

NETWORK

The bimonthly magazine for Usdaw activists | www.usdaw.org.uk | September/October 2013



REPS MAKE LEARNING REWARDING



■ **Activist-in-depth** **Stewart Walker**

Tesco Bank rep talks about his role as an activist and how the union has helped him
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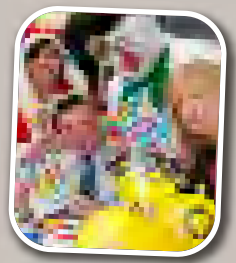
■ **Summer school 1 in** **session at Wortley Hall**

Fifty-three reps spent a highly productive week at the residential school near Sheffield
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■ **Gearing up for the annual** **Respect Week in November**

Reps are being urged to get involved in the award-winning Freedom From Fear event
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What recovery?

General secretary John Hannett's comment

Low pay and zero hours contracts have been dominating the news agenda for weeks now and rightly so. Despite the Coalition's claims that we are coming out of recession, the vast majority of our members can see no light at the end of the tunnel. Rising utility bills, sky high petrol prices and below inflation-rate pay rises means our members are struggling to make ends meet.

We know many workers are also forced to work part-time when in fact they want to increase their hours. So combined with the widespread use of zero hours we also have the epidemic of under-employment.

All of these issues were raised at the national TUC conference in September and will be aired again (as *Network* went to press) at the Labour Party conference. I was delighted to hear Labour leader Ed Miliband at the TUC condemn the excesses and exploitation associated with zero hours contracts and outline the pressing need for the living wage.

Fight for justice continues

The Government has been allowed to appeal the decision by the Employment Appeal Tribunal that gave compensation to retail workers made redundant but not properly consulted by the administrators. This is a setback and an affront to justice, but our legal fight goes on. Such has been the Government's incompetence over the case the courts have ordered it to pay Usdaw's legal costs. We'll keep you informed of further developments.

Democracy works

The autumn is traditionally the conference season and as well as national TUC and Labour Party conferences Usdaw has its own Retail Trades and Transport conferences coming up in October and November respectively.

We also have seven divisional conferences, the national Youth Weekend and the Black Members' Weekend in November. All of these events depend on the active participation of reps so if you are interested in coming along speak to your local Usdaw office for more information. Usdaw is one of the most democratic unions in the UK so take your chance to have a bigger say.



“Despite the Coalition's claims that we are coming out of recession, our members know from their own experiences that this is far from the reality”

USDAW

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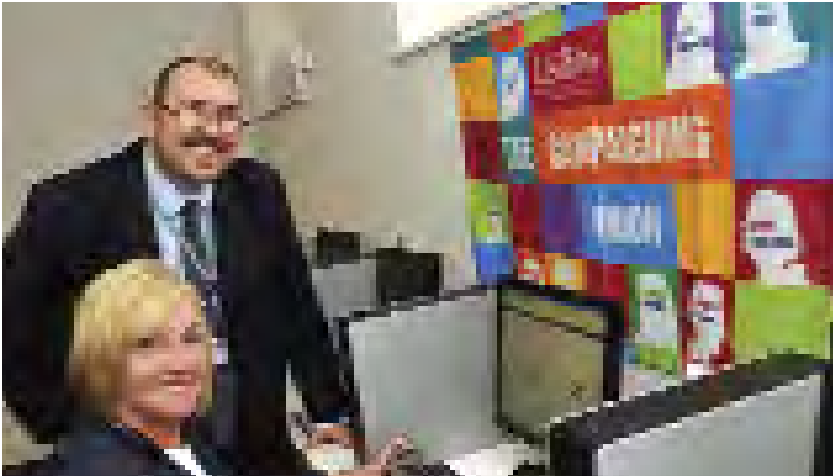
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SKILL SET

CAREER OPPORTUNITIES

Usdaw's Union Learning reps are doing all they can to deliver learning opportunities for members up and down the country. In this issue *Network* catches up with three teams of reps who are putting learning back on the workplace agenda.

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The Government is to appeal Usdaw's legal victory for ex-Woolies staff, a massive YES vote to keep the Political Fund and a safety warning for overseas workers.

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Fifty-three active reps made the most of their six-day residential course to deepen their knowledge of the union and to improve their communication skills.

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Teams of activists at the Broadway One site, Glasgow and at the Newcastle site have signed up hundreds of members in the last three years and are looking to grow membership even more.

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Activists and officials descended on the national TUC conference in Bournemouth to make sure Usdaw's opinions were heard loud and clear at this key annual event.

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Making working life easier for mothers who wish to breastfeed when they return to work and details of the union's latest publication on diabetes awareness.

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IN BRIEF



Thousands chase Scottish shop jobs

A planned new Morrisons store in Kircaldy, Fife, attracted more than 10,000 calls to its recruitment hotline in under an hour in August with 1,400 applications being sent in for just 250 jobs.

Co-op Bank woes signal major review

Job losses are expected at the Co-op Bank after it announced it was going ahead with a £1.5 billion rescue plan.

Group chief executive Euan Sutherland also announced a review of all the group's operations including retail, funerals and pharmacies.

Chicken plant closure jobs risk

More than 600 jobs are under threat after the 2 Sisters Food Group announced the closure of its plant at Haughley Park near Stowmarket in Suffolk. A consultation period has begun with the union.

State pension age rise hits low paid

Fluctuations in life expectancy will see huge disparities between the state retirement incomes received by the well off compared to their low paid counterparts, new research by the TUC has shown. It said a well-off 40 year-old living in east Dorset today is likely to receive £67,000 more in benefits over her lifetime than her poorer equivalent in Corby. More at: www.tuc.org.uk

YOUNG REPS LOOK TO GET INVOLVED

Members of the National Youth Committee met up at central office in Manchester in September to look at how they can raise the profile of young members.

Usdaw has more than 99,000 young workers aged under 27 in membership and around 1,100 reps in the same age bracket so there is plenty of scope for young activists to get more involved.

The union has a divisional youth committee in each of its seven divisions with ten places available. For more information on how you can get involved visit: www.usdaw.org.uk/youth



Young and active . . . (l-r) Dean Wilson, David Owens, Kieran Phillips and Rona Montgomery and (inset) Sachin Patel and Callum Harrison



No hiding place for wage cheats

Employers who fail to pay the minimum wage are to be publicly named and shamed, the Coalition has announced, in a move welcomed by the TUC.

"At the moment all employers who have been found guilty of cheating workers out of a legal wage have to pay a financial penalty, but as this takes place behind closed doors, justice is not seen to be done," said TUC

general secretary Frances O'Grady.

"But naming and shaming won't be enough to deter those employers who think they are above the law. Only a handful of employers have been taken to court since the minimum wage was introduced in 1999, yet over the years thousands of workers have complained to the minimum wage helpline that they are being ripped off.

"Employers need to know that there will be no hiding place if they break the law. The Government must put more money into enforcement so that there are fewer places for even the most determined minimum wage cheats to hide."

The national minimum wage rates go up to: aged 21 and over £6.31, 18-20 £5.03 and 16-17 £3.72 on October 1.

Agency workers face exploitation

Agency workers are being paid up to £135 a week less than permanent staff for doing the same job, the TUC has claimed.

Despite the Agency Workers Directive giving agency staff the same rights after 12 weeks as permanent staff, employers are using the 'Swedish Derogation' to avoid equal pay.

The TUC will make a complaint to the European Commission against the Government saying it is failing

to protect temporary workers in the way the Directive was intended.

TUC leader Frances O'Grady said: "The regulations are being undermined by a growing number of employers who are putting staff on contracts that deny them equal pay. Most people would be appalled if the person working next to them was paid more for doing the same job, and yet agency workers on these contracts can still be treated unfairly.

"We are calling on the European Commission to investigate the problem and take steps to prevent the abuse of agency workers in the UK.

"These contracts offer no job security, poor career prospects and often low pay. With people often unable to plan and budget from one month to the next. The Government should ignore the bleating from the business lobby and finally do something to help ordinary workers."

BIG YES VOTE FOR POLITICAL FUND

BOOST FOR CAMPAIGNING

Usdaw members have voted overwhelmingly to retain the union's political fund with more than 90 per cent voting yes in the political fund review ballot, which concluded on Monday 9 September.

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

"We pride ourselves on being the campaigning union and our members have recognised the importance of this, particularly in the face of attacks on our members' rights from the Tory-led Coalition Government.

"The number of members voting yes for us to retain a political voice is the highest we've had over the four ballots



held since 1985.

"Members have recognised that our campaigns against cuts in Tax Credits, the Criminal Injuries Compensation Scheme and workplace rights are really important to them.

"It is crucial for our members that we do retain a political voice in these difficult times, because we cannot deliver on all their aspirations by negotiation alone and we have important campaigns ahead of

us including: zero hours contracts and agency workers; protecting shopworkers from violence, threats and abuse, and helping those members who are trying to balance their work with their caring duties.

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

Votes cast as follows:

Yes	42,425
No	3,141
Total	45,566 (Turnout 11.2%)

IN BRIEF

Older UK staff working for longer

The number of people aged between 50 and 64 in employment in the UK has increased by nearly two million over the past 15 years, statistics from the department for work and pensions have revealed.

According to the findings, unlike other age groups, their employment rate is actually higher than before the recession, with the actual number of 50 to 64 year-olds in employment now almost 7.7 million. It was also revealed that the average age at which men withdraw from the labour market has risen from 63.1 in 1993 to 64.8 today, while women are now working on average until the age of 62.6 – up from 60.9 in 1993.

Save on our Funeral Plans

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

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

The **co-operative** funeralcare

10% discount applies to funeral director professional services fees only (as detailed on price list and estimate form provided at the time of arranging a funeral) and excludes discounts on the Simple Funeral, supplementary services, coffin/casket, selection, additional services and payments made on your behalf (e.g. clergy, doctors fees, crematorium/burial charges). The funeral plan offer applies to new creation and burial plans purchased through a Co-operative Funeralcare home. The offer does not apply to funeral plans paid for by the fixed monthly payment option. Offers cannot be used in conjunction with any other offer and may vary until 31/03/14. All offers are not representative. Our business terms and conditions apply. This does not affect your statutory rights. MKT/14/116

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

IN BRIEF



Biggest Co-op feeling the heat

The Co-operative Group saw a 1.1 per cent fall in like-for-like sales at its food business in the first half of its financial year as the business struggled against a 'difficult economy' and continued fierce competition. In the 26 weeks ending 6 July 2013, Co-operative Food saw its total sales fall by 0.4 per cent year-on-year to £3.6 billion. Operating profit dropped to £117.4 million from £119 million a year ago following continued investment in the business which included costs relating to a new distribution centre.



Auto-enrolment proving popular

More than 90 per cent of people who have been placed into their company pension scheme by their employer are staying in, says new research by the department of work and pensions. The survey of the biggest 50 employers showed that on average only nine per cent opted out compared to earlier research which suggested up to 30 per cent were likely to opt out. Significantly the under 30s are most likely to stay in.

Companies must insist on safety

INTERNATIONAL APPEAL AT TUC

There could be more Rana Plaza tragedies unless UK companies insist on safe working conditions for its contractors abroad, John Hannett warned the TUC conference.

"On 24 April the Rana Plaza building in Bangladesh collapsed and over 1,100 garment workers died. This was no accidental disaster," he said. "This was a direct result of greed and exploitation.

"In response, the trade union movement stepped up the campaign to get retailers to sign up to the Bangladesh Accord, a legally binding agreement guaranteeing inspections of buildings and working conditions.

"In the UK, a large number of clothing retailers signed the Accord, these include: Tesco, Sainsburys and Primark. However, some high profile international retailers are refusing to sign, instead pushing their own initiative which isn't legally binding and



United call for action... John Hannett, TUC president Lesley Mercer and Bangladeshi trade union leader Amirul Haque Amin

doesn't involve the trade unions". Conference also heard from Amirul Haque Amin - President of the Bangladeshi National Garment Workers Federation. "It is essential that companies take more responsibility for the way in which their suppliers treat

their employees," he said. "Voluntary agreements don't work. Without legal protection we risk another Rana Plaza tragedy."

Visit: action.goingtowork.org.uk/bangladeshaccord and write to your MP and retail companies to press them to support the Accord.

New TUPE rules to weaken rights

The TUC has warned that Government plans to weaken the Transfer of Undertakings and Protection of Employment (TUPE) regulations will drive down terms and conditions for vulnerable workers.

TUPE protects employees' terms and conditions of work when a business is transferred from one owner to another. Staff automatically become employees of the new employer on the same terms and conditions as they were on before, and their continuity of service is also protected.

However, under the Government's plans TUPE will not always apply when services are outsourced.

These changes will lead to the erosion of the pay and conditions for low-paid staff in sectors such as cleaning, social care and catering where outsourcing is common, says the TUC. It argues this will have an adverse impact on women, who are more likely to be employed in contracted-out services than men.

In addition, employers will now be able to renegotiate

changes to collective agreements one year after transfer. This will give them extra flexibility to cut pay and conditions after a transfer takes place.

TUC General Secretary Frances O'Grady said: "The changes could see hundreds of thousands of vulnerable workers lose out on vital protections at work. This will also see dismissal and redundancy rights watered down and is a blatant attack on the ability of unions to represent working people."



STAFF PAYMENT GOES TO APPEAL

THREAT TO LEGAL WIN

Usdaw's legal victory for Woolworths and Ethel Austin staff who were not consulted when they were made redundant is to be challenged by the government.

Usdaw had won a protective award for the staff in stores with fewer than 20 employees who had previously been denied the compensation. However, the department for Business Innovation and Skills (BIS) has been granted leave to appeal what was a landmark victory for the workers.

General secretary John Hannett has pledged to fight on for justice: "We are very angry that this appeal has been permitted," he said.



"But we will again argue the case in the Court of Appeal for the 1,200 former employees of Ethel Austin and 3,200 former employees of Woolworths who were denied an award purely on the basis of the number of staff working at each individual store.

"These workers were treated unfairly right from the very start by being excluded from the redundancy

consultation, further wronged by being denied access to compensation and now face another delay in getting the award they deserve."

Although the EAT gave permission to appeal, they have ordered that Usdaw's legal costs are paid by BIS because of the Government's failure to attend the original appeal hearing.

More at: www.usdaw.org.uk/news

'Bedroom tax' myth debunked

Coalition claims that families can move to smaller properties to avoid losing housing benefit have been shown up to be completely misleading after a survey showed more than 90 per cent of affected families have nowhere to move.

The chronic shortage of social/council housing has exposed the Government's case as a cynical ploy to penalise some of the poorest

families in the UK.

The bedroom tax means that tenants in social housing have their housing benefit reduced by 14 per cent if they have one spare bedroom and 25 per cent if they have two or more spare bedrooms.

The figures show that 19 out of 20 families hit by the bedroom tax are trapped in their larger homes because there is nowhere smaller within

the local social housing stock to rehouse them.

Shadow work and pensions secretary Liam Byrne said: "The big lie behind this spiteful policy is plain for all to see.

"This hated tax is trapping thousands of families, forcing vulnerable people to food banks and loan sharks. It could cost Britain more than it saves as tenants are forced into the expensive private sector."

Staff turnover at an all time low

The proportion of employees leaving their employer at any given time fell by over 40 per cent between 1998 and 2012, a new report has shown.

Figures from the Office for National Statistics showed that in October to December 2012, 2.6 per cent of employees left

their jobs, compared with a figure of 4.5 per cent for the same period in 1998.

One expert commented: "We have been told for a long time to expect the end of the 'job for life' and more frequent changes of employers and careers but the data appears to

have been moving in the opposite direction.

"We expect job turnover to be low in recessions because people 'sit tight' waiting for the jobs market to improve, but in fact turnover was falling well before the recession took hold."

DIARY DATES



2013 Forthcoming events for your diary

October

05-06 October
North Eastern Divisional Conference, York

05-06 October
Scottish Divisional Conference, Dundee

19-20 October
Retail Trades Conference, Manchester

November

02-03 November
National Youth Weekend, Warrington

11-15 November
Respect For Shopworkers Week

16-17 November
National Transport Conference, Holmes Chapel, Cheshire

23-24 November
Eastern Divisional Conference, Wyboston, Bedfordshire

23-24 November
Midlands Divisional conference, Bromsgrove

30 November-01 December
Southern Divisional Conference

December

07-08 December
North West Divisional Conference, Blackpool

January 2013

18 January
National Organising Awards, Manchester

More details at:
www.usdaw.org.uk/events

The joy of learning

Usdaw's summer school1 is tailor-made for relatively new reps and offers them an in-depth look at how the union operates.

It is a six-day residential course held at the impressive former stately home Wortley Hall, with beautiful grounds and stunning views of the Yorkshire countryside.

Summer school1 has been the launch pad for many reps to go on to make a bigger contribution to the union and to acquire many more skills. *Network* caught up with five reps to find out what they thought of their week . . .

Polish-born **Dominik Zadlo**, a warehouse operative at JD Williams, has been a rep for three years and thought summer school was 'a great experience'.

"I learnt a lot from the other members in my group," said the 29 year-old. "It certainly helped me to be more confident, to prepare for inductions and other meetings and to be aware of how to communicate differently with different people.

"I met people from across the UK and who worked in different occupations so there was a lot of variety of experiences. Presentation skills are high on the agenda and this was very useful. Speaking to a group of people can be nerve-wracking but after summer school it's far less stressful.

"I'd recommend the school to all reps."

Omolola Samuel works for Sainsbury in Forest Hill, London, and has been a rep for five years. This was her first trip up north and the first time she had been away from home for so long.

"This was a full-on week, much more than I expected," she said. "A great group of people, lots of laughter and lots of knowledge to take on board.

"It's definitely prepared me to be a better rep. The tutors were great and everyone helped each other.

"I particularly liked the exercise on body language and how in some cultures

making eye contact isn't always the done thing. But the message was clear whoever you are – we are all equal. This was a great experience for me.

"Wortley Hall is a beautiful place and I've taken pictures that I'm putting straight onto my facebook wall when I get home."

Distribution worker **Percival Tracey** works for Morrisons and has been a rep for three years.

"This was a fantastic week and a great learning curve for me," he said. "It involved learning about equality issues, presentation skills, speech making and using campaigns. It also gives you a good idea of the issues facing members inside and outside of work.

"It's made me a more confident person, and I'm sure it will open more doors for me. Yes it's intense, a lot of hard work but you learn to deal with situations in a better way. I was also impressed with the commitment and dedication from the other reps. We had a good mix of people, different backgrounds, jobs, ages, it was great. It's a friendly, happy place to be. I was very impressed with Wortley Hall. I'm already thinking about summer school2."

Jacqui Turnbull works for Tesco in Abergele, North Wales and has been a rep for three years, and had an 'inspiring week' at summer school.

"I was very apprehensive on my first day but because the tutors are so understanding, and very patient, and teach the way I want to learn I soon settled down," she said. "If you didn't quite grasp something, you could ask for clarification, nothing was too much trouble. It's nothing like school was – regimental and stifling – this really encourages you to come out of your shell and fully participate

"I learnt so much about the Annual Delegate Meeting I now really want to go next year. The amount of knowledge you take on is enormous. It helps you look at problem solving differently and gives

Summer School1 2013



Find more at:
www.usdaw.org.uk/training

you insights into how to approach things in a more professional manner. I had a brilliant week and I'd certainly do it again."

One of the youngest reps there was 23 year-old **Alastair Turner** who works for the Co-operative in Torquay.

"This was an amazing learning experience for me," he said. "I've been a rep for 18 months and this was just what I needed. I've learnt so much and met some great people.

"The highlight for me was equalities officer Jo Bird speaking on the equality agenda, that was fascinating for me.

"Lots of confidence boosting exercises really did bring everyone out of their shell. There was a huge breadth of experiences and knowledge in our group.

"You find out all about the inner-workings of the union, who's who, what's what and how everything fits together. You work hard and play hard and it doesn't matter your age, your background, where you're from, it's an amazing experience."



View more pictures at: www.usdaw.org.uk/gallery



Left to Right: Dominik Zadlo, Omolola Samuel, Percival Tracey, Jacqui Turnbull and Alastair Turner

DIAL M FOR MORE MEMBERS

Usdaw is a union of many trades as the active reps at Tesco Bank can testify. They are also proving their worth by recruiting and organising hundreds of members at the sites in Glasgow, Edinburgh and Newcastle.

In just three years the Tesco Bank activists have signed up more than 600 members from its customer service centres.

It has been an impressive effort from teams at the Glasgow and Newcastle sites.

"We know it's more difficult to recruit financial services workers but we're delighted with our progress to-date," said **Allan Wilson** the first rep on site at the Glasgow Broadway One site. "We're constantly recruiting and in the recent Membership Week we set up in the reception area to raise the union's profile. It capped off a great year which has seen membership double in our branch."

The site now boasts seven reps who use all the latest technology to communicate with existing and potential members. Monthly meetings are held with site management and a strong positive relationship has been built up.

Phill Thomson added: "The company support us in our union work, encourage involvement and our feedback. It's a positive relationship. We've already seen changes made after discussions and we're making sure everyone on site is heard."

The reps are also active in the division and on the national stage making their first appearance at ADM this year and participating in the debates.

Allan was also the division's national nomination for the Most Promising New Activist Award at last year's Organising Awards, with the reps team also nominated for the divisional team recruitment award. The branch is involved in the



Equalities Forum too.

The site has a spacious, clean feel to it with state-of-the-art facilities and opportunities to study for industry recognised qualifications. Rep **Stewart Walker** has taken advantage of this to increase his skills on a Chartered Banker Diploma Programme, paid for by the company. The branch is also looking to introduce Lifelong Learning to the site in the future.

With 1,500 staff spread across a 24/7 operating structure the reps have their work cut out but since the site opened in 2010 their hard work and enthusiasm has paid off. Deputy divisional officer **Stewart Forrest** is full of praise for the team. "Hats off to the guys they're doing a

great job," he said. "Their hard work hasn't gone unnoticed in the division and they're making a big contribution not only on-site but across the union."

Meanwhile at the Newcastle site, not as big as Glasgow, but still employing around 800 staff, seven reps are looking to build on their 200 members again recruited during the last three years.

Reps **Garry Evans, Toni Dack, Grant Mooney**, and **Tracey Houghton** work with health and safety reps **Sharon Evans, Rebecca Matteus** and **Jason Hebron** to promote the union and support members. The union workload is shared among the activists.

"We're a new team of reps at a new site, none of us have been reps in previous jobs,"

said Garry. "But we've had our Usdaw training and work with management to sort out any issues quickly and effectively. Like the Glasgow site we're self-sufficient."

Wheelchair user **Jason Hebron** is pleased with the ease of mobility around the newly built site. "I have no problems," he said. "Any safety issues on-site are sorted out very quickly."

"I'm a rep because I enjoy looking after people. It's all about good communications and we work well with the company and always aim to inform our members what's going on. We try to be proactive."

With more than 40,000 calls a day shared between the two Glasgow sites, the Edinburgh HQ and Newcastle, these are

MEMBERS...

...saying they are a talented bunch in Newcastle, *Network* called in . . .

Tesco Bank Did you know?

- Originally began as a joint venture in 1997 with Royal Bank of Scotland (RBS).
- In 2008 Tesco bought out RBS and Tesco Personal Finance plc was born, changing its name to Tesco Bank in 2009.
- In 2010 both Glasgow sites, and Newcastle and Edinburgh opened and now employ some 3,500 staff.
- One in eight UK adults has a Tesco Bank product.
- It has 6.6 million customer accounts.
- 80 per cent of product sales are online.
- It offers home, car, pet and travel insurance, credit cards, mortgages, and savings accounts.
- Operates 3,500 ATM machines.
- Has 200 Travel Money Bureaux.

More at: www.tescobank.com

busy workplaces but the atmosphere is relaxed with staff able to use the extensive facilities. These include free tea and coffee, rest rooms, access to PCs and on-site restaurants.

Staff are also eligible for the company's retail discount card. Savings schemes are also on offer.

Area organiser **Jayne Shotton** has worked closely with the Newcastle team. "They've made great strides in a relatively short space of time," she said.

"The reps' team has really stepped up to the plate. It's not easy to recruit in the financial sector but I'm delighted with the progress so far and I'm sure there's more to come from the hard-working activists."



Tesco Bank, Glasgow (l-r) Stewart Walker, Rikki Allen, Frank Wilson, Allan Wilson and Phill Thomson



Newcastle site



Newcastle site



Glasgow site



Newcastle site



Tesco Bank, Newcastle: Toni Dack, Tracey Houghton and Garry Evans with health and safety rep Jason Hebron

SUPPORTING YOU AS REPS

Usdaw has a range of training courses to suit all types of reps from the new starter to the experienced, take a look at how you could increase your skills . . .

Courses for reps

Introductory course

The overall aims of this three-day course is to develop the rep's ability to play an active and informed role in increasing union organisation and involvement in the workplace. This involves helping reps to:

- Develop key skills with the emphasis on recording, listening and presentation skills (one-to-one meetings).
- Develop strategies for better working relationships with members, union officials and employers/managers.
- Develop key knowledge and understanding, with the emphasis on grievance and disciplinary procedures, recruitment, union services and benefits, and contacts and sources of information.
- Develop an understanding of trade

union aims, objectives and policies.

Follow-on course

The course will normally be restricted to one employer or industry and will be either two or three days.

A typical course will:

- Include a recap of grievance and disciplinary procedures.
- Develop representation and meetings skills.
- Build knowledge of key issues within the union, company and/or industry.
- Develop presentation skills.
- Develop an understanding of equal opportunities issues.
- Further promote the benefits of good industrial relations in the workplace.
- Build on organising skills to ensure maximum levels of Usdaw membership.



Health and safety reps

Introductory Course

The overall aims of this three-day course are to develop the safety rep's ability to improve and protect the health and safety of staff in the workplace and to look at how this can be achieved through effective union organisation. More specifically, the aims of the course are:

- To establish a union approach to health and safety in the workplace.
- To understand the role and responsibilities of the safety rep, including how to tackle problems and ensure that the staff's voice is heard on safety issues.
- To understand the legal framework around health, safety and welfare at work and its benefits and limitations.

Follow-on Course

There is a greater emphasis on developing knowledge of health and safety legislation and its application in the workplace. A typical course will cover:

- A review of topics covered on the introductory course and its usefulness back in the workplace.
- A more in-depth look at legislation such as the Safety Reps and Safety Committees Regulations, Management of Health and Safety at Work Regulations, etc.
- Effective union organisation for health and safety.
- Making health and safety committees work more effectively.
- An in-depth look at risk assessment.
- Effective safety inspections.
- Accidents - how to avoid them and investigate them.
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).
- European legislation such as the Working Time Directive, Manual Handling Regulations, plus others as appropriate.
- Other current issues such as body mapping, stress at work, etc.

Learning reps

Union Learning Rep introductory course

This course usually lasts five days (normally one day a week for five weeks) and covers:

- Bargaining for training.
- How to provide advice and guidance to potential learners.
- Assessing learning needs.
- Understanding qualification levels and methods of assessment.
- Understanding functional skills.
- Introduction to the role of the union in workforce development. (Follow on courses are available)



Academy training

Organising Academy1

This six-month secondment includes four weeks residential training and is the crème-de-la-crème of union training courses.

It is a demanding and intensive training period, but hugely rewarding and a must for any rep aspiring to play a bigger role in Usdaw.

The remainder of the time is spent working in one of the divisions under the guidance of a coach/mentor, who is a full time officer of the union.

The training covers a wide range of subjects from developing individual recruitment skills through to building and developing teams of Usdaw reps to ensure that workplaces are effectively organised.

Workplace assignments also vary considerably and include visits to workplaces to recruit new members, mapping workplaces and running organising campaigns.

If you are interested in taking part you will need to be available for the full six-months of the Academy. Start thinking now about whether the Academy is for you. The next programme starts in May 2014.

- You can register for any future intakes of the Academy by e-mailing: academy@usdaw.org.uk

Organising Academy2

Reps who successfully complete Academy1 can apply to do a further six-month stint on the Academy2 secondment, building on their communication, campaigning and organising skills developed on Academy1.

Academy2 organising officers will be supporting workplace reps and helping them grow the union's influence in all Usdaw sectors.

Summer Schools1&2

Summer School1 is for new, less experienced reps and offers an in-depth look at Usdaw.

The course has a broad agenda that, amongst other things, looks at:

- The role and function of trade unions
- Organising the workplace
- Presentation skills
- Equality

Summer School2 is for more experienced reps who can choose to study politics, women and trade unions or the organising agenda.

Both summer schools are week-long residential courses and are held in September at Wortley Hall near Sheffield.

Learn at home

The Home Study Course is based on booklets, which members complete in their own time at home.

It's not about tests or lots of writing – but aims to help members find out more about Usdaw.

Unit 1 is called **Unity is Strength** and looks at the advantages of joining Usdaw. The other units are:

- Unit 2 - **Democracy in Usdaw**
- Unit 3 - **Collective Bargaining**
- Unit 4 - **Understanding Pensions**
- Unit 5 - **Vulnerable Workers**



Download: Training Members and Reps (Leaflet 292)

For more information on these and other training opportunities visit:
www.usdaw.org.uk/training

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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:
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Cut out and pin up on your noticeboard



Respect Week

11 - 15 November 2013



ABUSE IS NOT A PART OF THE JOB

“ Usdaw’s Freedom From Fear Campaign seeks to prevent violence, threats and abuse against shopworkers.

This year we are organising a Respect for Shopworkers Week to highlight these important issues reminding shopworkers that abuse is not a part of the job. We are also calling on politicians to do more to protect staff.

Part of the theme this year is to find out how often shopworkers don't report incidents to their employer. The union is concerned that shopworkers wrongly believe that abuse is just a part of the job. Shopworkers are telling us about incidents, but not reporting them to the employer. **If you want to sort it, report it!**

We are also looking for politicians to change the law and stand up for shopworkers. The law currently gives extra protection to the emergency services workers who are the victims of physical attack and Usdaw is calling for a Protection of Workers Bill, which would extend

protection to all workers. We need to get as many politicians as possible to join our campaign and to stand up for shopworkers.

By now you will have received your campaign pack through the post explaining how you can get involved. Time is running out so don't delay. Visit www.usdaw.org.uk/order now to request your campaign materials.

The more people that get involved, the bigger the difference we can hopefully make to workers' lives. Thank you for your help.

Gordon Marshall

How you can get involved...

Ushaw would like you to get involved this year by helping to deliver a high profile campaign in your area. You can help by:

- Giving one hour to use our Respect Week 'Lite' Campaign Pack in your workplace.

AND/OR

- Organising a stall during Respect Week 11-15 November 2013, perhaps involving the media and your local Labour politicians.

Visit:

www.usdaw.org.uk/order now to request your campaign materials.

For more details on getting involved turn to page 18.



Please display this poster on your Union noticeboard

Keep your
COOL

Respect
Shopworkers



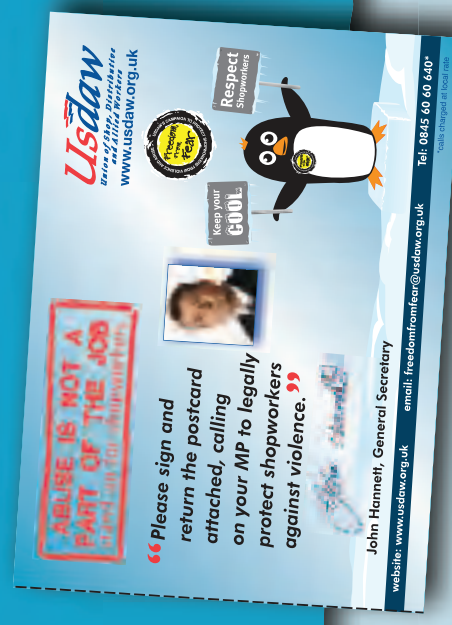
Respect Week
11 - 15 November 2013
**ABUSE IS NOT A
PART OF THE JOB**
stand up for shopworkers

Did you know that another shopworker is attacked or verbally abused every minute of the working day?

Source: British Retail Consortium Crime Survey

Usdaw supports a Protection of Workers Bill that aims to provide stiffer sentences for people found guilty of assaulting shopworkers.

Please ask your rep for a postcard to send to politicians, calling on them to **'Stand Up for Shopworkers'** and lobby the Government for support.



Scan here**



to view the latest news and resources from our Freedom From Fear Campaign.

www.usdaw.org.uk/fff

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



Usdaw
Union of Shop, Distributive and Allied Workers

www.usdaw.org.uk

Tel: 0845 60 60 640*

*calls charged at local rate

Get involved

Enlisting the support of Usdaw members is vital if we are to convince politicians to change the law and stand up for shopworkers. If you are able to help out it would make a big difference.

Respect Week 'Lite'

The Respect Week 'Lite' pack helps reps to run a Freedom From Fear Campaign in the workplace, in a short amount of time. So if you can't run a full stall, but you can spare an hour during Respect Week, we will send you a pack of materials to enable you to get the message over that Usdaw is campaigning against the verbal and physical abuse of shopworkers. If you've not ordered your pack yet email freedomfromfear@usdaw.org.uk and your postal address to:

Organise a Stall during Respect Week

An important part of our Freedom From Fear campaign is raising public awareness. Let's face it, if we can persuade customers to respect shopworkers in the first place, most of the problems will be solved. Setting up a stall in or near your store is an excellent way of engaging the public in our campaign. Please use the

order form to get the materials you need or visit: www.usdaw.org.uk/order If you haven't done a stall before you might want to contact your local office on 0845 60 60 640 for advice.

Invite Your Local Labour Politicians

Usdaw wants the law to be changed to better protect shopworkers. Last year the Protection of Workers Bill didn't get passed because it ran out of time in the House of Commons. We are seeking to get it reintroduced. Labour members of the Scottish Parliament were stopped by the SNP Government in their attempt to change the law, but are determined not to give up. Once your store manager has agreed to a stall during Respect Week, you can invite your local Labour politicians:

- Write to them at House of Commons, London, SW1A 0AA and Scottish Parliament, Edinburgh EH99 1SP.
- Or telephone them on 020 7219 3000 and 0131 348 5000 for Scotland.
- To find out who your MP and MSPs are, visit: www.writetothem.com and enter your store's postcode.

Sign the Postcards

Usdaw is using a postcard campaign during Respect for



Shopworkers Week to encourage politicians from all parties to stand up for shopworkers. We are working to persuade the Government to back this campaign and getting lots of postcards signed and sent to MPs will help us achieve that. Make sure your MP signs up during your campaign.

Retail staff survey

The survey is a very important part of our campaign to protect shopworkers from violence, threats and abuse. We need to gather evidence to be able to demonstrate the scale of the problem that Usdaw members face at work. We will use the responses gathered by reps and activists to present to elected representatives and employers. The survey also gives reps an opportunity to demonstrate to potential members that Usdaw is campaigning about issues that affect them and is acting to tackle these problems. Hopefully you will find the survey useful in engaging potential members in a conversation and allowing you the opportunity to talk to them about the benefits of being in membership.

Remember, this is about starting a conversation, try not to be too formal.

Have a read through the survey briefing a few times, just to familiarise yourself with the questions.

Your campaign pack includes . . .

- **Letter from John Hannett**
Explaining why getting involved in Respect Week is so important.
- **Respect Week Lite A4 Flyer**
Details on getting involved in Respect Week Lite.
- **Respect Week Briefing notes for Activists**
Information on running your own campaign day.
- **Campaign Materials Order form**
Order your materials using this form or visit: www.usdaw.org.uk/order
- **Respect Week Staff Survey**
Fill out these with your colleagues so we can gather important data.
- **Respect Week Staff Survey Briefing**
Use this guide to help you fill out the survey.
- **Abuse is not part of the job campaign postcard**
Sign and post showing support for the Protection of Workers Bill.
- **Keep your cool A4 poster**
Put this up on your union noticeboard before your campaign day.
- **If you want to sort it report it poster**
Another great poster for your noticeboard.





ACTIVIST IN-DEPTH

Scottish division's **Stewart Walker** answers our questions on his experiences as a rep

“Being a rep is the best decision I've made and I'm sure it'll be the same for anyone who takes up the challenge”

FACT FILE & TRIVIA

FAST FACTS

- **Employer** Tesco Bank
- **Occupation** Customer collections representative
- **Age** 47
- **Lives** Cambuslang in Glasgow (still classed as the largest village in Scotland)
- **Usdaw Activist** since November 2011
- **Married** to my beautiful wife Elaine for 19 years. We first met 28 years ago when I was in the Navy. We met up seven years later and the rest is history as they say.

MY FAVOURITE...

- **Book...** The Battle for the Falklands
- **TV...** Top Gear
- **The last film I saw...** The Cruel Sea
- **The best moment of my life so far...** Was when my wife was told she was in remission from cancer.
- **I spend my spare time...** I enjoy reading. I'm currently studying for a diploma in Financial Crime and Money Laundering. I also like walking and spending time with my family.



Network is looking for the next Activist in-Depth, email us if you'd like to tell your story

 network@usdaw.org.uk

Why did you become a rep?

I'm passionate about the way people at work are treated and wanted to make a difference to ensure people are treated fairly, and with compassion and respect.

The best and worst things about being a rep?

Seeing the difference we make for our members and watching management take action on problems we have raised. Unfortunately it can be hard to get away to help members at times due to work commitments. I find it difficult to turn people away, however I'll always get back to them as soon as I can.

Have you been on any union training courses?

I have completed the health and safety courses through the STUC and also the shop steward course. I have also been to federation school and completed a weekend workshop in mental health awareness in the workplace. The training courses have all been to a high standard and I've really enjoyed them.

Have you changed as a person since you became active?

I'm more assertive and feel a much stronger person in dealing with the company over health and safety matters, a firm hand is needed in this area and I feel my training has taught me to be firm when required.

What did you think of ADM?

I learnt a lot and the experience was great. I felt it was a great induction into what the union does and stands for. I made some good friends from different parts of the country and have already booked time off for next year. It was good to see our branch take its place on the national stage, and hopefully I'll be selected as a delegate next year.

What law would you introduce if you were prime minister?

I would create a fairer benefits system

for all so that everyone in our society is treated with care and compassion. I'd look to help those who want to get back into work, and ensure people are not penalised as they are at the moment.

What are the important issues for your members at present?

Safety is a big issue, as we work in a large building with six floors we need to be pro-active with our evacuation plans. I've worked hard on this and have a good relationship with the Facilities Manager. We now have a plan in place which should see the staff feel more safe and secure in the building.

Is recruitment easy at your workplace?

Recruitment is going well within Tesco Bank as we are able to have regular recruitment events. In addition, awareness of the union is good as we have a dedicated intranet site for staff to find information on Usdaw. We are well supported by senior management. Our branch has a 26 per cent density within the Glasgow and Edinburgh sites with over 400 members, considering we started with a handful only three years ago, we've come on a long way.

Any advice for a member thinking about being a rep?

I'd say to any member that this is a great role to take on. I'd advise them to speak to their local rep, or official and get involved. It's the best decision I've made and I'm sure it'll be the same for anyone who takes up the challenge. It's a very rewarding and satisfying role. There can be challenges, but the help and support you get from your fellow reps is invaluable and this has made me a much stronger and confident person.

What's next for you?

I'm hoping to get to Summer School in 2014 and learn more about Usdaw and how to be more pro-active within the workplace and maybe one day work for the union as an area organiser.

Usdaw's delegation at the TUC conference in Bournemouth



YOUR RIGHTS MATTER

Fighting for workers' rights is as important now as it has ever been and Usdaw delegates made sure your voice was heard on zero hours contracts, the minimum wage and much more

The trade union movement must do more on zero hours contracts, exploitation of agency workers and insecure employment practices, general secretary **John Hannett** told the TUC.

"Basic employment rights are under attack so we need to campaign to protect existing employment rights and we must campaign to win more rights for the most vulnerable workers," he said.

"Usdaw supports the complaint lodged by the TUC to the European Commission against the UK government for failing to implement the Temporary Agency Workers Directive properly, leading to tens of thousands of agency workers being paid less than permanent staff despite doing the same job.

"Protecting basic workplace rights and winning more rights for vulnerable workers, must be one of the key priorities for the TUC in the year ahead."

Meanwhile Labour leader **Ed Miliband** also addressed the

conference and pledged Labour in government would tackle zero hours contracts. "You and I know that zero hours contracts have been terribly misused," he said. "We'll ban zero hours contracts which require workers to work exclusively for one business.

"We'll stop zero hours contracts which require workers to be on call all day without any guarantee of work.

"And we'll end zero hours contracts where workers are working regular hours but are denied a regular contract. I am determined to build an economy that works for working people. And that means security, not insecurity at work."

Eastern division's **Dean Wilson** and Southern's **Anas Ghaffar** also spoke up against zero hours contracts.

In a separate address deputy general secretary **Paddy Lillis** attacked the Coalition's austerity policies which he said 'had damaged every sector and every industry'.

"We have seen: 1,700 job losses at a Scottish food

manufacturing company; hundreds of workers made redundant in the milk industry, and Comet and Jessops go into administration with the closure of all their stores in the UK," he said.

"It is the Government's austerity policies which are to blame. They have sucked demand from the economy and led to consumer expenditure falling dramatically. The result is redundancies and closures in the private sector along with attacks on terms and conditions.

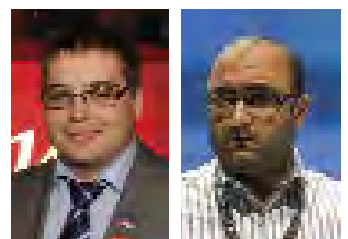
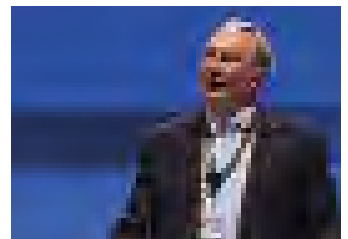
"Austerity has led to cuts in contractual hours and the expansion of zero hours contracts at Sports Direct, Wetherspoons and other well-known high street companies.

"We need to challenge the false picture presented by the employment figures, which are distorted by short hours working. We need to stand up for those workers who desperately want to work full time.

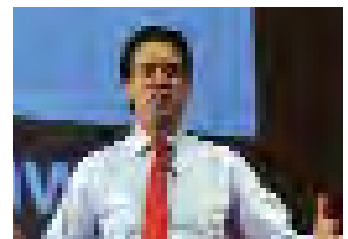
"Austerity policies have harmed every sector of the economy and every industry. They have to be challenged and reversed."



John Hannett and (below) Paddy Lillis



Dean Wilson and Anas Ghaffar



Labour leader Ed Miliband MP made a keynote speech to conference

MUM AND BABY CARE

Usdaw is supporting a new initiative, funded by the department of health, that aims to help make it easier for women to continue to breastfeed on their return to work

There is clear evidence that women stop breastfeeding on their return to work, not necessarily because they want to, but because they feel they have no other option.

Only 15 per cent of women breastfeed or express milk on their return to work compared to 81 per cent of women who breastfeed after their baby is born.

This significant drop in numbers can partly be explained by the fact that there is no clear legal right to breastfeed on return to work.

Women need breaks to breastfeed or express milk, a private space (the toilet is not an appropriate private space)

and access to a fridge for storage of expressed milk, but at the moment the law doesn't require employers to provide any of this.

The law requires employers to conduct a risk assessment when a woman informs them of her intention to breastfeed or express milk on return to work and compels employers to take action to remove or reduce any risks they identify, but this is as far as it goes.

HSE guidance recommends employers provide a private healthy and safe environment for breastfeeding mothers to express milk, but the same guidance makes it clear that this is not a legal requirement. Clearly good practice guidance doesn't have the

same force as legal obligation.

The Equality Act 2010 in England, Wales and Scotland and the Sex Discrimination (Northern Ireland) Order 1976 protect breastfeeding mothers from less favourable treatment at work, but these laws are about preventing discrimination not promoting good practice.

Women also have the right to request flexible working, but often women do not want radical changes to their working hours, just some flexibility in terms of breaks, start and finish times.

Usdaw supports the project to produce materials, including guidance for employers

that removes some of the workplace barriers that push women into stopping breastfeeding when they really do not want to. ACAS is also drafting guidance on this issue. When materials become available the union will make sure reps and members know about them.



For more information on rights during and after pregnancy visit:

WWW.USDAW.ORG.UK/BABY

DIABETES FACTSHEET NOW AVAILABLE

Supporting disabled members in the workplace



Usdaw has produced a new factsheet for reps about diabetes that will help reps support members with the condition.

Members with diabetes will often need the support of their rep; they may have poor attendance or performance and this may lead to them being disciplined under capability procedures or absence management policies. They may also find that aspects of their job make their condition worse.

A member with diabetes may have rights under the Equality Act. This means their

employer would need to give them the right support to help them stay in work or return to work after time off sick due to diabetes.

Unfortunately managers sometimes do not realise that members with diabetes may have rights under the Equality Act.

Diabetes is currently an incurable condition that causes a person's blood sugar level to become too high. In the UK, diabetes affects approximately 2.9 million people.

There are also thought to be around 850,000 people with undiagnosed diabetes.

The main symptoms of diabetes are:

- Feeling very thirsty.
- Urinating frequently, particularly at night.
- Feeling very tired.
- Weight loss and loss of muscle bulk.

The factsheet explains more about diabetes, how the condition might cause problems for someone at work and what rights at work a member with diabetes may have.

Copies can be downloaded from the Usdaw website or ordered from the stationery department at central office.

RELIABLE REPS GET

Promoting the Legal Plus Service, raising awareness on pensions and campaigning for

Legal Plus Awareness Day

Holding a Legal Plus Day to help raise awareness of the union's free legal service for members and their families was a big hit at the Morrisons store in Rogerstone, Newport.

Academy2 organiser George Petrie teamed up with store reps Jon Watkins and Sharon Lewis who were joined by Andrew Owen from Leo Abse and Cohen one of the companies from Usdaw's panel of solicitors.

"It was a real winner. The day went really well with Jon and Sharon on hand to speak to staff and give them advice about the benefits and legal issues the union can help them with," said George, who works at the Tesco store in Abertillery in Newport, South Wales.

"Members felt comfortable speaking to the union solicitor because they could do it easily at work. They were also surprised to learn about the free will-writing facility, which was very popular with everyone. Staff were keen to have similar events held in-store."

Reflecting on his time with Academy2 George said: "I applied for the Academy to gain more experience and it's certainly given me the opportunity to do that."

"Working with and developing reps like Jon and Sharon so they have the confidence and knowhow to put on events like this in their own store is exactly the kind of experience I wanted to gain as an Academy2 organiser."

Top trio... (l-r) George Petrie, Sharon Lewis and Jon Watkins



Tesco Extra, Doncaster



Supporting members... (l-r) Jackie Gray, Richard Blunden, Kelly Harrison, Scott Adgar and Tracey White

Tesco Extra, Pengam Green

Raising awareness of the difficulties staff face when dealing with age-restricted sales was top of the agenda at the Tesco Extra store in Pengam Green in Cardiff, thanks to the efforts of a well-drilled team of reps.

Academy2 organiser Raktima Sarkar, reps Mark Venn and Mark Boswell and area organiser Rose Bevan took their Freedom From Fear message to customers and staff.

"Most customers were surprised to hear that a lot of staff face abuse when they ask for ID," said Raktima, who works at Tesco Express in Cardiff.

"Running the campaign in the foyer helped send the

message that – abuse is not a part of the job."

"We also invited Tom Hoyles, the campaign officer for Labour MP Stephen Doughty along to see our campaign in action. He was very impressed. We also spoke to staff from nearby shops about joining the union. Credit to the reps they did a really good job."

This has been a busy year for Raktima who completed Academy1 last year.

"Academy2 has given me a real opportunity to use everything I've learned and put my skills to the test to help other reps to develop their talents," she said. "I've been a rep for four years now. The excellent training has developed my skills massively."

RESULTS

working parents is paying off in-store

A joint campaign day on Lifelong Learning and Supporting Parents and Carers encouraged members to sign up to courses.

The event, held in August at the Tesco Extra store in Doncaster, raised awareness of the help available to workers with caring responsibilities.

The double campaign was arranged by Academy1 organiser Jackie Gray, divisional learning project worker Tracey White, and reps Richard Blunden and Scott Adgar.

"Members were surprised when they realised the union campaigned so hard on issues that affect parents and carers," said Jackie.

"The reps in this store were excellent. The day gave them

experience of organising and running their own campaign and it shows in the membership level which is a high density of 76 per cent.

"Their communication skills and knowledge of the union and its benefits were put to the test and thanks to them there was certainly plenty of interest in both campaigns.

"We also had a lot of feedback especially from the Lifelong Learning surveys staff had filled in when the reps handed them out earlier that week. We were delighted that eight people signed up for courses.

"Thanks too to the personnel manager Kelly Harrison who was very helpful, which made our job a lot easier."



Union promoters . . . (l-r) Lyn Conway, Hamu Gani and Lorraine Haves



Pensions Awareness Day

Academy1 organiser Lorraine Haves and the reps from the Tesco Extra store in Baguley, Manchester organised a special awareness day to help members understand the importance of joining a pension scheme and saving for their retirement.

"It went extremely well," said Lorraine who has spent six months with the Academy1 away from her own job as a customer assistant for dotcom at the Tesco Extra store in nearby Irlam.

"It's a well organised store with five active reps Sheila Chiarelli, Lyn Conway, Hamu Gani, Derek Pates and Anthony Stewart with membership at a very good 74 per cent. The store manager is also very supportive.

"We had a lot of interest from staff. I was particularly pleased with the number of younger workers who spoke to us and asked questions and also picked up the pension leaflets and information sheets.

"They all said they didn't know very much about pensions and appreciated having us there to explain the importance of signing up to a scheme.

"We even had a number of staff sign up to the union's pension home study course because they said it would help them understand the jargon around pensions and how it all works.

"I was really pleased as the event profiled the union in a very good way and enabled staff to get to grips with a subject they would have mainly steered clear of."

Campaigners . . . (l-r) Raktima Sarkar, Mark Venn and Rose Bevan



For more information visit:
www.usdaw.org.uk

REPS TURN ON TO LEARNING

Providing learning opportunities at work is giving hundreds of members the chance to improve both themselves and the company.

Next Distribution, Bradford

Reps at the Next Distribution Toftshaw warehouse in Bradford, West Yorkshire are delivering for members with more than 200 staff signing up for a variety of courses during a 12-week period.

Senior rep Dolores Leeming heads up the dedicated team of 12 reps, which includes newly appointed Union Learning Reps Angela Kendall and Gemma Redfearn.

"Next and Usdaw have had a recognition agreement for 11 years," said Dolores, who is also a member of the national negotiating team and sits on the Lifelong Learning steering committee.

"Part of my role is to support the reps and engage with the members and the company to make learning a positive experience.

"We are in the process of signing a new Lifelong Learning agreement and rolling out learning to other Next sites in the

division. These are exciting times.

"Lifelong learning updates are promoted in weekly company team talks and on the noticeboard,

"The reps are networking with other sites, as well as learning providers, and we are trying to set up other learning centres.

"Angela and Gemma's first learning spotlight day went very well. There was a positive buy in from staff, full support from management and HR, as well as project worker Martyn Warwick and the rest of the reps.

"It's a great testament to the hard work of all the reps that so many have signed up for courses ranging from Level 3 management to digital photography.

"And it's a 'win win' for both the company, who have a more motivated up-skilled workforce, and the members, who have recognised qualifications they can use at work or for their own personal development."

More at:
www.usdaw.org.uk/lifelonglearning



Lynette Brown is shown some computer skills by reps Dolores Leeming (centre) and Angela Kendall (right)

NFT Distribution, St Albans



W

the on-site last June.

Lifelong Learning division during August said: "It's worked a has been

"There runs a 24 offers even and impr

"It's a modern

RNING

their skills and career options



Tesco Extra, Blackpool

The opening of a brand new learning centre signaled the end of months of hard work for the team of reps at the Tesco Extra store in Clifton in Blackpool.

The new facility will give staff the opportunity to learn new skills and improve their career options while at work.

"We are the first Tesco store in the North West to have an in-store learning centre and we're all very proud of our achievements," said 33 year-old James Fowler, one of six reps at the store.

"It's been a long process to get it off the ground but we're all optimistic that it will really take off and also realise that the hard work starts now.

"We're here to help members choose the course which is right for them. They

can either brush up on their existing skills or learn something completely new.

"Having the learning centre at work makes it more accessible for members as they don't have to make their way to a college after they finish work.

"The opening day went really well, we had staff from every department showing an interest and we also had tutors on hand from local Blackpool and Fylde college to talk about the courses.

"Our area organiser Sue Ianson has been a great support as has our store manager who has been very patient.

"We will be running all kinds of courses. We've already run a basic sign language course and an English and maths course and had lots of interest for future courses. It's an exciting and rewarding time for all of us."



What a difference a year makes as learners at NFT distribution in St Albans in Hertfordshire celebrate the success of 'The Learning Zone' learning centre which opened its doors

ing Learning Project worker for the Eastern Debbie Newman paid the reps a visit Adult Learners Week earlier this year, she s fantastic to see how hard the reps have and how well run and popular the centre over the last 12 months.

are around 550 staff at the depot which /7 operation and the The Learning Zone everyone the opportunity to learn at work rove their skills and qualifications.

n impressive set up with a fully equipped learning room with PCs and internet

access as well as a range of learning materials, so staff are able to use the most up-to-date technology.

"The site's union learning reps have helped organise and run a variety of courses in conjunction with the local college in Hertfordshire.

"Staff have completed computer courses for beginners as well as more specialised courses in Excel. English for speakers of other languages, ESOL, has proved popular too along with French for beginners.

"And in this age of digital cameras and mobile phones staff also had the opportunity to sign up for a photoshop course to help them learn about digital editing of their own photographs.

"The centre has proved a huge success and the reps are hoping more staff will take advantage of the excellent facilities."

IN NUMBERS

MEMBERSHIP FOR WEEK ENDED: 14 SEPTEMBER 2013

South Wales & Western.....	51,344
Eastern.....	64,778
Midlands.....	57,534
North Eastern.....	59,032
Scottish.....	45,917
Southern.....	60,032
North West.....	94,237
TOTAL.....	432,874

THE LATEST APPOINTMENTS

This year has seen an unprecedented number of staff changes with a high number of former reps



Sue Prynn has been appointed deputy divisional officer in the Southern division.

The 51 year-old joined the union 11 years ago and soon became a well known activist in the North West division. Sue was the senior rep at Bakemark, on Merseyside, for a number of years and was instrumental in introducing lifelong learning to the site.

In 2008 she moved to the Southern division when she was appointed area organiser based at the Faversham office. She was appointed to her new role in April.

"I'm looking forward to a big new challenge," said Sue, who will be based at the Morden office.

"I haven't looked back from the moment I got involved with the union, I've loved every minute.

"This is a totally different role for me and I'm hoping my experience and skills will help enhance the work of the reps and organisers in the division.

"We have a new team in the division with Sue Merrell the recently appointed divisional officer so it's an exciting time for us."

Claire Simpson has made the step up from deputy to head up the education department capping a remarkable four years for the former TUC lecturer.

Claire joined the union's staff in 2009 as the training officer for the Midlands division before her promotion to deputy head two years later. She succeeded Trish Deeny who retired in July this year.

"It's been a whirlwind four years for me," said Claire, 41. "I've been involved in training and educating trade unionists for almost 12 years now and I'm looking forward to ensuring the department's work continues to deliver for all of our reps.

"It's a great challenge and an honour to have been



appointed. We have a great team of training officers and I'm confident we can build on the work of the department and continue to train the officials of tomorrow.

"Many thanks to Trish who

did a great job. I'll be looking to build on her work and support our reps on courses and on the Academies.

"Usdaw has a vision and a strategy to make its reps the best trained and best supported in the union movement and I feel privileged to be charged with delivering that ambition."

Prior to joining Usdaw Claire worked as a TUC lecturer in Sunderland having spent the previous five years as a lay tutor while she worked in the prison service.

Claire was an active rep with the Prison Officers Association but also found time to study for a degree in psychology through the Open University, graduating in 2002. She also went on to gain her Certificate in Education soon after.



Jan Hind

One-time recruitment and development officer **Jan Hind** has been appointed area organiser at the Redditch office.

The 42 year-old joined Usdaw seventeen years ago when she worked for Tesco.

Three years later she was elected shop steward and in 2003 was selected for the union's Academy and went on to the TUC Academy the following year.

In 2005 she was appointed a recruitment and development officer and was based at the Kegworth office.

"I've had a lot of experience developing reps across the division," said Jan.

"I'm looking forward to my new role looking after my own patch and also more involvement in the representation side of the job.

"I've had fantastic support and advice from colleagues within the division and hope to support my reps in the same way they've supported me."



Ellen Shaw

National award winner **Ellen Shaw** has been appointed area organiser at the Warrington office.

Ellen joined Usdaw ten years ago when she worked at the Tesco Longon Extra store in Stoke-on-Trent. It was here she developed her skills as a shop steward, union learning rep, branch chair and branch secretary.

She then spent six months with Academy1 in 2007 and graduated from Academy2 four years later. She also completed a long period of stand-down in her division.

"I'm really enjoying it. From the day I became a rep I've had great training and support from everyone," said Ellen, 56, who won the national Individual Recruitment Award in 2011.

"My training with the Academies, along with my time out on stand-down, definitely gave me a valuable insight into the developing and recruiting role. It was the perfect stepping stone to becoming an area organiser."

TS TO JOIN TEAM USDAW

...s joining the organising staff and existing officials making the step up to more senior positions

Former deputy divisional officer Dave McCrossen is the new Eastern divisional officer, bringing with him more than three decades of union experience – 24 of those as an official.

Dave joined the staff in 1989 as an area organiser having started his union career in the motor trade section of the Co-operative Retail Society in Newmarket. He combined working as a department manager with his union activity over seven years. On appointment he was based at the Faversham office in the Southern division. Sixteen years later he was promoted to deputy divisional officer moving divisions and offices to take up his new role in Waltham Cross.

Dave, 53, succeeds former



divisional officer Norrie Slater who died in April. "I want to pay my respects to Norrie who did a great job for Usdaw and although he was very ill he always gave everything he had to growing the union. We

were all deeply saddened by his sudden death. He was a great man and we all miss him. I want to continue Norrie's legacy."

Dave took up his new role in May and is determined to build on the division's phenomenal success over the last eight years. "We've been on a great journey with membership up from around 39,000 then to more than 64,000 now. Most unions would jump at the chance of that kind of progress.

"We've a fantastic team of reps and officials and I'm very proud to lead them into hopefully a similarly successful growth period. It's been a remarkable 30 years for me and I'm confident with the talent we have in the division we're destined for more success."



Amanda Bailey-Coll brings a wealth of experience to her new role as deputy divisional officer in the North West division.

The former area organiser joined Usdaw in 1999 when she worked for discount retailer Ethel Austin in her native Liverpool.

She soon became active both in her division and nationally and held many roles including shop steward, union learning rep, political activist, branch secretary, divisional councillor as well as a member of the division's women's committee.

The 45 year-old was appointed area organiser at the old Liverpool office in 2004 and transferred to the Warrington office in 2007.

She was promoted to her new role in April and will work alongside divisional officer Mike Aylward.

"It's a fantastic place to work," said Amanda. "I'm looking forward to a new challenge and continuing to work with Mike and all the officials who help to make this such a great division.

"There's lots to do but I'm confident we can meet all the challenges."

Former Academy1 graduate **Debby Hudson** has taken up her new role at the Andover office in the Southern division.

The 49 year-old was halfway through Academy2 when she was appointed in July this year and is settling into her 'demanding' but 'satisfying' organising job.

"I enjoy helping others and this job gives me the chance to do just that," she said.

"It's gratifying to get a good result for members and seeing them happy makes me happy.

"It's hard work but gives total job satisfaction. It certainly isn't nine to five, but when members need help it's our job to provide it, so I don't mind."

Debby became active almost four years ago at her Tesco Extra store in Andover where she worked part-time as a community champion.

She went on to be chair of Solent branch H75 and has spoken at the Annual Delegate Meeting.

Another Academy graduate **Raymond Neal** is the new area organiser in the Belfast office and will bring 17 years' experience with him into his new position.

The former Tesco butcher from Newtownabbey, Antrim, was on Academy1 in 2006 and Academy2 in 2011. He was also secretary of Northern Ireland Tesco No.2 branch K153.

"It's an absolutely fantastic job, every day is a new challenge," said Raymond, 53, who took up his new job in April.

"I've been very busy with wage negotiations, disciplinaries and grievances. Hectic, but very rewarding too. I enjoy winning for members.

"I like the hands-on aspect of it, working with the reps and meeting those challenges.

"I couldn't have predicted 19 years after Paddy Lillis, then an area organiser now deputy general secretary, recruited me that I'd be working for Usdaw."



Debby Hudson



Raymond Neal

EUROPEAN SAFETY PUSH

International Health and Safety Week – October 21 to 27

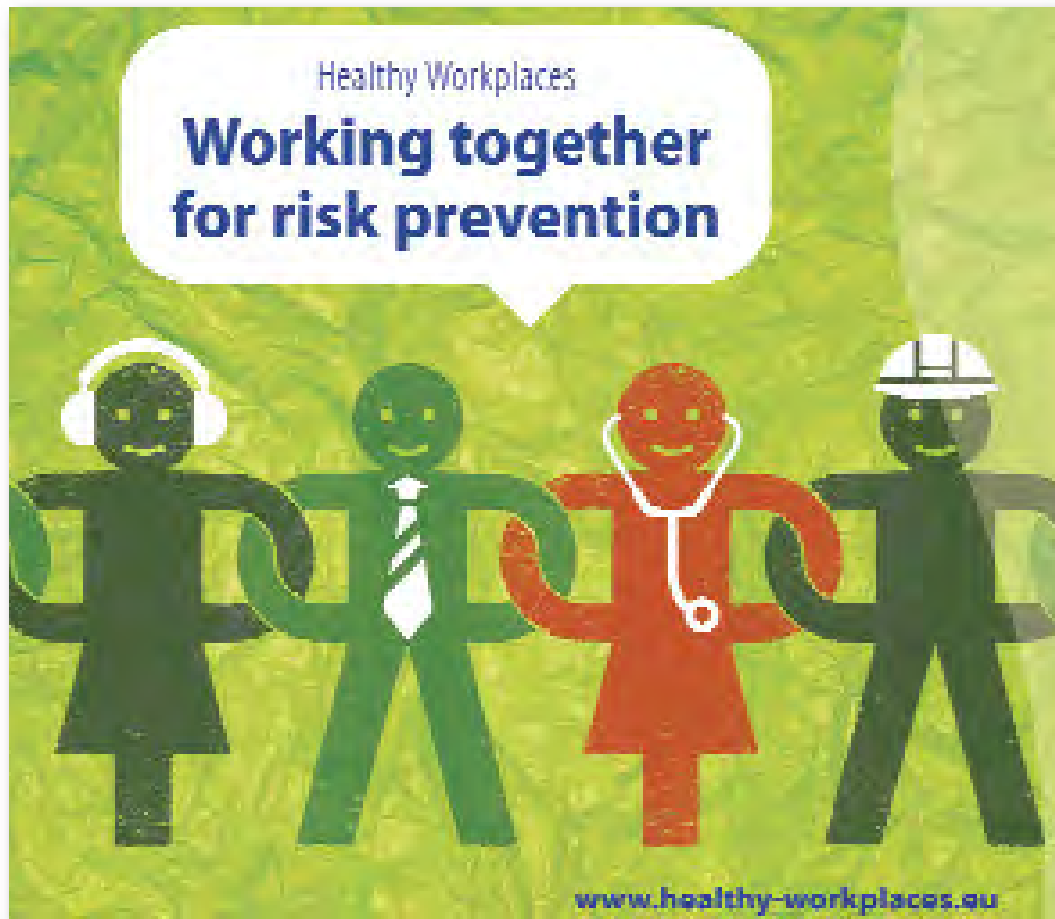
The week beginning 21 October is European Health and Safety Week, when the European Agency on Safety and Health (EU-OSHA) encourages everyone to get involved in activities to raise awareness of its current campaign.

This is the second year of a two-year campaign by EU-OSHA with the basic message 'Working Together for Risk Prevention'. The campaign is focussed on two strands – leadership and worker engagement.

According to EU-OSHA, leadership requires a clear commitment from senior management, which is carried through to day-to-day management of health and safety. The campaign also acknowledges the vital role the trade union health and safety reps play in making sure that employee engagement works and management does listen to workers concerns and ideas.

Traditionally the Wednesday of European Week (23 October) is designated by the TUC as National Inspection Day and health and safety reps in all unions and all workplaces are urged to arrange one of their workplace inspections on or near that date.

So European Week provides a great opportunity for Usdaw health and safety reps to get the message across to managers and to fellow workers about the benefits of working together to prevent risks. There are a number of things reps can do around European Week:



Make sure that workers know who you are and what you do

The main functions of union safety reps are to investigate potential hazards, inspect the workplace and represent members on health and safety matters. To be able to carry out these functions it is essential that workers know who their rep is and know how to get in touch if they have a health and safety issue. The union provides a range of posters and leaflets that reps can use on the union noticeboard during European Week to tell workers what Usdaw health and safety reps can do for them.

Talk to workers about their health and safety concerns

The best way to find out if there are any health and safety concerns is to talk to the workers

you represent. Take time during European Week to ask workers how they feel about health and safety where they work. Have they raised any issues with managers? Do they have any health and safety concerns? Do they get any aches and pains by the end of the shift? If there are non-members among the people you talk to, make sure that any who express an interest in the union are followed up by yourself or one of the other union reps.

Carry out a work health and safety inspection

If you can arrange one of your routine inspections on National Inspection Day (23 October) use the noticeboard and any other means to let workers know in advance that you will be inspecting on that day. You can use the questions above as the basis for your inspection or you can use one of the Usdaw tools

such as the Slips and Trips Risk Mapping Tool, the Stress questionnaire or the Rep's Survey Tool on Violence to target your inspection on one of the key issues in your workplace. All the tools encourage reps to speak to workers to get their ideas about how the workplace can be made safer.

Follow up the issues with management

If you do find that workers have an issue, talk to the management to figure out what can be done to address workers' concerns. Remember the European theme is working together for risk prevention.

Any reps who want advice or assistance with running a health and safety campaign in their workplace during European Week should contact the health and safety section in central office.

You can see more about the EU-OSHA campaign on their website: www.healthy-workplaces.eu/en/
As the UK focal point for the campaign the HSE also has some advice on how to get involved: www.hse.gov.uk/campaigns/european/index.htm

TUC Hits Back at Attacks on Workers' Compensation

The number of people receiving compensation for work-related ill-health and accidents have fallen by 60 per cent over the last ten years destroying the Coalition's claim that there is a 'compensation culture' in the UK, the TUC has reported.

The report shows far from being a compensation 'free for all' the actual figures are down from 219,183 in 2001/02 to 87,655 in 2011/12, with even the families of workers killed by occupational diseases unlikely to be compensated. Fewer than one in 50 cases of occupational cancer secured compensation.

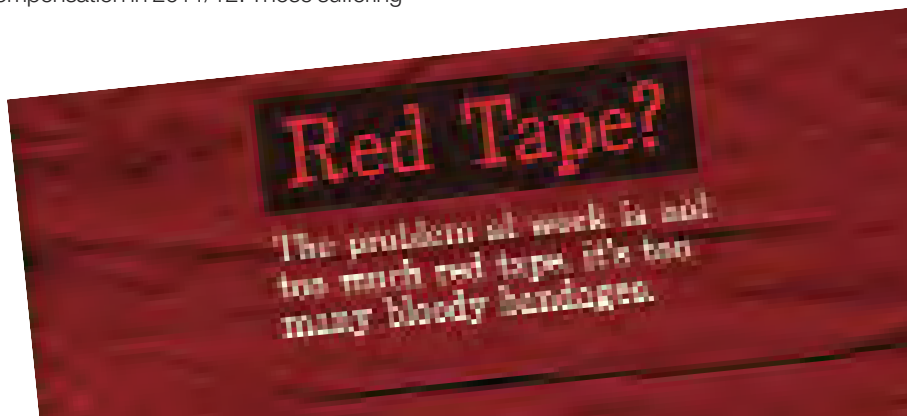
More than 4,000 workers a year die of work-related chronic bronchitis and emphysema, but only 59 received compensation in 2011/12. Those suffering

from work-related stress, anxiety and depression have even less chance of compensation. Of the 221,000 cases in 2011/12, just 293 resulted in a pay-out.

TUC general secretary Frances O'Grady said: "The government is trying to brainwash people into thinking the UK has a rife compensation culture. However, the facts tell a very different story.

"The Government's motive here is to weaken health and safety laws and make it harder for victims to pursue claims. Unfortunately the end result is likely to be a much higher rate of workplace accidents, injuries and illnesses in the future."

The full report can be found at: www.hazards.org/votetodie/robbed



Unions are good for all of us

Despite the current Government's attacks on health and safety and on trade unions, independent research shows that healthy workers are good for the economy and union organisation is good for workers' health. Academics from the University of South Australia studied differences in worker health and productivity in 31 countries in Europe and found that workers are healthier and GDP (Gross Domestic Product) is better where there is stronger

union organisation. They say it is crucial that 'participatory occupational safety and health policy and programmes' are expanded as their research shows that 'worker health is good for the economy, and should be considered in national health and productivity accounting. Eroding unionism may not be good for worker health or the economy either.'

For more information: www.sciencedirect.com/science/article/pii/S0277953613002621

Time for change on maximum temperatures

The TUC have issued its latest bulletins supporting the *Time for Change* manifesto. With impeccable timing, given the recent summer weather, the latest factsheet *Heat – The case for a maximum temperature at work* looks at how excessive temperatures impact on worker's health and ways in which this can be mitigated.

The factsheet is available to download at: www.tuc.org.uk/workplace/tuc-22327-f0.pdf

The TUC health and safety manifesto document *Time for Change* lists ten basic demands to restore confidence in health and safety after the recent deregulatory attacks - www.tuc.org.uk/tucfiles/531/TUC_Health_and_Safety_Manifesto_Time_for_Change.pdf

Usdaw has been campaigning for some time for a maximum workplace temperature and has produced its own guidance to help reps when it gets too hot:

Keep Your Cool: Tackling Heat Stress at Work.

Download at: www.usdaw.org.uk/291

Caught short: no time off in loo!

Council closures of public toilets could leave many Usdaw members in the transport sector like delivery drivers 'caught short' as they struggle to find accessible toilets.

The health and safety section at central office wants to hear from those members so it can monitor the difficulties faced by such workers and liaise with other unions to counter the problem. Email: healthandsafety@usdaw.org.uk



For more information about health and safety in the workplace:



VISIT: www.usdaw.org.uk/healthandsafety
EMAIL: healthandsafety@usdaw.org.uk

SEND YOUR LETTERS AND PICTURES TO:

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

✉ network@usdaw.org.uk

HUGE RESPECT FOR SHOP DIRECT REPS' TEAM

Goodbye and good luck



I would like to place on record my sincerest thanks to all the reps at Preston Shop Direct for all the work they have done on behalf of Usdaw over the years, but especially in recent times.

The site has closed with everyone being made redundant and the reps' hard work, absolute commitment, loyalty and dedication to Usdaw has been very much appreciated.

A party for all members was arranged by the committee and here is a selection of snaps taken on the night, which was enjoyed by all. To see more of the picture above visit www.usdaw.org.uk/sdparty

WENDY MURPHY
Area organiser, Preston office

UNEXPECTED BONUS FOR TESCO CHARITY TEAM

Wheely good result

£50
star letter winner



Shop stewards and health and safety reps from a Tesco distribution site in Chesterfield took to the streets with a wheelbarrow recently to raise money for Tesco's charity of the year, Diabetes UK.

They managed to push the wheelbarrow nine miles and raised about £200 for the charity while

raising the profile of Usdaw at the same time. At the time we expected the closure of the depot in September but Tesco reversed that decision and thankfully the depot is now to stay open – great news for us and Derbyshire.

JEAN INNES
Branch secretary F52

EASTERN DIVISIONAL OFFICER NORRIE SLATER REMEMBERED

Fond memories of a considerate man

I was very sad to hear the sad news of former Eastern divisional officer Norrie Slater, my condolences to his wife Ann and family.

Norrie was a lovely man, helpful, kind and considerate. When he left the Midlands area we missed him. He was promoted to a senior officer in Eastern division. He never failed

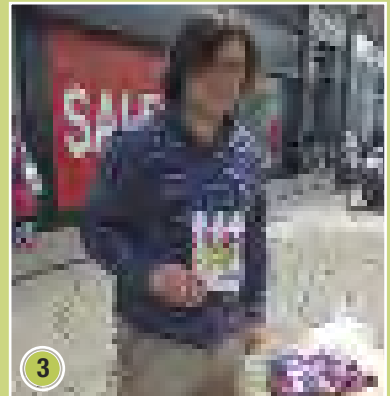
to speak to people from his old area at conferences, always said hello and had a joke to tell you.

He worked hard for the union and a lot of us will remember him with fond memories always.

JEAN LINEKER
Retired life member, Midlands

MEMBERSHIP WEEK PICTURE ROUND-UP . . . VISIT: WWW.USDAW.ORG.UK

1. Usdaw reps, Rikki Allen and Christine Mitchell at their stall in Tesco Bank, Broadway One, Glasgow.
2. Shona Wilson, Mobile learning Officer and rep Andrew Gillies hold an event at Morrisons, Dumfries.
3. Iain Dalton, rep at Leeds Private Trades and branch vice-chair held a recruitment stall in Leeds city centre.
4. Reps take part in recruitment week at Boots Logistics SSC Nottingham.



REPS AT FAMOUS MANUFACTURING SITE ARE COMMITTED TO A HEALTHY WORKPLACE

WEETABIX EVENT PUTS SAFETY CENTRE STAGE

Weetabix held its first Health & Safety Week in June with marquees erected at its Burton Latimer and Corby1 sites.

A mixture of guest speakers, video presentations and trade stalls were on offer with all safety reps given time off to play an active part on site.

This was a very successful week and was well-received by both management and reps. It gave a comprehensive and interesting overview of all safety issues.

This should become an annual event and may be extended to include the chance for families to look around the site next time.

Thanks to everyone who made it a success.

SIMON ARCHER

Safety rep Weetabix E107



LEARNING CHAMPION 2013

Amazing Monika

Congratulations Monika Paczkowska of DHL/Argos Castlefield on being announced as the Learning Champion of 2013.

The awards, which are hosted by the Learning and Skills Improvement Service and the National Union of Students, celebrate the significant contributions learners make to the further education and skills sector, and recognise the staff who support them in doing this.

Monika is committed, hardworking and dedicated and a credit to her site and to Usdaw. She supports a team of ten ULRs and together they have created over 1,500 learning opportunities.

MARTYN WARWICK

Project worker

North Eastern division

Durham Miners' Gala

The North Eastern division provided a fantastic turnout representing Usdaw at the Durham Miners' Gala in July. The famous annual Gala is thriving as the biggest and most colourful celebration of trade union and community spirit in Britain.

EXPERT ADVICE ON OFFER FROM USDAW FOR CALL CENTRE STAFF

Union solicitors provide vital help

Many thanks to thank Alan Fitzpatrick and his team from Rowley Dickinson for spending a very busy and full day on site here at the Manchester J.D.Williams customer contact centre. They gave our members the chance to seek help and advice on non-work related issues and assistance with will writing.

Thanks to rep Richard Ward-Kong for organising an appointments system so Alan and his team were fully utilised from

10am until 7pm. The union team also took part to promote the event. We had almost 60 visits to see the legal experts which in turn raised Usdaw's profile on-site and highlighted that we are there for much more than just representation.

The day was a great success which resulted in new members signing up. Well done to everyone involved.

LINDA CRAVEN

Branch secretary K200

/GALLERY**BUSY REP SHOWS CHARITABLE SIDE AND HITS THE BACK OF THE NET FOR LOCAL CHILDREN'S HOSPICE****Bringing the community together**

I recently held a community campaign and raised almost £200 for East Anglian Children's Hospice.

It's very rewarding raising money for such a good cause as well as raising the profile of Usdaw.

I also received support from Norwich City Football Club who kindly donated a signed football pennant, which I will raffle at my next community campaign.

I'm very passionate about the events I get involved in and think as reps we all share the same passion and drive that keeps us inspired to continue this positive and worthwhile work.

I hope my enthusiasm inspires reps to give that little bit extra as it is very rewarding.

BRIAN LEWIS
Eastern division



Giving Usdaw members access to affordable, expert financial advice



We can help your members secure their financial future

Usdaw members work hard for their money, but is their money working hard for them? Could it have the right to help support up to 60 years of their retirement?

- building up a nest-egg tax-efficiently for themselves, their children or grandchildren
- lowering their personal pension contributions to help save on pay as you go state funded retirement
- protecting their family's income, as long as they can afford to pay for their own retirement
- taking their pension and getting the best possible income
- passing on their wealth to their loved ones in a tax-efficient way
- other aspects of financial planning



Contact your local Lighthouse representative to discuss how we could work with you

Lighthouse Financial Advice, Usdaw's chosen provider of financial advice, is one of the largest providers of expert financial advice in the UK. Currently there are 200 of us, so members cover all areas of the UK. Why not contact your regional representative, listed below, to talk about it? For members who are currently unable to pay their pension contributions, please contact help@lighthousefi.co.uk

Both the Usdaw and Lighthouse Financial Advice are proud to support your members. If your members are unable to pay for their pension, or are concerned about their pensions or are considering taking voluntary severance.

<p>London, Home Counties, South West & South Wales</p> <p>Malin Anderson Tel: 01753 884041 Email: malin.anderson@lighthousefi.co.uk</p>	<p>East Midlands, West Midlands, North West, North Wales, S.E., N.E. & Wales</p> <p>Jane Hallig Tel: 01206 344700 Email: jane.hallig@lighthousefi.co.uk</p>	<p>North Yorks, Leeds/Bradford, North East, Scotland & New Britain/Islands</p> <p>Helen Matthews Tel: 01474 522622 Email: helen.matthews@lighthousefi.co.uk</p>
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www.lighthousefi.co.uk/usdaw

The Usdaw is a trade union of around 140,000 members from Usdaw The Usdaw Members' Pension Scheme. Based in the UK, we are authorised by the Financial Conduct Authority (FCA) and regulated by the Prudential. Usdaw is a registered charity (No. 209894) and a limited liability company (No. 02022044). Usdaw is a member of the Financial Conduct Authority (FCA) and is authorised to provide financial services to its members. Usdaw is a member of the Financial Conduct Authority (FCA) and is authorised to provide financial services to its members. Usdaw is a member of the Financial Conduct Authority (FCA) and is authorised to provide financial services to its members. Usdaw is a member of the Financial Conduct Authority (FCA) and is authorised to provide financial services to its members.