

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

arena

Summer 2019

**LEGAL
PLUS
LOOKS
AFTER
YOU**

CAMPAIGN

*Crisis on the
high street*

ELECTIONS

*Calling Tesco
health and
safety reps*

OFFERS

*Exclusive
savings for
members*

**PARENTS
& CARERS
YOUR
RIGHTS**

Usdaw in session

*Members meet in
Blackpool for the
union's annual
conference*



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GENERAL SECRETARY PADDY LILLIS

Usdaw campaigning for members

Welcome to the Summer edition of *arena*. This issue focuses on Usdaw's Annual Delegate Meeting and gives members a summary of some of the main debates such as Time For Better Pay, age-restricted sales, Christmas and New Year trading, knife crime and automation. Also included are highlights from the speech Labour leader Jeremy Corbyn gave to delegates as this year's guest speaker.

Usdaw is still campaigning for better pay with its Time For Better Pay campaign and asking the Government to take action to save the high street through our Save Our Shops campaign.

arena also includes a feature on male suicide. The article aims to reduce the stigma and encourages men to open up and ask for help.

As well as featuring our regular pages on health and safety and Legal Plus, the Know Your Rights section focuses on parents and carers. There's also an interview with Usdaw rep Mo Loxley who was recently awarded an MBE.

Paddy Lillis, General Secretary

The team

arena is the membership magazine for the Union of Shop, Distributive and Allied Workers.

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Inside this issue...

First Call Usdaw

23 Remember you're a member Usdaw's FREE accident claim service.

People Like You

22 Chris Coupland The Tesco rep turned his hobby into a successful business.

34 Maureen Loxley MBE Shares her journey from Tesco to the Palace.

Your Health and Rights at Work

16 Parents and Carers Know your rights and claim what you are entitled to.

32 Suicide It's time to reduce the stigma around male mental health.

40 arena Health Takes the heat out of summer working problems.

Special Features

10 ADM 2019 Usdaw reps vote to decide the union's priorities for the next year.

20 Retired Members Look at how best to support young workers.

28 TUC Special Who are the TUC and what do they do for you?

Regulars

4 News New work survey results and remembering Garfield Davies.

14 Campaigns update Petitioning for better pay and to save our shops.

38 Member Offers Discounts and special offers from health to holidays.

42 Crossword Three lucky winners get to go shopping with a £50 voucher each.

43 Have Your Say Your news, views and pictures on topical issues of the day.

44 Sign up a Friend Two prizes of £250 are up for grabs in our prize draw.

46 Usdaw Information Everything you need to know about your union.



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Shopworkers under attack at work

Usdaw calls for Government action to tackle the scourge of violence

On average a UK shopworker was abused, threatened or assaulted over 20 times last year, which is nearly once a fortnight.

Usdaw's Freedom From Fear survey shows that during 2018:

- ◆ 64 per cent of UK shopworkers experienced verbal abuse.
- ◆ 40 per cent were threatened by a customer.
- ◆ with 288 assaulted every day.

The Government has opened a 'call for evidence' on this growing issue, following pressure from Usdaw and employers like the Co-op.

Usdaw has called on the Scottish Government to back a protection of workers bill. Daniel Johnson MSP is seeking to provide additional

protections for retail staff, including those who sell age-restricted items. His members' bill has been through an initial consultation and overwhelmingly backed by shopworkers. It is also supported by Asda, Co-op and the Scottish Grocers' Federation. The bill is currently in the drafting stage.

Usdaw general secretary Paddy Lillis said: "Violence, threats and abuse against workers are amongst the great scourges of our society. The statistics are shocking and show that urgent action is required.

On average a UK shopworker can end up on the wrong side of a verbal or physical assault nearly once a fortnight. Our message is clear, abuse is

not a part of the job.

"We want the Government and Scottish Government to provide stiffer penalties for those who assault workers; a simple stand-alone offence that is widely recognised and understood by the public, police, CPS, the judiciary and most importantly criminals.

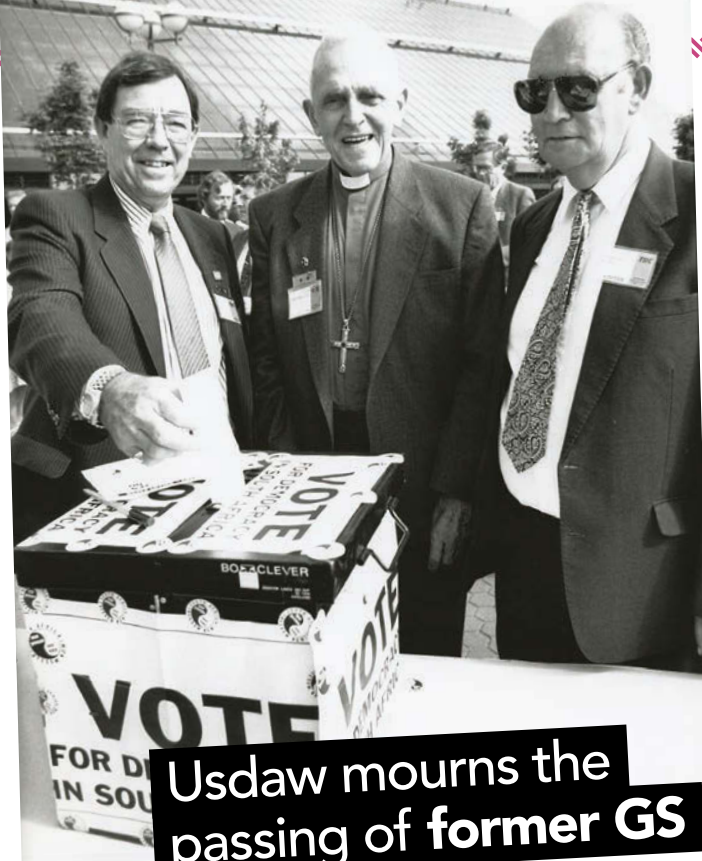
"Retail staff have a crucial role in our communities and that role must be valued and respected, they deserve the protection of the law."

"Usdaw welcomes the Government opening a 'call for evidence' and we encourage everyone concerned with this issue to make their voices heard by contributing to the Home Office online consultation before 28 June 2019."

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

www.usdaw.org.uk/respectsurvey





Usdaw mourns the passing of former GS

Paddy Lillis pays tribute to Garfield Davies

Former general secretary Garfield Davies passed away in March, aged 83. He was Usdaw's general secretary during one of the most tumultuous and difficult times experienced by the trade union movement; a time when the Conservatives were ruthlessly attacking trade union and employment rights.

Garfield's rise in Usdaw was meteoric. He started off as a shop steward in the steel industry before becoming an area organiser in 1969.

From there he was promoted to deputy divisional officer and in 1978 he moved to Manchester to take up his role as national officer. In 1986 he

"An enthusiastic trade union leader who steered Usdaw through some very difficult times"

was elected as Usdaw's general secretary and served as general secretary for just over a decade. After retiring he was awarded the CBE in 1996 for services to industrial relations

and later made a life peer entering the House of Lords in 1997 as Lord Davies of Coity.

Under Garfield's leadership Usdaw won a number of notable victories, including the Sunday trading campaign which was Thatcher's only defeat in the House of Commons.

Garfield believed in a just, fair and equal society for everyone and as a TUC spokesman for International Affairs he campaigned passionately on behalf of South African trade unionists against apartheid. He was also a vocal supporter of the National Minimum Wage at a time when other unions were opposed to it.

General secretary Paddy Lillis said: "It is with great sadness that we hear of the loss of our former general secretary Garfield.

"I was first appointed to Usdaw's staff by Garfield. He was an energetic and enthusiastic trade union leader who steered Usdaw through some very difficult times, countering the anti-trade union fervour of the Thatcher Government.

"He was a great Labour man and played a key role in modernising the party and securing a landslide victory in 1997 after 18 long years of opposition. Garfield always put our members at the forefront of everything he did and he took that into the House of Lords where he robustly defended workers' rights."

RIGHT TO
'NORMAL HOURS'
CONTRACT

NO TO
ZERO HOURS
MISUSE

£10 PER
HOUR

USDW -
TIME FOR
BETTER PAY

MINIMUM
16 HOUR
CONTRACTS

£10 minimum wage

Usdaw continues to campaign for the fair treatment of young workers

Usdaw welcomed the Labour Party's commitment to deliver a £10 minimum wage for all workers. This would benefit young workers who could earn more than £2,500 more each year. This would deliver a key aim of Usdaw's Time For Better Pay campaign.

Usdaw's survey of 2,000 workers under the age of 27 showed that:

- ◆ Over the past five years, 44 per cent of young workers have seen no improvement in their financial situation.
- ◆ Over the past 12 months, 85 per cent of young workers have

had to borrow money to pay everyday bills.

- ◆ Young workers are 50 per cent more likely to rely on insecure hours than their older colleagues.
- ◆ 72 per cent of young workers believe that financial worries are having an impact on their mental health.

Usdaw general secretary

Paddy Lillis said: "Going to work should mean a decent standard of living for all young workers. Under 27s are more likely to be working hours that are not guaranteed in their contract and therefore need

protection against insecure work. They are also more likely to be paid less than older colleagues.

"Usdaw has campaigned for years to abolish youth rates. As a result, youth rates no longer exist in companies like Tesco, Sainsbury's, Co-op and Morrisons. So Labour's commitment, is very much in line with what we've been able to achieve in trade union organised workplaces. It is only right there is a level playing field across all employers and that can only be achieved through minimum wage regulations."

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Get a voucher code, worth up to £35, when you open a savings plan

Usdaw has partnered with savings provider, Shepherds Friendly to bring members a variety of tax-efficient savings plans, offering savings solutions for the whole family.

Shepherds Friendly is a mutual society, wholly owned and run by its membership. It has been providing financial security to members since its foundation in 1826. Their savings plans are flexible and accessible; you can

start saving into an ISA from £30 a month, or you can open a Junior ISA for your children from just £10 a month. Both plans offer the option to add one-off lump sums, and don't require a regular commitment to keep the plan open.

As part of the launch of the partnership, Shepherds Friendly will also be offering an exclusive offer of a Love2shop voucher code, worth up to

£35, when you open a savings plan through Usdaw Offers and Discounts. Just visit **www.usdaw.org.uk/offers**.

You should remember that, as with any investment your capital is at risk. All references to taxation are to UK taxation and are based on Shepherds Friendly Society's understanding of current legislation and HM Revenue and Customs practice which may change in the future.



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Tesco retail health and safety rep and union learner rep elections 2019

Health and safety rep elections will be taking place across all Tesco stores and dotcom centres in September/October of this year. Union learner rep (ULR) elections will also be taking place in designated checkout learning stores. Full training will be given to members who are elected.

We particularly need more

women, young workers, disabled, LGBT and BME members, as well as members from Central and Eastern Europe to take on these roles – our reps need to reflect the diversity of our members in Tesco.

Usdaw already has lots of dedicated and talented health and safety reps and ULRs across Tesco stores. We know that they find the role incredibly rewarding, and we hope that existing reps will stand again.

There are still stores,

particularly in the convenience format, that don't have a rep, or where we need more reps – so please think about putting your name forward.

The key elements of the health and safety rep role are to:

- ◆ Advise and represent members in health and safety matters.
- ◆ Participate in the forum process.
- ◆ Investigate and Inspect health and safety issues.
- ◆ Recruit and organise.

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Workers' Rights A Guide for full-time and part-time workers

Trade unions have fought hard to ensure workers have a number of important rights to protect their interests at work.

To ensure employees are not at a disadvantage at work it is vital that they are aware of these rights, what they're entitled to and who to contact if they need further help.

Usdaw's guide to employment and benefits rights contains useful information for all Usdaw members. This booklet is everything you need to know on statutory (basic) rights, contractual rights, rights for part-time workers, discrimination in the workplace, maternity and parental rights, family friendly rights, fixed term contracts, Sunday working rights, state benefits.

All Usdaw publications can be found at dtp.usdaw.co.uk/
PublicationsCatalogue



PUBLICATIONS

Depression (Women's Health Series: 3)

Fibromyalgia - An advice guide for Usdaw reps (Leaflet 436)

Member Offers (Leaflet 398)

Men's Mental Health - It's OK to ask for help (Leaflet 433)

Parents & Carers - Not Enough Hours in the Day? (Leaflet 437)

Pensions and Redundancy Guide (Leaflet 440)

Pensions - Understanding Your State Pension (Leaflet 428)

Puzzled By Pensions? - A Guide to Auto-enrolment

Puzzled By Pensions? Protect Your Pension From Scammers (Leaflet 438)

Save Our Shops (Leaflet)

Talking about Men's Health - Depression (Leaflet 441)

Time off for Family Emergencies - Know your rights (Leaflet 349)

The Usdaw Home Study (Leaflet 130)

Usdaw Pensions Guide – 2019/20 edition

Usdaw the Trade Union for Professional Drivers (Leaflet 289)

Working Parents Know Your Rights (Leaflet 381)

Worried about money? Know Your Rights (Leaflet 385)

Your Rights to Breaks and Paid Holidays (Leaflet 352)

FACTSHEETS

Getting on with Maths and English (LLL RS3)

Lifelong Learning with Usdaw (LLL RS1)

Morrisons Personal Retirement Scheme

Pensions Contributions Must Increase in 2019 - Are You Affected?

Puzzled By Pensions? - Money Purchase Annual Allowance Explained

Puzzled By Pensions? - Salary Exchange Explained

Sainsbury's Retirement Savings Plan (Factsheet)

Tesco Retirement Savings Pension Plan (Factsheet)

Usdaw's Divisional Political Activists Programme - Join the Team

The Usdaw Guide to Labour Party Meetings (URL RS6)

The Usdaw Union Learning Rep (LLL RS2)

**Read, download
and order
Usdaw publications at:
dtp.usdaw.co.uk**



Uswdaw parliament 2019

Uswdaw activists and officials gathered in the Winter Gardens in Blackpool for the Annual Delegate Meeting (ADM) in May 2019. Over 700 delegates voted on propositions to decide the union's policies and priorities for the next 12 months.

General secretary Paddy Lillis, deputy general secretary Dave McCrossen and president Amy Murphy hosted their first

ADM as the new leadership team of Usdaw. Executive council member Chris Winwood ensured the smooth running of his first ADM as the chair of the standing orders committee. *arena* reports on a cross section of the main propositions and debates.

Age restricted sales

Uswdaw delegates supported action to protect retail staff who enforce the law on age-restricted sales. Conference identified that



SUB RISE AGREED

◆ Delegates voted overwhelmingly to increase subs by 6p a week meaning **Scale A** members will pay **£2.48** and **Scale C** will pay **£1.61** a week from 1 July.

enforcing age-restricted sales is still a major trigger for abuse, threats and violence. Usdaw called on the Scottish Government to back a protection of workers bill and encouraged everyone to complete the online government consultation on the subject www.homeofficesurveys.homeoffice.gov.uk/s/PVAUE/

Christmas and New Year Trading

ADM backed a call for the longest possible

break for shopworkers over the Christmas and New Year trading period with no loss of pay or having to make up hours when a store is closed.

Universal Credit

Usdaw delegates supported calls for an immediate halt to universal credit. They argued that the Government's flagship system was failing vulnerable members of society.



Time For Better Pay

ADM delegates enthusiastically backed Usdaw's Time For Better Pay executive council statement. Usdaw launched the campaign last year when the Time For Better Pay survey showed that over half of people paid at, or close to minimum wage rates were missing meals, just to pay the essential bills. And three out of four were struggling to pay for the energy to heat their homes.

In response to the survey Usdaw launched a petition on the Government website calling for immediate action to tackle in-work poverty by implementing the campaign's goals of £10 per hour minimum wage, a minimum of 16 hours contract, a right to a normal hours contract and a ban on zero-hour contracts.

Political Activists

Conference endorsed the union's plan to develop a network of political activists to deliver campaigns in workplaces. This will give the union a stronger political voice and will help ensure the union is ready to help Labour win the next general election. Labour is the only party committed to delivering real and meaningful change for working people.

Union Lifelong Learning

ADM called for wider access to union Lifelong Learning services and for employers to recognise the right to learn in employment contracts. Conference agreed that trade union Lifelong Learning was an important way for workers to access education.

Mental Health

Delegates endorsed an executive council statement on Mental Health at Work.

Conference agreed the work the union is doing on mental health, is so important. If Usdaw can give members who might be experiencing problems, a sense that the union understands the issue, they are more likely to open up and in turn get the support they need at work.



Knife Crime

Knife crime has seen a drastic increase in recent years and nobody should have to risk serious physical assault as part of their job.

Conference backed calls for the Government to legislate on shop security staff wearing stab vests and greater control on the sales of knives.



Young Workers

Research shows that young workers are disproportionately affected by harassment, abuse or violence while at work. ADM called for action to tackle the harassment of young workers through negotiating robust anti-harassment policies backed by strong legislation.



Automation

Conference called for the suspension of the introduction of new automation systems in retail and distribution until a policy of settlement preserving workers' wages and conditions of employment is reached. A collective right to consultation would allow negotiators to protect jobs and look for alternatives.



Paddy Lillis, Jeremy Corbyn and Dave McCrossen

USDRAW FOR LABOUR

At this year's ADM the guest speaker was leader of the Labour Party, Jeremy Corbyn where he received a standing ovation. In a wide-ranging speech Jeremy outlined what a Labour government would do for Usdaw members.

"Workers in the retail sector, in distribution, in warehousing, in food manufacturing have paid the price of the 2008 banking crisis with falling real wages and cuts to public services while those who caused the crash got off scot-free.

In-work poverty

"We live in a country where more than 4 million children live in poverty and where 1.6 million food parcels were handed out by food banks in the Trussell Trust network last year.

Yet most people in poverty are actually in work. It couldn't be clearer that the rules of the game just aren't working for the overwhelming majority of people.

"The rules of the game need to change. That, begins in the workplace. The first step is to end insecurity at work. No one can feel secure on poverty wages. When you're constantly on the edge, when you're stressed about affording rent

"The first step is to end insecurity at work. No one can feel secure on poverty wages."

and food, you're in no position to assert your rights. Labour will introduce a £10 per hour real living wage. Usdaw has been pushing ahead on this issue with its Time For Better Pay campaign and I commend you for it. Labour will also ban zero-hours contracts and we'll make sure all workers have equal rights from day one. Labour will also reinstate the law giving employers a duty to protect staff from harassment by

customers, which I know is very important to shop workers.

For the many

"While the labour movement gives workers a voice the Conservative

Party has always thought you should be seen and not heard. They have used the law to gag you. Within 100 days of taking office the next Labour government will repeal the Tories' Trade Union Act.

"Labour will ensure workers have more security and more say over their lives.

And we will forge a more caring, less stressed society, where everyone is supported.

"That is what we mean when we say we will rebuild Britain for the many, not the few."



Petitioning for better pay

Usdaw continues to push its Time For Better Pay campaign in a bid to secure a debate in the House of Commons.

Usdaw's Time For Better Pay petition has already secured the signatures of over 37,000 people who share the union's deep concerns about pay and rights of millions of workers who find themselves in increasingly insecure employment.

In 2018 Usdaw conducted a survey of over 10,500 workers in retail and associated sectors which laid bare the issues that working people are facing as a result of low pay, short and zero hours contracts and insecure work.

Usdaw general secretary Paddy Lillis said: "The Time For Better Pay petition was launched to end job insecurity and help working people make ends meet. Having reached the first milestone of 10,000 signatures, we were deeply disappointed by the

Government's woefully inadequate response.

"They failed to engage with the evidence we provided and snubbed the petition. Usdaw's research has shown that the so called 'National Living Wage' does not live up to its name. Our survey

identified that 54 per cent of low paid workers are regularly having to miss meals just to pay the bills.

"So it was clear that we have to push on for

"Research shows that the National Living Wage does not live up to its name"

TIME FOR BETTER PAY AIMS:

- ◆ A minimum wage rate of **at least £10 per hour** for all workers.
- ◆ A contract based on an **individual's normal hours** of work.
- ◆ A minimum contract of **16 hours per week** for everyone who wants it.
- ◆ An **end to zero-hours** contracts.

Campaigns Update

the 100,000 signatures that would provide the opportunity for the petition to be debated in the House of Commons.

To find out more about Usdaw's Time For Better Pay campaign visit:

www.usdaw.org.uk/T4BP

Save Our Shops

The retail sector is facing serious difficulties with shops closing and retail workers experiencing short hours, low pay and job insecurity. A continued increase in the move to online shopping and the rise of automation are additional challenges for retailers. Last year shops were closing at a rate of 14 per day. Usdaw is calling for the Government to act now and breathe life back into the high street.

Local MPs, Labour party activists and Usdaw reps and officials joined forces in their local town centres in March to campaign against the current crisis on the high street as part of the union's Save Our Shops campaign.

Activists spoke to local shopkeepers, retail

workers and the passing public about the campaign and upwards of 10,000 people signed a petition campaigning for the Government to take action.

Usdaw general secretary Paddy Lillis said: "Three million people are employed directly in the retail sector and another 1.5 million jobs rely on the success of shops. In recent years, hundreds of thousands of jobs have been lost in retail, with large and small retailers alike closing their doors.

"Retail has got a future, but if nobody is going to sit down and look at the potential problems going forward, then it's going to decline. And we are saying, that is not good enough. Our members, their families and the communities in which we live deserve better.

"The Save Our Shops campaign is about highlighting this to the politicians, local authorities, to the employers and anyone who will listen – there needs to be a long-term strategy for our town centres, to protect jobs and ensure communities can thrive."

Taking the message to the streets of Northwich





Claim what you are entitled to

Know your rights

Since 2010 £37 billion has been cut from the welfare state. From day one Usdaw members have been at the sharp end of cuts and caps to in-work benefits. The union's Time For Better Pay campaign survey reveals that almost two thirds of members feel worse off now than they did five years ago and three quarters are relying on loans and borrowing to pay essential bills. Usdaw is campaigning for better pay and a social security system that ensures everyone receives enough to live on.

Know your rights outlines some of the main benefits available to working parents.

Did you know that there are a number of benefits and legal rights available to working parents and carers?

Know Your Rights

Q Can I claim universal credit?

Universal credit is a new, means-tested benefit for people of working age. It replaces income support, income-based job seekers allowance, income-related employment and support allowance, housing benefit, child tax credit and working tax credit. These are known as 'legacy benefits'.

Universal credit is a benefit for both single people and couples on a low income to provide financial support for living costs. It can be paid to people in or out of work.

You can claim if you are:

- ◆ Aged 18 or over.
- ◆ Under the qualifying age for pension credit
- ◆ A couple and only one of you is over pension credit age, then you will have to claim universal credit.
- ◆ In Great Britain.
- ◆ Not in education.

Q Will I be better off on universal credit?

This will depend upon your income, housing costs and the makeup of your household, but most people with children, single parents and disabled workers will be worse off. There is a free, anonymous, online benefit calculator on the 'Entitled to' website at www.entitledto.co.uk

Q How do I claim?

- ◆ In most cases, claims for universal credit must be made online at www.gov.uk/universalcredit
- ◆ People who don't have access to a computer/

internet may be able to make a claim via the telephone service on **0800 328 5644**.

Q Can I claim child benefit?

One person can claim child benefit if they are responsible for a child under 16 (or under 20 if they stay in approved education or training) and live in the UK.

Q How much can I claim?

Child benefit has been frozen since April 2011 at the following rates:

- ◆ Only/eldest child – £20.70 per week.
- ◆ For every subsequent child – £13.70 per week.

Claim by calling the child benefit helpline on **0300 200 3100** or download a claim form from www.gov.uk

Q What is the Sure Start Maternity Grant?

This is a one-off £500 payment. To qualify you must be in receipt of a qualifying benefit. For parents in paid work this means you will qualify where:

- ◆ You are in receipt of more than the basic family element of child tax credit.
- ◆ You qualify for working tax credit with a disability or severe disability element.
- ◆ You are in receipt of universal credit.
- ◆ There is no other member of your family who is under 16 years old at the time of your claim.

For more details and to make claim go to www.gov.uk/sure-start-maternity-grant

Time Off

Right to Request Flexible Working

All employees with 26 weeks' service can make a formal application for flexible working. This means you have the right to request a change to your days/ hours of work. Your employer must consider any request seriously and only refuse where there are clear business reasons for doing so.

Parental Leave

Parents of children under the age of 18 have the right to 18 weeks unpaid parental leave per child if they have worked for their employer for more than one year; they must take this leave before the child's 18th birthday.

Time off for dependants

Everyone has the right to take unpaid reasonable time off work to help family members who depend on them in an emergency. Usdaw members have also successfully used this right to:

- ◆ Finish work at 3pm to collect children from school.
- ◆ Change from working an evening shift to an afternoon shift.
- ◆ Work school term times only.
- ◆ Stop working Saturdays for a limited period of time.



For more information on flexible working please go to

www.usdaw.org.uk/346

Q Is my child eligible for free school meals?

The rules around free school meals are complicated and will depend on which part of the country you live in and what benefits you are on. For further details about the various schemes please see Usdaw's Worried About Money leaflet 385 at www.usdaw.org.uk/385

Q Can I get help with the cost of school uniforms?

Local authorities can give grants for school uniforms and other school clothes. Each authority has its own rules about who is entitled to claim help so check by contacting the benefits section of your local council.

Juggling work with caring responsibilities can be tough. Outlined below are some rights that might be of help.

Know Your Rights



working request for some/all of these hours to be made permanent. When permanent hours become available Usdaw would expect opportunities to first be offered to existing staff looking to increase their hours before being advertised externally.

Q My manager says rotas have to be changed so everyone works two nights and one weekend day. I'm a single parent with two young kids. Can they do this?

What hours you can be asked to work will depend on your contract. However, employers cannot change your contracted hours of work without going through the proper process and speaking to you. Your employer must seriously consider the implications for you and your young family before changing your hours.

Q I'm coming back after maternity leave and put in a request to reduce my hours. I've been told this is okay but I have to step down from my role as supervisor to general assistant, which means less money. What can I do?

Managers need to work with you to explore every opportunity for you to return to your supervisor role even on reduced hours. This could mean making the role a job share or supervising a different section. Asking you to step down without any discussion about how they might accommodate your request for reduced hours is not reasonable. Speak to an Usdaw rep before committing to any changes.

Carer's rights

Most Usdaw members are juggling their jobs with looking after someone. The following FAQs explain what rights are available for parents and carers who are looking for hours that better fit around their caring commitments.

Q I'm a carer for my mum and struggling to make ends meet, I've been looking for more hours but my manager says there are none available, what can I do?

If you regularly work additional hours or overtime, you could put in a formal flexible

Retired Members' Conference

Still fighting

Usdaw's annual Retired Members' Conference celebrated 30 years in May at the union's national training centre in Warrington and debated the question: how can the union support young workers?

Representatives from Usdaw's seven divisional retired members' committees attended the conference which was organised by the union's pensions team.

Lynn Collins, regional secretary from the North West TUC, was invited to discuss intergenerational fairness – the idea that tensions arise between generations because they are blaming each other for the challenges in society.

“There are recent reports aiming to answer the question of whether the current generation in or approaching retirement will, over the course of their lifetimes, have enjoyed and accumulated much more housing and financial wealth, public service usage, and welfare and pension entitlements than more recent generations can hope to receive,” said Lynn.

“The fact of the matter is, wherever you find yourself in life, you're going to hit problems that are not the making of the generation before or the generation after, they're the making of failing government policies.”

Usdaw rep Christina Distefano spoke about her role on the national young workers' committee and the importance of encouraging younger members to join a union.

“Only 15 per cent of young workers are in a trade union,” said Christina. “They are the



future of trade unions and we need to work together, and learn from each other, to ensure young workers are engaged in the movement.”

The campaigning union

Usdaw general secretary Paddy Lillis thanked delegates for their contribution to the work of the union and updated them on the progress of Usdaw's big campaigns.

“Last year our reps recruited almost 94,000 members and I could not be prouder,” said Paddy. “But despite this, we're in a time of uncertainty. The retail crisis has been felt across the companies we organise in with restructuring, job losses and store closures.

“Usdaw has a proud record of campaigning to improve our members' working lives and that won't stop.

“We launched our Time For Better Pay campaign, aiming to develop an economy where going to work guarantees that people can afford a basic standard of living. And in March we were out on high streets across the country, talking to the public and getting



Members' say

Bill Sanderson

Bill was attending the retired members' conference for the third time as a representative of the North West retired members' committee.



"It was a really enjoyable conference and we had some great debates," said Bill, 69. "I particularly enjoyed Christina's presentation about young workers. I think it would be a great idea to link up with the national young workers' committee and share ideas."

Bill retired from CSM Bakery Solutions in Bromborough five years ago where he was an Usdaw rep and health and safety rep. He's continued to support his ex-colleagues through his role as branch secretary and was recently inspired to join the North West political committee.

"It's all keeping me very busy. I'm not someone who likes to sit around and do nothing, I want to make a difference wherever possible."

support for our Save Our Shops campaign.

"This is some of the biggest campaign activity ever run by Usdaw.

"Retired members are an integral part of the union and I encourage you all to get more involved and support our campaigning activity. I know there are already some who devote a lot of their time to the union and we welcome and support your contribution."

Don't retire from the union

Just because you're retiring from work doesn't mean you have to retire from the union. Being a member gives you access to pension advice, a free legal service and exclusive members' offers.

You can also play a vital role in your branch's recruitment and campaigning activities.

Retired workers are a crucial part of Usdaw's army of reps and any time and help you can give will always be welcomed.

Speak to your local office if you are interested in getting involved (see page 47).

Ann Lloyd



Ann retired from Sainsbury's six years ago but still remains a very active member. She's been part of the Midlands retired members' committee for 14 years and has continued to look after her

colleagues as branch chair.

"The union is such a big part of my life," said Ann, 74. "Usdaw has always encouraged me to move forward, and doesn't hold me back.

"I try to get as involved as I can, taking part in campaigns, supporting the reps and members in my division and going out on stand-down. I'm also very politically involved and help out with the local Labour Party when I can.

"Usdaw is fantastic and the organisers are very supportive, they're always there if you need them.

"I'm very proud to do what I do. If I can carry on until I'm 80 I'll be chuffed."

Capturing Chris

The Tesco rep who turned his passion for photography into a successful business

Usdaw rep **Chris Coupland** has loved photography since the age of 11 when he started taking pictures on family holidays. His passion and ability flourished over the years and in 2000 he opened an award-winning professional wedding and studio photography business which he runs alongside working part-time on the checkouts at Tesco.

“I used to breed and show poodles and take their photographs, then in 2001 I won the Kennel Club portrait photo of the year,” said Chris, who lives in Selby with his wife Chrissy. “That’s what really spurred me on to turn my hobby into a business.”

A garden studio

“I started off with smaller jobs and vowed never to do weddings as they’re a big responsibility, but when I started taking pictures at family weddings, my confidence grew and I’ve now done over 250!”

Chris started working at Tesco three years ago but prior to that he was an education manager in prisons in the North East where he taught maths, ICT and photography. He continues to teach photography today in his studio, conveniently at the bottom of his garden which he converted from an old workshop in 2015.

“Opening the studio enabled me to take on a wider range of work,” said Chris. “The previous owners used it as a leather workshop so it was a good size. It’s also allowed me to



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

www.usdaw.org.uk/bearep

“That’s what really spurred me on to turn my hobby into a business.”

run my photography classes from home and last year I had 79 students through the door.

In October 2018 Chris published his first book *Improving Your Own Photography*, sharing his experiences and knowledge.

“A friend told me about self-publishing on Amazon,” said Chris. “I realised after all these years of teaching and writing blogs I had lots of material and the

makings of a book, so why not publish one. I’ve sold 150 copies so far. It’s great to be able to have another avenue to share my knowledge and see others learn new skills.

“I’m fortunate that I’m able to do what I love, and that includes working at Tesco and chatting to the customers on the checkouts. I’ve recently signed up as a union rep, learning rep and health and safety rep so it’s exciting to see where that journey will take me too.”



Free Legal support for members

WHAT DOES FIRSTCALL COVER?

- ◆ Any accident, anywhere in the UK – including road traffic accidents, work-related conditions or diseases, slipping and tripping, and injuries caused by violent crime or armed robbery (CICA claims).
- ◆ Accidents/injuries to members, and their children under the age of 18, while outside the UK on a package holiday*
- ◆ Family members living with you are also fully covered if they're injured in a road traffic accident.

**Package holiday claims means accidents, injuries or other personal injury claims covered under the Package Travel, Package Holidays and Package Tours Regulations 1992. Members are advised to take out adequate holiday insurance at the time of booking their holiday. Usdaw Legal Plus does not cover members for any personal liability that might arise from their actions; cancelled flights or accommodation; lost baggage; or up front medical expenses.*

Please note: Usdaw Legal Plus is not an insurance policy. The Personal Injury cover does not replace the need to obtain specialist holiday insurance, car insurance and home insurance.

Take the pain out of personal injury and keep 100 per cent of your compensation with Usdaw's FREE claim line for members.

If you've had an accident that wasn't your fault contact FirstCall Usdaw, the union's free accident and injury claim line. Making a claim is easy. There are no complicated forms to fill in and you will be supported by Usdaw and the union's solicitors every step of the way.

Q How do I make a claim?
 Call FirstCall Usdaw free on **0800 055 6333** to start your claim. You will be asked to provide some personal details and information about your claim. Your details will be checked and your claim will be logged – have a pen and paper ready to take down your case number.

Q How do I qualify?
 To qualify for Usdaw legal assistance the accident must not pre-date your membership and you must be a fully paid-up member. You must also be making a claim within three years of the accident (two years if it is a criminal injury claim).

Q What legal fees do I need to pay?

None. FirstCall is a free service for Usdaw members. There are no legal costs whether you win or lose your case (the only exception is if the member has knowingly made a fraudulent claim).

Q Do I keep all of my compensation?

Yes. If the claim is successful you will keep 100 per cent of your compensation, unlike many private solicitors who can deduct up to 25 per cent to cover the legal costs.

Q Can I use FirstCall Usdaw to contact the solicitor for a claim I have already registered?

No. FirstCall Usdaw is only the number to ring to start a new claim. Please use the number provided to you by the union solicitors if you have a query about an ongoing case. Call the Legal Department on 0161 249 2438 if you have mislaid the solicitor's number.

For more information visit

www.usdaw.org.uk/legalplus

LEGAL PLUS



Your union membership is so valuable

Keith is keen to spread the word about FirstCall Usdaw

*When Tesco warehouse operative **Keith Springate** had an accident at work, FirstCall Usdaw came to his aid. A union solicitor took up Keith's case and he was awarded £2,000 in compensation just nine months later.*

The accident happened in January 2018. Keith was replenishing stock in the warehouse where he works when a colleague accidentally drove into him with a forklift truck causing a serious foot injury.

"I was moving pallets of stock around the warehouse," said Keith, who lives in Goole. "I got off my forklift to remove the cellophane wrapper on the pallet of goods I was carrying, and that's when the other truck came out of nowhere and hit me. The fork and wheel went straight over my foot – I was in agony. I went to hospital that day and an x-ray revealed severe bruising and a broken toe.

"I took six weeks off work and lots of rest to recover but thankfully there's no

lasting damage."

Keith is a union learning rep and an active member of Usdaw so he already knew about the legal service. He contacted the union a month after the accident and was put in touch with a solicitor.

"It was a very good service all round," said Keith. "Everything was explained very clearly and I was kept in the loop with any progress on the case. If there were any decisions to make the solicitor would just give me a call.

"The case was settled in September last year and I was delighted with the outcome. As a rep I make sure everyone knows about the legal service – your union membership is so valuable."

It's an 'excellent service' says Janet

Janet Smith was awarded £4,500 in compensation thanks to her union membership after an accident at work left her with a serious knee injury in June 2017.

The 63-year-old, who works as a dotcom picker at Tesco in Warwick, was in the middle of collecting items for an order when her feet became entangled in plastic wrapping left over from staff restocking on the night shift. Janet fell face down to the floor with her left knee taking the full weight of the fall.

"I couldn't move," said Janet. "Two colleagues and a customer who had seen me fall came over to help me sit up. My knee was really swollen and painful so my colleague fetched some ice to help with the swelling.

"Fortunately, after a rest, I was able to get up and continue working on lighter duties."

A few days later Janet was walking down the stairs when her knee locked leaving her in agony. A visit to the doctors, an x-ray and an MRI revealed that the bone was

very badly bruised. She was signed off work for six months and referred for a course of physiotherapy.

"I decided to contact FirstCall Usdaw when I realised the seriousness of my injury," said

Janet. "I made the phone call and was put in touch with a solicitor straight away. The solicitors were very helpful throughout the whole process, they took care of everything

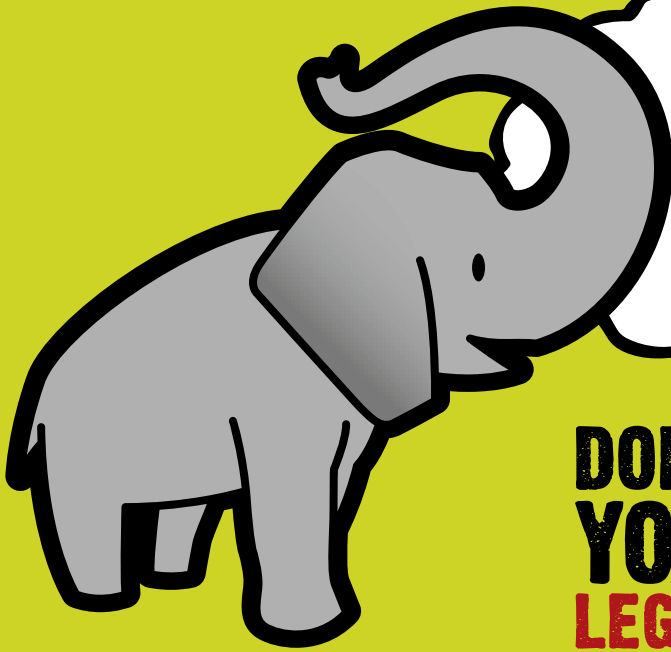
and my case was settled 18 months later – it couldn't have been easier.

"I'm back at work and on lighter duties while I fully recover. The doctors have said that hopefully my knee will heal completely within 18 months.

"I've told all my colleagues about FirstCall Usdaw. It's an excellent service and I wouldn't hesitate to use it again if I needed to."

"I just made the phone call and was put in touch with a solicitor straight away."





**INJURED?
REMEMBER
YOU'RE A
MEMBER**

**DON'T FORGET
YOUR FREE
LEGAL SUPPORT**

- ✓ Expert solicitors to look after you.
- ✓ For members and their children under the age of 18 any accident, anytime, anywhere in the UK and for package holidays outside the UK.
- ✓ And family members living with you are also covered for road traffic accidents.

**IF YOU HAVE AN ACCIDENT,
HIGH STREET SOLICITORS
CAN TAKE UP TO 25% OF
YOUR COMPENSATION
WITH FIRSTCALL USDAW
YOU KEEP 100% OF
YOUR COMPENSATION**

FirstCall *Usdaw* 0800 055 6333
VISIT WWW.USDAW.ORG.UK/FIRSTCALL

Now I'm telling
everyone to
sign up



Joe 'over the moon' with result

Usdaw member Joe Doyle can't speak highly enough of the union's FirstCall service after being awarded £4,370 in compensation following an accident at work.

Joe, a cleaner at Tesco in Liverpool, was off duty when the accident happened in February 2018. He'd popped back into his store to buy some butter and the next thing he knew he was lying on the floor looking up at the ceiling – he'd slipped on a grape!

"I didn't realise what had happened at first, it was a bit of a shock," said Joe, 75. "The security guard came over to help me up, and then we saw the grape on the floor.

"I was able to carry on shopping but then later that evening I started suffering with pins and needles in my back. I went to the doctor and they identified soft tissue injuries to my calf and shoulder. I was already suffering with a long-standing back problem

and this just caused even more aggravation. Reluctantly I was forced to take a month off work to recover."

Joe's in-store union rep heard about his accident and told him to contact Usdaw straight away.

"The FirstCall solicitors were marvellous and made me feel very at ease from beginning to end. They arranged appointments to see specialists and kept me updated every step of the way. The cheque arrived in the post in March and I'm over the moon with the result.

"I've always been a member of a union – and now I'm telling everyone to sign up – you never know when you might need that support."

Unionlearn

Every year the TUC trains thousands of union reps so that they have the appropriate knowledge and skills to look after their members in the workplace. It also manages part of the funding that ensures trade unions can deliver learning opportunities to their members and has allowed hundreds of thousands of union members to improve their skills in literacy, numeracy and ICT as well as a wide range of other subjects.



Working together



The Trades Union Congress (the TUC) is the umbrella group for trade unions in the UK, including Usdaw. The TUC's job is to stand up for everyone who works for a living, and to help unions to grow and thrive.

Over five and a half million workers belong to the 48 unions which are affiliated to the TUC, and just as workers benefit by joining together in a union, unions gain strength by acting together through the TUC.

Supporting unions

The shared aims and objectives that all unions have are campaigned for collectively through the TUC and it plays a crucial role in supporting trade union educational services.

It brings together unions to draw up common policies, lobby government, campaign and represent British workers on international bodies in the EU and the International Labour Organisation.

It informs unions on economic, equalities, workplace and social policy and consults with



History of the TUC

In 1868, a group of trade unionists from across the UK met in Manchester and held the first meeting of the Trades Union Congress. They agreed 'that it is highly desirable that the trades of the United Kingdom should hold an annual congress, for the purpose of bringing the trades into closer alliance, and to take action in all Parliamentary matters pertaining to the general interests of the working classes'.

In the years that followed the TUC became the voice of trade unions in the UK, initially concentrating on influencing government policy, but from the 1920s taking a more active role in industrial matters, and playing a key part in co-ordinating the 1926 general strike – the largest industrial dispute in Britain's history over wage reduction and worsening conditions for coal miners.

The TUC today

The TUC became part of the infrastructure of the trade union movement, as well as a campaigning and influencing body. It also became part of the fabric of British political life, consulted by governments on policy and leading opposition to any attempts to undermine the rights and living standards of working people.

The TUC headquarters are based in London but they have regional offices across the UK.

the government and political parties as they develop policy, responding to consultations and attending meetings on behalf of trade unions. It also co-ordinates campaigns on key issues that affect all unions – such as the campaign to repeal the 2016 Trade Union Act.

Decision making

Every September, the UK's trade unions meet at a big conference known as the TUC Congress. This is where the movement decides its priorities for the coming year. Each union, including Usdaw, sends a group of representatives to the TUC Congress to contribute to the debates and decision making.

Between congresses, the TUC is governed by the 56 members who sit on the TUC general council. This is made up of representatives from TUC affiliated unions, including Usdaw which has three seats. The council meets every two months to oversee the TUC's work programme and agree new policy initiatives.

For more information about the TUC visit

www.tuc.org.uk





Usdaw and the TUC

Alongside sitting on the TUC General Council and attending Congress, Usdaw takes an active role in TUC conferences, special committees, events and marches helping to develop policy and deliver campaigns.

TUC Young Workers' Conference, London

Usdaw's focus at the Young Workers Conference (pictured above) was to promote one of the union's flagship campaigns – Time For Better Pay.

Jasmin Askew, a member of Usdaw's national young workers' committee, moved the motion. "I spoke about the campaign because it is important and what we want is clear," said Jasmin, 26, who works at Dunelm in Chelmsford. "Usdaw's young workers' week was based around this campaign too so I think it's great that the TUC are behind it.

"The conference was a good opportunity to link in with other unions and hear about the different issues they deal with."

Other members from the Usdaw delegation also spoke on the platform about mental health and the future of the retail sector.

TUC Black Workers' Conference, London

At the Black Workers' Conference, Usdaw called for stronger collective bargaining rights to enable trade unions to better tackle race discrimination and the disproportionate impact austerity has had on black workers.

A group of seven members attended the weekend in April including first-timer Sajida Sayani, a sales advisor from Boots in Leicester.

"It was a really enjoyable experience and something completely different," said Sajida. "It was a mixture of a big conference and smaller workshops where we covered a broad range of topics including mental health, equal pay, disability, discrimination and equality.

"I took an active role in discussions – it was good to be hands on and share experiences.

"I was overwhelmed by the amount of other unions – so many that I'd never even heard of.

"It's really important for Usdaw members to be involved in the TUC and take an interest as it helps you to understand the bigger picture."

This year we've also attended the TUC Women's Conference and the TUC Disabled Workers' Conference (pictured opposite).



Usdaw members attended the annual **TUC Disabled Workers' Conference** where Usdaw delivered a motion on 'Developing a Social Model Understanding of Mental Health'.



Sisters in Solidarity was the theme of the 2019 **TUC Women's Conference** in March. Usdaw spoke about issues including universal credit, pregnancy at work, women's poverty and the retail sector



The Usdaw delegation at the **TUC Black Workers' Conference** which took place at the home of the TUC - Congress House, in April.

It's OK to talk about it

*With mental illness sharply rising
in the UK it's important to reduce
the stigma surrounding male
suicide and encourage men to talk
and access the right help*



Suicidal feelings can affect anyone, of any age, gender, or background, at any time.

Research shows that men in the UK are three times more likely to take their own lives than women. Despite being at its lowest rate for 30 years, suicide remains the biggest cause of death for men aged under 50. Reducing stigma and encouraging men to open up and ask for help is a key factor in preventing male suicide.

Why do some people take their own life?

Most people who choose to end their lives do so for complex reasons. There isn't a single reason why someone may try to take their own life, but certain things can make a person vulnerable to suicidal thinking and behaviour.

- ◆ Life history –having a traumatic experience during childhood, a history of sexual or physical abuse.

- ◆ Mental health –having depression, bi-polar, schizophrenia or anorexia.

- ◆ Substance abuse – misuse of drugs and/or alcohol.

- ◆ Employment – poor job security, being unemployed, in debt or homeless.

- ◆ Relationships – being socially isolated or a victim of bullying.

- ◆ Genetics and family history – suicide and mental health problems can run in families.

In addition, a stressful event, a major loss or trauma such as losing a child or the breakdown of a marriage may push a person 'over the edge' leading to suicidal thinking and behaviour.

It's fairly normal for people to have fleeting thoughts about taking their own life. However, it is important to get help if these thoughts last for extensive periods of time, become intrusive or overwhelming.

Warning signs:

A person may be at risk of attempting suicide if they:

- ◆ Complain of feelings of hopelessness, being trapped or suggests their life has no sense of purpose.

- ◆ Become increasingly withdrawn from friends, family and society in general.

- ◆ Lose interest in most things, including their appearance.

- ◆ Are unable to sleep or sleep all the time.

- ◆ Noticeably gain or lose weight due to a change in their appetite.

- ◆ Act recklessly by engaging in risky activities, misusing drugs/alcohol or self-harming.

What to do if someone is showing the warning signs:

- ◆ Encourage them to talk about how they are feeling.

- ◆ Listen to what they're telling you.

- ◆ Be supportive. Don't criticise or judge.

- ◆ Encourage them to seek professional help.

What to do if someone tells you they're suicidal

- ◆ If someone tells you they're feeling suicidal, make sure they're not left alone.

- ◆ Remove anything they could use to take their own life.

- ◆ Tell the person you'd like to get them help. With their permission, call their GP, 999 or take them to A&E. Stay with them until they're seen by the mental health team.

HELP AND SUPPORT

- ◆ **Your GP** – Speak to your local GP if you are worried about your mental health or experiencing suicidal thoughts.

- ◆ **CALM** (Campaign Against Living Miserably) – A national charity dedicated to preventing male suicide and encouraging men to talk about their mental health. **0800 58 58 58.**

- ◆ **Mind** - Registered charity providing information, advice and support on mental health. **0300 123 3393** or email: **info@mind.org.uk**

- ◆ **Papyrus** – Charity dedicated to preventing suicide amongst young people. **0800 068 4141.**

- ◆ **The Samaritans** – Registered charity providing emotional support to anyone struggling to cope. **116 123.**

People
LIKE you

Read about Maureen's union journey
which took her to Buckingham Palace

Usdaw rep Maureen Loxley receives an MBE

Maureen Loxley, a price integrity operator at a Tesco store in Gloucester, has received the Member of the Most Excellent Order of the British Empire (MBE) in recognition of services to the retail sector and trade unions. She's been a member of Usdaw for 38 years and a union rep since 1999.

Maureen, 64 is a founding member of Usdaw's national equalities advisory group and represents the union on the TUC Race Relations Committee and the South West TUC Regional Council. When chairing conferences and committees Maureen never loses touch with the real issues facing low paid shop workers and has spoken up about racism and the isolation faced by many Black

workers. Maureen is passionate about the role of trade unions in helping to tackle inequality and promote better life chances for low paid women and Black workers.

What was your first negotiating experience?

It was back in the 70s when Tesco brought in a twilight shift. The manager called in 10 of his best workers and asked us to come in the next day to do the shift. I was a bit cheeky back then and asked him 'What's in it for us?' I managed to negotiate an afternoon off and a bottle of wine each!

Why did you become an Usdaw rep?

I became a health and safety rep because I wanted to make sure our workplace was safe for everyone. Also, I wanted to speak up for people who couldn't do it for themselves.

Did you have any black trade union role models when you became a rep?

Unfortunately, no. Most of the time I was the only Black rep in the room. At times it could be quite intimidating but I knew that if I didn't go, then there would be no person of colour there.

You're active in the South West TUC, the TUC Race Relations Committee and you chair Usdaw's Black Members' Weekend Workshop and the equalities fringe meeting at ADM. What's your favourite?

I enjoy them all. To chair something like the TUC Black Workers' Conference you have to have nerves of steel. I didn't think I could do it but I did. Usdaw's training gave me the experience and confidence I needed to take this on.

What's your highlight of being a rep?

Working on the Tesco partnership agreement when I was on the national forum.

But nothing beats representing a member and getting a win for them.

Can trade union's change people's lives?

Usdaw has given me a huge amount of training, support and encouragement. When I started out I was lucky because I had Paddy Lillis as my mentor. He was great at encouraging and supporting me.

Without the union I never would have travelled up and down the country chairing events, meeting people from all walks of life and I certainly wouldn't have received an MBE.

What's it like receiving an MBE?

When I got the letter, I thought it was a bill. Then I opened it and I was in total shock. I kept thinking someone's playing a joke on me. Only when the letters kept coming did I realise it was real. When the date was

confirmed I started getting nervous. The walk down to receive the MBE was the most nerve-wracking part. But Prince Charles was lovely and took a couple

of minutes to talk to me.

My dad passed away just before I got nominated. I wish he'd been around to see it because he was the one who always encouraged me to 'put on a brave face and go for it'. The rest of my family are all ecstatic and my phone's been red hot with congratulatory messages. At work they threw me a tea party and now my manager curtsies whenever he sees me!

"At work they threw me a tea party and now my manager curtsies whenever he sees me!"



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

www.usdaw.org.uk/bearep

Statement to members issued in connection with the Union's Annual Return for period ended 31 December 2018 as required by section 32A of Trade Union and Labour Relations (Consolidation) Act 1992

The total income of the union for the period was £43,035k. This amount included payments of £37,510k in respect of membership income of the union. The union's total expenditure for the period was £39,666k. In respect of the union's political fund, its total income was £2,107k and total expenditure was £1,742k. In the six-month period to 30 June 2018, the outgoing General Secretary of the union was paid £74,973 in respect of salary and £31,755 in respect of benefits including employer National Insurance contributions, employer pension contributions and the provision of a Union car. In the six-month period from 1 July to 31 December 2018, the incoming General Secretary was paid £55,766 in respect of salary and £25,264 in respect of benefits including employer National Insurance contributions, employer pension contributions and the provision of a Union car.

Independent Auditor's Report to the Members of the Union of Shop, Distributive and Allied Workers

Opinion

In our opinion the financial statements:

- give a true and fair view of the state of the Union's affairs as at 31 December 2018 and of its surplus for the year then ended;
- have been properly prepared in accordance with UK Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland*; and
- have been prepared in accordance with the requirements of the Trade Union and Labour Relations (Consolidation) Act 1992.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) ("ISAs (UK)") and applicable law. Our responsibilities are described below. We have fulfilled our ethical responsibilities under, and are independent of the Union in accordance with, UK ethical requirements including the FRC Ethical Standard. We believe that the audit evidence we have obtained is a sufficient and appropriate basis for our opinion.

The Impact of uncertainties due to the UK exiting the European Union on our audit

Uncertainties related to the effects of Brexit are relevant to understanding our audit of the

financial statements. All audits assess and challenge the reasonableness of estimates made by the Executive Council, such as the valuation of post-retirement defined benefit plan assets and related disclosures and the appropriateness of the going concern basis of preparation of the financial statements. All of these depend on assessments of the future economic environment and the Union's future prospects and performance.

Brexit is one of the most significant economic events for the UK, and at the date of this report its effects are subject to unprecedented levels of uncertainty of outcomes, with the full range of possible effects unknown. We applied a standardised firm-wide approach in response to that uncertainty when assessing the Union's future prospects and performance. However, no audit should be expected to predict the unknowable factors or all possible future implications for a Union and this is particularly the case in relation to Brexit.

Going concern

The Union's Executive Council has prepared the financial statements on the going concern basis as they do not intend to liquidate the Union or to cease its operations, and as they have concluded that the Union's financial position means that this is realistic. They have also concluded that there are no material uncertainties that could have cast significant doubt over its ability to continue as a going concern for at least a year from the date of approval of the financial statements.

We are required to report to you if we have concluded that the use of the going concern basis of accounting is inappropriate or there is an undisclosed material uncertainty that may cast significant doubt over the use of that basis for a period of at least twelve months from the date of approval of the financial statements. We have nothing to report in these respects.

However, as we cannot predict all future events or conditions and as subsequent events may result in outcomes that are inconsistent with judgements that were reasonable at the time they were made, the absence of reference to a material uncertainty in this auditor's report is not a guarantee that the Union will continue in operation.

Matters on which we are required to report by exception

Under the Trade Union and Labour Relations (Consolidation) Act 1992 we are required to report to you if, in our opinion:

- the Union has not kept proper accounting records in accordance with the requirements of section 28 of the Act; or
- the Union has not maintained a satisfactory system of control over its transactions in accordance with the requirements of section 28 of the Act; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we need for our audit.

We have nothing to report in these respects.

Executive Council's Responsibilities

The Union's Executive Council is responsible for the preparation of financial statements which give a true and fair view; such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error; assessing the Union's ability to continue as a going concern, disclosing, as applicable, matters related to going concern; and using the going concern basis of accounting unless they either intend to liquidate the Union or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities

We have been appointed as auditor under section 35 of the Trade Union and Labour Relations (Consolidation) Act 1992 and report in accordance with that Act.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue our opinion in an auditor's report. Reasonable assurance is a high level of assurance, but does not guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

A fuller description of our responsibilities is provided on the FRC's website at www.frc.org.uk/auditorsresponsibilities.

The purpose of our audit work and to whom we owe our responsibilities

This report is made solely to the Union's members, as a body, in accordance with section 36 of the Trade Union and Labour Relations (Consolidation) Act 1992. Our audit work has been undertaken so that we might state to the Union's members those matters we are required to state to them in an auditor's report and

for no other purpose.

To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Union and the Union's members, as a body, for our audit work, for this report, or for the opinions we have formed.

ANTONY WHITTLE (Senior Statutory Auditor)

For and on behalf of KPMG LLP, Statutory Auditor
Chartered Accountants
1 St Peter's Square
Manchester
M2 3AE

18 March 2019

Irregularity statement

A member who is concerned that some irregularity may be occurring, or have occurred, in the conduct of the financial affairs of the union may take steps with a view to investigating further, obtaining clarification and, if necessary, securing regularisation of that conduct.

The member may raise any such concern with such one or more of the following as it seems appropriate to raise it with: the officials of the union, the trustees of the property of the union, the auditor or auditors of the union, the Certification Officer (who is an independent officer appointed by the Secretary of State) and the police.

Where a member believes that the financial affairs of the union have been or are being conducted in breach of the law or in breach of the rules of the union and contemplates bringing civil proceedings against the union or responsible officials or trustees, he should consider obtaining independent legal advice.

Political Fund Notice

Every member of the Union has a right to be exempt from contributing to the Union's Political Fund or, for those members joining on or after 1 March 2018, the right to withdraw their opt-in to the Political Fund. A form of exemption notice can be obtained by or on behalf of any member either by application at, or by post or email from, the head office of the Union or from the Certification Office for Trade Unions and Employers' Associations, Lower Ground Floor, Fleetbank House, 2-6 Salisbury Square, London EC4Y 8JX. This form, when filled in, or a written request to the like effect, should be sent to the Central Treasurer at the Union's head office or emailed to politicalfundnotification@usdaw.org.uk

MemberOffers

CARS & TRANSPORT

Car Hire
Fiat
Startrescue
Usdawdrive
Vauxhall Cars
Vehicle Servicing

HEALTH & BEAUTY

Comfort Insoles
Groom Razors & Skincare
Gym Membership
Usdaw Health Plan
Usdaw Dental Plan
Vision Express

HOLIDAYS

Airport Parking, Lounges & Hotels
Cottage Breaks
Forest Holidays
Hotels and Short Breaks
James Villa Holidays
Novasol Holiday Homes
Parkdean Resorts
Pontins

INSURANCE

Accident Protection Cover
Female Cancer Cover
Car/Home/Travel Insurance
Life Insurance
Pet Insurance
50+ Personal Accident Cover
Free £5,000 Accidental Death Cover

LEISURE & ENTERTAINMENT

Beer52
Cinema Tickets
English Heritage
Golf Membership
Magazine Subscriptions
National Trust Gift Cards
Online Ticket Store Theme
Parks and Attractions
Virgin Experience Days

MONEY & FINANCE

Debt Advice
Financial Advice
Mortgage Advice
Pensions Advice
Pensions Annuity Service
Shepherds Friendly Savings
The Co-op Credit Union

SHOPPING

Apple
Crown Decorating Centres
Domestic Appliances
Flowers
Magazine Subscriptions
Usdaw Prepaid Cashback Card
UsdawRewards Cashback
Virgin Wines

MISCELLANEOUS

Funeral Planning
Gas and Electric
Mobile Phones
NUS Extra



www.usdaw.org.uk/offers*

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

*Terms and Conditions for individual offers on the website.

USDRAW DENTAL PLAN



The Usdaw NHS Dental Plan has been running for almost a decade and gives you money back each time you visit the dentist.

It costs £11.50 per month which means no more costly treatment bills. Don't just take our word for it, here are some of the comments made by Usdaw members who have the Usdaw NHS Dental Plan.

Very easy, 'bob's your uncle' the money is in your bank, very happy.
CM, Kent

Been on the plan a long time and each claim is simple. The money is back in my bank account very quickly.
HA, Rossendale

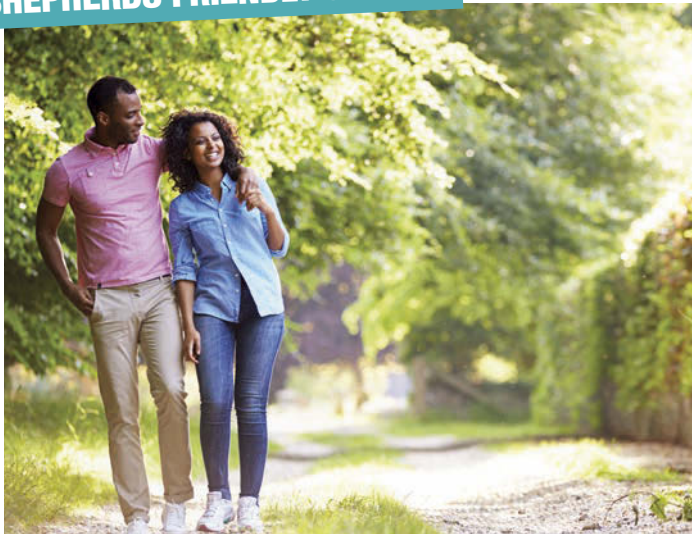
Highly recommend as all claims have been paid back on time and claiming is very easy.
LP, St Helens

Very good plan, happy with everything, would recommend.
CS, Hampshire

CONGRATULATIONS

Stephanie Johnston from Galston, Ayrshire is the lucky winner of £250 of shopping vouchers via the Usdaw Dental Plan free prize draw. www.usdawdental.co.uk

SHEPHERDS FRIENDLY SAVINGS



Open a savings plan and get a shopping voucher worth up to £55.

Our endorsed savings partner, Shepherds Friendly, is offering an exclusive Love2shop voucher code worth up to £55* when you open a savings plan with them, if you are a member of Usdaw. Shepherds Friendly are an award-winning savings provider with over 200 years' experience. They offer savings plans for the whole family, ranging from an ISA for yourself, and a Junior ISA savings plan for your child. Please remember, when investing, your capital is at risk. *Terms and conditions apply.

www.shepherdsfriendly.co.uk/usdaw or call 0800 526 249

Temperature troubles

Q As soon as the weather improves in the summer it gets unbearably hot in the bakery where I work. Is there a maximum temperature in the law?

Employers have a duty under current health and safety legislation to ensure a 'reasonable' temperature in the workplace. Where a 'reasonable' temperature cannot be achieved they must take other measures to protect workers. Unfortunately, the law contains a minimum reasonable temperature but does not specify a maximum. However, international standards and research by experts show that temperatures above 27 to 30 degrees Celsius are uncomfortably warm, especially when the air is humid. Above 30 Celsius there is a real danger that some workers might suffer from symptoms of heat stress, which is more than just uncomfortable and can

be damaging to health. Excessive temperatures can lead to sweating, irritability, nausea, headaches, dizziness, fainting, muscle cramps, extra strain on the heart and ultimately heat stroke.

Usdaw is campaigning for a maximum temperature of 27 to 30 degrees Celsius to be included in the law to make it easier to get extra protection when it does get too hot. Things like improved ventilation, shielding from direct sunlight, provision of cold drinks and more frequent rest breaks can all make a difference but have to be negotiated. The union's guide on temperature at work has more advice

www.usdaw.org.uk/Help-Advice/Health-Safety/Temperature/Too-Hot-at-Work

Burning in the sun

Q I work outside as a trolley collector. I burn very easily when I am in the sun and I've been told that too much sun is bad for you. With

summer coming what can I do?

Exposure to UV from the sun is a major cause of skin cancer.

Malignant melanoma rates in the UK have increased alarmingly in the last 25 years, more than for any other major cancer.

Employers have a legal duty to protect the health and safety of their employees according to the: Health and Safety at Work Act. Therefore, they should include sun protection advice in health and safety training.

- ◆ Cover up by wearing a long-sleeved shirt.
- ◆ Wear a hat with a brim or a flap that covers the ears and the back of the neck.
- ◆ Stay in the shade whenever possible, during breaks and especially at lunchtime.
- ◆ Use a high factor sunscreen of at least SPF15 (higher SPF if you burn easily) on any exposed skin.
- ◆ Drink plenty of water to avoid dehydration.
- ◆ Check your skin regularly for any unusual moles or spots. See a doctor promptly if you find anything that is changing in shape, size or colour, itching or bleeding.

For further guidance please go to www.hse.gov.uk/skin/sunprotect.htm



**SEND YOUR QUESTIONS TO
ARENA'S HEALTH EXPERTS:**

The Editor, arena, Usdaw,
188 Wilmslow Road, Manchester,
M14 6LJ or email:
arena@usdaw.org.uk

Pesky pollen

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

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

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

Hay fever cannot be cured completely, but there are a number of treatments to relieve the symptoms. These include antihistamine tablets, nasal sprays and eye drops. Some can only be prescribed by a GP, but many are available without prescription in pharmacies. Some hay fever remedies may



Single staffing

Q I work on the self-scan in a busy store and I am left on my own at busy times.

I receive verbal abuse from customers and the pressure of the job causes me stress. I have told my manager that I need help and they say there is no more staff to help.

What can I do?

Check if your employer has

For further information on health and safety go to www.hse.gov.uk

a policy on staffing levels for self-scan checkouts. Most retailers set limits around six to eight checkouts per worker. Staff should be trained on the work, for example, in how to refuse a sale of an age-restricted product. There should be back up and support.

If you are verbally abused then you must report the incident, through your internal reporting process, as this will give your employer a better idea of the problem.

In 2003 Usdaw launched its Freedom From Fear campaign in response to members' concerns about increasing levels of violence and abuse. As part of this campaign we are asking our members to complete our survey www.usdaw.org.uk/respectsurvey

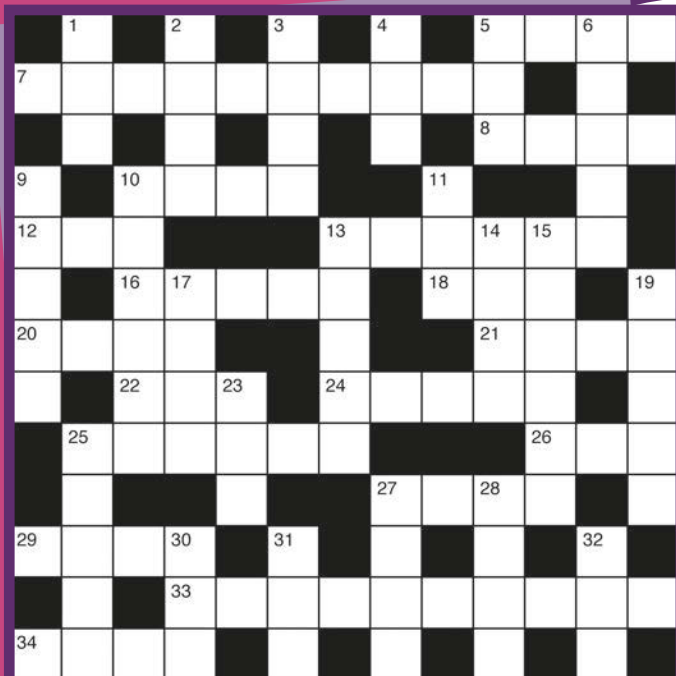


arena crossword

Win! £50

Correctly complete the grid and you could win a £50 shopping voucher!
Closing date 31 July 2019

(Not open to Usdaw staff)



Word up!

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

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

arena Spring £50 winners:

Steven Chiverall, NW Tesco Retail No.7

Gloria Dear, Norwich and Mid Norfolk

Diane Baldwin, Leicester Central No.2

ACROSS

5. Part of the eye (4)
7. Basis (10)
8. Cause the death of (4)
10. Waterfowl (4)
12. Sound of disapproval (3)
13. Straw hat (6)
16. American state (5)
18. Information, informally (3)
20. Racing toboggan (4)
21. Fever (4)
22. Orienteering aid (3)
24. Striped animal (5)
25. Roof of the mouth (6)

26. Glue (3)

27. Visage (4)
29. Delicate strand (4)
33. Beside the point (10)
34. Outdoor event (4)

DOWN

1. Plaything (3)
2. Chew steadily (4)
3. Caution (4)
4. Intention (3)
5. Pen fluid (3)
6. Loafer (5)
9. Circular coral reef (5)

10. Mark of disgrace (6)
11. Witch (3)
13. Alcoholic drink, informally (5)
14. Rip (4)
15. Employ (6)
17. Give out cards (4)
19. Conditions (5)
23. Close friend, informally (3)
25. Group of lions (5)
27. Drop (4)
28. Grotto (4)
30. Pastry dish (3)
31. Upper limb (3)
32. Hostel (3)

arena letters

**HAVE YOUR SAY –
SEND YOUR THOUGHTS TO:**

The Editor, arena, Usdaw,
188 Wilmslow Road, Manchester,
M14 6LJ or email:
arena@usdaw.org.uk

50
years
membership
awards

Retired members Bob
Forsyth (left) and
Billy McAndrew (right)
from Aberdeenshire



Simon Ruffles from Tesco
Roroborough, Plymouth

30
years
membership
awards



Carol Gill (left) and Dorothy
Hirst (right) from Cavaghan and
Gray branch, Carlisle

30
years
membership
awards



Steven Latham (right)
Cavaghan and Gray
branch, Carlisle



Edward Lines from
Cannock Tesco Superstore



Hanging up her boots

The team at Boots HQ in Nottingham wish
Wendy Lee (wearing yellow) all the best in her
retirement after 40 years at the company

Sign up a friend and you could win **£250!**

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



Your chance to win!

You could **win £250** in this issue's prize draw. All you have to do is sign up a colleague or friend to Usdaw using the form opposite, and send it to **ARENA PRIZE DRAW**, Usdaw, 188 Wilmslow Road, Manchester, M14 6LJ.

The weekly rates (applicable from 1 July 2019) are **£2.48 for Scale A** (applicable to full-time and part-time workers) and **£1.61 for Scale C** (applicable to part-time workers only)

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

USE THIS FORM TO SIGN UP A FRIEND AND ENTER THE PRIZE DRAW

Four prize draws a year

You can also enter online:

www.usdaw.org.uk/recruitafriend

I apply to join Usdaw. As a member of Usdaw I undertake to abide by the Rules and regulations of the Union and to pay contributions regularly. The home address I give is the address that Usdaw will use for balloting purposes.



Use **BLOCK LETTERS** and complete this form as fully as possible.

Please tick the appropriate box

Ms Miss Mrs Mr Mx Other _____ Female Male

Surname _____

Forename _____

Full Postal Address _____

Postcode _____

Tel. No. (Inc. STD) _____ Mobile No. _____

Email _____

Date of Birth

D	D	M	M	Y	Y
---	---	---	---	---	---

 Age _____

Company Name _____ Occupation _____

Workplace Address _____

Postcode _____

Location Number _____ Employee No. _____

Have you been a member of Usdaw before? Yes No

Choose your membership rate. If you do not select a scale of contributions you will automatically be entered as Scale A in order to take advantage of the full range of benefits. For details of current membership rates and cash benefits visit www.usdaw.org.uk

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

Please tick the appropriate box **Scale A** Full or Part-time workers **Scale C** Part-time workers only

Opt-in Notice I agree to contribute to the Union's political fund at the rate set out from time to time in the Rule Book, and I understand that this agreement constitutes an opt-in notice for the purposes of the Trade Union and Labour Relations (Consolidation) Act 1992 as amended and the Trade Union and Labour Relations (Northern Ireland) Order 1995. Every member may opt to contribute to a separate fund for the furtherance of the Union's political objects under the Trade Union and Labour Relations (Consolidation) Act 1992 (as amended) or, as appropriate, the Trade Union and Labour Relations (Northern Ireland) Order 1995 by ticking this opt-in notice. A member who chooses not to contribute shall not, by that reason, be excluded from any benefits of the Union or be placed in any respect either directly or indirectly under a disability or at a disadvantage as compared with other members of the Union (except in relation to the control of the fund).

For Members Paying by Payroll

I hereby authorise my employers for the time being, or their representatives, to deduct from my salary or wages the amount of contributions payable by me under the Union's Rules, as amended from time to time. I also authorise the deduction of any arrears which may accrue during my employment. I consent to the Union sharing my personal data with my employers, or their representatives in order to process my deduction contributions. I also authorise my employers, or their representatives, to share my information with Usdaw in order to process and maintain my Union membership and where appropriate that my employers, or their representatives, shall notify the Union of any future changes in my home address to enable the Union to maintain a register of the names and proper addresses of its members.

Privacy Notice

As a member of the Union, Usdaw will process your personal data as part of its legitimate activities in providing trade union services and benefits in accordance with the Union's Objects stated in the Rule Book and to perform its obligations to you under statute or contract. This involves processing of personal and sensitive personal data under the current data protection legislation. We will store your personal data only for the period necessary under law to enable us to fulfil our legal obligations. You have the right to request access to your personal data, and its rectification, erasure, restriction on processing, and portability. You have the right to withdraw consent for sharing of your personal data and to complain to the Information Commissioner. Usdaw and its Data Protection Officer may be contacted at 188 Wilmslow Road, Manchester M14 6LJ.

Member's Signature _____ Date _____

Recruiter's Name _____

Recruiter's Membership No. _____

A Brief Guide to Usdaw

Udaw is the UK's fifth biggest trade union with around 420,000 members. Most Usdaw members work in the retail sector, but the union also has members in other trades such as transport, distribution, food manufacturing and chemicals.

Udaw helps people at work by negotiating better pay and conditions. Being a member of the union also gives you the opportunity to have a say in issues that affect your working life. The more Usdaw members there are in the workplace, the stronger the union's voice when talking to your employer.



Udaw membership includes...

Representation in meetings

There are over 10,000 Usdaw reps in workplaces across the country. If you have a problem at work or need advice on an issue Usdaw reps are on hand to advise and represent you in grievance, disciplinary and sickness meetings. The union can also provide specialist advice on pensions, health and safety and legal queries.

Free accident cover

Workplaces with unions have far less accidents. With 4,000 health and safety reps, Usdaw makes sure that your safety at work is taken seriously. If you do have an accident your membership gives you free accident cover. If your claim is successful, you keep 100 per cent of your compensation. If you have an accident please contact our free claim line FirstCall Usdaw on **0800 055 6333**.

Member offers and discounts

Udaw partners with a number of organisations to give members deals and discounts on everything from cinema tickets, to home, car and travel insurance, to great discounts at high street shops and restaurants. For further information please see the member offers pages within the magazine or go to www.usdaw.org.uk/offers



Where to find information

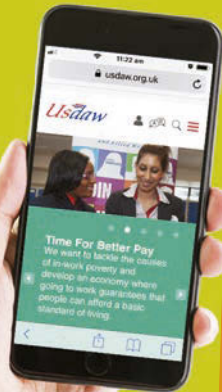
Usdaw website and enews

For everything you need including sections on legal advice, workers' rights, health and safety, news, training opportunities, upcoming events and campaigns. You can also download informative leaflets and posters and sign up for email updates. Visit: www.usdaw.org.uk

Social media

As an Usdaw member we recommend you follow UsdawUnion on Facebook, Twitter, Instagram, YouTube and Flickr. It's a great way to keep up-to-date with news, campaigns, events, rights at work, competitions and offers exclusive to Usdaw members.

THE
USDRAW
WEBSITE HAS
EVERYTHING YOU
NEED TO KNOW.
WWW.USDRAW.ORG.UK



Branch meetings

The best way for members to get involved is to attend their branch meetings. These are regular union meetings run by reps and are a good way of finding out what is happening in your workplace, your division and the wider union. Your branch number is printed on the plastic wrapper of each issue of *arena* above your name. To find out where and when your branch meeting is held speak to your union rep or call the national helpline on **0800 030 80 30**.

Become a rep

Usdaw is always looking for members to volunteer as reps. Reps are the face of the union and the first port of call for most members. Reps get paid time-off from work to carry out their union duties and have access to top quality training, advice and support. Becoming a rep gives members invaluable opportunities to develop personally and professionally. For further information visit www.usdaw.org.uk/bearep

Want to get more involved?

How to contact the union

Usdaw divisions and offices

Usdaw divides the UK into seven geographical divisions. There are a total of 20 Usdaw offices, including central office. If you have a problem at work you should contact your Usdaw rep in the first instance. Contact details can be found on your union noticeboard. Alternatively ring Usdaw's national helpline on **0800 030 80 30** to be put through to your local office. You can also contact the union using this link www.usdaw.org.uk/contact



Post and email

Please make sure your home and email addresses are up-to-date. You can update your details using this link www.usdaw.org.uk/update

INSURING YOUR HOME



DID YOU KNOW?



Alternative accommodation is for you AND your family and pets



You won't be charged extra for paying by monthly direct debit



You're covered for accidental damage to TVs, laptops and games consoles in the home



Usdaw Insurance has been protecting members for 15 years

95%
of our customers
are satisfied[^]

Get a quote for your home now
Call **0800 376 0300**^{*} (Quote arena219)
or visit **usdawinsurance.co.uk/arena219**

 Trustpilot



Rated **Excellent** based on **1,010** reviews[†]

[^] Research carried out by UIA (Insurance) Ltd, March 2019. ^{*} Lines are open 8.30am-8pm Mon-Fri. [†] Trustpilot rating correct as at 8th April 2019.

Usdaw Insurance is a trading name of UIA (Insurance) Ltd. Cover is provided by UIA (Insurance) Ltd, a member of The Association of British Insurers and a registered society under the Co-operative and Community Benefit Societies Act 2014. Principal Office in England at Kings Court, London Road, Stevenage, Herts SG1 2TP. Usdaw is an Introducer Appointed Representative of UIA (Insurance) Ltd, which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.