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



General secretary John Hannett Give us jobs and investment

Being a union member is more important than ever because this Coalition government seem to think taking away working people's rights is the key to economic recovery.

We have seen the qualifying period against unfair dismissal rise from one year to two. Fees to go to a tribunal will be introduced soon and we've seen the consultation period for large-scale redundancies cut from 90 to 45 days.

“ Giving millionaires a tax cut tells us all we need to know about this Tory-led Coalition

We've also had in-work benefits cut or frozen, help for new parents withdrawn and the already infamous 'bedroom tax' will see tens of thousands of families unfairly penalised. So everyone at the lower end of the pay scale has been hit while if you're a millionaire you have just had a tax cut. This tells us everything we need to know about the priorities of the Coalition.

It is little wonder that in the local elections in May the Coalition Parties between them lost more than 450 seats. I was pleased to see Labour win more than 290 seats, which gives it a solid platform to build on for the 2015 general election. Voters are crying out for jobs, growth and investment not attacks on their workplace rights.

At this year's annual conference members heard directly from labour leader Ed Miliband on what he would do differently. He made it clear Labour would govern for the majority and not the elite few at the top who the Coalition are intent on looking after.

John Hannett
General Secretary

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@centuryonepublishing.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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Low paid will see pay rise

Despite pressure to freeze it, the national minimum wage will go up in October



Image © Shutterstock/Daniel Wilson

Usdaw has welcomed the rise in the National Minimum Wage (NMW), announced by the Government in April, which will see the adult rate rise by 12p an hour to **£6.31** for workers aged 21 and over, the rate for 18-to-20-year-olds will go up by 5p to **£5.03** from **1 October 2013**. The rate for apprentices will rise by 3p to **£2.68** an hour.

General secretary John Hannett said: "It is clear evidence that the Low Pay

Commission works well and demonstrates that the consensus has been achieved in bringing about a settlement that will help the most vulnerable workers and **disadvantaged** in terms of pay.

"While inflation currently stands at between 3.2 and 2.8 per cent, it's clear these increases of 1.9 per cent, are below current inflation levels, but nevertheless the NMW offers some of the most

vulnerable workers in the UK a legal floor through which their pay should not fall.

"Usdaw represents many workers who earn above the NMW, but it's important all workers know the legal minimum hourly rate.

"It's also vital the Government ensures NMW **enforcement** is effective and robust and that workers have adequate redress if their employer breaks the law."

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News Retail job losses feared

Union is working hard to ensure there are no compulsory redundancies at Morrisons stores

Usdaw is in consultations with Morrisons after the Bradford-based supermarket announced it was planning to cut around 700 cash office jobs across its 490 stores.

The union is hopeful employees can be found alternative jobs and any compulsory redundancies can be avoided. The company announced a seven per cent fall in profits for last year to £879m. The company bought 49 former Blockbuster stores earlier this year to boost its presence in the convenience sector.



Rise in unemployment

The UK's jobless total rose by 70,000 in April official figures have shown – an unemployment rate of 7.9 per cent. Statistics from the Office of National Statistics also revealed 900,000 people have been out of work for more than a year, while the number of unemployed 16-24 year-olds rose by 20,000 to 979,000.

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Closing date 15th July 2013. Terms apply.

Pension change on the cards

Single-tier pensions will come in one year earlier than originally planned - says Coalition

The Government will introduce its plans for a new single-tier pension in 2016, a year sooner than originally planned, the benefit of £144 per week (in 2012/2013 terms) will replace the current benefit system.

Other changes mean an individual will now need 35 years worth of National Insurance contributions (or credits), in order to qualify for the full single-tier pension. The Government also intends to abolish the State Second Pension and contracting out, and increases to the State Pension Age will be accelerated to 67.

Furthermore government has



Image © Shutterstock/Brian A Jackson

confirmed that all state pension rights under the old system will be recognised so nobody will lose out on any pension they have already earned. These proposed changes will not affect

current pensioners.

You can keep up-to-date with pensions by visiting the website where you can download a range of leaflets and booklets.

www.usdaw.org.uk/pensions

Tesco says profits fell for first time in 20 years

Tesco announced its annual profits fell for the first time in 20 years in April blaming the cost of its exit from the USA, property write-downs, and major investment in the business via extra staff and revamped stores.

Total UK sales rose by 1.8 per cent to just over £48bn, with UK trading profit down by 8.3 per cent to £2.27bn.



Keep important forms

Members are being reminded to keep their pay slips and especially their P60s issued by employers (or pension schemes) at the end of the tax year in April.

P60s provide important information on tax and national insurance payments and are an essential record for staff who may have to refer to them if dealing with potential under/over payments with the tax office.

**People
like you**

Single-mum Sally Tilley has surprised herself after signing up to the Academy

New me!

When part-time Tesco sales assistant **Sally Tilley** was selected for the Academy last year she had no idea the impact it would have and the difference it would make.

"The Academy brought out the best in me and uncovered skills I didn't realise I had," said the 43 year-old, a single mum with two daughters Elle aged 21 and Brooke 13 from Ipswich in Suffolk.

"I came away feeling so confident and assertive and knowing I'd gained an awful lot of respect from all kinds of people. It was unbelievable, I felt as though I could take anything on.

"I've been an activist for five years and spent a lot of

time as a stand-down rep which is great to have under my belt but having six months with the Academy is definitely one of the best things I've ever done.

"My daughters are really proud of me too and have noticed how much I've changed. As are my friends who have always said I had it in me to use my skills to better myself, but

when you are bringing up two children on your own you just don't have the time.

"I've enjoyed pushing myself. I even learned to drive three years ago at the age of 40 because it would help me in my role as a rep. I surprised everybody with that one!

"I'm currently on Academy2 and enjoying every moment of it and thriving on the opportunity to learn even more.

"My union work has certainly pointed me in a new direction and given me a new zest for life. I'll continue to look forward day by day and who knows what the future holds for me, but one thing's for sure it's going to be a better one."

Sally completed Academy1 in 2012 and is now on Academy2

www.usdaw.org.uk/bearep



News Voters reject cuts

Countdown to the 2015 general election has begun following local poll results

The two Coalition parties were hammered in the May council elections losing 459 seats between them after voters went to the polls for 27 English county councils and seven unitary authorities as well as Anglesey in Wales.

Labour won back control of two councils and gained 291 seats and scored the highest projected share of the national vote with 29 per cent. Labour also held South Shields after the parliamentary

by-election, retaining a seat it has held since 1935, but with a reduced majority.

Labour leader Ed Miliband said he was pleased with his Party's results but acknowledged it still had more work to do. "There are still lots of people saying – can anyone turn this country round? I believe Labour can and we're carrying on that work to convince people that we can," he said.

The Conservatives lost control

of ten councils but retained power in 18, and scored a 25 per cent projected national vote share. The LibDems lost 124 seats leaving them with just a 13 per cent share of the projected vote.

Right wing UKIP surprised pollsters by gaining 139 councillors and beating the Lib Dems into fourth place with a projected vote share of 23 per cent.

The average turnout was 31 per cent down from 41 in 2009.

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Campaign

Law needs changing

Legal fight for sacked workers

**JUSTICE
APPEAL
GOES TO
TRIBUNAL**

Retail workers who were dismissed from stores with fewer than 20 staff missed out on a cash payout – that’s wrong says Usdaw

Usdaw’s fight to secure justice for former Woolworths and Ethel Austin staff denied compensation when their companies collapsed into administration, was due to be heard on 23 May in the London Employment Appeal Tribunal, as *arena* went to press.

Usdaw won compensation – called a Protective Award – worth nearly £60 million for 24,000 Woolworths staff, but around 3,000 former employees were denied compensation because they worked in stores with fewer than 20 staff.

Around 1,200 former employees of Ethel Austin, the vast majority of sacked staff, faced a similar injustice.

The decision to deny compensation to staff who worked in smaller shops was based on the current interpretation of UK law, which allows large companies to treat individual stores as ‘separate establishments’ and outside of the consultation requirements. At the time, it was greeted with

outrage by Usdaw, former employees, customers, politicians and sections of the media.

Usdaw pledged to fight the clear injustice of the decision and has fought a lengthy legal battle to bring the claim to the appeal court. General secretary John Hannett said: “We have maintained throughout that whatever the current interpretation of the law, it has always been a nonsense to suggest that staff in smaller shops were not part of the same collective redundancy situation as their colleagues in larger stores.

“While our focus is on achieving a just settlement for our members formerly employed by Woolworths and Ethel Austin, this case could have far reaching implications for all workers facing redundancy, whether in the retail sector or the wider economy. Members employed at Blockbuster, Jessops, Comet and HMV may also have suffered the same injustice.”



www.usdaw.org.uk/news

Usdaw members can check the latest details at:

Image © Jacqueline Abromeit / Shutterstock.com

THE LAW AS IT STANDS SAYS:

1. An employer proposing to make collective redundancies is **required to consult** in advance with representatives of the affected employees and the consultation must be completed **before** any notices of dismissal are issued. A complaint of failure to consult may be made to an employment tribunal and if upheld, the tribunal can make a **Protective Award**.
2. **Woolworths** went into administration on 27 November 2008 and by early January 2009 the administrators Deloitte had closed all of Woolworths stores, offices and distribution centres and made nearly **30,000** people redundant. In January 2012, Usdaw won a Protective Award for over 24,000 former employees of Woolworths after an Employment Tribunal found that Deloitte had **failed** in its statutory duty to consult with Usdaw before making the redundancies. The award, worth **eight weeks pay**, was limited to workplaces where 20 or more redundancies were made. As a result, around **3,000** employees who worked in 180 of Woolworths 814 stores were **denied compensation**.
3. Between 10 February 2010 and 11 April 2010, administrators MCR closed Ethel Austin's Head Office and Distribution Centre in Knowsley and 186 stores located throughout the country. In November 2011, **Udaw won** a Protective Award for its members after an Employment Tribunal found that MCR had failed in its statutory duty to consult with Usdaw before making the redundancies. The Tribunal limited the award, which again was worth eight weeks pay, to **workplaces where 20** or more redundancies were made. As a result, only staff who worked at the company's Head Office and Distribution Centre and one store in Edgware, London actually received the award.

Udaw's legal appeal

Udaw appealed the decision of both Employment Tribunals to limit the awards to workplaces where 20 or more redundancies were made and the two cases have subsequently been combined as they concern the same point of law.

John Hannett added:

"It is unlikely that we will get the Tribunal's decision on the day, however, we are confident that we will get the decision by the end of July. If we disagree with the finding of the court, we will then review our position."

Families feel the pressure

Behind the statistics are families whose lives could be turned upside down by unfair tax

Single mum Sarah Langton faces the most difficult few months of her life as she tries to cope with the reduction in her household income because of the bedroom tax.

Sarah has to find an extra £12 a week to replace the loss of housing benefit because she and her two sons Joshua, 13, and Brandon, 11 live in a three-bedroomed terraced house in Loddon, Norfolk. The new rules say her two boys should share a bedroom because they are both aged under 16 but Brandon's neurological disorders make that impossible.

"My youngest son has severe ADHD (Attention Deficit and Hyperactivity Disorder) OCD (Obsessive Compulsive Disorder), dyspraxia and other issues," said Sarah.

"He couldn't possibly share a room as this would disrupt Joshua. They are two very different boys. Joshua likes to go to bed early and sleep with the light off, while Brandon stays up late with the light on and prefers to listen to music before falling off.

"Brandon has had problems at school so I've taken a career break to be with him. He can't

cross the road on his own so I take him and pick him up."

As well as being hit by the bedroom tax, and cuts to Council Tax benefit worse could follow when Universal Credit replaces tax credits later this year. Early indications are that the disability premium families of disabled child currently receive will be halved, leaving families like Sarah hundreds of pounds worse off each year.

"I'm having to make cost savings on food and fuel to make sure I can keep a roof over our heads. Any social activity will also be lost and that's penalising the children – why does the Coalition do that?"

"I've spoken to the council and there aren't any smaller properties nearby anyway. The nearest is eight miles away and my mother and step-father live near me now and I couldn't do without their support and help.

"Even if we did move I'd be eligible for a three-bedroomed property when Joshua is 16 so it's crazy to uproot families like that.

"I did complain to my local MP Richard Bacon, a Conservative, who had little sympathy for me and the boys. He just said – 'oh, forget about



Below (l-r), Vernon Coaker MP with Paul Duggan, Julie Hilling MP with Sarah, and Michelle Spink, Andrew Smith MP and Janette Parker



For more information
on the bedroom tax



See pages 14&15

Sarah Langton
with (l-r) Joshua
and Brandon



a career break and get back to work' – and I thought they were the Party of the family!

"I was delighted the union's annual conference passed a proposition condemning the bedroom tax. We need more people to tell their stories so everyone knows what a heartless, and ultimately more costly, policy this is.

"I'll be applying for the Discretionary Housing Payment (DHP) but even if that's successful it only lasts for 13 weeks and then I'll be back to square one.

"It's clear to me this Coalition doesn't give a damn about people like us. It is cutting benefits for everyone and especially for those aimed at helping children which is just plain cruel."

PARLIAMENT PROTEST

Sarah joined other union members Paul Duggan, Janette Parker and Michelle Spink at a special Westminster event to highlight the injustice of the Coalition's austerity cuts and met up with a number of Labour MPs who backed Usdaw's campaign.

"I was disappointed not one Tory or LibDem MP turned up," said Sarah. "It just reinforced my belief that they just don't care. I dread to think what will happen if they get back in to power in 2015. That's why I'm campaigning for the Labour Party in my area.

"I'm really angry about what the Coalition is doing and I'm really scared of what it might do in the future."



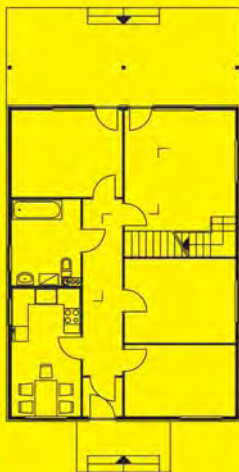
Housing upheaval after bedroom tax

The Coalition policy is costly and could see massive disruption to many vulnerable workers

Housing crisis

If you rent your home from a 'social landlord' and you are deemed to have more bedrooms than you need, the part of your rent that is paid by Housing Benefit will reduce by:

- 14 per cent if your home has one bedroom which is considered to be under-occupied – an average reduction of £12 per week (£52 a month)
- 25 per cent if you have two or more bedrooms that are considered under-occupied – an average reduction of £22 per week (£95 a month). It's been dubbed the 'bedroom tax'.



Bedroom Occupancy Rules

You will be affected if all the following apply:

- You receive Housing Benefit.
- You rent your home from a local council, housing association or housing co-op.
- You are of working age (you and your partner are born after 5th October 1951).
- And you are deemed to have one or more spare bedrooms (see rules below).

Bedroom Occupancy Rules. You will receive Housing Benefit for:

- One bedroom per couple or single adult.
- One bedroom per two children of the same sex until they reach 16.
- One bedroom per two children of the opposite sex who are both under 10.

Children who have a main residence elsewhere (for example, because their parents live apart) cannot be counted as needing a bedroom at the secondary address. The bedrooms that they use at the secondary address will be counted as unoccupied.

The only exemptions are if:

- You rent your home from a private landlord, or
- You or your partner were born before 5th October 1951, or
- You have a shared ownership property, or
- You have recently been bereaved. You will be exempt for twelve months after your bereavement and your Housing Benefit will not be affected until then.
- You are a foster carer who has fostered a child or been approved in the last year.
- You are parent of a serving member in the armed forces who continues to live with you.

If you want to know how much Housing Benefit you will receive, use the Government's benefits calculator.



www.gov.uk/benefits-adviser

The rules about how much Housing Benefit some people receive changed from 1 April 2013. This feature explains the new rules and what you need to do if it affects you.

know your Rights

I'm not happy... WHAT CAN I DO?

1. Tell your **local council** if you feel that the number of bedrooms in your house, or the bedrooms that you need has not been calculated correctly. For example, if someone in the house has a disability, or a bedroom is too small for two children.
2. Apply to your local council for a **Discretionary Housing Payment (DHP)**. While DHPs are not expected to be long term, they are supposed to help families affected by the bedroom tax who are experiencing financial hardship.
3. Consider taking a lodger. The Government are encouraging social landlords to allow this. However, check the online **Benefits Adviser**, below left, or seek advice about how the extra income would affect your Housing Benefit and other benefits.
4. Consider moving to a smaller property. Ask your local council and housing associations if they have any smaller properties available and what **grants** you could claim to help with the costs of moving and re-decoration.
5. Contact your local **Citizens Advice Bureau** or welfare rights adviser and seek advice about how best to manage your finances. For advice on debt visit: www.stepchange.org/usdaw
6. Tell your **local MP**. Tell your MP the damage and upheaval this 'bedroom tax' is causing. To find your MP, visit: www.theyworkforyou.com



The 'bedroom tax' – causing chaos

Workers in 'social' or council houses now face impossible dilemmas

If you are deemed to have too many bedrooms you will either have to find extra **money** to fill the gap left by the bedroom tax or move to a smaller property.

There is an acute **shortage** of smaller properties available to rent in the social housing sector and this could force people into the private sector where rents are on average between £20-£40 a month higher. This could see the cost of Housing Benefit increase not decrease.

Families forced to move may also have to change schools for their children.



Image © Shutterstock/ChameleonsEye

**People
like you**



It's a family affair for Callum Harrison after he took on the role of rep - just like his dad

Active



www.usdaw.org.uk/bearep

Expert training combined with sound fatherly advice has helped **Callum Harrison** develop into a first-class rep.

The 23 year-old from Manchester started working for Poundland at the age of 17, two years later he was keen to take on the role of union rep, just as his father had done six years earlier.

"My dad taught me a lot about unions," said Callum.

"So unlike a lot of young

people starting work for the first time I knew the union could be the difference between saving your job or losing it.

"My dad's always been my reality check through thick and thin. I can talk to him about anything. I have a lot to live up to. If I turn out to be half as good a rep as he is I reckon I'll have done a pretty decent job.

"He's encouraged me to take advantage of all the opportunities the

union has to offer young reps like myself.

"And he's right. There's so much to learn, the courses and training are great and you're meeting other reps from all walks of

life. So your communication and people skills improve.

"Take Summer School1 last year, when we arrived it was like our first day at school, nobody knew anyone and we were frightened to speak.

"By the end of the week we were all having our say, exchanging numbers and swapping email addresses because we'd become friends during that life changing experience."

Callum's dad Russell is a rep at the Usdaw organised Duerrs Jam site in Manchester, he said: "Of course as a dad I'm extremely proud of my son and the maturity he shows, but I'm also pleased to see young workers in general getting involved and making an impact.

"And away from work our involvement with the union certainly makes for more in-depth discussions when we're sat by the river fishing."

**That's my boy...
dad Russell with
son Callum**



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Legal

Plus

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Legal Help

*– looking after you
and your family*

Former security guard and union rep **Neil Pritchard** knew exactly what to do when he sustained a serious foot injury at work – he phoned FirstCall Usdaw who took up his claim and won him £33,000 in compensation.

The accident happened in August 2009 as Neil had to stretch to get into a portacabin that did not have a step, it had been raining and he slipped breaking four bones in his right foot. He was off work

for 14 weeks.

“I’d been a member since working in retail and when I changed jobs I kept my membership,” said the 49 year-old. “It was one of the best things I’ve ever done.

“I had been a rep and branch secretary previously when I worked in retail and had helped some members with their claims, so I knew

how everything worked. Once I’d registered my claim I was contacted by a local union solicitor. She was excellent and I can’t speak too highly of her. Even when things weren’t going exactly to plan, she kept me informed and kept my spirits up too. It’s very reassuring to have a big organisation like Usdaw behind you. I can’t understand why more people don’t join.”

FirstCall Usdaw helped

Kevin Brett win compensation after he slipped on black ice in a badly lit car park breaking his ankle in two places.

A simultaneous dislocation further complicated the injury.

Kevin spent four days in hospital, was off work for three months and had to have a metal plate fitted into his ankle. The accident happened in February 2010 as he left a hotel after an evening meeting.

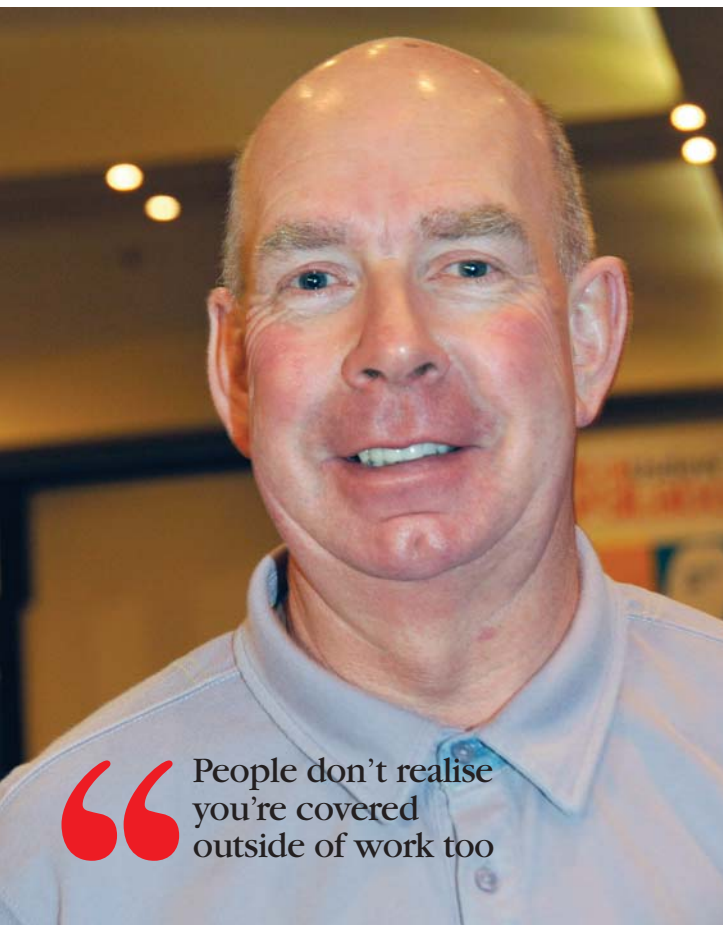
"When I told members Usdaw looked after me even though the accident didn't happen at work they were genuinely surprised," said the 59 year-old delivery driver. "It's

amazing how many people are unaware of the vital service FirstCall provides. But my experience has definitely spread the word in-store.

"I was very pleased with the service. It was a very smooth process even though not being able to have an MRI scan because of the metal plate did slow things up a bit.

"My ankle had to be reset twice and I must admit I've never known pain like it. But luckily I'm 99.99 per cent recovered now.

"My case was settled late last year. I'd certainly recommend FirstCall to potential members. It did a good job for me."



“ People don't realise you're covered outside of work too

LEGAL ROUND-UP

Susan Langton

- Age: 53
- Employer: Co-op Pharmacy
- Injury: Shoulder
- Date of accident: Sept 2009
- Case settled: Oct 2012
- Award: £5,049
- Quote: "I had a brilliant service."

Richard Meek

- Age: 67
- Employer: Retired
- Injury: Back
- Date of accident: March 2012
- Case settled: Feb 2013
- Award: £1,250
- Quote: "My solicitors were superb."

Malcolm Cockburn

- Age: 57
- Employer: 3663
- Injury: Road Traffic Accident
- Date of accident: Feb 2013
- Case settled: April 2013
- Award: £1,500
- Quote: "It didn't cost me a penny."

Judith Allison

- Age: 57
- Employer: Sainsbury's
- Injury: Concussion
- Date of accident: Nov 2011
- Case settled: Feb 2013
- Award: £3,960
- Quote: "Real peace of mind."



FirstCall *Usdaw*
0800 055 6333



“ I was very impressed with the legal service

Call centre worker **Stacey Mulvey** was sent crashing to the floor when her bus was involved in a collision with a car, she sustained injuries to her neck, shoulder and arm.

The accident happened in October 2011 as Stacey was on her way home after work and was stood up on the crowded bus when a car pulled out causing the crash.

“Everyone was shocked at the time, it came completely out of the blue,” said Stacey 33,

who works at home shopping firm JD Williams in Manchester. “By the time I arrived home the pain in my neck and shoulders was terrible. I went to A&E and was advised to take painkillers but they didn’t work. My GP later upped the dosage and that didn’t make much difference either.”

Stacey struggled back to work and was advised to ring the union’s FirstCall service. “The union’s solicitor was

fantastic. As the claim progressed I had to have a medical and saw a specialist. I was kept informed of what was going on which was really helpful.

“My claim was settled earlier this year for almost £3,500 and I was absolutely delighted with that. It was very reassuring to have the union’s support.

“This is the first time I’ve used Usdaw’s services and I was very impressed.”

Insurance inspector David Campbell was delighted with FirstCall Usdaw after it won him just over £6,000 in compensation after he broke his foot on faulty paving slabs.

The 48 year-old was on his way to the bank when he tripped. Hospital X-rays later showed he had badly broken his metatarsal. The accident happened in April 2010 and he was off work for nine weeks.

“It was only when reading

an issue of *Arena* that I was prompted to ring FirstCall,” said David.

“I registered my accident and when a solicitor rang me back at first she wasn’t too hopeful. She suggested I get photographs of the pavement, which I did and sent these to her.

“In fact six months later they were still in the same poor condition. Two years later Aberdeen City Council

finally admitted liability and six months after that the case was settled.

“I was very pleased with the settlement and the way the solicitors looked after me. I was kept fully informed.

“When I started the claim all I wanted to do was to recover my lost wages and make sure the pavement was fixed so others wouldn’t be injured, so when everything was settled I was delighted.”

“ When everything was settled I was delighted



Legal

Plus

First Call ☎ *Us & You*

0800 055 6333



A violent shoplifter barged into Denise Butler as he attempted to run out of the Co-op store in Pendlebury, Greater Manchester sending her crashing to the ground.

The stock controller sustained a serious injury in August 2008, and had to change jobs because of the on-going restricted movement and pain in her shoulder.

"This man was a well-known shoplifter and had been banned from the store, but came in one morning when we didn't have a security guard on

duty," said Denise, 58. "As we approached him he made a run for it knocking me down and trampling all over me. I was really shaken by the incident."

Denise was taken to hospital. Over the following weeks, although she struggled to work, it was clear she would be unable to carry on with her normal duties. "Even though I'm a rep I wasn't going to call the union's legal service at first, but my area organiser persuaded me to and once my case was registered I was quickly put in touch with a

union-appointed solicitor.

"I was, and still am, more interested in raising the issue of safety in the stores. It's awful what retail staff have to deal with and we shouldn't be put at risk.

"My case was due to go to court in December last year but it was settled the day before. I'm delighted to say I received £40,000 compensation, but more important than that, I hope people reading my story will realise how vital it is to report all incidents and push for safety improvements in-store."

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.
- Road traffic accidents.
- Work related diseases and conditions.
- Injuries caused by violent crime or armed robbery.
- Family members living with you, if they're injured in a road traffic accident.



What Usdaw members have said...



"I was kept informed every step of the way. It was such a comfort to know I didn't have to worry about a thing."



"Usdaw and its solicitors took care of everything and provided real peace of mind for me and my family."

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.

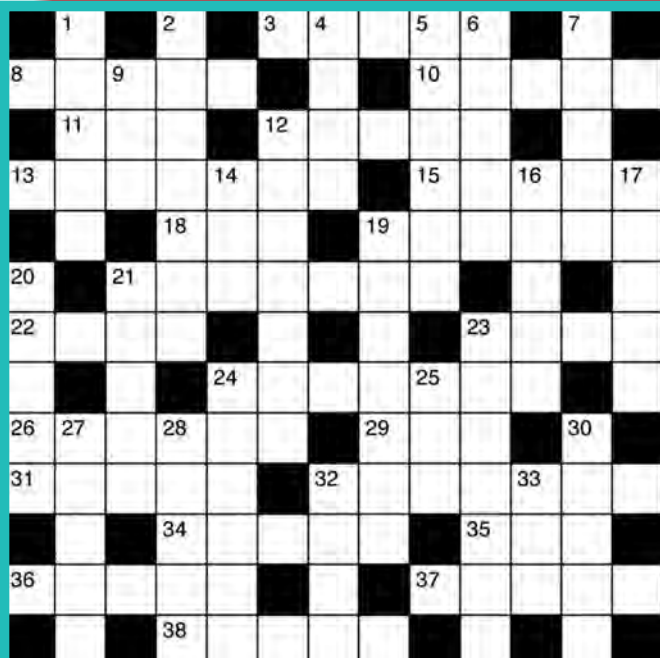
Usdaw LegalPlus – working on your behalf, nationwide

arena Crossword

WIN
£50!

Three lucky members will win £50 each if they answer correctly the crossword clues below. Closing date 19 July 2013

(Not open to Usdaw staff)



The winners of the Arena
Spring crossword were:

Joan Rogerson, Morrisons K92
Susan Gilbert, Mid Cornwall A177
Michael Coffey, Cardiff Tesco Sata A57

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

3. Spaghetti, for example (5)
8. Based on truth (5)
10. Attack, assault (5)
11. Receptacle for rubbish (3)
12. Started (5)
13. Planet (7)
15. Quotes (5)
18. Drinking vessel (3)
19. Fruit (6)
21. First month (7)
22. Drag or draw with effort (4)
23. Pudding ingredient (4)
24. Lacking firmness (7)
26. Pester or harass continually (6)

29. Boy's name (3)
31. Girl's name (5)
32. Executioner (7)
34. Up to the time of (5)
35. Single circuit (3)
36. Mournful song (5)
37. Stinking (5)
38. Make happy, exhilarate (5)

DOWN

1. Capital of Afghanistan (5)
2. Of the least possible (7)
4. State positively (4)
5. Testy (6)
6. Broadway musical (5)
7. Agree (5)

9. Rim (3)
12. Fascinate (7)
14. Large beer cask (3)
16. Tyre surface (5)
17. Church council (5)
19. All-important (7)
20. Lashes (5)
21. Person who betrays a friend (5)
23. Sleeveless vest (7)
24. Ship's smokestack (6)
25. Container (3)
27. Readily understood, clear (5)
28. Measure, estimate (5)
30. Quick (5)
32. Sword or dagger part (4)
33. Floor covering (3)

People
like you

Right road

Sue Thomas is working hard in-store and in her local community to help others

www.usdaw.org.uk/bearep

Sue Thomas' campaigning work doesn't stop when she leaves her Tesco Extra store in York.

The 25 year-old rep and stock control assistant spends some of her own time helping the homeless and raising money for a local women's refuge as well as aid for Palestine.

"I'm the kind of person who will always want to fight against injustice whether it's in the workplace or in everyday life," she said. "My development as a rep has given me the confidence to speak out and get involved in the wider community.

"It's encouraged me to make links with local groups to help with issues outside of work. It makes me angry seeing what the Government is doing to the welfare state and how it's treating people unfairly.

"I recently got involved with the Palestine Solidarity Campaign in York and I've been helping out collecting donations for medical aid and handing out free food to the homeless.

"You can usually find me out and about around town on a Saturday afternoon spreading the message that food should be something that's available for everyone, it's a human right.

"And I also helped raise over £100 for a women's refuge charity in York giving out free tea, coffee and cakes outside Starbucks.

"More recently I was a union delegate at the TUC Youth Conference in London in March, and the Annual Delegate Meeting in April, both were brilliant experiences.

"Getting involved with the union has helped me to stand up for what I believe in. It's the perfect role for me.

"I've had a lot of support from the other reps in store and learned a lot from attending union courses and events."



Sue with colleagues in York

Recruit a friend



£100 prizes

**WIN £100!
ENTER
THE DRAW
NOW**



Five lucky winners

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

- **Valerie Ridewood** from Bristol recruited her colleague at Tesco, **Ruth Newman**.
- **David Shepherd** signed-up **Susie Holt** from Boots in Weston Super Mare.
- Coleraine's **Colin Patterson** recruited his son **Michael** who works at United Dairy Farmers.
- **Pauline Bedford** recruited her husband and fellow Sainsbury's worker **Keith** in Surrey.
- **Susan Hardiment** from Supervalu in County Down recruited her colleague **Norman Scott**.

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 **£2.18 for Scale A** (applicable to full-time and part-time workers) and **£1.36 for Scale C** (applicable to part-time workers only)

Closing date is 12 July 2013



**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) _____ Postcode _____

Email _____ Mobile No. _____

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.

There is an alternative to Coalition's cuts

Labour leader Ed Miliband captivated the audience at this year's Annual Delegate Meeting with his alternative political vision

Labour leader Ed Miliband MP with his down-to-earth and direct approach won a standing ovation after his speech to conference. Here are a few of the most telling quotes...

Usdaw is a hugely effective and successful union working day-in day-out to look after your members...

I want to win the next election not to present a different style of management but to present a different vision for the country

Some people think by having a few millionaires at the top that wealth will magically trickle down – it doesn't work – it hasn't worked...but that's the vision of the Conservatives

If you earn £5m a year you've had a £250,000 tax cut from the

Coalition which at the same time is cutting tax credits...our vision is a recovery made by the many...the people who put in the shifts...people like you

Britain faces a choice... a squeeze on living standards or a change of course...

We'll back small businesses...build homes...put construction workers back to work...otherwise we're never going to get out of the mess we're in...

Our Pledge Card has five promises...a 10p tax rate paid for by a mansion tax on £2m homes...we won't cut taxes for millionaires...we will end energy company rip offs and break their stranglehold...we need to address privatised utilities especially rail fares...and we have to take action on pay day loan companies

Ed Miliband at this year's Annual Delegate Meeting



First thing I'd do...get young people working again...75,000 young people have been unemployed for more than a year...we can do it...we'll tax bankers' bonuses...get business on board to provide training...

The 'Big Idea' is a living wage...we need to talk about that...the best ideas don't come from Whitehall, Westminster or policy wonks they come from the people...in government we'll do everything we can to promote the living wage

You have my promise that we will work together to make the living wage a reality in as much of Britain as we can because it's an idea whose time has come

My One Nation is a personal belief...it means people coming together from all backgrounds/classes/walks of life...the Conservatives want to divide the nation...I'm not having any of it

Don't fall for the idea that bad people are letting down a good government...we have good people who are being let down by an appalling, disgraceful government

It's a vision of unity...it's the only way out of this mess...using our talents...

It's not about just electing me...politics is too important to be left to politicians...people make change happen...that's why your union is important because you are rooted in the workplace and in the lives of the people you represent – true, realistic, decent – and offering a credible way forward

Members at the forefront of the union

If you want to influence Usdaw policy the Annual Delegate Meeting is the place to be, read *arena's* brief report here. . . .

The union's annual parliament – the Annual Delegate Meeting (ADM) – met in Blackpool in late April for a four-day conference to debate and decide the union's policies and priorities for the coming 12 months.

More than 1,100 activists packed the Winter Gardens to discuss all the important issues for members at work and in the community. Wages, the economy, the NHS and many other issues were covered.

Labour leader **Ed Miliband MP** was the guest speaker and was given a great reception by delegates. He responded with a no-nonsense, passionate speech telling delegates that he wanted to offer a different vision for the country not a different style of management.

President **Jeff Broome** chaired the ADM with general secretary

John Hannett and deputy general secretary **Paddy Lillis** replying to the debates. Executive councillor **Jan Jervis** was charged with making sure ADM ran smoothly as chair of the standing orders committee.

"The ADM is the biggest and most important event in the union's calendar," said John Hannett. "It's democracy in action and gives our active members the chance to place their views at the forefront of the union. It's the delegates who make the decisions which determine how we operate, what we do and when and where we concentrate our resources.

"It was a very successful ADM, lots of speakers, many



Speakers below: (l-r) Deputy general secretary Paddy Lillis, president Jeff Broome, and chair of standing orders and executive councillor Jan Jervis



first-time delegates getting to the rostrum and having their say. Lots of interesting and sometimes passionate and moving debates on the issues our members feel are important.

“It’s also a very friendly conference when even if we disagree, we can still debate the issues in a respectful manner. I’m always encouraged by the commitment, dedication and common-sense shown by the delegates. It’s no wonder we are the fastest growing UK union with such a great team of reps.”

Tax avoidance

Companies like Amazon, Facebook, Google, Apple, Vodafone and Starbucks should not be allowed to get away with tax avoidance, Michael Wheeler (Fallowfield) told conference.

“There is a staggering £120bn in uncollected and evaded tax,” he said. “This must be challenged and changed. It’s disgraceful that the poor are labelled ‘fraudsters’ while profitable companies evading tax just have ‘clever accountants’.”

Iain Dalton (Leeds PT) agreed and also called for the Coalition to reverse the job cuts at the tax office where staffing levels have dropped by half since 2005. “It’s estimated that each tax inspector recovers around £600,000. The £120bn belongs to the country not fraudulent companies.”

Conference overwhelmingly voted to lobby the Labour Party to commit to closing the loopholes and work with other countries to stamp out tax evasion.



Mental health in focus

Conference agreed that companies should have policies to support staff with mental health issues like depression, stress and anxiety.

Jennifer Smith (Anglia Tesco) said while the Equalities Act does include some cover for these issues more clarity was needed. "Mental health issues are often misunderstood and cause embarrassment," she said. "More support is needed, so please help me make a change for the good for our members."

First-time delegate **Stuart Bunyon** (Edinburgh & District Tesco) said mental health issues were very common with one in four people affected. "It's not easily recognised," he said. "There is a lot of stigma attached to these issues too. People won't mention it because of discrimination. We need to see more training for both managers and reps."

The debate, often emotionally charged, also saw **Richard McDermid** (West Midlands Sata), **Jenny Bishop** (Yorkshire Next), **Ben Baldwin** (Norfolk Area Tesco), **Jeanette Hill** (NW Marks & Spencer) and **Billy Gray** (NW Morrisons Produce) speak about their own personal experiences of dealing with mental health issues.

Subs increase

Delegates voted overwhelmingly for a modest increase in

32 arena

subscriptions with Scale A rising 7p to £2.25 a week, Scale B up 6p to £1.97 and Scale C up 5p to £1.41.

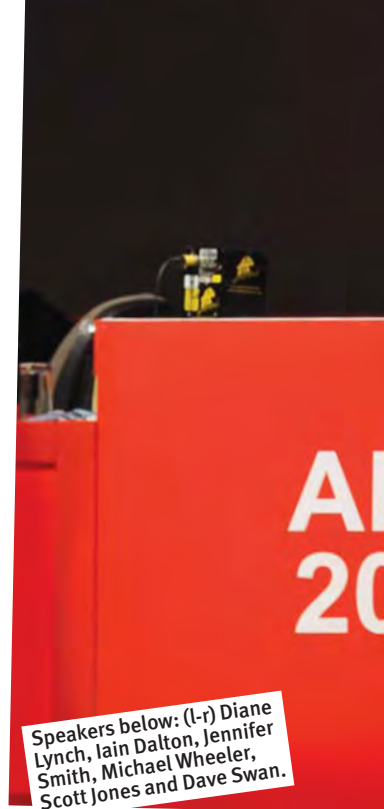
General secretary John Hannett said: "We are under no illusion that our members are facing huge pressures on their income but we believe this increase still puts Usdaw as the best value for money union in the UK.

"This will allow us to re-invest into our campaigns to protect workers' rights, to improve the training of our reps and to take on seven additional area organisers to meet the demands of our increasing membership."

While some advocated a smaller increase, the vast majority of delegates including **Rehana Kosar** (West Yorkshire Tesco), **Monish Kelly** (Weston-Super-Mare), **Chris Winwood** (NW Co-op Group Distribution), **Dave Swan** (East London Retail) and **Wendy Miller** (North & East of Scotland Co-op), voted in favour.

Holiday rip-off

Diane Lynch (Mid Sussex) spoke up for parents everywhere when she called for the Government to stop holiday companies charging massive premiums, almost four times as much, during the school holidays.



Speakers below: (l-r) Diane Lynch, Iain Dalton, Jennifer Smith, Michael Wheeler, Scott Jones and Dave Swan.

"Working people just can't afford it," she said. "The leisure industry should be brought into line and forced to provide evenly priced holidays."

Living Wage campaign

The union should launch a campaign in support of the living wage, according to **Scott Jones** (Llanelli) who told delegates the taxpayer was subsidising low paying companies through the benefit system.



General secretary
John Hannett
addresses ADM



ADM
2013

Usdaw

www.usdaw.org.uk/ADM2013

"The current hourly rate proposed by the living wage campaign is £7.45 an hour outside of London," he said. "If this was introduced it would cut the benefits bill and raise taxes. It is more than affordable and would make a massive addition to the economy."

Steve Ratcliff (NW Co-op Group Head Office) agreed but warned the Tories will oppose it because they have an ideological



belief in attacking the low paid. "They say it will cost jobs but they said that about the national minimum wage and were wrong," he said. "The living wage 'brand' like the Fairtrade brand is on its way and we need a campaign to win it."

The proposition was also supported by

Kenneth Kenny
(Plymouth & District

General), **Kevin Lowe** (East Midlands Co-op), and overwhelmingly carried by delegates.

Tattoo you
Employers should relax their policies on tattoos to reflect the change in attitude to 'this expression of body art', **Avril Minshall** (North Gwent) told conference.

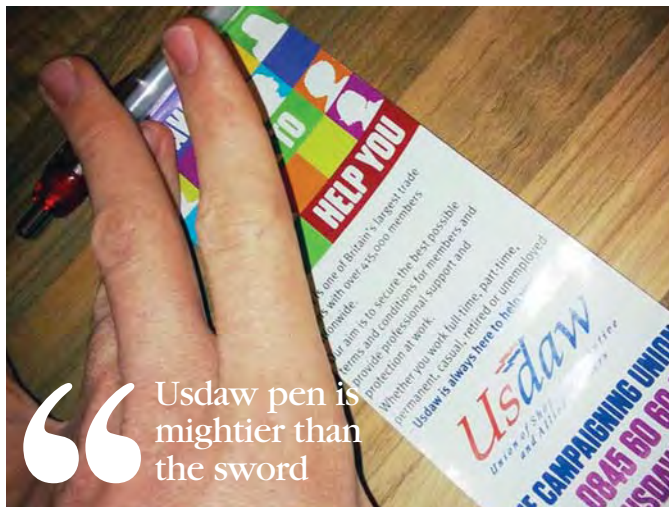
"Significant numbers of people now have tattoos," she said. "In some communities it is part of their culture but often stereotyping sees them discriminated against and often denied employment," she said.



arena Letters

Members can have their say right

here via email or post – but keep it brief!



Usdaw pen is mightier than the sword

Pen pusher

The Usdaw roller pen, possibly the most unique pen I've ever had! pic.twitter.com/y1Ct0LNcQ
Andrew Gray, via Twitter
(©AndyUpNorth)

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

First-class legal service

I would like to pass my thanks on to the union for supporting my injury claim in a car accident, at one point I thought my case was not going to succeed as the other driver was ignoring all the correspondence from my union solicitor, a court order had to be submitted. Finally I was rewarded through the court, this was all down to the Usdaw solicitors who never gave up. A big thank you to you all.

Mr Khallad Hussain

Help required

Why is it that single parents get disciplined 50 per cent more than single and married colleagues? Is it because when a

single parent has to take time off to look after their sick child, they have no one on hand to care for their child so they end up looking after their child on their own? Some managers say – get your mother to look after them – but she could live miles away.

What do they want single parents to do? Get charged with child abandonment or be disciplined?

This is a cry for help for all single parents who work in retail, where three times off mean a disciplinary and where some managers show no compassion what ever the circumstances. Members need HELP.

Brian Kenny, Scotland



£21m

The amount recovered by the union for members in 2012

All inclusive plea

Every newsletter I get from Usdaw is all about supporting working 'families'. Not everyone chooses to live in a family group. The times are just as hard for single people, but it seems that we are unimportant to Usdaw. It wouldn't be so bad if it wasn't EVERY newsletter. As a member it makes me feel that I do not qualify for your support. Wouldn't a campaign to support working 'people' be more inclusive?

Alan Bithell, Scotland

Time to care – spot on!

The materials for the 'Time to Care' campaign arrived for the Spotlight Day in March. What

run the campaign for a week!
David Barter, Chippenham

11,000

The number of Usdaw reps who look after 426,800 members

More reps needed

I think Usdaw should be fighting a lot harder with this Coalition Government for the right of retail staff to have a union rep on the premises at all times. As you will know B&Q don't allow this, which is giving them a free hand to bully staff.

This is the company who say 'we employ the older and more mature staff,' well they have at my store and forced a staff member to leave as they told him he was too slow. With reps on the premises this could be stopped.

Name & Address supplied.
Via email

Bully boy tactics

The letter in the spring issue of *arena* on bullying rang true with me. My manager makes my life a misery. If I ask for time off for the doctor's he gives me the third degree, usually when the union rep isn't in.

He's always having a go at me while his 'favourites' are left well alone. I actually shake when he comes near me and I'm worried I'll end up having a nervous breakdown.

I cannot afford to pack in work and I'm too old to get another job.

Name & address supplied

Wrong approach

The letter 'no need to bully' compelled me to write in to

arena. Two years ago we had a new store manager and he was a nightmare, a real bully, arrogant and rude. We complained to our rep but nothing changed. Many a time we would leave the store in tears. Thankfully he was moved on after a year, but to do the same in another store. Too many people are turning a blind eye to bullying behaviour. It has to stop.

I have had some fantastic managers who achieved a lot for the company. As your *arena* letter stated 'there's no need to bully'.

Name & address supplied

Who benefits?

I was interested on the article in spring *arena* on cuts/freezes to working benefits. I pay my tax and NI but as a single person with no dependents I don't get any tax credits/benefits.

What action does the union intend to take to level up the taxation system for people like me? Perhaps we should push for an enhanced pension – should we reach pensionable age.

Simon Taylor, West Yorkshire.

Bring on the election

I went to the political conference, which was featured in the spring *arena*, in February. The weekend was a great success.

This was my first conference and I really enjoyed it. The amount of knowledge I gained from fellow reps will help me in the future. On

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

leaving on the Sunday I felt really good for the future of this country under a Labour government and know we will be in power in two years time.
James Cossar,
Southern division

Reps get recognition

I would like to give a massive thanks to the union for all the help they have given me. Two reps in my store have been absolutely golden and I couldn't ask for anyone better. Well done for training and supporting these reps so they can help us. Thanks again.
Luke Phipps, Dudley, via email

Charity stars

A very big thank you to delegates and visitors to this year's Annual Delegate Meeting who raised £500 for Chloe – a local Blackpool girl who has cerebral palsy. I was a visitor this year and heard on local radio of Chloe's family's campaign to raise money to send her for treatment in America. This was a very generous effort by all concerned and goes to show how much union members care about others. It made me even more proud to be an Usdaw activist. Thanks again to everyone who contributed.
Andrew Farmer
Branch secretary E110

Member services



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

For terms and conditions visit

www.usdaw.org.uk/frankieandbennys

FREE DEBT ADVICE



Free debt advice has a new name

Free confidential debt advice and solutions for usdaw members.

Call: **0800 980 8271**

Mon to Fri 8am to 8pm and Sat 9am to 3pm

or visit: www.stepchange.org/usdaw

TAX FREE SAVINGS PLAN

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



For more information visit www.usdaw.org.uk/suresave or call freephone 0800 781 6877

TAX REFUND SERVICE



To find out if you are due a refund, go to www.taxrebates.com/ref/usdaw, call the application information line **0800 093 2995** or send a SAE for an application form to:

Tax Refund Service, Grosvenor House, St Thomas Place, Stockport, SK1 3TZ

BRITANNIA



part of The **co-operative** bank

Mortgages and savings

To find out more call free on **0808 156 2838*** Visit your local branch or britannia.co.uk/usdaw

*Our lines are open 8am-8pm weekdays and 9am-12noon Saturdays. Calls may be recorded and/or monitored. Calls from landline phones are free however mobile providers may charge. Britannia is the trading name of the Co-operative Bank plc. Registered office: PO Box 101, 1 Balloon Street, Manchester M60 4EP. Registered in England and Wales No. 990937. YOUR HOME MAY BE REPOSSESSED IF YOU DO NOT KEEP UP REPAYMENTS ON YOUR MORTGAGE

NEW AND USED CARS

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

To enquire online visit: www.usdawdrive.co.uk or call 0845 122 6916



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



usdaw.uchange4better.co.uk or call **0845 652 1683**

ALL FOR CHARITIES



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

For more information go to www.all4charities.co.uk

THE CO-OPERATIVE FUNERALCARE



Uswdaw members and their families are entitled to a **£25 discount** on our funeral plans and **10% discount** on professional services fees on funeral arrangements.

Visit www.co-operativefuneralcare.co.uk for your nearest Co-operative Funeralcare or call **0800 083 6301**

Please see website or call for full terms and conditions.

SUPERBREAK

We have partnered with



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

Visit www.usdaw.org.uk/superbreak or call 0871 221 3700* and quote Usdaw

LIGHTHOUSE FINANCIAL ADVICE

Complimentary initial financial planning consultation for Usdaw members.

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

About to retire? You could get more retirement income by using Lighthouse Financial Advice's annuity service go to www.lighthousefa.co.uk/usdaw



UNION INCOME BENEFIT



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

Visit www.UsdawProtect.com or call on: **0800 484 0860**

USDRAW REWARDS

Register free on www.UsdawRewards.com to earn cashback on your online shopping and get a **free £10** welcome bonus.

USDRAW
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As part of the union's evolving communications strategy you can now view arena online at anytime via your computer, mobile or tablet. Just click to flick through the issue and take yourself on your very own Usdaw journey. The online version comes with additional photographs, graphics and live links to other websites. It's a one-stop shop for everything that is happening in Usdaw, how you can get involved and what's coming up.

Sign up to our regular email updates

Visit: www.usdaw.org.uk/emailupdates

SAVE ON YOUR INSURANCE

As a valued Usdaw member we can offer you competitive rates on your insurance policies

CAR INSURANCE

- 40% discount on RAC breakdown cover†
- Trade union business cover included as standard
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TRAVEL INSURANCE

- 5% online discount
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Call free for a quote

0800 376 0300†

Or visit: www.usdawinsurance.co.uk

Lines are open 8.30am-8pm Mon-Fri, 9am-6pm Sat

Please quote ref **MT13**

*Only available when all children on the policy are under the age of 4. If a child is over the age of 4, a family loading will apply. †Only available when you purchase a UIA Car Insurance policy. ‡For quality and protection purposes, your call will be recorded. Usdaw Insurance is a trading name of UIA (Insurance) Ltd. Usdaw is an Introducer Appointed Representative of UIA (Insurance Services) Ltd who are registered under the Companies Act-No.2998952. UIA Travel and Car insurance is arranged and administered by Heath Lambert Limited. Registered Office: 9 Alie Street, London, E1 8DE. Registered No. 1199129 England and Wales. All these companies are authorised and regulated by the Financial Services Authority.

Usdaw
Insurance

&

uia
insurance with principles

Do you take risks on holiday?

Whether you're planning your trip independently or opting for a package deal, you will no doubt invest a lot of effort into saving, planning and preparing for that well earned hassle free break – potential problems are often never considered.

But travel insurance is as essential as your sun lotion – here's why:

- Over **1,000** bags a day are lost by UK travellers.
- **1 in 6** UK travelers have been a victim of theft in Europe.
- According to the Foreign & Commonwealth Office in Mediterranean countries just 2 days in a general ward could sting you for **£1,600**.
- But if you fall ill in the USA a busted leg or wrist could take you to the cleaners to the tune of **£20,000-30,000**.
- Even something as simple as a stomach bug or sunburn can sting you big time - expect to cough up around **£35** for each visit to the doctor in Mediterranean countries and **£200-400** in the USA.

Taking precautions to minimise the impact of problems like this, means that you really can relax into your holiday. To make life that bit easier, UIA insurance works with Usdaw to ensure that high quality, competitive travel insurance is available to Usdaw members and their families. Options include short trip or annual policies, premium or standard cover with special rates for families.

To obtain a quote, call UIA free on 0800 376 0300, or visit www.usdawinsurance.co.uk and receive a 5% online discount



Time to Care puts carers centre stage

Members face agonising choices when it comes to balancing their caring responsibilities with work commitments

Usdaw activists were out in force in March to support the union's annual Parents & Carers Spotlight Day to highlight the problems faced by workers who need emergency time off to care for their children and, or family members who are ill.

Spotlight Day – this year called Time To Care – focused on reminding workers of their existing rights and promoting the union's campaign to lobby MPs to improve these rights, in particular introducing paid family leave.

General secretary John Hannett said: "Three quarters of our members are parents and/or carers and many struggle to juggle work with their family commitments – especially when unexpected family

emergencies put added pressure on parents and carers.

"Usdaw has already negotiated improved family-friendly policies with some employers with improved flexibility around time off to care, but we'd like to see more support, and recognition for working parents and carers.

"We have published a number of leaflets to help our members understand their rights and the support available to them. We also have the support of many politicians proving that the issue of providing a decent work-life balance has widespread support."

For more pictures of the Spotlight Day visit the website

www.usdaw.org.uk/spc/2013





arena Health

Send your health questions to the

arena team at: arena@usdaw.org.uk

Hot in the city

Q In the summer it gets unbearably hot in the warehouse where I work. Last year one of the workers in the mezzanine area fainted. Is there a maximum temperature we should work in?

Rising temperatures in many workplaces leave many members feeling hot under the collar. Employers have a duty under current health and safety legislation to ensure a 'reasonable' temperature in the

workplace. Where a 'reasonable' temperature cannot be achieved they must take other measures to protect workers. Unfortunately the law contains a minimum reasonable temperature but does not specify a maximum.

However, research shows that temperatures above 27 to 30°C are uncomfortably warm, especially when the air is humid. Above 30°C there is a real danger that some workers might suffer from symptoms of heat stress – which can be damaging to health. Excessive temperatures can lead to sweating, irritability, nausea, headaches, dizziness, fainting, muscle cramps, extra strain on the heart and ultimately heat stroke.

Usdaw wants a maximum temperature of around 27°C to be made law to make it easier to get extra protection when it does get too hot. Things like improved ventilation, shielding from direct sunlight, provision of cold drinks and more frequent rest breaks can all make a difference but have to be negotiated. The union's guide on temperature at work has more advice: www.usdaw.org.uk/hazards

Fever pitch

Q I suffer from hay fever and sometimes can't work because of it, are there any medical rules to help me?

Hay fever (allergic rhinitis) affects almost one in four people in the UK but is specifically excluded from the disability requirements of the Equalities Act unless it triggers some other condition covered by the act such as severe asthma.

A reasonable employer should still make allowances for your condition when looking at any absences. And to meet their duty of care they should consider alternative duties if your condition is made worse by anything you are exposed to at work.

Hay fever cannot be cured completely, but there are a number of treatments available to relieve the symptoms.

These include antihistamine tablets, nasal sprays and eye drops. Some can only be prescribed by a GP, but many are available without prescription in pharmacies.

Some hay fever remedies may cause drowsiness, so watch for warnings on the label and make sure your employer knows if you work with dangerous machinery.



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

Water shortage

Q In the hot weather last summer our manager let us have bottles of water at the checkouts, but we now have a new manager who told us we could not have a bottle of water because of health and safety. Is the manager right?

No, there is no health and safety reason to refuse bottled water for checkout operators – quite the reverse. Keeping hydrated is good for your health and can be more important for all of us in hot weather to replace water lost through sweating. Employers do have a legal duty to make drinking water 'readily accessible'. If they don't allow workers to have water at their work station then they must provide water nearby and must allow you to take breaks away from the checkout to get a drink when you need it.

There appears to be some vague suggestion that there is an electrical safety risk if workers were to spill the water. But if it's in a bottle with a lid the chance of a spillage is small and, even if there was a spillage, the chance of electrocuting yourself is virtually zero.

If the manager continues to refuse to allow bottles on the checkout, talk to your union rep and raise a grievance.

“Contaminated water can cause a health risk



Image © Shutterstock/mikkytok

Clean sweep

Q In a recent heavy downpour, our drains could not cope and the warehouse, toilets and part of the main shop were flooded. The manager has told us to come in and clean up the mess. Can he order us to 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 major clean-up operation is required then specialist cleaners may be needed.

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 electricians have been in contact with the flood water, it should be checked by a competent electrician before workers move back into the area.

Campaigns matter

Your voice Your vote

Members are being urged to keep the union's political fund so Usdaw can continue to campaign on all of the important issues

Every ten years trade unions have to hold a ballot to ask their members if they want to have a political fund.

This legal requirement was introduced by the Tory Government in 1985 and was a cynical attempt to weaken the link between the unions and the Labour Party – a link which goes back to the formation of the Labour Party in the early 20th century, then seen as the political voice of the industrial trade unions.

The ploy failed and actually back-fired on the government with all trade unions voting to keep their political fund.

Since then the fund has been used to promote important issues outside of the workplace but which weigh heavily on working people, for example; employment legislation, pensions, health, education, and housing. It's also been used to encourage working people to get involved in local and national political issues.

General secretary John

Hannett said: "Life is all about political decisions made by MPs, MSPs and AMs in their respective parliaments. Our political fund has allowed us to have our say with those politicians over many years. It also allows us to run successful campaigns which have won important victories for our members.

"We cannot ignore the political process and it would be wrong of us to allow our members' interests to be ignored by the national and local decision makers. We can have our say at work on terms and conditions, but if the House of Commons is making decisions which impact directly on those we need to have our voice heard. In a nutshell that's what the political fund is all about and that's why I'm urging our members to vote Yes to keep the fund."



**VOTE
YES TO
KEEP YOUR
POLITICAL
VOICE**

Usdaw members on the march against the Coalition's cuts



Uses of the Political Fund

The main uses of the Political Fund are:

1. Political Campaigns: the Political Fund is used to resource our political campaigns on issues of core interest to our members, for example:

- Freedom from Fear to prevent violence and abuse against staff.
- Save our Sundays to stop complete deregulation of trading hours.
- Opposing Government cuts to stop the bedroom tax, freezing/cutting of in-work benefits and Coalition attacks on workers' rights.
- Supporting Parents & Carers to promote improved rights for working people.
- National Minimum Wage to protect vulnerable workers from exploitation.
- Legal Holiday Entitlement to give workers a right to paid time off.

These campaigns have substantially added to Usdaw's success by involving thousands of members and encouraging new members to join.

2. Information: The fund is used to produce leaflets, which tell people about their rights, to highlight the importance of the political process and to encourage members to get involved.

3. Supporting Usdaw Members: The fund also supports Usdaw members as political representatives – including Usdaw's Parliamentary Group, Usdaw members who are

councillors or election candidates, and training Usdaw members who aspire to stand for Parliament or other political office.

4. Affiliating to the Labour Party: Usdaw takes its members' concerns to the Labour Party national conference and has a direct input to Labour's policy-making process. We also have a number of members who are Labour councillors in England, Scotland and Wales. We also have representatives at constituency and regional level to give the union influence throughout the Labour Party.

5. Political Conferences and Events: The fund resources the union's national and divisional political conferences, and also Usdaw delegations to Labour Party national and other high profile conferences.

John Hannett added: "So retaining the Political Fund would boost Usdaw's campaigning ability to improve its members' rights, as well as to promote their political concerns in parliament."



DID YOU KNOW?

- Usdaw has held three political fund ballots – in 1985, 1995 and 2004 – and each time **more than 80 per cent** of members who voted chose to keep the fund.
- The Political Levy which makes up the Political Fund currently stands at 10p per member per week, of which 9p goes into the **National Political Fund** and 1p goes into the relevant branch's Political Fund.



CHANGE OF ADDRESS
If you have changed your address since you signed up to Usdaw, let us know, call **0161 224 2804** or visit

www.usdaw.org.uk/update

Legal notice

Members should note that in accordance with the Trade Union and Labour Relations (Consolidation) Act 1992 (as amended), Usdaw is required to hold a review ballot at least every ten years, so that the union can retain its political fund.



- The ballot will give members the opportunity to vote on whether the union should be able to spend money for political purposes. The law says that the union must have a political fund to do this. Usdaw will therefore be balloting members on whether or not to maintain the union's political fund. The ballot will take place between **19 August and 9 September 2013**.
- The ballot will be a postal ballot and voting papers will be sent directly to members' homes or to another address, nominated by the member and requested in writing to the union.
- Only members in Great Britain will be eligible to vote, i.e. England, Scotland & Wales.
- Electoral Reform Services will be acting as the independent scrutineer and will oversee the conduct of the ballot.
- Any member who has changed their home address or wishes their ballot paper to be sent to a different address and has not yet notified the union, should contact the records department at central office (0161 224 2804).

What happens next?

1. There'll be regular communications with **information** about the political fund and the ballot, encouraging you to vote, and the opportunity to get involved in the union's political campaigns.
2. **Ballot Papers** will be issued on the 19 August.
3. Final date for return of ballot papers will be 5pm **9 September**.
4. The result will be featured in the **winter edition of arena**.

To order your campaign materials go to:

www.usdaw.org.uk/fund

Independent Scrutineer. Electoral Reform Services, The Election Centre, 33 Clarendon Road, London N8 0NW. 020 8365 8909. enquiries@electoralreform.co.uk



Communication

From Aberdeen
to Plymouth
Usdaw has
offices across
the UK

Channels

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

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

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

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

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

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

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

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

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

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

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

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

Your contacts

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

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

*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
34 Preston Street,
Kent ME13 8PE
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

GET INVOLVED IN...

17 - 23 June 2013

MEMBERSHIP WEEK

Membership week is just around the corner and Usdaw wants you to get involved whether you're a rep or a member.

Membership week is a great opportunity to tell your colleagues, friends and family all about the benefits of being an Usdaw member.

For more information and tips on recruiting your friends visit

Visit
page 26 to see
how recruiting just
one friend could
win you £100!

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

