

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

arena

Spring 2010

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Think carefully before casting your vote



start to the New Year. While we may be officially out of recession its aftermath is still causing havoc in the economy with thousands of job losses announced since January at

Shop Direct, Ethel Austin and Twinings Tea. Our reps and officials are doing all they can to minimise job losses and get the best possible deals when redundancy is inevitable. It is unlikely these are the last aftershocks we'll face as reality often lags behind the statistics, so we are certainly not out of the woods yet.

By the next issue of **arena** we will have had a general election. I hope all of our members consider the choices in front of them very carefully. Despite all of the

difficulties we face, I believe Labour is still the party best suited to reflect the concerns of ordinary hard-working families. Labour's decisions during the banking crisis saved the UK from a depression not seen since the 1930s. It will be one of the closest contests for many years so remember to use your vote wisely.

John Hannett
General Secretary

Usdaw
*Union of Shop, Distributive
and Allied Workers*
www.usdaw.org.uk

Usdaw Members' Helpline:
0845 6060640

Welcome to your new handy size **arena** I hope you like it, but while the size has changed the content remains firmly focused on the work of the union, its members and reps and how together we can grow stronger and provide a better service for our 386,000 membership. Let the team know what you think of the new shape, we are always eager to hear the opinions of our readers.

It has been a very difficult

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Massive job losses



members at Shop Direct Group

have been left reeling after the company announced plans to close four of its sites across the UK with the loss of around 1,500 jobs.

Usdaw senior officials and reps have been in talks with management.

National officer David Johnson said: "The closure of three Shop Direct call centres and a warehouse with the loss of so many jobs in the home shopping sector has come as terrible news for our members.

"Usdaw opposes the closures and we will be examining the business case in further detail

through our national forums to see if there is any way to avoid them.

"We believe that Shop Direct is looking to redeploy some workers from its Middleton warehouse to nearby sites at Shaw, Little Hulton and Raven Mill.

"For all our other members we will be doing all we can to ensure that they receive the best redundancy packages available and are kept informed throughout

Littlewoods Shop Direct Group

The UK's biggest shop @ home group



More internet shopping has been blamed for the job losses

the process at this time of uncertainty."

The planned closures are:

■ Burnley contact centre – 450 jobs

- Newtown contact centre, Powys – 180 jobs
- Sunderland contact centre – 900 jobs.

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ARN 0210

Jobs export threat

Workers at under-threat Twinings tea factories in North Shields and Andover have stepped up the campaign to save their jobs following the company's announcement that it intends to move work abroad next year.

Demonstrations have already been held in London and support has been forthcoming both from MPs and other unions.

"We held a public meeting in Andover in mid January and it was packed out with supporters," said area organiser Mike Parsonage. "We want to mobilise support to

save jobs at Twinings and we have already won backing from the local community, other unions and local politicians, except the Tories who refused to support us. The fight goes on with more demonstrations planned."

More than 400 jobs are threatened at the two sites, part of the Associated British Foods group, which would include the closure of the North Shields factory in 2011 and job losses at the Hampshire site with Poland and China the likely destinations for the work.

Twinings workers on the campaign trail...



Closures begin



Workers more than 1,000 staff have lost their jobs after 114 stores were closed by discount retailer Ethel Austin. The company was put

into administration again in February just 20 months after it was bought out in April 2008. An additional 400 jobs were

also cut at the distribution site and 65 at the head office in Knowsley.

Ethel Austin's sister company Au Naturelle has also gone into administration.

National officer John Gorle said: "We made contact with the company and the administrators immediately with a view to working closely with them in an attempt to secure as many jobs as possible.

"The initial announcement was terrible news for the loyal and hardworking staff. However, the pace of closures has been rapid."

At their peak the two

companies had 300 stores and employed around 3,700 staff with the head office based in Merseyside employing around 400 people.

"This news isn't a complete surprise as we knew that the company had financial difficulties, but that's no consolation to the staff," added John Gorle.

The administrators said the remaining stores will continue to trade while a buyer is sought.

Competitive insurance deals for Usdaw members

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Feel aggrieved at work?

arena takes a look at issues around the grievance procedure

Introduction



we could all probably find something to complain

about at work and when this complaint becomes more than a casual moan your company's grievance procedure is there to help you deal with it. Most companies will have a written grievance procedure not dissimilar to their disciplinary one. It will form part of your terms and conditions and provide the rules and regulations for dealing with complaints. Most grievances can be settled informally with a brief chat with your line manager and or colleagues. However, it is important companies have procedures to address grievances, which cannot be settled quickly and informally. Always speak to your rep first.



Understand your company's policy

Issues that may cause grievances include:

- Terms and conditions of employment
- Health and safety
- Work relations
- Bullying and harassment*
- New working practices
- Organisational change
- Discrimination*

*Some companies have separate procedures to deal with these issues.

While companies have their own specific ways of working they do follow a similar pattern. However, a good grievance procedure should be fair and consistently applied and should also contain the following:

- If it cannot be sorted out informally the grievance should be put in writing.
- Issues should be dealt with as quickly as possible. Any timescales within the procedure should be followed by the employer.
- An investigation should take place to establish



the facts of the case.

- The worker should be allowed to state his/her case at a meeting.
- The employee should be allowed to be accompanied.
- The decision should be given in writing.
- There should be provision for an appeal to be made following the decision.
- The appeal, ideally, should be heard by a manager not involved in the original case and within a reasonable time frame.
- Records should be kept and confidentiality guaranteed where applicable.

Don't moan – sort it out

A boss from hell

Q I want to raise a grievance against my immediate boss but I can't because I'm scared she'll make my life hell. What can I do?

You should firstly consider raising the matter informally with your immediate boss to see if the problem can be sorted out.

If the problem remains after this **informal approach**, then you will have to decide whether or not you wish to rely upon the formal grievance procedures.

If you do then lodge a formal grievance, and anticipate that your boss will make life difficult, it may be a good idea to keep a diary of any poor treatment which you are subjected to and which you believe is as a result of lodging the formal grievance. This would then provide good **evidence** to the employer that you are being unfairly treated simply as a result of raising a grievance against your boss.

**[MORE INFORMATION AT
WWW.ACAS.ORG.UK]**

Remember:

Workers have a statutory right to be accompanied by a rep or colleague at a grievance meeting which deals with a complaint about a duty owed by the employer to the employee. For example where the employer is not honouring the worker's contract or is in breach of legislation.

Note: When your union raises a grievance on behalf of the members this is known as a collective grievance and this is handled under a different procedure.



Cleaning up

Q At closing time our supervisor always insists we stay until the place is cleaned up and we often work 10-15 minutes unpaid 'extra-time' most nights. I've moaned about this but nothing has changed. Should I raise a grievance?

Q At closing time our supervisor always insists we stay until the place is cleaned up and we often work 10-15 minutes unpaid 'extra-time' most nights. I've moaned about this but nothing has changed. Should I raise a grievance?

It is important in a case such as this to make it clear to the employer that you are unhappy with this situation continuing. This can be done informally by the employee in person or, alternatively, they may ask their union rep to informally approach the employer while making it clear that this is a state of affairs which should not continue. If this kind of approach does not do the trick, then raising a **formal grievance** should be considered.

I'm at the end of the line ...

Q I've been right through the grievance procedure and I'm still not satisfied. Where can I go next?

If the grievance procedure has been completed and an employee remains unhappy with the outcome, then you should discuss the possibility of pursuing a claim before an employment tribunal with your rep and full-time official. It is important to remember that when going through both disciplinary and grievance procedures, the **time limit** imposed by employment tribunals for lodging complaints with them is ticking away all the time while these internal procedures are ongoing. The tribunal time limit, in which time an employee must lodge their tribunal claim form, will generally be within three months less one day from the **date of dismissal** or cause of complaint.

Fast track recovery for Wayne

When operations manager **Wayne Hukin** changed jobs thankfully he didn't change his union and Usdaw were on hand with expert help and advice after he was injured in a road traffic accident.

Wayne was left with whiplash injuries when his car was hit from behind.

The union's solicitors successfully pursued Wayne's claim and he received £4,800 in compensation.

"I just left it all to my solicitors and they took care of everything," said the 41 year-old from Sheffield. "They kept me fully up-to-date and organised all my appointments including private medical care and consultations.

"Membership is so portable. I've



changed jobs a couple of times and I carry on paying directly from my bank account. It couldn't be easier and I wouldn't be without it."

Double helping for Sandra



Help and advice from Legal Plus proved invaluable for former Woolworths' team leader **Sandra Gibbons** not once but twice within a short period of time.

Usdaw won her compensation after an accident at work and when her employer went bust the union made sure she received her redundancy pay.

"The union's expert advice was a godsend," said Sandra from Worcestershire. "I had professional support all the way. I couldn't have done it by myself."

Sandra's accident happened in 2006 when a metal bar fell and hit her on the head. She was off work for eleven months.

"It was a terrible time," said Sandra. "I couldn't cope with anything. But Usdaw took away all the worry and looked after my claim.

"Not long after I returned to work Woolworths went into administration and I was made redundant, again the union was there for me. They've never let me down."

nal advice

Joining the union is the best thing anyone can do said Marks & Spencer sales advisor **Alan Stafford** after he fractured his elbow in an accident at work.

Usdaw successfully pursued Alan's claim for compensation and he received a cheque for £57,500.

The accident happened in 2005 when he slipped on the icy floor in the freezer and broke his elbow. He was off work for 18 months and is now 30 per cent disabled.

"It was a traumatic time and I felt very low," said Alan, 52, who works at the Handforth Dean store in Cheshire. "I don't know what I'd have done without the union they were with me all the way.

"At one point it looked like I might even need a barrister, there's no way I could have afforded their services.

"When you join the union you get professional, free, and independent advice on all kinds of issues inside and outside of work. I even had my own solicitor working for me.

"I advise all of my colleagues to join the union. Take it from me it's excellent value for money."

Simply the best for Alan



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

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working on your behalf,
nationwide**

Solid support for Mick



Excellent advice for Hilary

Former part-time personal shopper **Hilary Birkmyre** was 'delighted' with Usdaw after the union won her compensation claim following a knee injury at work.

The accident happened three years ago when Hilary, who worked for Tesco in Newcastle, twisted her knee while pushing a faulty trolley.

"My union rep advised me to put a claim in and even went with me to see the union solicitor," said Hilary, 56.

"The advice I had all the way through was superb.

"I've been a union member all my life. You get so much for your money.

"I've seen lots of people over the years who've had problems at work and not been able to do anything about it because they weren't in the union. It makes good sense to join."

Legal Plus took care of everything for Tesco van driver **Mick Pengelly** from Lewisham when he injured his foot in an accident on his way home from work.

"I was delighted when I found out the union could help me," said Mick, 49, who was awarded £2,500 in compensation. "I thought I was only covered for accidents in work."

The accident happened two years ago in the store car park. He had to jump out of the way to avoid an oncoming car and landed awkwardly. He was off work for a week with a fractured ankle.

"To be honest if I hadn't been in the union I wouldn't have bothered pursuing it because quite simply I couldn't afford the legal fees.

"I encourage everyone to join - take it from me it's money well spent."



need it most

FirstCall *Usdaw*

LEGAL ROUND-UP



Brian Walker

Age: 48
Employer: Tesco
Location: Somerset
Injury: Wrist
Date of accident: July 2007
Case settled: January 2010
Award: £1,200

Vivienne Smith

Age: 52
Employer: Tesco
Location: Radstock
Injury: Back and shoulder
Date of accident: October 2006
Case settled: August 2009
Award: £2,000

A helping hand for Janet

Legal Plus pulled out all the stops for part-time deli-assistant **Janet Berry** and secured £3,000 in compensation after she injured her hand in an accident at work.

The accident happened two years ago when Janet, 60, was moving stock at the Tesco store in Wigan, Lancashire. She was off work for two weeks.

"When I returned to work my rep advised me to put a claim in with the union," said Janet. "My solicitor's advice was priceless. Originally I was offered a lower amount, which I may have been tempted to accept but my solicitor said my claim was worth more and to refuse the offer. It was sound advice and the offer was increased.

"I tell everyone to join the union, there are so many benefits."

Jeannette Laing

Age: 68
Employer: Tesco
Location: Kent
Injury: Hip, hand and arm
Date of accident: October 2007
Case settled: August 2009
Award: £3,850

Ron Ward

Age: 60
Employer: Dairy Crest
Location: Hull
Injury: Arm
Date of accident: September 2008
Case settled: September 2009
Award: £2,375

FOR MORE INFORMATION VISIT
WWW.USDAW.ORG.UK/MEMBER_SERVICES/LEGAL_SERVICES/

Retail revival in-store

Reps recruit thousands of members



Once again the union's hard working teams of reps from hundreds of workplaces across the UK pulled out all the stops to spread the union message and sign up thousands of new members and activists.

Reps tell us the main reason people don't join is because they've never been asked. Membership Week is the ideal opportunity for reps and activists up and down the country to get out, get active and get the message across to colleagues.

Double boost for activists



Reps on target

Reps Tony Gasson and Jenny Waldock saw membership week as the ideal platform to continue their efforts to spread the union message to colleagues at the Sainsbury's store at Badger Farm in Winchester, Hampshire.

The duo, who are always on hand to speak to staff and explain the many benefits, especially the Legal Plus service, have more than doubled membership over the last six months and are keen to build on this over the coming weeks.

Spreading the word



Right course

A well organised canteen recruitment session proved a recipe for success and put lifelong learning on the menu at the Ikea store in Milton Keynes as union reps Joanne Sillett and Stella Rowley along with officials Nigel Scully and Phil Gander signed up 11 new members and put them on course to a host of new learning opportunities.

Every member helps



Stand-down rep Shirley Webster and area organiser Mel Greenhalgh spent time at the former Somerfield and newly converted Tesco store in Turriff, Aberdeenshire. Membership has picked up steadily over the last three months with 30 new members signed up. After the pair spent time speaking to staff about the benefits of being in the union they signed up five new members as well as a new rep.

Extra for Tesco store

Area organisers Charlie McLaren and Sarah Hughes are on the look out for a new team of reps and on a mission to raise the union's profile at the brand new Tesco store in Hodge Hill in Birmingham. Having steadily built up a good rapport with staff and management over the last few months, their efforts are paying dividends with more than 60 new members recruited over the week.

Signing up



Benefit bonus

Reps signed up more than 60 new members at the Tesco Bradley Stoke store in Bristol thanks to a visit by Britannia along with union solicitors Kirby Simcox – attractive mortgages and savings accounts and free legal advice are just some of the many membership services, members and their families can take advantage of when they sign up to Usdaw.



CAMPAIGNS

Spotlight Day will urge

There are a number of benefits and grants available to working parents and carers but not everyone knows exactly what they are entitled to

Usdaw's drive to put more money into its members' pockets will move up a gear in March when the Supporting Parents and Carers Spotlight Day is held on the 24th.

The day will fall just before Easter which inspired this year's campaign slogan with 'The Easter Bunny says Claim Your Money' and will aim to raise awareness of the five key benefits available to working parents, which are:

- Child Benefit
- Tax Credits
- Sure Start Maternity Grant
- Health in Pregnancy Grant
- Child Trust Fund

Survey returns from 2009 revealed that there are low levels of awareness of certain benefits, particularly the Sure Start Maternity and Health

in Pregnancy Grants.

Well over one thousand surveys were returned to us last year with many members telling us that they are worried about money and none more so than parents. We discovered that members with children are twice as likely to be worried about money than those without children. Taking maternity leave can put a big hole in a family's finances. We've calculated that on average an Usdaw member will lose at least £7,250 in earnings in the year she takes her maternity leave. So it's more important than ever Usdaw members know about their rights to claim the benefits they are entitled to.

Usdaw launched a 'new look' campaign pack, poster and leaflet in early February and sent it to every one of our twelve and half



thousand activists. The pack is also available at: www.usdaw.org.uk

"Every one of these benefits was introduced by a Labour Government," said general secretary John Hannett. "It's our job to make sure reps and members know about them and understand how to claim them."



members to 'claim it'



Award winning



Launched in January 2005 the **Supporting Parents and Carers**



Carers campaign put working parents and workers with caring responsibilities at the top of the workplace agenda. Since it began it has lobbied for and won improved maternity rights and paternity leave and has pressed government for changes to the rules governing Carer's Allowance. In 2006 it won the TUC's prestigious Equality Award.

Show you care: Get involved



Spotlight Day March 24, 2010 will only be a success if reps and members get involved. Last year hundreds of events were held across the UK. If you want to raise awareness of the issues at your workplace speak to your rep or contact your local office, you'll find a full list on page 47. You can also order campaign materials from your local office.



2009 OSCARS

Reps in the spotlight at

Activists from around the UK were given the VIP treatment in January as they were honoured for their hard-work and dedication to Usdaw

The union's glittering Organising Awards night – Usdaw's own Oscars – were held at a top Manchester hotel in January for the fifth time.

Divisional nominees who had excelled in their union work in 2009 competed for the eight national awards with the winners announced on the night. General secretary John Hannett was master of ceremonies.

"This is a celebration of the tremendous work our reps do, not only for last year but for all the years they have been active in Usdaw," he said. "It's thanks to those reps that we have gone from strength to strength.

I want to put on record my sincere thanks to all of them. It's a great pleasure to recognise their achievements. Congratulations to all of the national winners but for me everyone in the room was a winner."



National winners celebrate



North West division

Next year it could be you. Look out for the start of the nomination process for the 2010 Organising Awards which starts in the summer.

national awards night



Unfortunately the winners of the **Most Promising New Activist Award Aleksandra Sluzalec** (Midlands), **Health and Safety Rep Award Bill Sillett** (Eastern) and the **Team Recruitment and Organising Award Janet Ruddock** and **Paul Bint** from Primark London Oxford Street (Eastern) were unable to attend on the night.

What the winners said:

Danielle McCusker from Belfast joint winner of the national Individual Recruitment Award

"Absolutely fantastic. It was great to see the reps get the recognition they deserve and it shows how much Usdaw appreciates us."

Helen King from Ipswich winner of the national Union Learning Rep Award

"I was absolutely gobsmacked when I won. I posted my news on facebook and I've been overwhelmed by the positive response. The night gave us all a great boost."

Mavis Edwards from Aberystwyth winner of the national Individual Organising Award

"I took my award into work and it raised the profile of the union and motivated me even more. The awards night reminded me that Usdaw cares for all its reps. I was proud to be part of it"

Henry Adams from Tavistock winner of the national Equalities Award

"An excellent evening. I couldn't fault anything about it. It was welcoming and relaxed. The venue and food was excellent, the presentation was just right. It was beautifully done."

Sharon Best from Carlisle winner of the national Campaigns Award

"I was shocked to win as there was a lot of very experienced reps at the event. I think it's right the reps are recognised in this way and it was good to have my partner with me, we loved it."

David Potter from Leicester joint winner of the national Individual Recruitment Award

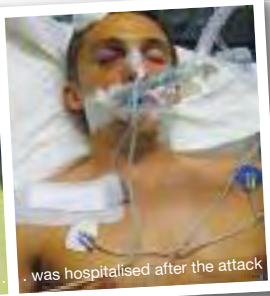
"It was great to be in a room full of like-minded people. I was very surprised to win and I have to put it down to all the support I had from my local office. It was a very enjoyable evening."



Determined . . . Maggie Hughes



Robbie . . . A talented footballer . . .



. . . was hospitalised after the attack

Maggie's on a mission

Campaigning to keep UK tourists safe

Campaigning to provide help for UK tourists seriously injured or victims of crime abroad is the mission of former Tesco rep **Maggie Hughes**.

The 56 year-old, mother of eight grown up children, decided to act after her 27 year old son Robbie was viciously beaten up while on holiday in Malia, on Crete, one of the Greek islands, in the summer of 2008.

Her determination has seen her meet with government ministers, foreign office officials and MPs to press her case. A number of further meetings are also planned to drum up support.

"I learned the hard way that if a member of your family falls victim to serious crime or injury abroad the help available is inadequate and the potential cost to your family is massive," said Maggie. "Robbie was

savagely beaten outside a bar by a gang of British thugs. He needed four life saving operations on his skull. He suffers severe memory loss and his career in football has been lost. It's turned our world upside down and I don't want other families to have to go through what we did. I spent

"I don't want other families to go through what we did. I learned the hard way"

weeks in Greece dealing with bureaucracy and urging the police to take action.

"We want to see British tourists have access to information and help should they become victims of crime. We all think it won't happen to us but it does, believe me.

"Our campaign is called **Please Enjoy Don't Destroy**

which aims to reduce violence which is linked to the number of people binge-drinking on holiday. We have an Early Day Motion in the House of Commons which has been signed by 103 MPs.

<http://edmi.parliament.uk/EDMi/EDMDetails.aspx?EDMID=37077&SESSION=899>

"I would urge all readers of *Arena* to persuade their MP to sign it and support our campaign to protect UK tourists while abroad.

"Also we have had some fantastic support from Usdaw members and I want to say a big thank you to all of them."

Five of the six men (all from Surrey and Sussex) accused of attacking Robbie on June 17, 2008, have been ordered to face trial in Greece following their appearance at the City of Westminster Magistrates' Court in February.

[MORE INFORMATION AT:]
WWW.PEDD.ORG.UK

Car cash recovery

Legal Plus

The union's Legal Plus service has a lot more to offer than just personal injury as Teresa Jackson found out last year

Legal Plus came to the rescue for the Jackson family from Moston in Manchester after they were given the run around by a local used car dealer.

The car they purchased turned out to be faulty but with the union's help they received a full refund of £11,000.

"We used all our savings to buy the car from a local dealership whose slogan is 'the hassle free way to buy a car'," said Teresa who works for JD Williams in Manchester. "It turned out to be anything but.

contacted the car dealer I was passed from pillar to post. I was so fed up I no longer wanted the car, but didn't know what to do. So I picked up the phone and called the helpline on 0845 6060640.

"The woman was really friendly and took all my details and the same morning I got a call back from a union

solicitor. They emailed me all the information on the law for the 'Sale of Faulty Goods' and armed with all of this I

asked for a full refund. "Within a few days the vendor agreed and our nightmare was

"We were absolutely delighted we couldn't have done it without help from Legal Plus"

"Within two weeks we noticed the car wasn't running as it should but when I



Gary and Teresa Jackson with their new vehicle

over. My husband and I were absolutely delighted with the outcome, we couldn't have resolved it without professional help from Legal Plus.

"I sing the union's praises to everyone and tell them the union's not just

there for disciplinarys. There are so many fantastic benefits and services available to union members."

Legal Plus extras

As a union member Teresa was entitled to a free consultation with a union appointed solicitor on a non-work related issue. These include; probate, matrimonial/family, housing/tenancy, neighbour disputes, debt advice, consumer/trading, and crime **not** connected with work.

Steep rise in bullying a

Bullying in the workplace costs the UK economy billions of pounds in absence and spells untold misery for the thousands of victims

The UK recession has seen a big increase in bullying at work according to the conciliation service Acas. It estimates one in ten employees have experienced bullying or harassment in the last 12 months while other surveys have put the figure as high as eight out of ten.

Employment lawyers have also backed this up with one leading firm saying that the number of times where bullying is cited in unfair dismissal cases has risen dramatically.

Stressed out managers, under pressure to deliver during the more difficult economic circumstances, are taking it out on staff who in turn are feeling bullied. "The recession has become a playground for bullies who know

they can get away with it," said Lyn Witheridge, who ran the Andrea Adams Trust bullying helpline until last year. "We had to close the charity and the helpline because we couldn't cope with the number of calls – they more than doubled to 70 a day."

Research has also shown that in the past recessions in the early 1980s and 1990s bullying increased. Usdaw's own website *Ask Jan* facility receives a steady stream of bullying-related enquiries. More recently cyber bullying – using email, mobile phone or the internet to harass someone – has added another dimension.

"Recession or no recession there is no excuse for bullying," said general secretary John Hannett. "If it's happening to you tell your union rep now."



Cyber bullying is a modern twist on a common problem

s recession bites

MORE INFORMATION AT

WWW.ACAS.ORG.UK

WWW.USDAW.ORG.UK

WWW.TUC.ORG.UK

What is bullying?

It is usually described as “offensive, intimidating, malicious or insulting behaviour intended to undermine, humiliate, denigrate or injure the recipient.”

The cost of bullying

- Almost **19 million** working days are lost each year as a direct result of bullying.
- It costs the UK economy **£6 billion** annually.

What you should do

- **Talk to your rep** as soon as possible.
- Keep a **diary** of all incidents, record dates and times etc.
- Consider raising a **formal grievance** if it cannot be sorted out informally.

What your employer should do

Treat all complaints seriously and sensitively.

- Carry out a full **investigation**.
- Maintain **fair procedures** for dealing promptly with complaints.
- Ensure **confidentiality**.
- Make it **clear** that bullying behaviour will not be tolerated.

Why combat bullying?

It results in:

- **Low morale.**
- **Increased absenteeism.**
- **Poor performance/ productivity.**
- **Higher turnover of staff.**
- **Damage to a company's reputation.**



USDRAW

Cash benefits

SICKNESS GRANT*

| Scale | A | B | C |
|--|------|-----|-----|
| Payment after continuous period of 6 weeks | £30 | £25 | £15 |
| Payment after 20 weeks | £100 | £40 | £30 |
| Payment after 40 weeks | £75 | £50 | £35 |
| Payment after 52 weeks | £100 | £55 | £40 |

* Please note each Sickness Grant is a 'one-off' payment for the period stated and is not payable weekly.

PERMANENT DISABLEMENT GRANT

| Scale | A | B | C |
|---------|--------|--------|--------|
| Total | £4,000 | £1,000 | £1,000 |
| Partial | £2,000 | £500 | £500 |

MATERNITY/ADOPTION BENEFIT

| Scale | A | B | C |
|-------|-----|-----|-----|
| Grant | £30 | £25 | £20 |

PATERNITY/ADOPTION BENEFIT

| Scale | A | B | C |
|-------|-----|-----|-----|
| Grant | £30 | £25 | £20 |

DEATH GRANT

| Scale | A | B | C |
|-------------------------|--------|--------|--------|
| Funeral | £650 | £210 | £140 |
| Industrial Accident | £6,000 | £1,500 | £1,500 |
| Non-Industrial Accident | £2,000 | £500 | £500 |

DISPUTE BENEFIT

| Scale | A | B | C |
|----------------|-----|-----|-----|
| Weekly Benefit | £50 | £50 | £50 |

Help for you

Usdaw really cares about you and your family and provides a range of cash benefits for times of need.

If you are ill, have an accident - or if the worst were to happen and you die - Usdaw's cash benefits will help ease financial worries for you and your family.

The weekly contribution rates are as follows:

| Scale | A | B | C |
|-------------|-------|-------|-------|
| Weekly subs | £2.10 | £1.85 | £1.32 |

*Correct at March 2010.

Conditions apply

Benefits can only be claimed (except dispute and victimisation benefit) after 12 months' continuous membership. Benefits are payable in accordance with the union rule book and any entitlement depends on paying your subscriptions regularly and not falling into arrears. Further information in connection with the claiming of these benefits can be obtained from your union representative.

WHEREVER YOU WORK WHATEVER YOU DO USDAW CAN HELP YOU



[MORE INFORMATION CALL:
0845 6060640]



[MORE INFORMATION AT:
www.usdaw.org.uk]



Legal Plus

Don't forget you are covered for all accidents or injuries sustained at work, and when you are traveling to and from work, from the minute you join the union.

You can also apply for a free half hour interview with a union solicitor on any non-work related issue.



DO YOU KNOW YOUR...

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Workers' Rights *A guide for full-time and part-time workers*

*A must-have publication for all
members with vital information
on employment protection.*



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this month!**

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part-time workers (leaflet 211)*
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email: _____

Branch No: _____

Membership No: _____

PUB ARN 02/10

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To place an order:

Simply complete the slip opposite
and return to

**The Stationery Department,
Usdaw, 188 Wilmslow Road,
Manchester M14 6LJ.**

You can also telephone on 0161 224 2804
or download from www.usdaw.org.uk



Forward line . . . (l-r) Ken Isaacs, Steve Dykeman and Maryann Matthews in the dug out at Nottingham Forest

Leading from the front

Ken's learning agenda wins support



aving reached his own personal learning goals stock controller

Ken Isaacs set out to help his colleagues reach their potential.

The 48 year-old, who works at the DHL/EXEL supply chain site at Long Eaton in Derbyshire, is intent on taking his union role as far as possible.

"Lifelong learning is a life changing experience," said the father of five, who has been a union learning rep for four years. "Absolutely everyone who enrolls on a course will get something out of it and it will open new doors.

"I'm more confident, assertive, never afraid to ask questions, and very eager to

help my workmates realise their potential.

"Lifelong learning has made a massive difference here. People are happier coming into work, they're more positive about themselves and keen to get on a course.

"Absolutely everyone who enrolls on a course will get something out of it and it will open doors"

"We ran three courses last year, all over subscribed and this year we'll be running nine. We're also in the process of working with

management to open our own centre on-site which will put learning in a league of its own.

"I'm very passionate about the union just as I am about my local football club Nottingham Forest, as a supporter I feel part of a unique group. I get the same feeling with the union. When you join you belong to a team with supporters up and down the country.

"I'm hoping I'll get the chance to move up a division this year and put my skills and knowledge to even better use.

"I'd like to get more involved in recruitment and test my abilities because I believe there's never been a better time to join the union."

A quick chat with

Janette Thomas



Q. The best thing about being active in Usdaw is . . .

A. Everything. It's a great feeling when you help one of your members with a problem. You really do make a difference. As a rep you get lots of support from the union and you find yourself doing things you never thought you'd ever do.

Q. What do you think of the union's training courses?

A. Excellent. I've been on a few courses now. The training and education is vital to all reps. It's made all the difference for me. Believe it or not I've always

been very shy and didn't get involved until recently. With the help of Usdaw's tutors and training courses my confidence is now sky high.

Q. Have you changed as a person since you became an activist?

A. Most definitely and in lots of ways. I'm more confident and organised and a better communicator. I'm not frightened of any new situation because I now know from experience I will cope.

Q. What are the most important issues for your members at present?

A. Labour must win the general election. We need everyone to make sure they get out and vote for the return of a

Labour government. We wouldn't stand a chance if the Tories got in.

Q. What would be your advice to an Usdaw member thinking about becoming a rep?

A. Go for it, you've nothing to lose and everything to gain.

Q. Looking back on your life is there anything you would change if you had the chance?

A. I'd have got involved with Usdaw sooner.

Q. What's next for Janette Thomas?

A. To get more active. I've just had six months with the union's Organising Academy. In the summer I'm hoping to be spending some time doing stand-down. I love it!

Fact file focus

Age: 43

Employer: Tesco

Occupation: Customer Service Assistant

Lives: Lewisham

Joined Usdaw: in 1993

Union positions: Rep and store forum rep

Became an activist: in 2007



David Barber at the on-site learning centre in Stoke

Learning to stay safe

Rep is going from strength to strength

Determined young rep **David Barber** has his sights set on getting more involved in the union.

The 21 year-old warehouseman, from Stoke-on-Trent in Staffordshire, has already made impressive progress since he joined Usdaw just over three years ago.

"I'm very focused and I get a lot of satisfaction from my union work," he said. "I was elected health and safety rep 18 months ago and then union learning rep not long after.

"I love my job and my safety role earns me a lot of respect from both colleagues and the

other reps who have encouraged and supported me every step of the way. We have a good strong team here.

"Being the youngest rep I put up with a fair bit of banter from the rest of the team – but I'm OK with that – it's all good stuff.

“Udaw's training courses have helped me and given me more confidence”

"Udaw's training courses have helped bring out the best in me. I also get a lot of

satisfaction from seeing my workmates get the same positive vibes from lifelong learning.

"Getting involved with Usdaw has given me the confidence to tackle anything. I've applied for the union's Academy1 this year and if successful I know I'll relish the challenge.

"And there are lots of other benefits – I've made a lot of good friends as well as meeting my girlfriend last year on a health and safety training course."

Outside of work David is a keen mountain biker and is a 2nd Dan yellow belt in judo.

Quick Reads...

Easy to pick up, hard to put down

Q Quick Reads are short, exciting, easy-to-read books by best-selling writers and celebrities. They are specifically aimed at adults who are new to reading, have lost or never had the reading habit or who struggle to read long and complicated books.

“These bite-sized books are an ideal way of getting us back into the reading habit”

General secretary John Hannett is backing the scheme. “Many of us are so busy juggling work and family commitments we don’t get the opportunity to take time out and pick up a book,” he said. “These bite-sized books are an ideal way to get us back into the reading habit.

I’d recommend them.”

The books are priced at £1.99 and the latest titles for 2010 are available at bookshops and supermarkets.

The latest Quick Reads

survey revealed that:

- 100 per cent said Quick Reads had made a positive impact on their lives
- 82 per cent said they were more likely to pick up another book after reading a Quick Read
- 88 per cent were more confident
- 41 per cent felt their job prospects had improved since reading a Quick Read

Also available:

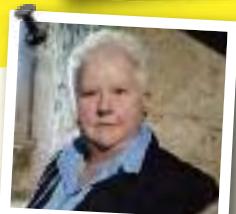
Last Night Another Soldier
by **Andy McNab**
The Perfect Holiday
by **Cathy Kelly**
The Perfect Murder
by **Peter James**
Doctor Who: Code of the Krillitanes by **Justin Richards**



Bernadine Evaristo



Rolf Harris



Val McDermid



Alvin Hall



Danny Buckland



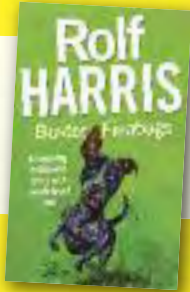
Alison Weir

So what's stopping you? It's time to get reading! And arena is offering you free Quick Reads books, simply write your name and address on the back of a postcard and send it to: **Arena Quick Reads book offer, Usdaw, 188 Wilmslow Road, Manchester M14 6LJ.** Limited availability – so it's first come, first served!

Free
copies

Hello Mum by **Bernadine Evaristo**

It is a hot summer afternoon. Tension is in the air. A gang of youths on bikes gathers outside a chip shop and a teenage boy is stabbed and left bleeding on the street. *Hello Mum* is a powerful and moving novel about a frightening current issue.

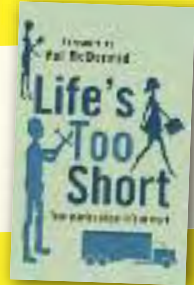


Buster Fleabags by **Rolf Harris**

The happiest times in Rolf Harris's boyhood were spent with Buster Fleabags – a bouncy little dog with stuck-up ears and a curly tail. *Buster Fleabags* was as much of a character – and a bundle of energy – as his owner, and this is the story of a very special dog.

Life's Too Short: True Stories of Life at Work Foreword by **Val McDermid**

Whether we love it or hate it, work has a huge impact on our lives. From builder to baker to social care worker, these writers tell us what life is really like at work today. The one thing that all these true stories prove is that you never know what your working day will bring.



Money Magic by **Alvin Hall**

Money Magic is the first step to making money work for you. Packed with easy-to-follow advice, it tells you how to get out of debt, start to save, make money work in a relationship and progress towards your money dreams.

We Won the Lottery! by **Danny Buckland**

There have been 2,300 lottery millionaires in the UK. Here, five winners share the details of their shopping sprees and the highs and lows of life after a big win. *We Won the Lottery* also reveals the funniest facts and luckiest numbers behind the lottery, and shows exactly what happens when you win.



Traitors of the Tower by **Alison Weir**

More than four hundred years ago, seven people were beheaded in the Tower of London. Alison Weir's gripping book tells their stories, from the former friend betrayed by a man set on being king to the young girl killed after just nine days on the throne.

Time for you to check o

Police and trading standards are cracking down on underage sales with shopworkers facing hefty fines, disciplinary action and a criminal record

USDAW is urging all retail staff who sell age-restricted goods to ask anyone who looks under 25 for ID.

Shopworkers could face fines ranging from £80 to £5,000, prosecution, and possible dismissal for selling alcohol, cigarettes and other items to underage shoppers.

"It's a constant problem for our members," said general secretary John Hannett. "Young people will try it on but it could lead to big problems for staff if they don't follow the letter of the law. I know members who have unwittingly sold age-restricted goods to someone they were convinced looked over 18 only to be hauled in front of trading standards, the police and their employer for breaking the law. This is a very stressful situation and it's happening in shops across the UK."

Research has shown that more than eight out of ten 15 year-olds have already tried alcohol. Among 35 European countries, the UK has the third-highest proportion of 15 year olds who report having been drunk 10 times or more in the past year.

To avoid prosecution, shopworkers have to 'take all reasonable steps' to avoid serving underage customers. This must involve asking for proof of age, if the buyer cannot produce a picture driving licence or a passport then the sale should be refused. If the seller is charged with making an underage sale, but can prove that they took these reasonable steps, they will escape prosecution.

Police and trading standards often conduct 'test purchases' or 'sting' operations to check on whether shops and off licences are selling age restricted goods,

alcohol in particular is always high on the agenda. "We have no objection to the authorities conducting these kind of exercises where they suspect the law has been broken," added John Hannett. "However, they should also insist on evidence from the employer that

they have trained their staff on the legal issues involved. We also know that refusal to sell age-restricted goods can often result in verbal or physical abuse directed at staff. That's why we are targeting this issue as part of our Freedom From Fear campaign."



ut this age-old problem



What employees should do

If your job involves selling age-restricted goods, you should follow the letter of the law. If in any doubt at all, refuse the sale.

- 1** Insist on **training** from your employer on the company's procedure and to inform you of all relevant legislation.
- 2** Always ask the **customer's age** if they appear to be under 25. Only accept photo ID – picture driving licences, or passports.
- 3** Point out that you could get **fined** for making an underage sale and a young person could also be fined.
- 4** **Report** all incidents of abuse, threats or violence to your line manager and keep a record.
- 5** **Stay calm.** You may have a long queue at your checkout and feel under pressure to rush. Don't let this stop you asking for proof of age. 'Being busy at the checkout' is no defence against a prosecution.
- 6** **Be polite but firm.** Other adults in the queue will understand your dilemma and appreciate your determination not to break the law.
- 7** If you face disciplinary action or a prosecution **contact Usdaw** immediately.

Age-restricted goods include:

| | Minimum age |
|-----------------------------------|------------------|
| Knives, blades and similar items | 18 |
| Cigarettes and tobacco | 18 |
| Alcohol | 18 |
| Fireworks | 18 |
| Solvents | 18 |
| Butane gas lighter refills | 18 |
| Videos, cinema and computer games | from 12, 15 & 18 |
| Air guns and pellets | 17 |
| Lottery tickets and scratch cards | 16 |
| Petrol | 16 |
| Aerosol paints | 16 |

For more information you can download leaflet (No.351)
Preventing Underage Sales at: www.usdaw.org.uk/resources

What employers should do

- 1** **Train staff** on the law and how to deal with all types of incidents.
- 2** Use **CCTV** to protect staff and identify customers.
- 3** **Inform the police** of persistent offenders.
- 4** **Support staff** who are victims of verbal or physical abuse.

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

Q I've noticed I'm having to go to the toilet more often, usually during the night, but then have difficulty passing urine. I've never had anything like this before. It's a bit embarrassing. I'm a 50 year-old man.

Forget your embarrassment and visit the doctor. Your symptoms suggest a problem with your prostate (a gland found only in men. It surrounds the urethra, which is the tube that carries urine from the bladder to the penis).

Most enlargements of the prostate are not cancer (they are benign) and can be easily treated. GPs have guidelines suggesting what they should look out for, and when they should send you to a specialist for tests. The guidelines say that men who have suspicious symptoms should be offered a PSA blood test and a rectal examination.

Incidentally **Prostate Cancer Week** runs from **March 10-16** and aims to raise awareness about this common male cancer. Prostate cancer is the most common cancer in men in the UK, with more than 34,000 cases diagnosed every year. It accounts for 24 out of every 100 cancers diagnosed in men. A man's risk of getting prostate cancer increases with age. The cancer is rare in men under 50 but by the age of 80, more than half of all men have cancerous changes in their prostate. **More at: www.cancerhelp.org.uk**

Cancer concern



Q I've had some time off recently with minor illnesses resulting in an attendance review. My boss says he wants to contact my GP for my medical records. I had a lot of illness with stress in a previous job but I am better now. Can my boss see those earlier records?

No, your medical records are confidential. If your employer wants a medical report from your doctor, it should be clear what they are asking for. Your GP should restrict the report to advice that is relevant to your current job. You should be given the chance to see the report before it goes to your boss. If you are unhappy with anything in it you can discuss it with your GP.

Q I've been off work for four weeks with depression/anxiety. I feel terrible but my employer is less than sympathetic and my work colleagues aren't much better. What can I do?

One in five people will have depression at some point in their lives and it is estimated that three in four cases are neither treated nor recognised. The most common symptoms include feelings of hopelessness and helplessness. Feeling vulnerable, inadequate, or being oversensitive to criticism. It can result in loss of energy, the ability to concentrate and lack of motivation.

There are different types of depression and your doctor will advise you accordingly. The treatments vary as do the causes of depression. It can strike anyone at any time. There have been some high profile people who have come out to help promote awareness of the issue. These include Stephen Fry, Jo Brand,



Trisha Goddard and Denise Welch.

While depression may be genetic and run in families, life events such as bereavement, illness or relationship problems can also act as a trigger.

Attitudes to depression have changed over the last few years although there is still some way to go.

You will find more information at: www.depressionalliance.org



Q The store I work in is due for a refit. Someone came to inspect the building and the rumour is that he found asbestos. Could I have been harmed by it?

Most probably not. Asbestos dust can cause cancer if you inhale it. The amount of dust will depend on where the asbestos is and if it has been disturbed or damaged. The chance of getting cancer increases

with exposure so workers who are most at risk are electricians, joiners, etc., who actually disturb the material. It is possible for someone working in the area to inhale the dust and develop cancer but this is much less likely.

If the asbestos will be disturbed in the refit, specialists may be needed to remove it.

Your employer should consult with the Usdaw reps in your store to make sure everyone knows what is happening and what is being done to protect them.



Q We stack goods on higher shelves in the warehouse. I have to stand on a box to reach. I fell off it last week (though I wasn't hurt). My manager just told me to get on with it as it's only a few inches off the ground. Is this right?

No it isn't! More than **4,000 employees** suffered a major injury as a result of a fall from height in 2008/09. Many serious injuries and some deaths result from low falls.

If you have to work at height, your employer must provide the correct equipment to do the job safely – e.g. a kick-stool or a set of steps. The equipment must be in a good safe condition and you must be trained in how to use it correctly.

Discuss the matter with your Usdaw rep and always ensure that any incident is recorded even if it is a near miss like the one you had.



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

Membership services

Members can check out the latest deals from our team of affinity partners who provide a range of special offers. Find out now if your union membership can save you and your family money.



Usdaw provides a range of services and benefits for members, from savings and tax refunds to insurance and mortgages.

More special offers, including prize draws, can be found on the Usdaw website at: www.usdaw.org.uk/member_services

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Britannia Rescue has been looking after its members' needs for 25 years this year! In fact, Britannia Rescue has achieved 'Best Buy' status by Britain's leading independent consumer magazine Which?

Call free on 0800 591 563 (Mon-Fri 8am-8pm, Sat & Sun 8am-5pm) or visit: www.britanniarescue.com/Usdaw and find out how you and your family members can take advantage of a 15% discount with Usdaw's official road rescue provider.

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£25,000 WOMEN'S CANCER COVER

- Covers 7 female-specific cancers (including breast, ovarian, cervical)
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- Or **£1,000** for cancers usually treatable by day surgery 
- Advice and support from the **Care Advisory Service**
- **£10 Boots voucher** (sent within 28 days of receipt of first premium)
- **The WellWoman Plan** from Usdaw approved partner UNAT Direct

For an information pack, call 0800 072 6178



Lines are open 8.00am to 8.00pm Monday to Friday (excluding public holidays). For security and training purposes calls will be recorded and may be monitored.

UIA INSURANCE

As a member of Usdaw, you are entitled to great value, low cost insurance from UIA. Members can choose from home, motor, travel or pet insurance.



Call UIA free on 0800 376 0300 quoting reference USDG or visit www.usdawinsurance.co.uk to buy and receive up to 15% online discount on home and travel insurance.

Motor insurance is arranged and administered by UKFIS Ltd. Travel insurance is underwritten by Fortis Insurance Ltd. Pet Insurance is arranged and administered by Thornside Pet Healthcare Insurance, which is a trading name of BDML Connect and is underwritten by Amtrust International. All these companies are authorised and regulated by the Financial Services Authority.

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To find out more call: **FREE** on 0808 1 444 288 or visit www.usdaw-unisaver.co.uk

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Our caring staff are on hand to give you individual support, care and reassurance when it matters most. Usdaw members and their families are entitled to a £25 discount off our funeral plans and 10% discount on professional services fees on funeral arrangements.

To compare the prices visit www.co-operativefuneralcare.co.uk
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*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.



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(Quote reference – MKT/10/039)

Or visit our website at
www.co-operativefuneralcare.co.uk

10% discount applies to funeral director professional services fees only (as detailed on price list and estimate form provided at the time of arranging a funeral) and excludes discounts on supplementary services, coffin/casket selection, additional services and payments made on your behalf (e.g. clergy, doctors fees, crematorium/burial charges). The funeral plan offer applies to new cremation and burial plans only. Offers cannot be used in conjunction with any other offer and are valid until 31st December 2010. All offers are not retrospective. Our business terms and conditions apply. This does not affect your statutory rights.



In trouble at work? Ins

arena considers the issues around disciplinary procedures

Introduction

All reputable companies have a disciplinary procedure to ensure standards and rules are followed. You will find details of your company's policy either in your contract or in the staff handbook as it forms an important part of your terms and conditions.

The procedure should be used to help and encourage employees to improve rather than just as a way of imposing punishment and it should be fair, effective, and consistently applied. Always speak to your rep if you expect to be disciplined at work.

Q I've been sacked after going through the disciplinary procedure and I think it's unfair. Where can I go next?

Tribunal time



If the disciplinary procedure, including the appeals process, has been completed and the employee remains unhappy with the outcome, then they should discuss the possibility of pursuing a claim before a tribunal with their rep and full-time official. It is important to remember that when going through both disciplinary and grievance procedures, the time limit imposed by employment tribunals for lodging complaints with them is ticking away all the time while these internal procedures are ongoing. The tribunal **time limit**, in which time an employee must lodge their tribunal claim form, will generally be within **three months less one day** from the date of dismissal or cause of complaint.

What does a good disciplinary procedure look like?

It should:

- Involve a **full investigation** before a meeting is called.
- **Notify** the employee in writing.
- Be **non-discriminatory**.
- Allow the issue to be dealt with **quickly**, avoiding unnecessary delays in calling the meeting and making a decision, any time scales within the procedure should be followed by the employer.
- Be **confidential**.
- Tell employees of the possible **consequences**. For example poor timekeeping may attract a verbal or written warning at first but gross misconduct could result in instant dismissal.
- Explain what **level of management** will be involved.
- Detail the **charge(s)** against the employee.
- Allow the employee to **respond** to the charge.
- Allow the employee to be **accompanied**.
- Give **written notification** of the outcome of the meeting.
- Allow for an **appeal** against the decision.



ist on representation

Q My manager called me in to his office for a quick 'chat' last month about my work performance. It felt like an interrogation and telling-off, when I asked for representation he said it wasn't a formal disciplinary hearing. What are my rights?

Warning signs



By law, employees have the **right to be accompanied** where they are required or invited by their employer to attend certain disciplinary or grievance meetings. The issue here, is whether being invited into the manager's office for a quick chat, amounted to a formal disciplinary hearing which would mean the employee had the right to be represented. The informal chat would only be regarded as being a formal disciplinary meeting if it could have resulted in the employee receiving one or more of the following:

- A formal warning being issued, such that the warning would be placed on the employee's record.
- The taking of some other disciplinary action, such as suspension without pay, demotion or dismissal, or other action.
- The confirmation of a warning of some other disciplinary action.

[MORE INFORMATION ON]
www.usdaw.org.uk/legalplus
www.acas.org.uk

Different outcome

Q I was given a written warning for poor timekeeping but a colleague of mine only received a verbal warning for the same offence. What can I do?

Employers should be consistent when deciding to discipline workers and in deciding what the appropriate 'punishment' should be. This means that if two colleagues have committed the same disciplinary 'offence' and their circumstances are the same, they should receive the same disciplinary action, such as in this case, both employees should have received either a verbal warning or they both should have received a written warning.

The employee in this case should firstly make an **informal approach** (or ask his rep to do so) to his employer so as to find out the reason why he/she was apparently treated more harshly than his/her colleague. There may well be a reasonable explanation for the apparent difference in treatment. If the employee remains unhappy at the reason given by the employer, he/she should consider raising a formal **grievance** under the company procedure.





PENSIONS

Union sorts out Lillian's future

If you have taken time out to look after children or care for a relative you can claim 'pension credits' which will top up your retirement pension

Home Responsibilities Protection

When Lillian 'Lill' Garbutt read the advice given on pensions in the last issue of **arena** she thought it might apply to her so she contacted the union's pension department. And as a result she will be £900 a year better off when she reaches state pension age.

"When I read the article I realised I could claim because I'd had time out of work years ago when I had my two children," said the part-time supervisor at the Morrisons Newport store on the Isle of Wight.

"I phoned Usdaw and spoke to pensions officer Nick Walker who explained lots of people are entitled to HRP but don't realise they can claim.

"It was a very simple

procedure. He took a few details and said he would deal with it for me. Everything was sorted out within three months and I was delighted when I was told I would be entitled to an extra £17 a week.

"I've been a member for over 20 years and it's the first time I've asked for help. I was really well looked after."

Check it out now

You can check out your **state pension entitlement** and make sure you claim for time spent bringing up children or caring for a relative. The union's leaflet called 'Three easy steps' explains everything.

It can be downloaded from: www.usdaw.org.uk/pensions or on request from the stationery department at central office.

Home Responsibilities Protection (HRP) is a scheme which helps protect your state pension. HRP can help if you're not paying national insurance contributions because you don't work, or your earnings are low because you're caring for a child, or a sick or disabled person.

HRP covers any tax year from April 1978 and effectively reduces the number of qualifying years that are needed to get a full retirement pension.



**[MORE INFORMATION ON
WWW.USDAW.ORG.UK/PENSIONS]**



Katie Barmby recruiting at her Cleethorpes store

Katie's off to a flyer

Sky's the limit for busy Morrisons' rep



Highflying Morrisons' rep **Katie Barmby's** solo mission to

raise the union's profile at her store in Cleethorpes, North Lincolnshire is paying off with membership levels at an all time high.

When the 29 year-old oven fresh general assistant took on the role of rep two years ago her main aim was to gradually build up membership, but because of her hard work the numbers have soared.

"I love being a rep. I've had excellent training and made some real progress," she said.

"I've been in the union since

I started working here six years ago. When the previous rep left I was asked to take on the role. I've never been afraid to voice my opinion and speak up when I need to. And the rest is history. I haven't looked back

"I love being a rep. I've had excellent training and made some real progress"

"I've built up a good relationship with both staff and management which works really well. And members know

if they come to me with a query I'll get back to them with an answer as soon as I can."

Katie knows all about timing and just how important the right advice and guidance is at those crucial times. And that doesn't just apply at work.

Her spare time is spent in the Air Training Corps as a civilian instructor teaching young people all about the RAF and aviation. She is also the squadron bandmaster.

"When I take on a role I always take it very seriously. Because when people put their trust in you, you are committed to them and have a duty to do the best you can for them."

GREAT NEWS!...

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Mr Bracewell, West Yorkshire

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We find the right car for you, at the right price and sort out all the paperwork. Simply tell us what you want, and we will do the rest. **Usdawdrive** can supply any make or model, new or used, from any manufacturer. We have preferred terms with most of the major manufacturers and these savings are passed on to our customer.

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Mrs Perry, Northamptonshire

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| Ford S-Max 2.0 TDCi Titanium Auto | £28,880 | £7,881 | £20,999 |
| Ford Focus 1.6 Zetec 5dr | £18,832 | £6,833 | £11,999 |
| Vauxhall Astra 1.6 SXi 5dr | £18,326 | £5,327 | £12,999 |
| Peugeot 308 1.4 S | £15,145 | £4,846 | £10,299 |
| Vauxhall Corsa 1.2 'S' 5dr | £11,859 | £3,860 | £7,999 |
| Seat Leon FR 2.0 170ps | £19,825 | £3,826 | £15,999 |
| Nissan Note 1.4 Visia 5dr | £10,910 | £3,011 | £7,899 |
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- 55 Citroen C4 1.6 SX Auto Black 29k

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|--------|---|
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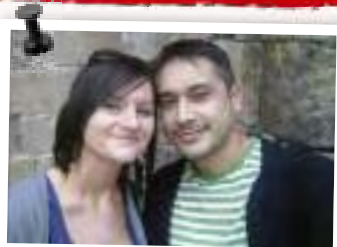
Recruit a friend and yo

You can make Usdaw an even bigger union, make your voice stronger and more influential at work, and have the chance of winning a **£500 prize** if you recruit one of your work colleagues into the union.

That's what Moss Bros' Chris Nulty did when he signed up Dee Kenyon using the form opposite, sent it in to **arena** and it was the first out of the hat making Chris **£500** better off.

Simply sign up a workmate using the form opposite, include your details at the top of the form and send it to:

arena prize draw, Usdaw, Freepost NAT19525, Manchester M14 7DJ. Closing date **22 April 2010**, conditions apply.



Winner... Chris Nulty



Glyn Jones



Angie Dewing

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WINNERS**



Jenny Slater



Lorraine Quandt



Sachie Sharp



Neil Sadler



Gordon Marr and Ian Green



Stephanie Hart

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u could win £500 cash

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MS MISS MRS MR FEMALE MALE

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OCCUPATION _____

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PLEASE TICK THE APPROPRIATE BOX

HAVE YOU BEEN A MEMBER OF ANY TRADE UNION BEFORE? YES NO

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DATE JOINED _____ DATE LEFT _____

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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 arrears in my home addresses 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 below.

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

NOTICE

Trade Union and Labour Relations (Consolidation) Act 1992

EVERY member of the Union who does not object 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 the member from the Secretary of the Union. The notice must be signed by the member and countersigned by the Secretary of the Union. The notice must be submitted to the Secretary of the Union on the date on which a new member is admitted to the Union. It 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.

Data Protection Act Notice

Ushaw collects and maintains personal information in order to carry out its functions as a trade union, provide membership services and comply with certain statutory obligations. All personal information is treated with the utmost confidentiality and with appropriate levels of security. By joining Usdaw you agree that we may use the information about you which we hold on our records for the purposes of the union's business as set out below; this is called processing and includes what is classed as sensitive personal information on such as the fact that you are a trade union member. The personal data will be used for a range of union-based activities relating to the running of the union, including the maintenance of records, monitoring for equal opportunity purposes, assisting with employment disputes, bailios, injury claims, etc and other services and benefits. All information updated as appropriate will be kept throughout membership and, to the extent necessary, for such reasonable period after membership as may be necessary to enable the member to access any post-membership benefits. It will be available to our employees, officers and officials, both at Headquarters and branch regional offices and other associations all associated with the union, including agents, contractors and other service providers. Where, occasionally, the union uses the services of such organisations, they are contractually obliged to provide your data on behalf of the union, including agents, contractors and other service providers. Where, occasionally, the union may wish to use its information together with any other data processing purposes for the purposes of the union's business, you may be contacted with details of any that we may be particularly interested in. You may opt out of such direct marketing then they should write to Central Treasurer requesting that such mailings be stopped, or alternatively, write to the organisation in question direct. Please, however understand that this may preclude you from receiving details of any of these additional member benefits and offers in the future. Under the Data Protection Act 1998 you also have the right to ask for a copy of this information for which a small fee can be charged of £10) and to request correction of any incorrect information held. This notice will be amended from time to time and will be regularly published by the union in Arena, Network and the Usdaw website.

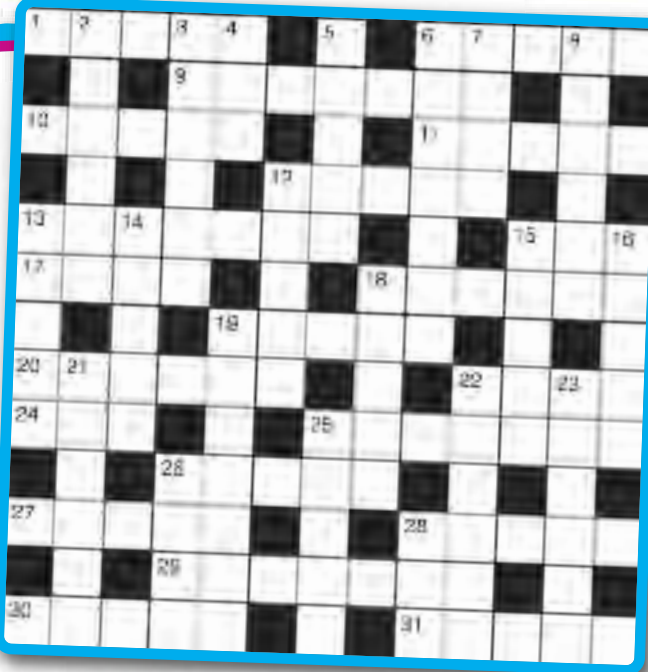
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CROSSWORD

Win £50!

Three lucky members will win £50 each if they answer correctly the crossword clues below. Closing date April 22, 2010. (Not open to Usdaw staff)



Have fun with our puzzle page & you could win £50!

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

ACROSS

1. Foolish person (5)
6. Short moral story (5)
9. Nasal opening (7)
10. Poorly (5)
11. Solitary figure (5)
12. Room (5)
13. Scolds harshly (7)
15. Encountered (3)
17. In a short time, soon (4)
18. State of the western US (6)
19. Biblical prophet (5)
20. Large feline (6)
22. Flank (4)
24. Be indebted to (3)
25. Percussionist (7)
26. Conceals (5)
27. Warning device (5)
28. Fold in clothing (5)
29. Musical performance (7)
30. Cut off (5)
31. Kinds (5)

7. Plant with bitter juice (4)
8. Looked lasciviously (6)
12. Spanish man (5)
13. Stringed musical instrument (5)
14. Face make-up (5)
15. Axiom (5)
16. A thin candle (5)
18. Draws close to (5)
19. Seaman (7)
21. For a brief period (6)
22. Odorous (6)
23. Disfigure (6)
25. Jeans fabric (5)
26. This place (4)
28. --- Cash, tennis player (3)

DOWN

2. Damp down (6)
3. Borrowed (2,4)
4. Plaything (3)
5. Stairs (5)
6. Pilfers (7)

The winners of the Arena Winter crossword were: **Maureen Dowsett**: H13: Basingstoke, H82: Stephen West Southampton and Wessex, E54: Liz Maguire: Warwickshire Area Tesco.

COMMUNICATION CHANNELS

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Usdaw has offices across the UK*

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Contacts

If you need to get in touch with your local Usdaw office check out the map.
To locate your nearest office online use our **Local Office Finder** at www.usdaw.org.uk/contacts

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:

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