax

Udswal member and mother-of-two Sarah Langton also welcomed Labour's pledge to scrap the bedroom tax. Sarah had her housing benefit cut because both her boys are aged under 16 and under the rules are expected to share a bedroom.

"My youngest son Brandon has neurological disorders and disrupts Joshua's sleep so they each have a bedroom. "I'm delighted Labour will scrap this cruel, heartless attack on vulnerable people."

In touch with members

Udswal welcomed the announcements in Ed Miliband's speech saying the Labour leader spoke for the majority of the UK with his desire for fairness, equality and a decent standard of living for the many.

General secretary John Hannett said: "There is a cost of living crisis and Ed's pledge to freeze energy bills, strengthen the national minimum wage and tackle zero hours contracts struck a chord with our members.

"We know average pay has fallen in 38 out of 39 months since David Cameron became prime minister, we know more than 50,000 people affected by the bedroom tax have fallen behind on rent and face eviction and we know millions of people are struggling to pay energy bills and fuel costs.

"The British people face a clear choice at the 2015 general election; Ed Miliband's recovery for the many or David Cameron's recovery for the few. There are more than one million young people out of work in the UK, they're our

members' sons and daughters, as Ed said 'we're Britain we're better than this'."



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Activist Douglas Pearce is one of a growing number of volunteers who regularly give up their time to collect and distribute food to vulnerable people in their local community.

Douglas is a volunteer at the Weston Super Mare Foodbank, part of the Trussell Trust Network, one of more than 275 centres across the UK.

"I get a great deal of satisfaction from giving up my time to help others, it's just like being a union rep," said Douglas, 36, who has been a union activist for 13 years and works for Co-operative Food in Weston Super Mare.

"A lot of people have the misconception that foodbanks are there to feed the homeless.

Community activist helps colleagues at work and people struggling to cope

"Many are low income families hit by a crisis that is not their fault; redundancy, reduced working hours, debt, domestic violence victims, people waiting for benefits or taken ill. It could easily be you or me tomorrow.

“ You realise you don't know what's around the corner

"According to the Trust less than five per cent of clients are homeless, and a third of those fed by foodbanks are children.

"People can't just wander in for a meal, they have to be referred by care

professionals such as doctors, health visitors, social workers, CAB and police who identify people in crisis and issue them with a foodbank voucher.

"The voucher can be redeemed at their local centre in exchange for three days emergency food.

"As volunteers we also meet clients and offer advice about where they can go to get help to solve longer-term problems.

"That's where you hear the real stories. It makes you realise nobody knows just what's around the corner."

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

www.usdaw.org.uk/bearep

Pay rise overdue

News

Low pay is holding the UK back and the workers are paying . . .

Higher wages from profitable companies, a commitment to the Living Wage and a properly enforced minimum wage make up the TUC's campaign – Britain Needs A Pay Rise.

It argues that far too many people earn too little to get by with wages stagnant, and claims the real value of UK pay packets has fallen by seven per cent since the 2008 crash.

TUC leader Frances O'Grady said: "For many workers pay is frozen or rising far more slowly than inflation. Average earnings today are no higher than they were in 2000 and it is set to take



The nation's pay packet was £52bn smaller last year than before the recession – a fall of 7.5%

For more visit:

www.tuc.org.uk

until 2017 for pay to return to its pre-crash level.

"Depressed wages equal depressed consumer demand, which leads to less investment and productivity falls – a spiral of economic decline. Lower wages also mean reduced tax receipts, leaving less revenue for vital services.

"We know that in many low paid sectors employers could afford to pay more without making job losses. That's why we need new ways for unions and employers to work together to set higher wages, so that workers and businesses both get a fair deal."

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

know your Rights

It's easier to fire UK workers than to hire them, arena takes a look at the last three years...

How the Coalition has cut your rights

The Coalition has taken an axe to workers' rights and hammered families on low pay

Introduced tribunal fees

Employees who want to take their unfair dismissal case to a tribunal now face charges from an initial 'issue' fee of £250 to a hearing fee of £950.

While some employees will qualify for 'remission', meaning they will not have to pay all or any of the fees, new restrictions on the remission scheme means that if an individual, or their partner, has savings or investments of £3,000 or more they will have to pay the full fee. This new restriction applies to everyone, including those who are out of work or on low incomes, as long as they or their partner has savings.

The TUC claims that just one in 20 workers over the age of 50 are now likely to be fully exempt from paying the full fee when lodging a complaint against their employer at a tribunal. With fewer than one in four workers aged 50 plus likely to get any kind of financial support, fees of £1,200 will

become the norm for anyone sacked because of their age, says the TUC.

Even among households where someone is on the minimum wage, fewer than one in four of these workers will receive any support and will have to pay full fees of £1,200.

General secretary **John Hannett** described tribunal fees 'as one of the biggest obstacles to employment justice ever introduced'. "However, our members can be reassured Usdaw will fully support them if they have to go to tribunal and that includes paying the fees, subject to our internal procedures," he said.

Extended the qualifying period to take an employment tribunal case

The qualifying period for employees to bring a claim of unfair dismissal increases from one year to two years from 6 April 2012. The increase will apply to employees who

“ 20 per cent VAT has cost the average family £450 a year

started a new job on or after 6 April 2012 but will not apply to those already in employment before that date.

Cut the consultation period on major redundancies

The Coalition has halved the minimum statutory consultation period a company has to undertake if it wants to make 100 or more redundancies.

Where 100 or more redundancies are expected the consultation must start at least 45 days (it used to be 90) before any dismissals take effect.

Cutting this consultation period puts more pressure on employees and their union giving the union less time to study the business reasons for the job losses, consider alternatives to redundancy and



cuts the time for employees to look for other jobs.

You can make a claim to an employment tribunal if your employer doesn't consult properly (eg if they start late, don't consult properly or don't consult at all). Where collective redundancies of between 20 to 99 employees are expected - the consultation must start at least 30 days before any dismissals take effect.

To add insult to injury the Coalition has also appealed the decision by the Employment Appeal Tribunal to offer a protective award for staff employed in stores with fewer than 20 staff when Woolworths and Ethel Austin went bust and the administrators were found not to have properly consulted.

Cut the level of compensation for victims of crime

People who are injured, physically or mentally, as part of a criminal incident have had their compensation cut by the Coalition after it reduced payments made by the Criminal Injuries Compensation Authority. Despite widespread opposition to the move, described as '**vindictive, petty, and mean-spirited**', the Coalition pushed through the cuts.

Introduced the 'bedroom tax'

The Coalition has penalised families in social/council housing by withdrawing an amount of housing benefit if a family is deemed to have too many bedrooms. An absence of smaller properties has already seen **many families fall into**

rent arrears and the 'tax' has been widely condemned by unions and charities. Labour has said it will repeal the 'tax' if it wins the next election.

Cuts to tax credits

In 2011 the Government increased the amount of earnings lost when you claim tax credits from 39 per cent to 41 per cent – effectively a two per cent tax rise for everyone receiving tax credits.

Coupled with the freezing of working tax credits (and Child Benefit) for three years to 2014 and the one per cent cap on increases from 2014-2016 many working families will see their tax credits drop by more than £1,000 by 2015.

Universal Credit to come

The Coalition's aims to introduce a Universal Credit to replace six other benefits has been plagued with IT problems, escalating costs and poor management.

Pilot projects will be launched next year for workers in some areas but plans to have the system in place by 2017 have been questioned following criticism by the Government's own National Audit Office. A number of charities have also criticised the plans.

Around half of current claimants are expected to be worse off.

Increased VAT

Everyone's household bills rose by at least 2.5 per cent following the increase in VAT from 17.5 to 20 per cent in 2010 and costing the average family around £450 a year.

Dealing with issues at work

Don't be misled on safety, but do take social media policies very seriously ...

The festive season brings its own unique problems while the misuse of social media persists, arena takes a look ...

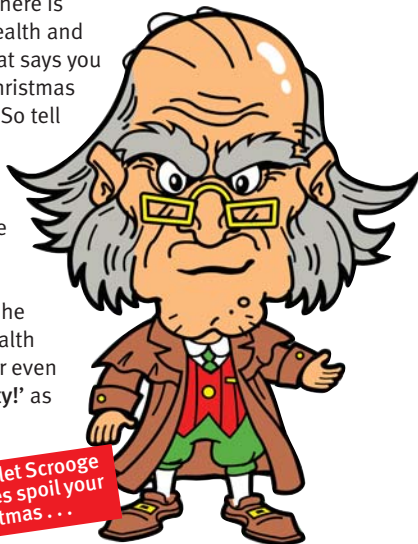
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Festive safety concern

Q My boss said that we aren't allowed to put up Christmas decorations because of health and safety. Is he correct?

Certainly not! Like anything else in the workplace, health and safety must be considered when putting up decorations. So the people who are putting them up shouldn't climb on desks or stand on office chairs to do it. If necessary a stepladder should be used. Don't put decorations up that might catch fire – e.g. draping tinsel or streamers around hot light fittings. But there is

nothing in health and safety law that says you can't have Christmas decorations. So tell Scrooge, whatever other objections he may have to Christmas decorations, he can't use 'health and safety' or even 'elf and safety!' as an excuse.



Don't let Scrooge bosses spoil your Christmas ...

Online investigation

Q I've heard some employers use social media to check out job applicants, is this true and is it legal?

This certainly does happen if a recent study is to be believed. It found that 64 per cent of bosses admitted to searching Facebook or Twitter to check the **suitability** of potential employees – 44 per cent of those who used social media to gauge potential employees said they had changed their mind based on what they had seen online.

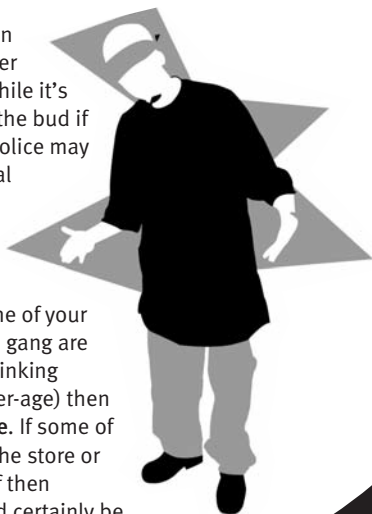
While most HR professionals point to the importance of the actual job application form, the procedure and the interview it appears some companies are making judgment calls based on social media '**evidence**'.

Although it may be very hard to prove, potentially employers are making themselves liable to being taken to **employment tribunal** if they use this method of selection. This would depend on the 'reason' – the employer used to reject an applicant, if it was a discriminatory one you may have a claim. Usdaw would expect employers to use the interview as the basis of their decision, the employee's experience, qualifications and references. **However**, employees should be aware that their social media accounts could be checked before an employment decision is made – whether you agree with it or not.

Anti-social gathering at store

Q Now that the dark nights are coming in, our small store seems to have become a magnet for gangs of youths to hang around outside. The customers and staff find it intimidating what can we do?

A familiar scenario but not straightforward. In the first instance you should let your manager know yours and the customers' concerns. While it's best to nip these sorts of nuisance issues in the bud if the youths are not doing anything **illegal** the police may not be able to do much. Try contacting your local **community safety officers** or youth workers via the council who may be able to engage with the youths and offer them somewhere better to hang out. If no officials from the council show any interest then speak to one of your local **councillors** who may be help. If the gang are being threatening or abusive or are drinking alcohol (especially if some are under-age) then the police may be more **proactive**. If some of them are trying to steal from the store or are being abusive to staff then management should certainly be insisting on **police support**.



WORK ISSUES

Send your questions to:
arena@usdaw.org.uk
 or call the national helpline
 on 0845 6060640

Web sense

Q My friend and I were called into the office last week and given a right dressing-down for comments we made on Facebook about a colleague. I thought this was private and didn't have anything to do with work.

Let's be clear, using social media is **not private** and Usdaw has seen many examples of employees misusing it and being fired. Any derogatory comments about work or your workmates are more than likely to get you into trouble with your employer, who values its online reputation very highly.

What's more your employer will probably have an IT policy, which outlines the dos and don'ts of the web. Have a look at arena's top tips to avoid social media meltdown at work.

- Don't criticise employees/employer, even if you think it's a joke.
- One person's 'joke' can be interpreted as bullying or discrimination by someone else.
- If you have a problem at work, air it at work using the proper channels. **Don't** just sound off on the internet.
- Social media sites are not 'above the law' and you could be committing libel if you post **unsubstantiated** comments.
- Your friends' friends may not be necessarily your friends, and an unguarded comment can and does get into unintended hands very easily.
- Sharing **confidential** information on the internet could also put you at risk of dismissal for gross misconduct.



Image © Ahmad Faizal Yahya/Shutterstock

**know
 your
 Rights**

Festive working explained

Shopping overload

Trying to balance consumer demand with time off for staff is always an issue at Xmas



Introduction

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

Usdaw wants workers to be able to enjoy a decent break with their family and friends and is pressing employers to try to get the longest possible break for workers over the Christmas period.

General secretary John Hannett said: "Ushaw is calling on employers to respect workers' contractual rights on bank holiday working, use volunteers to cover additional Christmas and New Year shifts and pay premium rates for working unsociable hours. The union is also pressing retailers to finish trading early on Christmas Eve and New Year's Eve so workers get as much time off as possible with their loved ones.

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

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

Whose choice?

Q Is working on a public holiday voluntary?

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

Payment premium

Q Does working on a public holiday attract premium payments?

There is no automatic right to enhanced pay if you work on a public/bank holiday. The pay rate for working these days depends on your contract of employment and any union/company agreements. The pay rates for working on a public/bank holiday are usually explained in the staff handbook or in other communications to staff.



Q Will all shops be closed on Christmas Day?

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

know your Rights

Paid time off

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

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



Xmas Eve

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

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

What's in a name?

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

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

Pressure on staff

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

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

Festive break please!

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

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



Understand pensions

Have a look at some of the most frequently asked questions put to Usdaw's pensions section . . .

Lost scheme

Q I have a pension with a previous employer from years ago but I've lost touch, how do I track this down?

If you have lost the details of a personal or company pension you once paid into then the department for work and pensions has a free **pensions tracing service** which may be able to put you back in touch. Phone the pension tracing service on **0845 6002 537** or search for 'pension tracing service' at www.gov.uk to fill in an online application form.

i

0845 6002 537

www.gov.uk

Transfer quote

Q I have a small pension pot from a previous employer can I transfer this into my new company pension arrangement?

Members of a **Defined Benefit** or **Defined Contribution** scheme can request one transfer value quote per year and the trustees must provide your transfer quote within three months of receiving your request. Transferring a pension can be a **risky business** so we would always advise you to seek independent financial advice. If you have any concerns about transferring your pension please do not hesitate to **contact** the Usdaw pensions team on **0161 224 2804**.

Scam warning

Q I have received a text message telling me that I can unlock my pension before I reach the age of 55, is this correct?

No. Unless you are in serious ill health the earliest you can access your pension benefits is 55. If a Company approaches you

to say that they can give you a cash back or unlock cash from your pension benefits, they are operating a scam. What they fail to tell you is that once you have transferred your pension they will take up to a third of your money in charges. Any cash that is paid to you will also be **taxed by HMRC at 55 per cent** and any funds remaining from your transfer will generally be invested in very

volatile offshore investments which could result in you receiving very little or nothing when you reach your normal retirement age. If you have any **suspicious** about any company, which has approached you to transfer your benefits, contact the pensions team at central office on **0161 224 2804**.



ADVICE – PENSIONS

For more information on the pensions issue take a look at: www.usdaw.org.uk/pensions or call **0161 224 2804**

Pensions are deferred pay and Usdaw is a strong supporter of good quality occupational schemes. It's important every worker understands this vital issue.

know your Rights

Early option choice

Q Can I apply for early retirement and still carry on working?

Yes. You can start drawing your company pension and carry on working. This is known as flexible retirement. It is up to your employer however whether they have a flexible retirement policy and what terms and conditions they attach to it.

Company meltdown

Q If the company I work for goes bust what will happen to my pension benefits?

If you are a member of a defined benefit scheme and there is a **shortfall** in the pension scheme an Independent Trustee will be appointed and will apply for the scheme to be accepted into **Pension Protection Fund (PPF)**. The PPF will then pay compensation to members at around 90 per cent of the value of their benefits.

If you are a member of a company group personal pension or stakeholder scheme and in the unlikely event that the provider of that pension goes bust then the **Financial Services Compensation Scheme** will compensate you.

Extra payments

Q Can I contribute to my personal pension as well as my company pension?

Yes. You can now contribute to as many pensions as you like as long as you don't exceed the **tax allowances** (these are known as the Annual Allowance and Lifetime Allowance which only generally affect high earners).

Annuity decision

Q I am due to retire from my company's defined contribution (DC) scheme and have received a quotation from the pension provider. Do I have any other options?

Yes. You have the right to **shop around** to see if you can improve the quotation you have already been offered. The maximum tax free cash sum you can take is 25 per cent of your total pension pot and then the balance of your pension pot is converted into a regular income which is payable for the rest of your life – in other words you need to buy an **annuity**. Usdaw has recently set up a new pension quotation service with **Lighthouse Financial Advice**. This can be accessed via the Usdaw website and you can obtain an instant quotation. You could improve your pension by as much as 40 per cent!



Image © Alexander Rattus / Shutterstock

Don't be fooled – trust FirstCall

Beware: High street solicitors and companies advertised on TV want a huge cut of your personal injury compensation

Don't throw away more than 25 per cent of your personal injury compensation by using a high street solicitor or claims company – that's the stark warning from Usdaw's head of legal services Louise Curtis.

As the competition for cases heats up following changes in the law, members and their families are being urged not to be fooled by the stylish TV and press adverts, the offer of free gifts or even cash incentives to 'sell' your case.

"Every member needs to know that Usdaw's legal service offers them everything they need – expertise, a first-class service – and most importantly 100 per cent of their compensation. No deductions, no upfront fees, no insurance policies, and definitely no gimmicks," said Louise Curtis.

"We know some members are taken in by the glitzy publicity – we've all seen them on daytime TV – but they don't come anywhere near giving members the service we do.

"Our nationwide panel of solicitors know the sectors our

members work in, have years of experience of looking after injured workers and have a strong commitment to the work of trade unions. We also monitor our solicitors to ensure quality control, value for money and professionalism.

"The companies you see on the TV and on the high street are profit making and more than 25 per cent of that profit will come from the individual taking a claim. Usdaw doesn't take a penny from its members.

"Let me give you an example; let's say a worker is injured, through no fault of their own, and their claim is assessed at about £4,000. A high street solicitor will take at least £1,000. That could increase to pay for things like medical reports and other investigatory costs, leaving the worker with as little as £2,250. The same worker would receive the full £4,000 with Usdaw behind them.

"I can't stress enough the importance of using Usdaw's FirstCall service for accidents – wherever they occur. It's a professional efficient service that just can't be matched."





Legal
Plus

FirstCall *Usdaw*
0800 055 6333

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ance of Legal
d FirstCall Usdaw

LEGAL PLUS & FIRSTCALL USDAW

There's more to **Legal Plus** and **FirstCall Usdaw** than you think.
Remember it covers:

- Accidents, injuries and diseases.
- Accidents any time and any place in the UK– not just at work or going to and from work.
- Road traffic accidents.
- Work related diseases (eg. asthma, dermatitis) or conditions like repetitive strain injury.
- Slipping and tripping anywhere.
- Injuries caused when involved in a crime of violence or armed robbery.
- Family members (someone who lives with you) are also fully covered if they are injured in a road traffic accident.

Help and assistance is only one freephone call away – 24/7.

Use FirstCall Usdaw to start your claim.

Call 0800 055 6333 to make a claim.

- **Free wills:** Every Usdaw member, and their partner, is entitled to make a will free of charge through the Usdaw panel of solicitors with a potential saving of more than £200. (Although if your affairs are especially complex the solicitors may need to make a charge, but they will discuss this with you beforehand).
- Members can also apply for advice on probate and conveyancing at favourable rates from the union's panel of solicitors.
- In addition under the free interview scheme you can receive advice from an Usdaw solicitor about any legal problem not connected with work, eg matrimonial issues, consumer problems, property/rental disputes and other issues.

Winning result for Rebecca Lee

Rebecca Lee was thankful the union took on her case after she went to a high street 'no win no fee' solicitor who told her she would have to pay upfront.

"I didn't know Usdaw looked after members outside of work too, that's why I went to a high street firm. I couldn't afford to pay upfront," said the trading manager from Clacton-on-Sea in Essex. "I fell and injured myself outside the store in the car park. Usdaw took up my case with no upfront fees and I received all of my £3,500 compensation with no deductions. It was real peace of mind to have the union on my side. My advice to members is stick with Usdaw – forget high street solicitors."





Legal

Plus

FirstCall *Wislaw*

0800 055 6333

Legal Help

*– looking after you
and your family*

When **Emma Ryder** slipped and injured her shoulder she knew exactly what to do – she rang FirstCall. Her case was handled by a local solicitor who settled her claim for £3,500 a year later.

“I’d had another accident four years earlier and the union took care of everything for me then so I knew to contact them again this time,” said Emma, 23, who works for the Co-op in Macclesfield.

20 arena

The accident happened in January 2012 when Emma called in to work to pick up her rota. She slipped on the wet shop floor.

“My union solicitor arranged for me to see a specialist who told me I’d damaged the muscle and it would settle down in time. My solicitor was brilliant.

“Now that I’m on the mend I can spend more of my spare time volunteering and helping sick and abused animals at my local rescue centre.

“I joined the union when I started work at the Co-op at 16 because I wanted added protection at work. It’s served me well, I wouldn’t be without my membership, it’s great value for money.”

Co-op supervisor David Aston is a big supporter of Usdaw's Freedom From Fear campaign after he had hot coffee thrown in his face by a shoplifter 18 months ago.

The traumatic incident has had a lasting affect on the 29 year-old from Belper in Derbyshire. "These incidents make you very wary. I'm always looking to see who's around me," said David.

"The thief was sent down for a year, but I never lose track of the thought that he'll be out of prison now and back on the streets and he may come

looking for me.

"Shopworkers face these kind of problems every day. We're lucky to have security in our store. The man who assaulted me was well-known and was watched and apprehended by the security guard.

"You never know when a customer will turn abusive or violent or if they are carrying a weapon. That's why the Freedom From Fear campaign is so important in raising awareness and lobbying employers and the Government to get better protection.

"The union also helped me with a claim for compensation for my injuries through the Criminal Injury Compensation Authority. I was awarded £1,000. But remember you have to report the incident to the police and contact the union immediately. There are more details on the union's website too."

Have you been a victim of violent crime? Ring FirstCall Usdaw on:



0800 055 6333



The Freedom From Fear campaign is very important



Legal

Plus

First Call *Usdaw*

0800 055 6333

“You can't afford not to be in the union

A careless driver ran into part-time trolleyman **David Wilson** injuring his leg so Usdaw's FirstCall took up his case and won him £2,000 in compensation.

“I've been a union member all my working life,” said David, 56, who works at the Tesco store in Burnage, Manchester.

“The customer admitted liability immediately. I was a bit shaken but managed to finish

my shift. The pain got worse and I went to see my doctor who prescribed rest and painkillers. I'd only been in the job a few months and didn't want to take any time off so I returned to work after my two days rest.

“My solicitor arranged for me to go and see a specialist who recommended physio. Thankfully everything has settled down now.

“I had a brilliant service. My solicitor kept in touch all the way through. I don't understand it when people say they can't afford to join the union, I tell them you can't afford not to join.

“I joined Usdaw when I worked part-time at B&Q. I always read the union magazines and look at the website because there's a lot of good advice.”

Checkout operator Elaine O'Brien had to sit out the family festive fun two years ago after she injured her neck in an accident at work just two days before Christmas.

"It was one of the busiest days of the year on the checkouts. I was scanning items through when the wheel on my chair snapped and I was jolted forward," said Elaine, 60, from Wallasey in Merseyside who works at the Tesco Extra store in Bidston Moss.

"It was a terrible ordeal, I was in a lot of pain and couldn't see my GP until after the holiday period.

"My rep advised me to record

it in the accident book and to phone FirstCall, it was fantastic advice. FirstCall took care of everything. I had the best legal advice and private medical care and it didn't cost me a penny.

"I was delighted when my solicitor won my case and I received my settlement cheque in August."

"I tell everyone to join. If I hadn't been an Usdaw member I probably wouldn't have made a claim. I'll never be without my union membership for the rest of my life."

"Thanks to Usdaw I'm looking forward to joining in the celebrations this Christmas."



Without Usdaw I wouldn't have made a claim



follow us @UzdawUnion

LEGAL ROUND-UP

Derek Ward

- Age: 70
- Employer: Tesco
- Injury: Hands
- Date of accident: July 2010
- Case settled: Sept 2013
- Award: £6,250
- Quote: "Real peace of mind. My solicitor was excellent."

Joan Muffett

- Age: 67
- Employer: Tesco
- Injury: Right hand
- Date of accident: Aug 2012
- Case settled: May 2013
- Award: £2,750
- Quote: "I had brilliant support all the way."

Janice Paddock

- Age: 62
- Employer: Morrisons
- Injury: Chest
- Date of accident: March 2011
- Case settled: August 2013
- Award: £7,500
- Quote: "The service was amazing."

Susan Cobb

- Age: 53
- Employer: Tesco
- Injury: Multiple injuries
- Date of accident: Aug 2011
- Case settled: June 2013
- Award: £1,800
- Quote: "I was very happy. FirstCall did everything."



FirstCall *Usdaw*

0800 055 6333



“FirstCall dealt with everything for me”

Sound advice from her union rep helped 26 year-old admin assistant Kelly Walters win her claim for compensation after she was injured in an accident at work.

The accident happened in July 2012 when Kelly was checking the freezers by the warehouse when a colleague drove into her with a fork lift truck and knocked her over.

Ten months later she was

awarded £3,500 in damages. “I wasn’t sure about doing anything at first,” said Kelly who works for Morrisons in Bramley, Leeds.

“But my rep told me that as a member of Usdaw, FirstCall dealt with all personal injury claims, it turned out to be excellent advice. My solicitor looked after everything and I was delighted when my case was settled in April this year.”

“After the accident I was in a lot of pain, I had a deep gash on my leg and I was dazed and shocked. A colleague took me to hospital and my cuts were cleaned, stitched and I was given painkillers.

“I wouldn’t hesitate to ask my rep or phone my local office if I needed help and advice in the future. I tell everyone to join, it’s your insurance policy at work.”

Take the pain out of personal injury

Legal
Plus

The Union's Free Accident Claim Line for:

- Accidents any time and any place in the UK.
- Work related diseases and conditions.
- Road traffic accidents.
- Injuries caused by violent crime or armed robbery.
- Family members living with you, if they're injured in a road traffic accident.
- No forms, no fuss, no delay.



Fast, expert help is only a free call away

0800 055 6333*

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

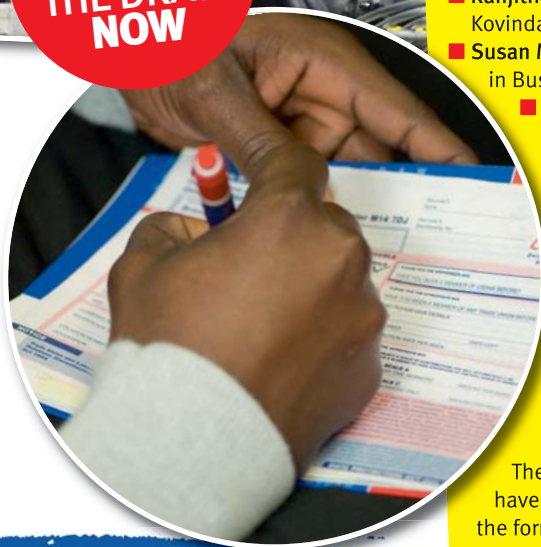
Usdaw LegalPlus – working on your behalf, nationwide

Sign up a friend



Cash to recruit

**WIN £100!
ENTER
THE DRAW
NOW**



Last issue's winners

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

- Ranjitham Kurusamy from London recruited husband Kovindasamy from McDonalds.
- Susan Mills signed-up Robert Smith from Debenhams in Bushey.
- Warrington's Allison Glover recruited husband and fellow IKEA colleague Barry Glover.
- Angela Badlock signed-up fellow Southern Co-op worker Paul Locke in West Yorkshire.
- Alison May from Sainsbury's in Devon recruited her daughter Carla May.

By doing your bit for the recruitment drive you'll be **building the union**, helping your workmates get the many benefits of Usdaw membership and potentially putting some much needed cash into your own pocket.

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

The weekly rates are **£2.25 for Scale A** (applicable to full-time and part-time workers) and **£1.41 for Scale C** (applicable to part-time workers only)

Closing date is 3 January 2014



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

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 Amount per week _____
 Scale C
Part-time workers only Amount per week _____

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

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

NEW! Membership Benefit

USDAREWARDS.COM

Get paid cashback for your online shopping...

These are tough economic times and with the festive season just around the corner everyone will be looking for a bargain. That's why we have negotiated new savings and rewards to help Usdaw members and their families get something back on their shopping.

UzdawRewards.com gives you cashback, discounts and loads of great deals on your online shopping. To help you get started you'll receive a free £10 Welcome Bonus - just for signing up. Your welcome bonus is paid once you reach your first cashback total of £25.00.

Your cashback will be paid automatically to your bank account

each time you reach a cashback total of £25.00. All you have to do is make sure you are logged in and use the links on the Usdaw Rewards site when you shop to earn your cashback.

There are 1,000s of cashback discounts and online retailers so you won't be short on choice. Whether you are booking your next holiday, buying clothing, grocery shopping or gifts for the festive season, make sure you are logged on to Usdaw Rewards.

**Join free today at
www.UzdawRewards.com
& get your £10 Welcome Bonus.**

**£10
FREE**
WELCOME BONUS

How Usdaw Rewards works

1. Join www.UzdawRewards.com

Join Usdaw Rewards for free and browse our retailers and offers.

2. Shop online

Once you are logged in click on the retailer's link and shop at the retailers site as normal.

3. Earn Cashback

The cashback earned will be added to your rewards account.

Range of brands, discounts and cashback are subject to change.

Uzdaw Rewards is a trading name of Union Income Ltd ("UI") who have arranged UsdawRewards.com in conjunction with VAC Media Ltd. UI is registered in England and Wales with register number 06595562.

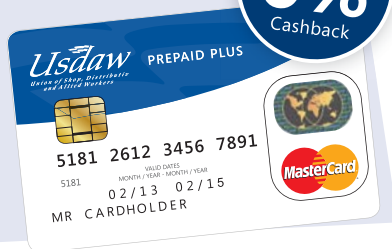
COMING SOON...

Earn cashback at over 40 big brand stores with the Usdaw Prepaid Plus card

The NEW Usdaw Prepaid Plus MasterCard® card will let you earn cashback on your in-store and online shopping at a wide range of fantastic retailers. As it's a prepaid card, you load it with money before you spend, making it a practical budgeting tool.

Best of all, you can earn between **3% and 6%** cashback at major retailers: **Sainsbury's, Boots, Argos, B&Q, Topman and more** (some retailer exclusions apply, cashback and retailers are subject to change).

Coming soon at www.UzdawPrepaid.com

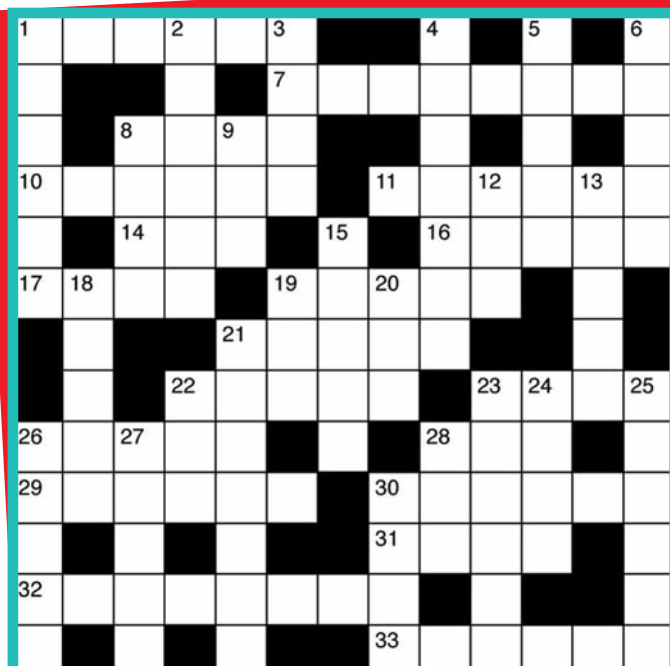


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arena Crossword

WIN
£50!

Three lucky members will win £50 each if they answer correctly the crossword clues below. Closing date **03 January 2014**
(Not open to Usdaw staff)



Winners of the Autumn crossword:
Alex Mason, H88 Swindon General
Kay Picton, C93 Heinz Frozen
& Chilled Norfolk
Christina Holdstock, F19 Humberside
Tesco

Have fun

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

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

ACROSS

1. Breakfast food (6)
7. Oriental sword (8)
8. British nobleman (4)
10. Run after, chase (6)
11. Discourages, frightens (6)
14. Male offspring (3)
16. Makes angry, annoys, informally (5)
17. Prayer ending (4)
19. Reasoned thought (5)
21. Jacket part (5)
22. Finger or toe (5)
23. Unemployment benefit, informally (4)
26. Inert gas (5)

28. Number (3)

29. Scorches (6)
30. Jungle expedition (6)
31. Assist in a crime (4)
32. Injurious (8)
33. Writer (6)

DOWN

1. Short-sightedness (6)
2. Summer, for example (6)
3. Skye, for example (4)
4. Endanger (7)
5. Iron alloy (5)
6. Newspapers collectively (5)
8. Gaelic (4)
9. Manage (3)

12. Facial twitch (3)
13. Royal (5)
15. Theme (5)
18. Native New Zealander (5)
19. Insulate (3)
20. Obtain (3)
21. Ancestry (7)
22. To trouble, plague (3)
23. Beat (6)
24. Nagging, informally (2,2)
25. Newspaper boss (6)
26. Stage whisper (5)
27. Garden statue (5)
28. Small flap of material (3)
30. Long story (4)

**People
like you**

Labour
Sittingbourne and Sheppey Constituency
Labour Party Office



Activist

**Rep Nick Williams talks
about his labour of love and
community contribution**

Nick Williams is one of many Usdaw activists who doubles up as a Labour councillor helping to improve the quality of life in his locality.

"I got into local politics to give something back to my community," said Nick, above left, with Labour's prospective parliamentary candidate for Sittingbourne and Sheppey Guy Nicholson. Nick, a retired 53 year-old primary school teacher, represents the Murston Ward for Swale Borough Council in Kent.

"I love being a councillor. I've lived here for a number of years and I taught at the local primary school and was a governor at another school.

"Being a councillor

makes me feel proud. From sorting out small issues such as getting the speed bumps repaired because they were damaging cars. To working as part of the Labour group to help to push through a vote allowing all council employees the living wage. It all makes a difference."



For the past year Nick has worked as a part-time checkout operator at Morrisons in Sittingbourne, where he also doubles up as a safety rep.

"I get the same feeling of pride and satisfaction at work. As a rep people put their trust in me to resolve their issues."

Even though Nick spends a lot of time in meetings he still finds time to relax. "I love spending time with my family, my wife's a teacher, and we have three grown-up children and a granddaughter. I play guitar, learning the harmonica and I also enjoy writing poetry.

"I think my colleagues see me as a good friend, a hard working rep and probably a little eccentric!"

For more
information on
being a rep visit:

www.usdaw.org.uk/bearep

An accident can turn your life upside down!



YOUR BENEFITS...

- ✓ **£100,000** cover for accidental death
- ✓ **£10,000 - £100,000** for listed permanent injuries
- ✓ **Acceptance guaranteed** for UK residents aged 18-64
- ✓ **No medical questions**
- ✓ Monthly cover up to age 70 for **£8.75 per month**
- ✓ First month **FREE**

Only
£2.02
per week

But...with up to **£100,000**
we could help you turn
things around!

Usdaw
Protect

Application is quick and easy - apply online TODAY at:
www.UsdawProtect.com/accident
or call: **0800 4840 864**

Usdaw is an Introducer Appointed Representative of UsdawProtect. UsdawProtect is a trading name of Union Income Benefit Holdings Ltd (UIB) who are authorised and regulated by the Financial Conduct Authority, register number 307575. This can be checked on the FCA website www.fca.org.uk. Usdaw Personal Accident and Accidental Death Cover is arranged by UIB and provided by Stonebridge International Insurance Ltd.

CONFIDENCE BUILDER

Here's what the reps had to say about their week at...

Summer school 1

- **Dominik Zadlo:** "I learnt a lot from the other members in my group. It certainly helped me to be more confident, to prepare for inductions and how to communicate more effectively."
- **Omolola Samuel:** "A great group of people, lots of laughter and lots of knowledge to take on board. It's definitely prepared me to be a better rep. The tutors were great and everyone helped each other."
- **Percival Tracey:** "This was a fantastic week and a great learning curve for me," he said. "It involved learning about equality issues, presentation skills, speech making and using campaigns."
- **Jacqui Turnbull:** "The amount of knowledge you take on is enormous. It helps you look at problem solving differently and gives you insights into how to approach things in a more professional manner. I had a brilliant week."
- **Alastair Turner:** "You find out all about the inner-workings of the union, who's who, what's what and how everything fits together. You work hard and play hard and it doesn't matter your age, your background or where you're from, it's an amazing experience."

skill set

Summer schools

The best a rep can get

Usdaw offers its activists a comprehensive training programme and the popular summer schools form a central part

Usdaw's summer schools provide reps with information, confidence and the opportunity to build on their union involvement at a relaxed and supportive eight-day residential course at the picturesque Wortley Hall near Sheffield.

This year more than 90 experienced and new reps took a comprehensive look at how the union operates locally and nationally on summer school1 with summer school2 activists having a choice of looking in-depth at either politics, organising and women in unions.



Dominik Zadlo



Omolola Samuel



Ryan Fitzsimons



Lebo Phakoe



Matthew Heard



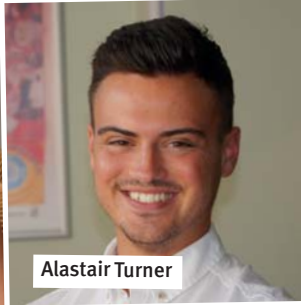
Ryan Fitzsimons



Percival Tracey



Jacqui Turnbull



Alastair Turner



Ann Poole



Moira Maxwell



EXPERT TRAINING

Here's what the reps had to say about their week at...

Summer school 2

- **Lebo Phakoe:** "Summer school2 was an eye-opener for me. Lots of information to take in and very helpful when dealing with employers."
- **Matthew Heard:** "I chose the politics course. I didn't realise how much the union gets involved in issues beyond the workplace and it reinforces just how much politics affects all aspects of our lives from the NHS, to workplace rights and much more."
- **Ryan Fitzsimons:** "It was a fantastic week for me. Everybody participated, worked together and grew in confidence. I'm thinking of applying for the Academy next year."
- **Ann Poole:** "Coming on union courses always invigorates me. You can't stand still and these brilliant courses tell you everything you need to know."
- **Moira Maxwell:** "An intense week, lots of hard work but I'd highly recommend it. My confidence has grown massively."

For more information on summer schools visit:

www.usdaw.org.uk/training



arena Health

Send your health questions to the

arena team at: arena@usdaw.org.uk

Safety shoes

Q I have diabetes which affects the circulation to my feet. I recently had a scare when a blister got infected. I think the safety shoes provided by work caused the problem because the toe cap rubs against my foot, but I've been told they are the only type available and I have to wear them. If I want different safety shoes I'll have to pay for them myself. My work mate says this is wrong, is it?

Your mate is right. If your employer has done a risk assessment and identified that safety shoes have to be worn, then they must provide you with a suitable pair free of charge.

According to the Personal Protective Equipment (PPE) Regulations, they must take account of ergonomic requirements and the state of health of the person wearing the PPE. The shoes must also be capable of fitting the wearer correctly. So if you need a special pair of shoes your employer should provide them free of charge.

Furthermore, if your diabetes meets the definition of a 'disability' under equalities legislation, providing better safety shoes would be seen as a reasonable adjustment.

Working in varying temperatures can be problematic. If you are always rushing in and out of the yard having the correct clothing can make a big difference. Winter clothing is Personal Protective Equipment (PPE) which should be provided when the risk requires it and not at the whim of a manager.

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

Any work wear provided as PPE must be provided free of charge.

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

Winter clothing

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

Driving danger

Q I drive a supermarket home delivery van often to rural locations. In the last few years we have had to deal with snow and flooding as a



For more information on diabetes take a look at Usdaw's factsheet *Supporting Disabled Members in the Workplace*. You can download it at: www.usdaw.org.uk/diabetes

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

www.usdaw.org.uk/healthandsafety



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

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

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. However, it is not possible for them to predict just how bad things might get. The final decision on whether it is safe to press on must be up to the driver. In rural areas there is also a risk that you could be stuck for several hours.

Drivers should be trained in winter driving and vans should be fully serviced and prepared for winter. Tyres should be in good condition and properly inflated (many organisations are finding it helps to change to winter tyres which give better grip in snow and ice).

Windscreen wipers/washers, lights and heaters/demisters should all be checked. On rural rounds it is a good idea to carry a blanket, some food and a hot drink and a snow shovel to help dig the van out of drifts. Suitable boots and winter

clothing should be provided. A mobile phone to warn the base if you do get stuck is also a good idea.

Management should make a decision about refusing deliveries to remote locations, or suspending deliveries altogether

in really bad weather. The Royal Society for the Prevention of Accidents (RoSPA) gives some useful advice for anyone who drives in winter weather. See: www.rospace.com/roadsafety/info/winter-driving-tips-2011.pdf



Image © ronfromnyork / iarena

“ Drivers should be trained in winter driving techniques

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Carer

**Co-op rep Maddie Hayes
combines being a rep with
her caring responsibilities**

New rep Maddie Hayes is realising her potential after she took on her new role 12 months ago.

"My area organiser put me forward and I haven't looked back," said the 25 year-old part-time customer service team leader who works for the Co-operative in Kidwelly in Carmarthenshire, West Wales.

"Up until then I never had a lot of self-confidence and being mildly dyslexic I've never felt up to speaking out in public.

"I've surprised myself. Being a rep has made me much more confident and keen to take on new challenges.

"The training courses have been excellent. I've learned a lot about being a rep and also about interacting with different people."

Maddie's desire to help people doesn't end on the

shopfloor, she is also a secondary carer for her mother who is partially disabled.

**“ I've surprised myself
and now I'm much
more confident**

"My mum has always been a huge motivator. Regardless of her own problems she's always helping people.

"I think that's where I get

the desire to overcome my own difficulties and help others with their problems."

Despite Maddie's busy life she still finds time to play for her local darts team, takes in a session or two at the gym and she's also an avid reader.

**Maddie Hayes
outside her Co-op
store in Kidwelly**



Usdaw
The Shop Assistants
Association

New to Usdaw?

Your beginner's Guide

You the individual member

It all starts and ends with the member. You can choose to pay either Scale A for full and part-time workers at £2.25 a week and this gives you access to the full range of union benefits, some of which are subject to a 12 month qualifying period, but include: Free Legal Plus Service and FirstCall dealing with personal injury at work or outside of work, full representation rights, information on your legal and contractual rights, health and safety, pensions and much more.

Part-time workers can choose to join at Scale C at £1.41 a week and still qualify for the comprehensive legal help and representation rights and qualify for a reduced amount of cash benefits, (more details of these at: www.usdaw.org.uk/benefits).

Once you are a signed up member the opportunities to get more involved are many.



Union reps

Usdaw has more than 11,000 reps including health and safety and union learning reps, who are elected by their fellow members in their workplaces. (For more details on being a rep and the range of training courses available visit: www.usdaw.org.uk/bearep). Often reps are also the local branch officers so if you know who your rep is and need more information – just ask.

The union branch

All members are grouped into a branch. This varies and may be located at your workplace or include many workplaces by company (sometimes more than one) in your area. Branch meetings can be held monthly, bi-monthly or quarterly. Branches may be looked after by elected lay members or alternatively some branches are run by a local area organiser. You can find out who looks after your branch by contacting your local office, (full contact details are on page 47).



Usdaw in numbers

- 342,000 members
- 11,000 reps
- 473 branches
- 20 offices across the UK
- More than 100 full-time officials
- Recovered £21.8m for members injured or treated unfairly at work last year
- More than 4,600 reps went on a course last year

The seven divisions

Usdaw divides the UK into seven geographical divisions. These have evolved over the union's 100 years' history and can be seen on the map (right). Each division has responsibility for the branches in its area. Giving each division a letter and each branch a number identifies that branch. So for example, if you live in Scotland (divisional letter G) and work for Tesco Distribution (branch number 122) your Usdaw branch is G122.

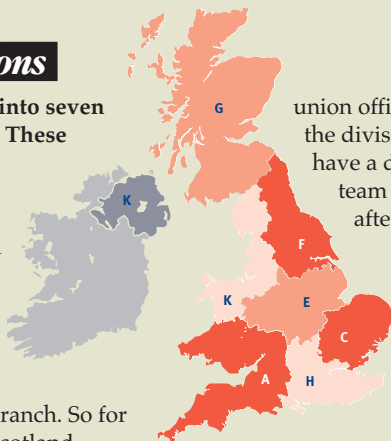
Each division is overseen by 10 elected members who make up the divisional council. Elections are run every three years. The divisional officer, a full-time

union official, is responsible for running the division. In addition all divisions have a deputy divisional officer and a team of area organisers who look after the branches and members.

Each division holds two conferences a year to give members the chance to participate in the democratic process. To find out when your next divisional conference is contact your local office.

Divisions also have youth committees and equality forums to encourage young activists and to promote fairness in the workplace, more at:

www.usdaw.org.uk/youth and
www.usdaw.org.uk/equality



A	South Wales	G	Scottish
C	Eastern	H	Southern
E	Midlands	K	North West
F	North Eastern		



Beyond the division...

Members, reps and branches also have a role to play in national events. The union's supreme decision-making body is the **Annual Delegate Meeting**, which is made up of elected members (delegates) from branches who then meet annually for four days in Blackpool to decide the union's policies and priorities.

Usdaw also holds annual conferences for the retail, transport, distribution and warehouse, and food manufacturing sectors. These are usually held over a weekend. Similarly get-togethers are also held annually for young workers and black and Asian members.

An annual political conference is also held in Manchester in February. You can get more details about this from your divisional office.

Nationally the union also has lay members at the very top of its structure. This is the executive council made up of two members from each division, three from the biggest North West division, who along with the general secretary and president oversee the business of the union. The **executive council** meets at least 11 times a year, and elections for divisional representatives and the president are held every three years. More at: www.usdaw.org.uk

arena Letters

Members can have their say right

here via email or post – but keep it brief!

A little light reading for James before watching Fireman Sam. Catherine Spence via email



★ More hours call

I was interested to read your article in the last edition of *Arena*. My partner took a zero hour contract position in

March this year and his hours range from 20 to 40 hours per week. He sometimes only works three days, has two rest days and the other two are morning or afternoon calls where he can't do anything just in case the phone rings and he has to go into work which is very rare and has actually only happened once.

My partner is in his late thirties and although we have no children, we still have a mortgage to pay. I am not sure whether or not he will be kept on, on a pittance or whether he will be told abruptly 'bye bye'.

Elsewhere there are only 16 - 20 hour contracts, which

now operate in most other companies. They talk about incentives to get people back to work, the people that want to work can't get the hours. You need two jobs these days just to earn a living wage.
Carol Bowden via email.

End exploitation

Zero hour contracts and the 'Swedish Derogation' are an obvious avoidance of the agency regulations (brought in to stop the deliberate discrimination of these workers), they also undermine the terms and conditions of our full time members working along side them.

Where I work at Sainsbury's distribution depot in Waltham Point, we have managed to get agreement through negotiation, to maintain a higher number of full-time Sainsbury's workers, and each time a colleague leaves they are replaced by offering a Sainsbury's contract to one of the agency employed workers.

It angers me when I hear it reported on TV that 'these contracts suit some people'; Who does it suit to be paid less money per hour for doing exactly the same job as those around you? Who does it suit not to get holiday or sick pay? Who does it suit to be one phone call away from not being required for work, not being able to pay the bills? As always the only people to profit from this exploitation are the employers, it suits them very nicely indeed!

Jon Harriss rep branch C28.

Zero return in store

My stepson was on a zero hour contract with Toys r Us for over

HAVE
YOUR
SAY

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

★ £50 for the best letter

two years. They made him up to supervisor for the Christmas period and expected 60 hours a week on a full time salary which was not commensurate to the hours worked. Once the festive period was over he was put back to a zero contract. While he should maybe have stood up to his employers and not worked so many hours he thought that by 'playing ball' he might keep the role past Christmas. There was no union representation at work and we couldn't find any details of a union that Toys r Us recognised. He has since left the company and now works in manufacturing where he is a member of the union and treated very fairly!

Julie Haycraft.

No way to treat staff

My daughter works in a bowling alley in Sudbury Suffolk and all of the staff there except the manager are on zero hour contracts. When I worked there as an assistant manager I was still on a general assistant's contract which was also zero hours so if they were quiet they would send you home from shift and not pay you for the hours you were on the rota for. I think it is disgusting. None of the staff are in unions because the company doesn't like them and refuses to work with them. They employ hundreds of staff all over the country and they are all on these contracts and treat them like dirt. Some of the staff have worked on these contracts for years so how can they justify this it's as if they are temporary staff.

I think the Coalition should make these contracts illegal.

Trudy Jackson.

Take to the streets!

Is it not time we had campaign stalls in cities and town centres up and down the country? We need to be shouting out about the work we do to help the low paid.

We may not have agreements with some well-known high street names, but we can camp outside their doors and let their staff know we exist!

Come on Usdaw. Now is the time to stand up and be counted!

A union rep.

Mental health issues

Although I fully support your campaign against physical violence at work, how is the union helping members deal with the mental effects of bullying in the workplace by management and companies? Firms may state they have an anti-bullying ethos, but seem to ignore the effects of a bullying regime until they have no choice. Physical harm can be caused by mental distress, and I wanted to know if this is part of your campaign with your Freedom From Fear campaign.

Christine Toner

Respect to shopworker

In September I wrote to Selfridges to say: 'I want to offer my wholehearted support to the shop assistant who refused to serve Robinson, the EDL leader. Only the week before he had deliberately arranged a demonstration of racist thugs to march through the East End, to instill fear and worry in the Muslim community, and had

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

been arrested for breaching his bail conditions. He has done this time and again all over the country. I am shocked that you would treat him, a well-known violent criminal, to expensive food in your restaurant as compensation for his alleged hurt. This makes me feel sick, when so many of your staff and customers are from ethnic backgrounds. It is the small acts of resistance to thuggishness and racism that are really important. It was an incredibly brave and touching thing for him to have done and I wish I had his guts. Please keep on this young man, in fact promote him. Please give the young man my regards and respect.'

Kate Byrne via email.

**ZERO HOURS
CONTRACTS**

**Tell Usdaw
what you think . . .**

**Complete
the survey at:**

www.usdaw.org.uk/zero

NHS not safe in Coalition's hands - TUC

A national march and rally saw thousands turn out in Manchester to oppose the dismantling of the National Health Service

Usdaw activists and officials joined more than 50,000 people at the TUC's Save The NHS rally in Manchester in late September specifically timed to coincide with the Conservative Party conference.

The family-friendly event saw bands and street entertainers join the flag-waving marchers along the three-mile route and ending with a rally in Whitworth Park.

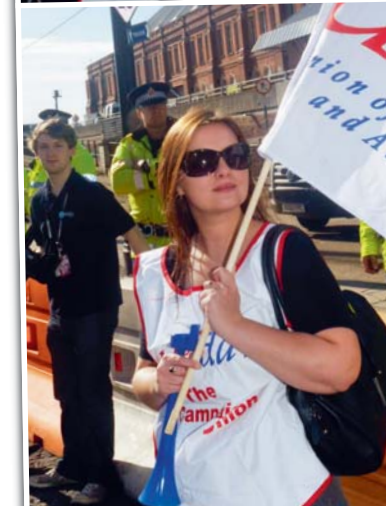
General secretary **Frances O'Grady** told demonstrators: "The NHS faces the gravest crisis in its history. We are seeing privatisation on an unthinkable scale.

"After promising there would be no top-down re-organisation, the Government is wasting billions implementing reforms nobody wants and nobody voted for.

"And companies like Circle Healthcare, which has donated £1.4 million to the Conservative Party, are being rewarded with billions in taxpayers' money to run key services.

"The prime minister said NHS spending would be protected, but we're seeing increased rationing of treatments, rising waiting lists, a growing number of closures and accident and emergency wards in disarray.

"High-quality healthcare should be available for all according to need, not the ability to pay. Our NHS is not for sale, not today, not tomorrow, not ever. We won't let this Government destroy what has taken generations to build."





**CLICK HERE
FOR MORE
PICTURES
FROM
NHS RALLY
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Notice: Political Fund Ballot Result 2013

The Independent Scrutineer's report of voting in the above ballot, which closed at 5pm Monday 9 September 2013, is as follows:

Number of voting papers distributed for the purposes of the ballot 405,753

Number of voting papers returned to the Scrutineer 45,624

Turnout 11.2%

Number of votes found to be spoiled or otherwise invalid 58

Total number of valid voting papers to be counted 45,566

THE RESOLUTION is that the political objects set out in section 72 of the Trade Union and Labour Relations (Consolidation) Act 1992 be approved as an object of the Union.

Result

Number of valid votes cast for the resolution 42,425 (93.1%)

Number of valid votes cast against the resolution 3,141 (6.9%)

The ballot papers will be stored in accordance with the requirements of the Trade Union and Labour Relations (Consolidation) Act 1992 (as amended by the Trade Union Reform and Employment Rights Act 1993).

As Scrutineers appointed in accordance with section 75 of the Trade Union and Labour Relations (Consolidation) Act 1992 (as amended by Schedule 1 of the Trade Union Reform and Employment Rights Act 1993), we are satisfied as to each of the matters specified in subsection 78(2) with regard to the ballot. The following points should also be noted:

- 1) The person appointed under section 77A to carry out the storage and counting of voting papers was Electoral Reform Services Limited.
- 2) The person appointed under section 77A to carry out the distribution of the voting papers was Electoral Reform Services Limited.
- 3) A copy of the register of voters (as at the relevant date) was examined in accordance with section 78(2A)(i). The examination took place at our own instance and did not reveal any matter that should be brought to the attention of the trade union.

We would draw your attention to sections 78(4), 78(5) and 78(6). 78(4) requires that a copy of this report be published and made available to all members of Usdaw within a three month period from Monday 9 September 2013.

This however, does not mean that every member has to be notified individually.

Alexander K Lonie
Manager of Membership Organisations Sector
Electoral Reform Services

Please note that the Union will on request to the Administration Office at Central Office supply any member with a copy of this Scrutineer's report free of charge.

TRADE UNION AND LABOUR RELATIONS (CONSOLIDATION) ACT 1992

A resolution approving the furtherance of the political objects within the meaning of the above Act as an object of the Union has been adopted by a ballot under the Act.

Any payments in the furtherance of any of those objects will be made out of a separate fund, the political fund of the Union, but every member of the Union has a right to be exempt from contributing to that fund.

A form of exemption notice can 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 or from the Certification Office for Trade Unions and Employers' Associations, 22nd Floor, Euston Tower, 286 Euston Road, London NW1 3JJ.

This form, when filled in, or a written request in a form to the like effect, should be handed or sent to the Secretary of the Branch to which the member belongs.

It is not necessary for a member to hand or send in such a form if she/he is already exempt from contributing to the political fund or has recently submitted such a form. An existing exemption from contributing to the political fund will continue automatically.

John Hannett
General Secretary

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

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

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

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

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

Your contacts

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

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

*Calls charged at local rate.

The union's head office is:

188 Wilmslow Road, Manchester, M14 6LJ

Tel: 0161 224 2804/249 2400

email: enquiries@usdaw.org.uk

www.usdaw.org.uk

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

Crewe
1 Chantry Court, Forge Street CW1 2DL
T: 01270 588721 E: crewe@usdaw.org.uk

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

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

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

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

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

YOUNG WORKERS

TIME TO GET ONLINE



The **new look** young workers' website now has more to offer than ever including:

- 🍷 News and pictures from young workers' events across the country
- 🍷 The latest publications for young workers, available to view as ebooks
- 🍷 Video interviews with young reps
- 🍷 Information on your rights at work
- 🍷 Everything you need to know about the Usdaw National Youth Weekend



If you have a story or pictures for the new young workers' website send them to pictures@usdaw.org.uk

 Join the conversation on Twitter @UshawUnion #Ushaw #YoungWorkers

WWW.USDAW.ORG.UK/YOUTH



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