

NETWORK

The bimonthly magazine for *Usdaw* activists – May/June 2018



Full report from ADM 2018

John Hannett retires after 14 years

CAMPAIGNING IN ACTION

••• RECRUITMENT ••• HEALTH AND SAFETY ••• NEWS •••

**Award
Winner
2017**
Best TUC
Communication
For Reps

Facebook YouTube Twitter Flickr Instagram



Comment

General secretary John Hannett

Welcome to the May/June edition of *Network* which is packed full of news and updates.

This issue gives in-depth coverage of the 2018 Annual Delegate Meeting (ADM). ADM is one of the most important conferences in the union's calendar as it gives activists the chance to decide the policies and priorities of the union for the coming year.

Network highlights some of the major debates that took place including Equalities, Health and Safety, Housing and Health Services as well as featuring the Politics and Equalities fringe meetings. Also included is an interview with the guest speaker Keir Starmer MP the shadow secretary for Brexit.

This edition also celebrates some successes. Thanks to the campaigning of our reps and members Belfast City Council rejected proposals to extend Sunday trading. In addition, Usdaw made representations to the Justice Select Committee on the Government's proposals to raise the limit for personal injury claims. We were successful in getting the message across that these reforms would restrict access to justice.

We have also been busy signing a new agreement with Vision Express for staff who work in Tesco stores. The agreement covers all 209 concessions and any future concessions that are opened.

Page 20 features an article on the General Data Protection regulations. The article gives a general overview of the regulations and signposts reps to Usdaw's online course.

There are also the regular features including the ever-popular health and safety pages, recruitment and organising, equalities, membership services and activist-in-depth.

This will be my last foreword to *Network* as general secretary but I am confident that under Paddy Lillis' leadership the union will go from strength to strength. I would like to take this opportunity to thank members, reps and union colleagues for all the support they have given me over the years.

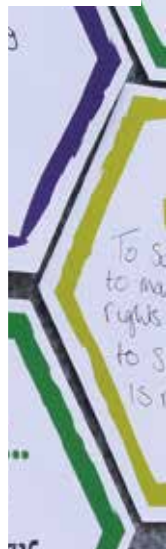


John Hannett

08



12



11



26

Usdaw
Union of Shop, Distributive and Allied Workers

Network is published bimonthly and distributed to Usdaw activists.

Published by:
USDAW
188 Wilmslow Road,
Manchester M14 6LJ
T: 0161 224 2804
E: network@usdaw.org.uk
W: www.usdaw.org.uk

HEAD OF MEDIA & COMMUNICATIONS
Mike Glover

EDITOR
Saiqa Khushnood

REPORTER
Sarah Sherborne

EDITORIAL ASSISTANT
Paula Barke

OTHER CONTRIBUTORS
Tom Foster, Doug Russell, Jo Bird and David Williams.

PHOTOGRAPHERS
Della Batchelor, Kevin Cooper, Lee Boswell, Lisa Payne, Studio 87, Stephen Bootle, Matt Link, SWNS, Peter Wills, Rod Leon, Rob Finney, In-Press, Bipin Pitrola, Rez Javied and Richard Walker.

ADVERTISING
Century One Publishing
Alban Row, 27-31 Verulam Road, St Albans, AL3 4DG

T: 01727 893 894
F: 01727 893 895
E: enquiries@centuryonepublishing.uk
W: www.centuryonepublishing.uk

ADVERTISING MANAGER
Jonathan Knight

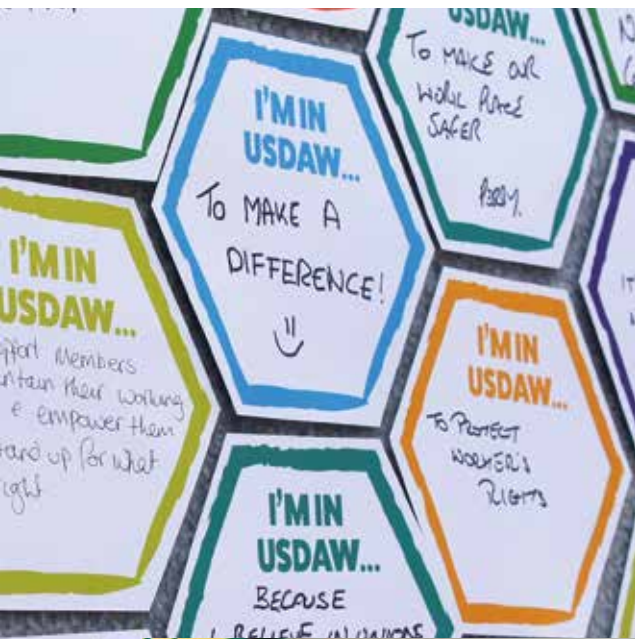
T: 01727 739 182
E: jonathan@centuryonepublishing.uk
PRINTED BY
Buxton Press

For circulation enquiries contact your divisional office.

Paper is sourced from sustainable forests.

© Usdaw 2018
Reproduction in whole or part by any means without written permission of the publisher is strictly forbidden.

The publisher accepts no responsibility for errors, omissions or the consequences thereof.



04 LATEST NEWS

Northern Ireland Sunday trading campaign success, Morrisons manufacturing recruitment, the TUC march and this year's Organising Academy all feature.

08 JOHN HANNETT RETIRES

As the general secretary prepares to retire at the end of June, *Network* takes a look back at the challenges and successes of the past 14 years.

11 ACTIVIST IN-DEPTH

North West Academy1 organising officer, active rep and branch secretary Shabana Ismail works for the Co-op and is this issue's activist in-depth.

12 ADM 2018

The union's 72nd Annual Delegate Meeting took place in Blackpool in April. *Network* takes a closer look at the delegates, debates and decisions.

20 DATA PROTECTION

The General Data Protection Regulation (GDPR) came into force in May establishing one single set of rules across Europe about personal data.

21 RETIRED MEMBERS

Usdaw's annual retired members' conference took place in May at the union's national training centre. Mental health was the big topic up for discussion.

24 LIFELONG LEARNING

A new learning agreement between Usdaw and Tesco customer fulfilment centres is big news in the Southern and Eastern divisions.

26 RECRUITMENT & ORGANISING

Tesco Croydon rep Mike Smith talks about time out on stand-down and Tesco Prescott rep Pat Gibbons reports on her Pension awareness campaign day.

32 SPOTLIGHT DAY

Reps were out in force across all seven divisions promoting a 'better deal for dads' as part of this year's Supporting Parents and Carers Spotlight Day.

LET'S GET SOCIAL

/UsdawUnion Watch interviews with reps, officials and MPs



UsdawUnion Browse the union's photo galleries.



@UsdawUnion All the latest photos and videos on Instagram



Follow **UsdawUnion** on Facebook



@UsdawUnion If you're talking about *Network* remember **#NetworkMag**



Regulars

10 MEMBER SERVICES

23 EQUALITIES

28 HEALTH & SAFETY

30 YOUR LETTERS & PICS



Vision Express sign agreement



l-r: Vision Express head of human resources Helen Davies and human resources director Kate Clayton with Usdaw general secretary John Hannett.

Usdaw has negotiated a new recognition agreement covering all Vision Express staff who work in Tesco stores.

The agreement comes following the sale of Tesco's in-store optician business last year and will cover all 209 concessions and any future concessions that are opened.

General secretary John Hannett said: "This is the first time that Vision Express has

recognised a trade union. The agreement will ensure that Usdaw is able to fully represent our members who TUPE transferred from Tesco Opticians to Vision Express in December.

"We welcome the opportunity of forging a long and constructive relationship with the company."

Vision Express is the third largest opticians in the UK employing over 4,500 people.

Tesco Direct proposed closure

Tesco has announced that they propose to close their online fulfilment centre at Fenny Lock near Milton Keynes, which will also impact on some jobs at the company's Welwyn Garden City head office and Dundee customer service centre.

National officer Joanne McGuinness said: "This is devastating news for Tesco

Direct staff.

"Usdaw officials and senior reps will now enter into consultation talks with the company where we will look closely at the business case for the proposed closure.

"Our priorities will be to support, advise and represent our members through this difficult period, and to get the best possible deal for them."

Justice for injured workers

Usdaw welcomed the Justice Select Committee report on a Ministry of Justice proposal to raise the limit for personal injury claims from £1,000 to £5,000 for Road Traffic Accident (RTA) cases and to £2,000 for workplace and other non-RTA injuries.

Earlier in the year Usdaw made representations to the Justice Select Committee that the reforms would restrict access to justice for victims of workplace accidents or diseases.

Usdaw general secretary John Hannett said: "We are delighted that the select committee has listened to our

evidence-based campaign opposing employer and public liability claims under £2,000 being pushed into the small claims courts. The complexity of workplace injury cases makes them entirely unsuitable for a small claims court, where the costs of taking a case cannot be recovered."



New deputy general secretary

Dave McCrossen, currently eastern divisional officer, has been elected as deputy general secretary of Usdaw.

Dave, a former employee of the Co-operative Retail Society, started his Usdaw career when he became an area organiser in 1989. Sixteen years later he was promoted to deputy divisional officer and in 2013 he was successful in securing the position of divisional officer.

General secretary John Hannett said: "Congratulations to Dave on his election. We look forward to working with him in his new role to grow the union



and make Usdaw stronger, so that we can continue to improve workers' lives and deliver for our members."

Dave will take up his new post on 2 July 2018.



From your desktop to your doorstep

Nationwide delivery available on all cars



61 Reg Fiat 500 1.2 Pop 3dr (Start Stop), White, 53K **NOW ONLY £4266**

UP TO 4,000 USED CARS
PRICE CHECKED DAILY,
COMPREHENSIVELY CHECKED
AND FULLY GUARANTEED



63 Reg Vauxhall Astra 1.3 CDTi Est, Silver, 63K
NOW ONLY £5486



60 Reg Nissan Qashqai 1.5 dCi Tekna 5dr, Red, 75K
NOW ONLY £7999



11 Reg Peugeot 5008 2.0 HDi Exclusive 5dr, Black, 65K
NOW ONLY £7648

Hassle free, risk free car purchasing for Usdaw members and their families

Part Exchange Welcome

Full History Check

Flexible Finance Available

Nationwide Delivery

Usdawdrive | usdawdrive.co.uk
Call 0333 130 0290

Finance subject to status. Terms and conditions apply. Applicants must be 18 or over. Guarantee/indemnity may be required. We can introduce you to a limited number of carefully selected finance providers. We may receive a commission from them for the introduction.

Sunday trading campaign success



Usdaw welcomed the decision by Belfast City Council to reject the proposal to extend Sunday trading hours.

Divisional officer Mike Aylward said: "Our members are

delighted that city councillors again rejected extended Sunday trading by an emphatic 42 votes to 13.

"The current Sunday trading arrangements are a fair compromise, which has worked

well for over 20 years, and gives everyone a little bit of what they want. Retailers can trade, customers can shop, staff can work; and shopworkers can spend some time with their families."

Recruitment drive focus on Morrisons



General secretary elect Paddy Lillis met reps and officials at the Morrisons manufacturing site at Winsford in February.

His visit was part of an

ongoing national campaign focusing on recruitment and organising in the company's manufacturing and distribution sector.

Morrisons has 21 industrial

sites across the UK employing 6,500 staff and producing all types of food from freshly baked bread and seafood to fresh produce, chilled foods and meat products.

Publications UPDATE

PENSIONS

- Usdaw Pensions Guide – 2018/19 edition
- 10 reasons not to opt out of an Occupational Pension Scheme
- Pensions Online Home Study (A4 Poster)
- Sainsbury's Retirement Savings Plan (Factsheet)
- Salary Exchange Explained
- Argos Pension Factsheet

YOUNG WORKERS

- National Young Workers' Weekend Poster

EQUALITIES

- Parents and Carers – A Better Deal for Dads (Leaflet 426)
- Working Parents Know Your Rights (Leaflet 381)

FREEDOM FROM FEAR

- While you're looking after the shop, who's looking after you? (Leaflet 362)

TRANSPORT

- Drivers' Handbook
- Drivers' Safety Survey

COMPANY SPECIFIC

- Know Your Rights at Morrisons
- Usdaw – the Union for Morrisons: food, manufacturing and distribution (Leaflet 427)
- Usdaw the Trade Union for Aldi Warehouse and Distribution Workers - A5 Leaflet
- Usdaw the Trade Union for Lidl Warehouse and Distribution Workers - A5 Leaflet

Download and view at:
dtp.usdaw.co.uk/
Publications Catalogue

IN BRIEF...

Marks and Spencer closures

Marks and Spencer plans to close 100 stores by 2022, accelerating a reorganisation that it says is "vital" for the retailer's future. Of the 100 stores, 21 have already been shut and M&S has now revealed the location of 14 further sites to close.

Sainsbury's and Asda merger

The Competition and Markets Authority (CMA) has launched an investigation into whether the merger could reduce competition within any market or markets in the UK for goods or services.

Dairy Crest

Dairy Crest plans to invest £85m in the expansion of its cheese factory in Cornwall to meet growing demand for cheddar in markets such as China. The investment would be phased over the next five years.

Charity at ADM 2018

Activists raised thousands of pounds for local and national charities at various events during the conference.

■ The North West division's event raised £1,285.06.

■ Young workers raised £1,230.46 for the charity Young Minds.

■ The Southern and Eastern divisions' event raised £3,200.

■ The North Eastern division's event raised £2,000.

Lidl campaign continues

Usdaw continued their long-running bid for recognition with further campaign days at Lidl distribution centres across the UK.

General secretary elect Paddy Lillis said: "Lidl has so far responded to our reasonable requests for initial talks about recognising Usdaw as the union for Lidl staff with a firm 'thanks,

but no thanks'. This position unfairly denies the choice of staff to be represented by a trade union."

Alex Mayer MEP for the East of England region joined Usdaw campaigners at the Enfield site.

"Usdaw works constructively with employers to create a better environment for workers and businesses alike," said

Alex. "Lidl's refusal to recognise Usdaw at Enfield tells the public that they do not want that kind of positive relationship with their staff.

"If Lidl wants to be seen as a good employer, they should sit down with Usdaw and negotiate a recognition agreement or at the very last allow officials onsite to recruit staff to the union."



USDAW MARCH WITH TUC FOR A NEW DEAL

Usdaw activists joined tens of thousands of campaigners from unions across the country to march through London in May for 'a new deal for working people'.

The TUC led campaign called for a minimum wage of £10 an hour, banning zero-hours contracts, proper funding for the NHS and public services, a repeal of the trade union act and a crackdown on tax dodgers.

General secretary John Hannett said: "The march comes against a backdrop of austerity, with real wages still lower than before the crash in 2008. Three million workers are stuck on zero-hour contracts, in agency work and in low paid self-employment.



"We need an alternative: a growing economy with great jobs in every nation and region of the UK, a boost to incomes, the right to a voice at work and a society that roots out

discrimination.

"The trade union movement stands up for and represents millions all over the UK and together we demand a new deal for working people."

win a soundbar

with Usdaw Protect

visit www.usdaw.org.uk/win

Sponsored by UsdawProtect. Closing date 29th July 2018. Terms apply. www.usdaw.org.uk/usdawprotect

ORGANISING OFFICERS

Seventy-two active reps started their journey on Academy1 in May.

The organising officers, as they will be known during their six-month secondment, have swapped their day jobs for organising and recruiting in their seven respective divisions.

General secretary elect Paddy Lillis welcomed the reps. "The Academy is the only training programme of its kind in the trade union movement and provides an excellent opportunity for reps to play a bigger part in strengthening the union's presence across all Usdaw sectors," said Paddy. "They're in for a challenging but rewarding six-months. I wish them all the best of luck."



North Eastern division

front l-r: Steven McGregor, Maxine Watson, Samantha Hodgson, Simon Webb, Michelle Spurr, training officer Tracey Howton, Guido Amore, Innocent Ighehon and divisional officer Joanne Thomas. Back l-r: Ryan Dunn, Kevin Robson, Corinne Wilson, Peter Stanton, deputy divisional officer Cathy Godfrey, Christina Distefano, Susan Hallam, Jessica Szczambura, Scott Castelow and Haroon Hanif.



Eastern division l-r: Amanda Fleming, Michelle Tungate, Abu Jalloh, Donna Hannon, Alison Wilson and Maxwell Adu-Yeboah.



Midlands division l-r: Darren Atkinson, Marc Elliott, Charmaine Finch, Stuart Batchelar, Siana James, Nicholas Baker and Darren Vickery.



South Wales and Western division l-r: Charlie Woods, Avril Minshall, Tracey Davies, Mary Smith, Marie McCallion, Elaina Murray, Kevin Perryman.



Scottish division l-r: Darroch Logan, Susan Ballantyne, Craig Allen, Jacqueline McKenzie, Daniel Reid, Veronica Honeyman, Graham Menzies, Marek Niedbala, George Stewart and Karen O'Neill.



Southern division front l-r: Pamela Dawes, Catrina Young, Jason Astell, Beverly Belameh and Jennie Lacey. Back l-r: Tony Needham, Mike James, training officer Terry Louder, Clifford Price, Rebecca Head, Shirley Dunaway and Caroline Nash.



North West division l-r: David Catterall, Farooq Hussain-Dad, Derek Kelly, Christopher Evans, Kathleen Morrison, Mary Bell, Michele Bailey, Ian Hughes, Shabana Ismail, Natalie Sergeant, Samantha Sproston, David Matthews and Sabrina Brennan.



“Running a trade union against the backdrop of a global recession and a Conservative government has been tough but it has amazed me how resilient, dignified and professional our reps have been when faced with these challenges”

FAREWELL JOHN

General secretary John Hannett will be retiring on 29 June after spending 14 years heading up one of the UK's largest and fastest growing unions.

John started his career as an operative at Guinness in 1970. He joined Usdaw at the same time and became an activist soon after. John took up the post of area organiser in 1985, national officer in 1990 before being elected as deputy general secretary in 1997. In 2004 he was elected as general secretary.

In addition, John has also held a number of high profile roles including Low Pay Commissioner, ACAS council member, President of UNI-Europa Commerce, a member of Labour's National Executive Committee and the TUC General Council.

Network talks to John about the successes and challenges of running a trade union.

What are you most proud of?

Our reps and activists who not only gave me the opportunity to lead the union, but also enthusiastically support everything we're trying to achieve.

I know the last few years haven't been easy. There's been economic and political upheaval that has led companies to embark on major cost cutting and restructuring exercises. This has meant our reps have been on the forefront of supporting members with these changes while coming to terms with the impact of the changes themselves. It has amazed me how resilient, dignified and professional our reps have been when faced with difficult challenges.

What has Usdaw been doing to support its reps?

In 2007 I launched a drive to modernise the union to ensure

we can meet the challenges of the 21st century workplace. This included improving the way Usdaw planned strategically while ensuring we maximised our resources. Our Supporting and Developing Reps programme recognises that reps play a crucial role representing, recruiting and organising members. This programme puts our reps at the heart of everything we do. It ensures that they receive the best training and support, within six months. The programme aims to deliver knowledgeable reps who can represent members on a wide range of issues, have the confidence to persuade non-members to join the union and be able to raise the profile of the union in their workplace.

Are there many development opportunities for reps within Usdaw?

Reps have a fantastic opportunity to further develop their skills

and knowledge through our academies, stand-down and Summer Schools. We provide first class training that covers everything from how to run a campaign day to presentation skills. Our training courses push people out of their personal and professional comfort zones which is challenging as well as rewarding. In recent years a majority of the new appointments of area organisers have been drawn from the reps who have been on Academy or on stand-down.

Has the modernisation programme yielded results?

By modernising the union, we made it fit for purpose and ensured we could meet present and future challenges head on. I think the numbers speak for themselves. In 2017 we recruited record numbers of new members, over 93,000. This recruitment success can be

directly linked to the modernising agenda which implemented our organising strategy.

But there's more work to do. Although the Big 4 supermarket workforce is one of the biggest trade union organised workforces in the economy, there are still hundreds of thousands of workers in the Big 4 who aren't members of the union. On top of this, we are still coming up against employers who are refusing to recognise us despite their staff wanting to be members of a recognised union. We are running campaigns for recognition in Lidl and Aldi, and there is the long running Marks and Spencer campaign.

We have been honing our campaigning strategy for years to ensure we are as effective as possible. We have won the TUC award for Best Union Campaign for Freedom from Fear, Protect Christmas Day, Save our Sundays and our Supporting Parents and Carers Campaign won the TUC Equalities Award. Reps and members have embraced our campaigns and have been instrumental in shaping and contributing to their success.

Thanks to our Freedom From Fear campaign the issue of violence against shopworkers is now on the political, as well as the retailers' agenda. Our Protect Christmas Day campaign collected over 300,000 signatures and letters to MPs which prevented large stores from opening on Christmas Day. The Save our Sundays campaign has repeatedly thwarted the Government's attempts to extend Sunday working.

We've also recently heard that the proposed cuts to the Union Learning Fund have been reversed. This is an excellent result and one that we have campaigned hard for alongside the TUC. This will allow us to continue promoting lifelong learning in the workplace and give thousands of our members the opportunity to get back to learning for their own personal

development and to improve their career opportunities.

Usdaw has been improving its communication strategy to better keep reps in the loop. How is this progressing?

In an era of social media and instantaneous communication we are working hard to ensure that our reps hear news from us first. Through regular e-newsletters and other e-communications we try to keep our reps and members informed of developments. We have also been working hard on improving and updating our website so that it's an additional resource for our reps. A place where they can find news, updates and guidance.

We are currently working on developing company specific content that only reps can access. This aims to give reps everything they need to carry out their role from agreements, policies and updates to FAQs etc. The area is initially focused on providing all the appropriate resources for Tesco retail reps as they make up around 50 per cent of Usdaw reps. We are working on extending this to cover our other agreements.

What has been most challenging?

Running a trade union against the backdrop of a global recession and a Conservative government has been tough. The trade union movement has been under attack since the Conservatives came into power.

Not only that but their brutal and cruel policies have caused real hardship for working people, single parents, the sick and disabled. In one of the wealthiest countries in the world it is frankly disgusting that child poverty, homelessness and the use of food banks are rising.

My worry is that the people who voted Brexit for a better life for themselves and their children will end up paying a very heavy

price. The Government initially refused to publish its Brexit impact studies and only did when it was forced to do so by a Commons vote. Every economic impact study shows that the UK will be worse off when leaving the EU, particularly those areas that heavily voted for it such as the North East and the Midlands. The millionaire Conservative MPs pushing for a hard Brexit at all costs will not be affected – their money will

protect them and their families from the fallout.

Will you miss Usdaw?

I will miss being part of an organisation dedicated to improving the lives of workers.

I want to thank all activists and Usdaw staff for their support during my tenure.

I also want to wish the new general secretary Paddy Lillis the best of luck. I am sure Usdaw will thrive under his leadership.



Usdaw member offers

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

*See Terms and Conditions for individual offers on the website.



SHOPPING

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



LEISURE & ENTERTAINMENT

- Beer52
- Cinema Tickets
- Frankie & Benny's
- Golf Membership
- Magazine Subscriptions
- National Trust Gift Cards
- Online Ticket Store
- Theme Parks and Attractions
- Virgin Experience Days



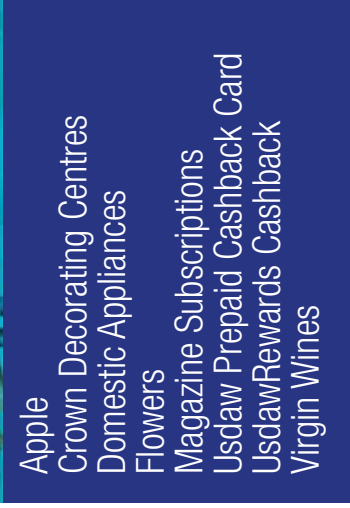
INSURANCE

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



MONEY & FINANCE

- Debt Advice
- Financial/Mortgage/Pensions Advice
- Pensions Annuity Service
- SureSave Savings Plan
- The Co-operative Credit Union



CARS & TRANSPORT

- Car Hire
- Commuter Club
- Fiat
- Startrescue
- Usdawrive
- Vauxhall Cars
- Vehicle Servicing



HEALTH & BEAUTY

- Gym Membership
- Spa Gift Cards and Vouchers
- Usdaw Health Plan
- Usdaw Dental Plan
- Vision Express



MISCELLANEOUS

- Funeral Planning
- Gas and Electric
- NUS Extra
- Voice Mobile



HOLIDAYS

- Airport Parking/Lounges/Hotels
- Cottage Breaks
- Forest Holidays
- James Villa Holidays
- Hotels and Short Breaks
- Mini-holidays
- Parkdean Resorts
- Pontins

summer
HOLIDAY
OFFERS



If you want to be the next *activist in-depth* email: network@usdaw.org.uk

In the SPOTLIGHT



Network puts activist Shabana Ismail, from the North West division, in the spotlight...

What's involved in your job?

My job is to help run the store smoothly. I've also been acting manager for five months. The main thing is making the store fit for customers, but I also do weekly staff schedules and plan deliveries. I'm accountable for making sure the store hits its targets.

What did you do before working at the Co-op?

I studied at Huddersfield University and graduated with a BA Hons in Business Studies.

Why did you decide to become a rep last year?

It was by chance. I was looking for a challenge and wanted to be a voice for my colleagues. It is going very well and I'm enjoying every single part of it. It's a great learning curve.

What's your favourite part of being a rep?

Going out and representing my colleagues, being a voice for them and giving them advice. I also enjoy the learning aspect of being a rep – Usdaw provides you with brilliant training.

What support do you have as a rep?

The training I have received is fantastic and I've learnt so much. The website is also very useful for information and advice.

Have you been on any union training courses?

I'm currently on Academy1 and enjoying every moment of it. I've also done my shop stewards training course – the tutor was brilliant and there was so much information on how to be a good rep. I've just completed the branch officers

course where I made some good friends. And I've been to a few federation schools which focus on particular subjects such as legal plus and health and safety.

Do you feel you've changed as a person since you became an activist?

I've become stronger and my confidence has grown. I can deal with any issues as well as having the confidence to speak up if needed to.

Is there anything you would like to do more of but there's not enough time?

I would love to do this job on a full-time basis. I enjoy meeting people and helping them. I enjoy recruiting new members and advising existing members. There's not enough hours in the day to go and meet every member but if I could I would.

Would you recommend being a rep to others?

Definitely. It's fantastic way of growing your confidence and building relationships. You're achieving something for yourself and for others too.

Are you involved with your branch?

Yes, I'm the branch secretary. I was rep for a few months before I got elected as secretary. I enjoy taking part in branch meetings and meeting other reps. I felt by doing this I would gain more confidence and boost my knowledge.

Are branch meetings important for members?

Yes, as they are a way of getting to know their reps, what the union is doing now and in the future. It also gives members the opportunity to ask questions and get advice where needed.

What motivates you in life?

A good challenge that makes me feel

as I'm going to achieve knowledge and confidence in life. My husband keeps me going and has pushed me this far, without his support I don't think I would be strong enough – he is my best friend.

What would you do if you were Prime Minister?

I would make sure that everyone gets a minimum wage of £10. I would probably change the law for tax, ensuring everyone pays less tax but everyone gets equal pay. I would also focus on mental health and probably open facilities like walk in centres for those that don't know where to turn.

What do you like to do in your spare time?

I enjoy going for walks in the country with my husband and seeing the history of Britain. I also enjoy reading books and socialising with my friends and family.

facts

Employer The Co-op Group
Job Full-time team manager
Age 32
Been active since 2017

trivia

Three things to take to a desert island... Phone, food & husband

Favourite:

TV British Bake-off

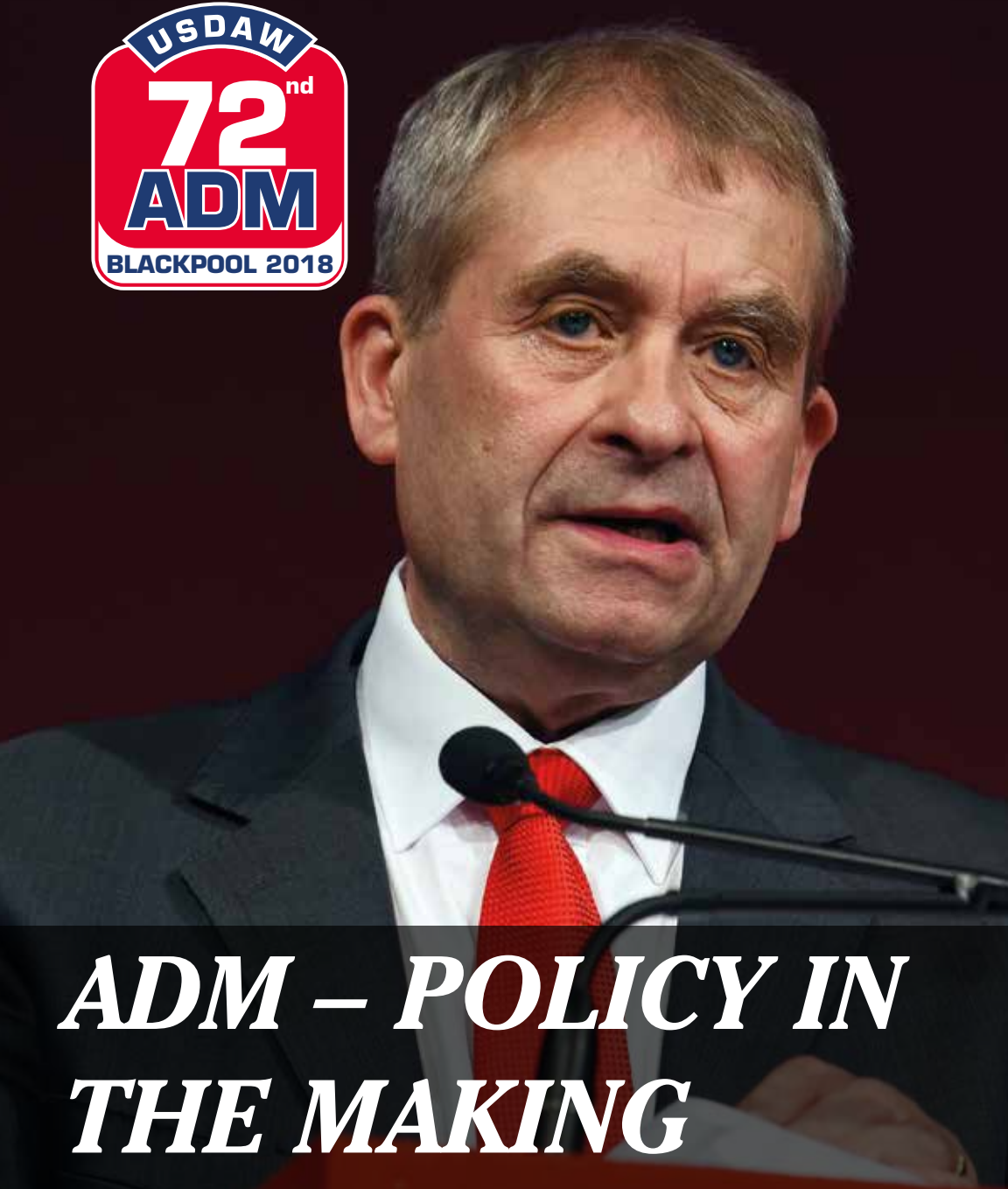
Music Bollywood music

Food Pizza and chips

Book Mountains Echoed by Khaled Hosseini

I am... bubbly, very talkative, crazy but funny and very ambitious.

Best moment... Marrying my amazing husband and awaiting the arrival of our first born in four months.



ADM – POLICY IN THE MAKING



Paddy Lillis



Jeff Broome



Jane Jones

Pictured left: John Hannett

Usdaw activists and officials gathered in the Winter Gardens in Blackpool for the Annual Delegate Meeting (ADM).

ADM is the biggest event in Usdaw's calendar, bringing activists together from across the UK and giving them the chance to meet fellow reps from the same companies. Usdaw is one of the few unions that has an annual national conference. Around 900 delegates voted on propositions to decide the union's policies and priorities for the next 12 months.

Wages, education, crime,

housing, health and safety, pensions and benefits were all debated by passionate and enthusiastic speakers, many of whom were first time delegates.

Speaking in front of a thousand people can be a daunting experience but the delegates were well prepared and presented their propositions with confidence.

The unifying themes of the conference were fairness, justice and equality for all. Socially conscious delegates raised better treatment of homeless people and refugees. Others wanted the system to be fairer when it came

to education, housing and the health services.

There were a number of very emotional and moving speeches that came from individuals who had suffered a great loss. They wanted things to change so that other families did not suffer like they had.

With Brexit around the corner delegates heard from Keir Starmer MP the Brexit shadow secretary.

Keir updated the delegates on the Brexit negotiations and reiterated the message that Brexit should not make working people poorer, nor should it give

the Conservatives a license to eradicate hard won employment and human rights.

Activists were also kept busy at the afternoon fringe meetings on politics and equalities and fund raising events in the evenings.

General secretary John Hannett and general secretary elect Paddy Lillis replied to all the debates with president Jeff Broome chairing his last ADM in his own amicable style.

Executive council member Jane Jones ensured the smooth running of her first ADM as the chair of the standing orders committee.

Equality for all

General secretary elect Paddy Lillis moved the executive council statement on Older Workers and on the many challenges they face.

"We pay tribute to the contribution older workers make to the UK economy, workforce and the trade union movement," said Paddy. "Older workers face three key pressures: money worries; health and performance, and balancing work with caring commitments.

"The union is continuing to press employers to pay higher hourly rates and make bigger contributions towards their pension schemes, but much more needs to be done.

"Members aged 50 plus repeatedly tell us that they are often still expected to do the same work that they did 20 years ago. Rather than employers adapting workplaces to reflect the workforce is ageing, they are pushing older workers into retirement or putting them through capability procedures.

"The third key issue is how older members are the main carers for elderly parents, partners, family members and grandchildren. Despite this, older workers are struggling to get their caring commitments taken seriously by employers. Their caring commitments are seen as unimportant, voluntary arrangements rather than essential.

"Building trade union organisation and strengthening employment rights are fundamental to making our workplaces work for older workers. Strengthening the right to request flexible working, making it harder for employers to justify refusing requests, extending the protection of the Equality Act to carers and grandparents, introducing statutory carers' leave.

"These are just some of the

ways in which UK society could better support and therefore benefit from the skills and experience of older workers."

The equalities debate saw delegates speak in defence of equality legislation, they highlighted LGBT issues and spoke against tabloids that spread division and hatred.

Human rights

Michael Anderson (G026) told conference that the Human Rights Act and the Equality Act were under threat from the Conservatives who were looking to dilute or repeal the acts. "The Conservatives reduced funding for the Equality and Human Rights Commission which devastated the ability of the European Human Rights Commission to effectively enforce the legislation," said Michael. "This union must engage to defend the Human Rights Act and the Equality Act."

Gender recognition

Lisa Willis (G012) wanted the executive council to lobby the Government to abolish the current process of applying for a gender recognition certificate. "The current process is long-winded, invasive and ridiculous," said Lisa. "The application forms are like encyclopaedias and then a group of strangers decides whether or not you can change your gender. It costs £12 to change your name, no questions asked. Whereas, this costs a horrendous £140 and even then, a panel can reject your request. This draconian measure needs to stop. This is a campaigning union with equality at the forefront of its agenda. We need to fight for this to be changed."

LGBT history month

Peter Wolfe (K076) called for the National Equalities Advisory Group and the divisional equality

forums to organise events for National LGBT History Month. "Alan Turing was a codebreaker during the war," said Peter. "Thanks to his work the war was shortened by a number of years." Peter told conference that Alan was later arrested for being gay and subjected to chemical castration. He committed suicide by eating an apple laced in cyanide. "Alan saved this country. So, let's talk about people like him."

Stop funding hate

Alex Bingham (A051) called for the executive council to back the Stop Funding Hate campaign by asking the companies we have agreements with to stop advertising in the Daily Mail, the Sun and the Express. "In 2016, two tourists were confused with being terrorists. The Sun was outraged because they were white. So, it printed a handy guide of what a terrorist looks like. They were all Muslims," said Alex. "Anders Breivik, the Norwegian who killed over 70 people, because he thought the Norwegian government was betraying Norway by tolerating Islam was not mentioned. Because he did not fit into their narrative that Muslims are terrorists. Katie Hopkins has called migrants 'cockroaches' and has called for the 'final solution' for Muslims."

"This proposition is not an attack on free speech. They can publish what they want. But we don't have to pay for it."



Michael Anderson



Lisa Willis



Peter Wolfe



Alex Bingham



First time speakers

Staffing, security and self-service



Sherry O'Brien

The Wages and Conditions debate discussed concerns around security, self-service tills, age-related sales and understaffing.

Self-service tills

Sherry O'Brien (K162) operates a self-service till in Marks and Spencer. "I have never been trained. I had to figure it out by myself," said Sherry. "I'm going round and round teaching customers how to use tills that will eventually get rid of my job!"

First time speaker **Graham Ford** (E093) recounted his experiences of being on self-service. "I have eight self-service tills and four scan as you shop," said Graham. "You are constantly dealing with bagging problems, age-restricted sales, theft prevention. It's a lot of responsibility for one person. And if you get it wrong there is always the threat of being interviewed and disciplined. It can be very stressful."

Paul Foot (C045) said: "I've been told that customers want self-service. But I know from speaking to customers they hate them with a passion. Self-service is automation through the back door."

General secretary elect **Paddy Lillis** replied to the propositions which the executive council was supporting. "There are

50,000 self-service tills in the UK. Employers say they're efficient and customers love them. I personally avoid them. There is a perception that self-service is easy. But supervising so many tills is far from easy. Providing customer support, sorting problems, carrying out ID checks and preventing shrinkage places our members under a huge amount of stress and pressure. Where there is a company policy around staffing of tills than the company should adhere to the policy."

Think 25

Tracy Millard (A098) spoke on age-related sales. "Employer training for Think 25 should not be a tick box exercise. I know of a member who was trained whilst working behind the tobacco kiosk," said Tracy. "If someone follows the policy and makes a judgement call but gets it wrong then it should not go to a disciplinary if the person is over 18 and no law has been broken."

Jon Robinson (K145) said: "I was on an informal warning for a year which has just cleared. This means I now ID everyone. If customers want to purchase age-restricted products then it is up to them to carry ID and prove their age. It should not be down to shopworkers who can end up being disciplined and fined."

General secretary elect **Paddy Lillis** replied: "Age restrictions on sales exist for good reason," said Paddy. "Companies need to stay within the law and they have a duty to protect young people.

"But it is not acceptable that Usdaw members are the ones who suffer the consequences of poor policies and a lack of guidance.

"Think 25 checks are in

essence a company policy. No laws are broken if a staff member makes a sale to someone without asking for ID, unless they are actually underage. Judging whether someone looks under 25 is not always easy. Proper, in-depth training is needed, to give our members the knowledge and confidence to deal with age-related sales. We will continue to work with employers to educate customers around Think 25 and to provide better training and support for staff."

Understaffing

Val Cooke (C051) has worked for Tesco for 25 years. "I feel qualified to say how this company has changed. How retail has changed," said Val. "There are over 400 members of staff in my store and only three team supports. We end up running up and down like lunatics. My pedometer tells me I'm doing over eight miles a day. This means I'm not giving customers the service they deserve. There aren't enough hours in the day to do everything."

General secretary elect **Paddy Lillis** responded: "In recent years members have seen an endless cycle of job losses and restructures.

"Economic pressure to save costs has resulted in reduced staffing levels in many workplaces.

"Understaffing affects morale, reduces productivity levels and increases stress and absence levels. Members are telling us that they are overwhelmed by their workload.

"Nationally we will continue to be vocal about the impact constant change is having on our members."



Graham Ford



Paul Foot



Tracy Millard



Jon Robinson



Val Cooke

FRINGE BENEFIT

Every year the politics and equalities sections host their own fringe meetings at ADM. The themes are different each year but cover issues important to Usdaw members.

POLITICS

The theme of this year's politics fringe meeting was 'Politics matters to Usdaw members'.

Ruth George MP, Usdaw's former political officer, made a welcome return to ADM



almost a year after being elected the Labour MP for High Peak constituency.

"After all my years in the Labour Party I didn't think I could feel more hatred of what the Tories do to working people, until I sat across from them in the House of Commons and listened to how disconnected they are from people's lives," said Ruth.

"Public services are being hollowed out by government cuts and the changes in universal credit will leave the average family around £2,000 worse off. Police cuts are directly causing an increase in crime, including theft from shops and all the problems that causes shopworkers.

"Austerity has cut our economy and public services

to shreds, at the same time the nation's debt has doubled. After Brexit we have real fears that the Conservatives will attack workers' rights so it is crucial that the trade unions work with Labour to defend workers."

General secretary elect Paddy Lillis talked about the importance of engaging members in politics and the real difference this could make to their lives.

"We only have to look at what Labour delivered in government to see that difference: National Minimum Wage, Trade Union Modernisation Fund, lifelong learning, signing the Social Chapter which introduced basic employment rights, trade union rights and much more," said Paddy.

"By contrast the Conservatives in government introduced the Trade Union Act, which sought to severely undermine political funds and prevent us from running effective campaigns on key issues around enhancing health and safety, improving the minimum wage, preventing violence, threats and abuse against shopworkers and many others.

"Usdaw will engage our members in politics, improve political activism and become a force to be reckoned with."



EQUALITIES

The theme of this year's equalities fringe meeting was '150 years of the TUC and the role women have played'.

Lynn Collins regional secretary of the North West TUC opened the meeting with a passionate and engaging presentation about three women – Mary Bamber, Mary McArthur and Jeanie Mole – women who either fought for suffrage or fought to organise other women at work.

General secretary elect Paddy Lillis paid tribute to the women who had been involved in defending and promoting working class interests throughout the history of the trade union movement.

"Over the years I have heard many women in Usdaw talk about how being active in the union has changed them and changed their lives for the

better," said Paddy.

"As general secretary, I will ensure the union continues to champion issues affecting women members. Our union is attempting to take up the issues that matter to women like never before. Issues such as: sexual harassment; the menopause, juggling work and family life; listening to older women; violence against women, and safe journeys to work. By doing this we want to prove to women members that the union understands the reality of their daily lives.

"There is still work to do. Barriers remain to women's greater participation in unions, to name but a few: branch meetings in the evenings; jargon and the way meetings are run and women's issues being treated as personal problems rather than trade union issues. Women need to see other women visible

throughout the union because this sends a clear signal that the union is open and welcoming to women at all levels.

"I am proud of the work that Usdaw is doing to reach out to women. I look around the union and see the way that women have transformed the union. Issues like mental health and juggling work with caring responsibilities are now part of our DNA."



ADM IN BRIEF

Union subs

Delegates voted overwhelmingly to increase subs by 6p a week meaning Scale A members will pay £2.42 and Scale C will pay £1.55 a week from 2 July.

Blackpool

Usdaw extended its contract to host ADM at Blackpool Winter Gardens until 2024. Usdaw general secretary John Hannett said: "Since 1947 our delegates have always found it to be a fantastic place to meet, debate and vote on important union matters and I fully support the union's decision to commit to Blackpool for at least the next six years."



Safety at the forefront



Henry Clark

Health and Safety has been the focus of trade unions since their inception over 150 years ago. The health and safety debate highlighted that despite everything that has been achieved there is still more work to do. The executive council supported all propositions raised.

Anti-fatigue matting

Henry Clark (G003) called for anti-fatigue matting in a bid to reduce the injuries suffered by colleagues. “We carried out two short surveys in store. Respondents highlighted problems with their feet, knees, hips and lower back that require long term medication,” said Henry. “There is a cost to anti-fatigue matting but this can be offset by reduced absence.”

General secretary **John Hannett** responded. “Research has shown that standing on hard floors for a period of over four hours causes significant risk of lower back pain, affects blood circulation and aggravates conditions such as varicose veins,” said John. “Anti-fatigue matting is already used in operating theatres in hospitals.

“There is no reason why it

shouldn’t be considered in other workplaces – including retail – where workers are expected to stand for hours on end.”

Labour planning models

Lisa Willis (G012) called for a review of labour planning models used in retail.

“These sales only labour models are completely flawed,” said Lisa. “There’s no contingency to cover sickness, busy trading periods or customer service. More importantly they do not take into account people with disabilities, capability issues or members on flexible working. There simply aren’t enough hours in store. How do we fix it? We need proper time and motion studies that take into account capabilities, availability and how each store is different.”

General secretary **John Hannett** agreed. “Inappropriate labour planning can cause a number of hazards for workers, including work-related stress, fatigue, and back or limb injuries,” said John. “Not to mention accidents due to high workloads.

“Our negotiators must always focus on ensuring company labour planning models are fair,

that we are fully consulted on any changes and that the changes proposed are reasonable and safe for workers.”

Lone working

Jackie McKenzie (G012) called for the abolition of lone working. “I’ve worked in a petrol station for over 18 years so I know only too well the struggles we face,” said Jackie. “The reality of lone working is that I can only take a break when there’s cover. Even when I get break I have to take it in the department which means I am constantly interrupted. It’s difficult to give good customer service while trying to watch the kiosk, the forecourt and drive-offs. The solutions are simple: employ more staff and train existing staff to cover breaks and lunches.”

General secretary **John Hannett** said: “In our Freedom From Fear campaign we have made the case to employers that lone working is not safe and as a union we oppose it for our members. Usdaw has produced extensive guidance for employers. And where lone working is still happening we would want assurances that strong safety systems are in place.”



Jackie McKenzie



Stewart Walker



Heather Neagle



Paul Holland

A fairer housing system

The housing debate demonstrated that homelessness, housing regulations and rent equality were high on the agenda for Usdaw members.

Homelessness

Stewart Walker (G372) made a compelling case for using empty buildings to alleviate homelessness. “Homelessness is dangerous, devastating and isolating,” said Stewart. “People

become homeless for lots of reasons: unaffordable housing, poverty, unemployment and life events such as a breakdown of a relationship. Our job is not to judge. Our job is lift the fallen, restore the broken and heal the hurting. This should also be the Government’s job.”

General secretary elect **Paddy Lillis** responded to the propositions that were supported by the executive council. “Everyone should have

the right to affordable housing that is built to a decent standard and that ensures the health and safety of the tenants,” said Paddy. “The Government should support local authorities to use powers to take over properties that have been empty for at least six months. Morally, as a society, we cannot continue to allow so many homes to lie empty, while more and more people are sleeping rough or couch surfing.”

Better health services

During the health service debate delegates brought forward propositions based on real life examples that were moving and emotional. The debate was wide ranging and covered issues from preventing the dismantling of the NHS to hospital parking charges.

Alcoholism is an illness

Paul Huish (F019) called for the law to recognise alcoholism as an illness and not a lifestyle choice. “You don’t choose to be an alcoholic, said Paul. “It creeps up on you without your knowledge and takes over your life. 40 per cent of alcoholics develop mental health issues as a direct result of their alcoholism and 50 per cent of mental health sufferers turn to alcohol to self-medicate. Thousands of people do not get access to the treatment they need and deserve.”

General secretary elect **Paddy Lillis** responded. “Alcoholism is a devastating illness and too many people dismiss it as a lifestyle choice,” said Paddy. “For it to be treated as an illness and not as a lifestyle choice it needs to be recognised and covered by the Equality Act.”

Bereavement centres

Marc Elliott (E032) made an emotional case for bereavement centres for parents who have lost a child. Raising this for a close friend of his, Wendy Mills, Marc said: “Wendy couldn’t be here today but she sent in this. ‘On 4 of May 2012 I was getting ready for work when there was a knock at the door. It was the police. She told me my 18-year old son was dead. The days after were just a blur. I wasn’t coping. I was given anti-depressants but was told I couldn’t have bereavement counselling because my son hadn’t died in hospital. I could only get mental health support if I was suicidal. It took me nearly four years to find a support group, set up by a mum who had also lost a child. Six years on I still cry every day. I don’t want other parents to suffer like I did.’ All parents and siblings should be offered free counselling when such a tragedy happens.”

General secretary elect **Paddy Lillis** said: “Regardless of the age of the person who died and whether or not they died in hospital bereavement centres should be made available to everyone who has suffered a loss. Many people need support to cope with bereavement that’s

why we should all have the same access to support, counselling and practical advice to help deal with bereavement.”

Cancer services

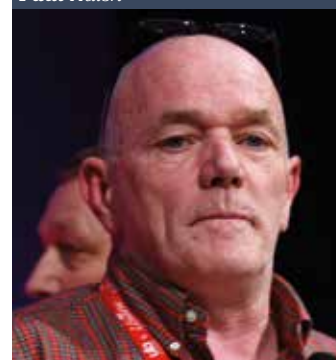
Kay Bond (K145) called for equality between cancer services in Northern Ireland and the rest of the UK. “Cancer patients in Northern Ireland are waiting longer for treatment and being denied life-saving drugs,” said Kay. “The cancer strategy in Northern Ireland was put in place ten years ago and is no longer fit for purpose. Cancer does not discriminate. Nor does it wait. At the end of every cancer strategy is a family, a friend or a co-worker who just wants the chance to live. Treatment shouldn’t be a postcode lottery.”

General secretary elect **Paddy Lillis** agreed. “Northern Ireland is falling behind the rest of the UK in cancer treatment,” said Paddy.

“Patients have longer waiting times depending on where they live and they don’t have the same access to certain cancer drugs. The people of Northern Ireland should be able to receive the same treatment within the same timeframes as the rest of the UK.”



Paul Huish



Marc Elliott



Kay Bond

ADM 2018

Housing regulations

Heather Neagle (K021) called for tougher housing regulations. “In 2017, 79 people died in a fire in Grenfell Tower. It wasn’t an accident, Grenfell was a direct consequence of deregulation and austerity” said Heather. “These cuts are compromising our fundamental rights to decent, safe and affordable housing.”

General secretary elect **Paddy Lillis** replied: “The tragedy at Grenfell Tower is a terrible indictment of housing in the UK in the 21st century. We need to make sure the Government takes

responsibility for this situation by helping councils fit sprinklers in tower blocks and by making sure all homes are protected by robust, health and safety measures.”

Rent equality

Paul Holland (E054) asked the executive council to lobby the Government to create a fairer rent system across the UK. “This should be done by implementing private renting regulations,” said Paul. “Tenants need a legal right to a secure tenancy with fair rent. The median rent in the UK is

£675 compared to social housing where its £400. 63 per cent of tenants have been asked to move by their landlord. It wasn’t their choice. If a home is not secure or affordable then it’s not a home. We want a housing market that works for the many and not the few.”

General secretary elect **Paddy Lillis** responded. “Home ownership in England is at a 30-year low whilst the private rented sector has doubled in size since 2014,” said Paddy. “Tighter lending policies, the rising cost of living and a weak growth in real

incomes have made it so much harder to buy a house so, more and more people are forced into a private rental sector that lacks proper regulation. Deregulation and a housing shortage benefit the unscrupulous landlords who rip off and exploit tenants who are desperate for somewhere to live. With no rent controls the rents in the private rent sector have gone up and up. Implementing private renting regulations would deliver a legal right to secure tenancies with fair rents for private tenants.”

Labour for work

The Labour Brexit shadow secretary Keir Starmer answers Network's questions on Brexit, universal credit, workers rights, the economy and what a Labour government can do for working people...

Q. Retail crime is on the increase. Thefts from shops can often be a trigger for violence and abuse against shopworkers. Would Labour support tougher sentences for those who assault shopworkers?

KS: Yes, is the simple answer to that. An assault on a police officer is treated very seriously. Assaults on anyone doing their job should also be taken extremely seriously. We need to make sure that those working in retail get the protection they deserve. Workers should be free to do their jobs without being verbally or physically attacked.

Q. Universal credit will cause financial hardship for our members. What is Labour doing to mitigate the effects of universal credit?

KS: Universal credit has been a complete nightmare. It will bring about real injustice and that's why Labour has been voting against the changes on every occasion. We will continue with this campaign and make sure people don't lose out.

Q. Despite every impact assessment stating that Britain will be worse off after Brexit we are still heading towards leaving the EU. How will Labour ensure working people don't pay the price for Brexit?

KS: Nobody voted to lose their job, to be poorer, or not to have the future they deserve. What we are doing is resetting the objectives. The priority has got to be jobs and the economy. The Prime Minister has different priorities. She has said it is borders and immigration. On top of this we also need to make sure the benefits of the single market and the customs union are properly understood and hardwired into any deal.

Q. Are workers' rights under threat if we leave the EU?

KS: Workers' rights are under threat from a Tory government. That's been the case for a very long time. What the EU did was to ring fence key rights so that the Tories couldn't get their hands on them. What we now need to do is to make sure that protection isn't lost as we go through the process of leaving the EU. That's why we are fighting so hard for workers' rights to be maintained and not be unhitched from Europe. We don't want workers in the UK falling behind the standards that are evolving in Europe.

Q. There is a huge gulf between the pay of workers and the pay of CEOs. The Conservatives backtracked on putting employee representatives on company boards. Would Labour curb executive pay?

KS: We have been very concerned about executive pay and the inequality between those that are earning at the top and those at the bottom. It has reached breaking point and Labour is committed to reducing that gap. It's not just about how we limit what happens at the top. It's also about how we drive up the pay and conditions of everybody, wherever they are within the business. That gap needs to contract in both directions.

Q. Millions of workers are on short hour contracts even though they regularly work more. How will Labour address this?

KS: We need security of employment. It's something we fought for years ago. It has been eroded year-on-year as people work in more fragmented employment situations or on more fragile contracts. We need stronger contracts with rights built in at an earlier stage, whether that's unfair dismissal or all the other rights. It's about giving people the dignity and security they need at work.

Q. Compared to the Conservatives Labour is seen as being 'soft' on immigration. How would you reassure voters who have legitimate concerns?

KS: Lots of people talk to me and the Labour Party generally

about immigration. What we have said is that it has to be a fair system and that it has to be managed. It's got to work for our communities so we need to talk to our communities about what they need. But it also has to work for the economy so that our businesses can flourish. Most of all it's about tone and approach. What we must never slip into is a tone that suggests that anybody who has come here from another country is not welcome. They are our friends and neighbours so the first thing we must always say is how much we welcome the contribution they have made.

Q. There is still a belief amongst voters that the Conservatives are better with the economy than Labour. What would you say in response to this?

KS: Look at the last eight years! Look at what they have done to the economy. They have actually made things worse. We have austerity, greater division and greater inequality. They're losing the confidence of the business community by the way they're negotiating Brexit. So, this myth that the Conservatives are strong on the economy and Labour isn't needs to be turned on its head. If you look at our manifesto we've got a costed programme of investment that will strengthen the economy. We just need a chance to put that into action.

Q. The NHS continues to be a top issue for




ers

voters. What will Labour do to protect the NHS?

KS: We've got to invest more in the NHS and we have to ensure that the people who work in the NHS are treated with dignity. The workforce there are stretched every day of the week. They need the resources and facilities they are entitled to. The last Labour government invested in the NHS and there were new hospitals. The NHS had a bright future which has now sadly been run down.

Q. What can a Labour government do to improve the lives of our members?

KS: A Labour government needs to make the case loud and clear that trade union membership is vitally important. We need to support that and make the case for collective bargaining. Parliament sets the minimum terms and then unions can bargain on top of that to improve the pay and conditions of everyone they represent.

 **Usdaw for Labour**

Us

A REP'S GUIDE TO GDPR

After a two-year transition period the **General Data Protection Regulation (GDPR)** came in to force in May 2018 and replaced the **Data Protection Act 1998**.

The regulations govern the way companies collect, process, store and dispose of personal data. This means everyone who works on behalf of Usdaw, whether as a paid employee or as a rep/activist, is under a duty to comply with the regulations. Failure to comply can lead to legal penalties and reputational damage.

Usdaw activists and personal data

As an Usdaw activist you will come across some personal data relating to members.

This can include:

- Name, address, email address, telephone numbers
- Whether they pay their Usdaw contributions by check-off or direct debit
- Employment details such as where they work, pay, bonus, hours worked, pension, education and training courses
- Details relating to grievances or disciplinarys, personal injury claims, employment tribunals or other legal matters

Consent

Usdaw members give us their consent to process their data when they sign the membership form F1A. This is because the membership form has a Privacy Notice that sets out how the union will process and store their personal data and outlines their rights.

GDPR in a nutshell

You must store data on members securely and for no longer than necessary. After this the data should be destroyed.

Reps can access Usdaw's guide to GDPR at:

<https://usd.aw/gdpr>

What this means for Usdaw activists

Usdaw activists will need to start thinking about how they store information about their members.

- How secure is your computer?
- Is it password protected?
- Can you lock your filing cabinets?
- Do you leave paperwork about members on your desk or leave your computer screen unlocked when you're away from it?

Example 1 - Branch membership or contact lists

If you need a list of your branch members to arrange a branch meeting make sure you have an up-to-date list from your local Usdaw office. Shred any old lists and ensure the new list is stored securely either on a password protected computer (where you lock the screen when you are away from it) or in a locked filing cabinet.

Example 2 - Membership lists

You may need a list of members in their specific workplaces for example, to do a mapping exercise. Once you have drawn up a list make sure you store it securely either on a password protected computer (where you lock the screen when you are away from it) or in a locked filing cabinet. Shred the list when you have finished with it.

Example 3 - Contacts

In the course of your union work you will build up a contact list. Make sure you store it securely either on a password protected computer (where you lock the screen when you are away from it) or in a locked filing cabinet.

Example 4 - Disciplinary and grievance hearings, employment tribunal cases

All correspondence and notes should be stored securely either on a password protected computer (where you lock the screen when you are away from it) or in a locked filing cabinet.

If the matter is resolved you should keep the materials securely for six months.



After this you should shred the materials.

If the matter is not resolved and needs to go to an employment tribunal then you should store the materials securely i.e. password protected computer or a locked filing cabinet until you have passed them on to Usdaw's legal department. After this you should shred any copies you have.

Example 5 - Accident at work records, personal injury claims

If a member has an accident at work, the employer and the health and safety rep should keep a copy of the accident record and of any investigation.

All material around this should be stored securely either on a password protected computer (where you lock the screen when you are away from it) or in a locked filing cabinet.

You should keep this information until the matter is resolved satisfactorily.

If the matter is not resolved the information may be needed for a personal injury claim.

In this case you should keep the materials securely i.e. password protected computer or a locked filing cabinet until you have passed them on to Usdaw's Legal Department. After this you should shred any copies you have.

Further guidance for reps

Usdaw will be producing further guidance for reps over the coming months.

In the meantime, reps can access an online guide to GDPR which goes into a more detail about the regulations themselves. The course can be accessed at

<https://usd.aw/gdpr>

If you have any queries please contact your area organiser.

Retired members meet



RETIRED MEMBERS' DELEGATION

The annual Retired Members' Consultative conference, now in its 29th year, took place in May in Warrington.

The theme of the conference was mental health with a particular focus on loneliness and the impact of poverty on mental health.

The conference was attended by Usdaw's pension's officer **Debra Blow** and chaired by the president **Amy Murphy**.

Mind

Nic Lunt, the chief officer of Mind, gave a presentation on mental health and loneliness. "Health is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity," said Nic. "One in four people will experience a mental health

problem in any one year and 70 million working days are lost each year due to mental ill health costing Britain £70-100 billion." "Being alone is not the same as being lonely. There is nothing wrong with being on your own if you are comfortable with it. People usually describe being lonely for one of two reasons: they simply don't see or talk to anyone very often, or even though they are surrounded by people they don't feel understood or cared for."

Nic outlined five steps to wellbeing: give, keep learning, be active, take notice and connect.

Equalities

Jo Bird and **Ruth Cross** from the equalities section at Usdaw gave a joint presentation on the impact of poverty on mental health.

"The majority of Usdaw members are under pressure financially. They are working harder and longer than ever before," said Jo. "For some, it's out of choice. But for most it's because they simply cannot afford to retire."

"Older people are more likely than any other age group to go without the basics such as a holiday (defined as being away at least one week a year), the upkeep of decoration in the home or putting aside £10 a month to carry out a hobby or leisure activity."

"Research by Age UK found that nearly three million older people or one in four are having money problems, with hundreds of thousands unable to pay bills or keep their homes warm. This can take its toll on physical and mental health," said Ruth.

"There is a strong social stigma attached to mental ill health which makes people act negatively towards those with mental health problems. This means people with mental health problems are excluded from participating in society and experience discrimination."

The presentation also included a workshop that asked delegates to explore the impact different aspects of older people's lives have on their mental health and wellbeing; the role family, the community and wider society pay in promoting or undermining mental health and what older people need most to stay mentally well.

Both presentations generated a lively discussion with the panel holding a questions and answers session.



"I've attended this conference a number of times as I find it extremely interesting. I thought this year's theme was excellent. The speakers were fantastic and the presentations were pitched at a level that was understandable. I really enjoyed it and would thoroughly recommend retired members to take the opportunity to attend." **Helen Lengely**



"As always, the Pensions team have done a fantastic job as the conference was well organised and well-run with some great speakers. I found it really useful and will be using what I learned at the next federation get-together. It was good to catch up with old friends and meet new delegates. Unlike many other unions Usdaw makes a real effort to engage with its retired members." **Geoff Page**

STAFF RETIREMENTS



Fiona Wilson

Fiona Wilson

Fiona will be retiring at the end of June after almost 19 years of service. Fiona worked in the finance sector for 20 years before being appointed as Usdaw's pensions officer in 1999. In 2001 she took up the role of deputy head of administration and was promoted to the position of head of research and economics in 2006.

"I've always been a trade unionist so this has been the perfect job for me," said Fiona, 57. "It has been varied, challenging and exciting. I've had the opportunity to work on so many different projects from our excellent campaigns to strategic planning to improving our bargaining support service and working with the Labour Party on our political objectives. One of the highlights was making yearly representations to the Low Pay Commission on behalf of 3 million low paid retail workers. I feel proud that I paid a small part in getting increases to the national minimum wage which made a real difference to our members.

"The thing I have enjoyed the most has been working with and developing the staff in my department. It's been very rewarding watching them grow, develop and take up new roles and opportunities.

"Working for Usdaw has been a fantastic experience. It will be a wrench to leave. I've made some very good friends over the years and I will miss the people I have worked with the most.

"I'll be keeping busy once I retire. I've got a part-time job with a housing charitable trust and I'm looking forward to doing more campaigning for the Labour Party now that Macclesfield is officially a more winnable seat.

"I'm also looking forward to not getting up very early to fit in a run or swim! It'll be



Graham Robson

Graham Robson

Graham retired in May after 43 years' service. Graham started his career in the Manchester divisional office as an accounts clerk in 1974. He transferred to central office in 1979 to take up the role of an audit supervisory clerk. He then progressed through the stages to become an audit officer in 1993 and was promoted to senior audit officer in 2001.

"I virtually went straight from school to working for Usdaw," said Graham, 59. "Back then members contributions were posted manually using rather large ledgers!

"In this role I was responsible for the receipt of union contributions from over 200 companies within Usdaw and the auditing of the 19 Usdaw offices.

"One of my proudest moments was the check-off re-authorisation exercise in 1998. This involved ensuring all union members resigned to have union contributions deducted from their wages. When dealing with hundreds and thousands of members this was a mammoth task. It was a challenging time for both me and the union but we completed it with minimal loss of members.

"I have thoroughly enjoyed working for Usdaw and will miss the colleagues I have been in contact with across the different Usdaw offices.

"In my retirement I hope to keep up my fitness by still going to the gym. I'm looking forward to spending more time with my wife and four grandchildren. I also want to visit more places in Europe and will be focusing on trying to improve my baking skills."

nice to do these activities when I want rather than fitting them in around work. Once my husband Brian retires we will then spend more time travelling."



Ellen Shaw

Ellen Shaw

Area organiser Ellen retired in June after five years' service with Usdaw.

Ellen started out as a gilder in the Potteries in Stoke-on-Trent when she was 15. Following the changes in the pottery industry Ellen went to work for Tesco Longton extra.

Ellen comes from a trade union background. Her dad worked in the pits and was a firm trade unionist who instilled in her that she should always stick up for herself and other people. So, when a vacancy for a rep came up she put herself forward.

"Being elected as a rep opened doors for me," said Ellen, 60. "Securing the position of area organiser at the age of 55 was absolutely amazing. To go from someone who had no qualifications to working for the union was a dream come true.

"My favourite part of the job is when you get a good outcome, nothing can beat the feeling that you've helped someone.

"One of my proudest memories is when, as a rep, I was involved in a campaign to make the breast cancer drug Herceptin available on the NHS. Back in 2006 many women were refused the treatment for a number of reasons including which health trust they fell under. Our campaign was featured in *arena* and helped raise awareness of the issue. We also raised £70,000 and set up a charity to help pay for women to receive the drug privately.

"I have really enjoyed working at Usdaw and will miss all my colleagues. Once I retire I'm going to Las Vegas then on a cruise. Since I got the job I've not had much spare time so I'm looking forward to relaxing and spending time with my daughters and grandchildren."

Your menopause story

The menopause is part of the natural ageing process for women and yet is still regarded as a taboo subject. All women will go through the menopause and for many women their symptoms can cause real problems at work.

Several large-scale studies including most recently by the Wales TUC have found that women very often experience a range of symptoms that make working life more difficult. These include heavy periods, hot flushes, memory loss, increased anxiety and sleep disturbances.

Over half of women responding to the Wales TUC survey said the menopause was treated as a joke where they work. Women say that this makes them feel embarrassed and undermined. Humour can be a coping mechanism but when it is used as a put down or to embarrass women it is no laughing matter.

Usdaw members are also being disciplined for absence related to

the menopause or because their performance has dipped. In many cases a few simple adjustments to working conditions would have solved the problem such as more frequent toilet breaks, shift changes, access to cold drinks and fresh air breaks.

Usdaw wants to find out more about women's experiences of being in work while going through the menopause so that we can identify what support women in Usdaw want from their employer. The union has launched a short survey which asks women to share their experiences. The survey has already highlighted many examples of really good practice and the union will be sharing these with reps so that more women can get the support they need. All responses to the survey will be treated in strictest confidence and you don't have to provide personal details. You can find the survey on the Usdaw website or by contacting equalitymatters@usdaw.org.uk



www.usdaw.org.uk/MenopauseSurvey

TUC Black Workers' conference

Usdaw once again sent a full delegation to this year's TUC Black Workers conference.

The conference, now in its 27th year, brings hundreds of black trade union activists together from across all sectors and industries in the UK to debate the particular problems black and minority ethnic workers face at work and in society. It is the biggest conference of its kind in Europe.

Usdaw's motion to conference, moved by Maureen Loxley from Tesco in Gloucester and carried unanimously, focused on the

need for racism at work to be seen not just as an equality issue but also as a health and safety issue.

Maureen spoke about the growing problem of customer abuse and pointed out that while all Usdaw members are vulnerable to abuse for black minority ethnic members the abuse often has an additional element of racism. Racism has wide reaching consequences for black minority ethnic workers mental health and creates an unsafe working environment for everyone.



Usdaw's Mental Health Awareness Campaign

"It's Good to Talk"

Usdaw
Campaigning
For Equality



Let's talk about mental health

Usdaw reps are supporting increasing numbers of members struggling with stress, anxiety and depression at work.

To help reps dealing with these issues the union has produced new workplace campaign materials designed to help open up conversations and break down the stigma surrounding mental health.

The theme of the campaign

is It's Good to Talk. The campaign pack includes all Usdaw's mental health leaflets and posters plus giveaway refreshment packs (tea, coffee and biscuits), pens, coasters, balloons and post it note pads branded with the campaign logo.

You can order your campaign pack by calling us on 0161 224 2804 or emailing equalitymatters@usdaw.org.uk

Learning reps in action

Union learning reps from workplaces across the North West attended an annual divisional forum at Usdaw's national training centre in Warrington in March.

The reps, who work in the retail, manufacturing and distribution sectors for a variety of companies, were welcomed by divisional officer Mike Aylward who thanked them for their continued hard work offering members learning opportunities and raising the profile of the union.

Reps were given the opportunity to feedback on Usdaw's new bitesize Maths course and the changing digital world in the workplace. They discussed accessing payslips online and quick and easy ways to engage staff on upskilling in maths, IT and English. Reps also took part in a discussion and workshop on apprenticeship delivery and supporting colleagues in the workplace.

The forum was delivered by North West lifelong learning project workers Julia Baldwin and Jonathan Charnock.

Kevin Callow

Kevin has been a member of Usdaw for 20 years and became a learning rep in 2012.

"I signed up for an English course in my workplace and found it to be a real eye opener," said Kevin who works at Sainsbury's distribution in St



Helens. "I was surprised that many of my colleagues were not seizing this great opportunity to gain accredited qualifications and found myself promoting lifelong learning without actually being a rep.

"When the opportunity arose to become a ULR I jumped at the chance. I quickly became the onsite co-coordinator with a team of ULR's covering all shifts.

"One of my proudest moments was winning the North West ULR organising award in 2016.

"Lifelong learning in our workplace has gone from strength to strength with many colleagues signing up to do functional skills English, maths and ICT in our fully equipped learning centre.

"I find the ULR forums very informative and they allow me to return to work with lots of ideas to implement where I can."

Trish Cooper

Sainsbury's ULR Trish has got her hands full at her Sainsbury's store in Warrington where she is also the in-store rep and health and safety rep.

"When I joined Usdaw I didn't realise that lifelong learning was such a big part of the union and how involved I could get," said Trish who became a ULR in 2015. "I think it's amazing how much is on offer for members through learning and I'm proud to be a part of it.

"I've been to the ULR seminars before and always find them very useful to assist me in my role.

"I found all the information about apprenticeships very interesting and worthwhile as it relates to what's going on in my workplace and the workshop provided some valuable practical advice.

"When you attend events like

the ULR forum you feel like you are part of a family. You're not nervous, you're made to feel very welcome and it's a very comfortable environment."

Sue Burnett

It's been quite a whirlwind for rep Sue who signed up to be a ULR last August.

Since then she's worked hard to bring learning opportunities to the staff at Morrisons abattoir in Colne.

"We've just signed a learning agreement with the union and we're really excited about the future," said Sue.

"There's been lots of interest from the staff about learning in the workplace. Going to college can be expensive and difficult to fit in if you work full-time, being able to learn for free in your workplace makes things so much easier, and it's great for the staff who will feel comfortable learning with people they know.

"We're starting off with English and Maths and hopefully moving on to leisure courses. I'm hoping it will bring people together and give our workplace a sense of community.

"The forum was a great opportunity to speak to other ULRs and get ideas for the future. It was a really upbeat and enjoyable day."



KEVIN CALLOW



TRISH COOPER



SUE BURNETT

New agreement for Tesco



GENERAL SECRETARY ELECT PADDY LILLIS WITH USDAW MEMBERS AT TESCO CUSTOMER FULFILMENT CENTRE IN CROYDON

Usdaw has signed a new learning agreement with Tesco that will bring enhanced learning opportunities to seven customer fulfilment centres across the Eastern and Southern divisions.

The agreement will ensure that union learning reps at the sites in Aylesford, Crawley, Croydon, Enfield, Erith, Fenny Lock and Greenford will be entitled to eight hours paid release per week to deliver lifelong learning opportunities for their colleagues.

It will also safeguard paid release for staff if they want to access those learning opportunities.

General secretary elect Paddy Lillis signed the agreement alongside Tesco head of operations for customer fulfilment centres Melissa Malik on a visit to the Croydon site in March. They were joined by Usdaw project workers, coordinators and learning reps from all seven sites.

“This is fantastic news for everyone involved,” said Paddy. “Our union learning reps and

officials at the sites have worked hard over the past year to establish learning centres and support members who want to return to learning.

“The extra release will allow them to build on their success and continue to make a real difference for our members.”

“Usdaw’s Lifelong Learning campaign aims to provide members, many of whom feel they missed out at school, with the chance to get back to learning to help them both for their own personal development

and to improve their career opportunities.

“Learning boosts employees’ confidence, improves morale and gives employers a more motivated and skilled workforce.”

Since 2003 more than 74,000 members have returned to some sort of learning.

Usdaw has agreed partnerships to access learning with many major companies including Tesco, Sainsbury’s, Morrisons, Wincanton, Next, DHL, CRL, McVities and Unilever.

Union learning reps get together in Ireland

Better Skills, Better Lives was the theme of this year’s Irish Congress of Trade Unions (ICTU) Union Learning Reps Conference in March.

Over 80 learning reps from unions across Ireland travelled to Mossley Mill in Newtonabbey for the event including Usdaw project workers and learning reps from Asda, Tesco and Karro Foods.

The conference was an opportunity for the activists to take part in workshops on education and listen to guest speakers and fellow reps about their learning journeys.



Putting members first

Mike Smith Stand-down rep

When Tesco customer fulfilment centre Croydon opened its doors in 2006, driver Mike signed up to be a rep straight away.

He wanted to ensure that his colleagues were treated fairly from the beginning. Since then his involvement with Usdaw has grown significantly and he's now taking time away from his day job to work as a stand-down rep and raise the profile of the union across the Southern division.

"I've been travelling to different workplaces and companies, meeting members and reps, taking part in campaign days and trying to ensure everyone is aware of Usdaw and the benefits of membership," said Mike, 45, who is also a health and safety and union learning rep. "It can

be challenging at times but that makes it all the more enjoyable.

"I completed Academy1 in 2011 and then Academy2 the following year. Both were excellent preparation for stand-down. I also get great support from my organiser and the local office.

"Recently I've been visiting night shift staff with my Croydon colleague Chhaya Patel who is also on stand-down. There doesn't tend to be a big union presence on nights so it's good to let members know they're not forgotten about. The staff are quite surprised to see us at 3am but we always get a good response."

Health and safety

Mike is also Tesco national forum rep and looks after all the

customer fulfilment centres in his area representing around 5,000 staff. "The national forum meets quarterly and works closely with Tesco at the highest level," said Mike. "I'm there to ensure the voice of my colleagues is heard first-hand and considered when the company makes national decisions.

"When I'm back at work in Croydon I'm part of a team of eight reps looking after 1,000 members of staff. It's a well organised site and we're very keen on health and safety. We have a good working relationship with management which is crucial for making change.

"Health and safety is something I can't help but consider while on stand-down. It's been eye-opening to see the approach in different

workplaces. If I spot anything I always mention it to the reps or management.

"I think the key to being a good rep is honesty. You should always be upfront with members and you should always challenge something if it's not right or someone is being treated unfairly. At the end of the day it's about equality and we're here to look after everyone."



"I think the key to being a good rep is honesty. You should always be upfront with members"

MIKE SMITH AT IKEA CROYDON



“There are people, like myself, heading toward retirement age unaware of pension changes which could have adverse effects on their future”

PAT GIBBONS (LEFT) AT TESCO PRESCOT



**Pat Gibbons
Tesco Prescott**

Tesco customer assistant Pat has been an active Usdaw rep for over 10 years at her store in Prescott. She’s passionate about the union, politics and making sure her members are supported. In 2015 she took on the role of branch secretary and last year

added divisional committee member to her portfolio.

“I initially became health and safety rep and enjoyed it so much that I put myself forward for in-store rep,” said Pat, 58, who has worked at Tesco for 14 years. “I come from a long line of trade unionists and my husband is an official for union. We always argue about who’s union is the best, obviously I win.”

Pensions campaign

Pat is keen to promote pension awareness and recently organised an in-store campaign day. “It was only a few years ago, at an ADM fringe meeting, that I discovered I would not get state pension at the age of 60,” said Pat. “And it wasn’t until the Pensions Conference last year that I learned about being contracted out.

“There are many people, like myself, heading toward retirement age, who are unaware of pension changes which could have adverse effects in their

future.

“We’ve already had two legal plus campaigns in store but I wanted to use this campaign to make sure staff members know that help and guidance about pensions is available from the union.

“The pensions team do a fantastic job at central office and I always advise members to contact them for advice.

“Our campaign day was a great success. Lots of staff came to speak to the team and took away the literature. We even managed to recruit a few new members.”

Organising

“As a rep I try to be as active as time allows. I attend divisional conference and federation schools. I’ve also been to ADM for the past six years and successfully delivered two propositions.

“As part of the divisional committee I recently supported Parents and Carers Spotlight Day

and I’m hoping to take part in Respect Week in November.

“The thing I like most about being a rep is solving minor problems for members before they escalate, sometimes it’s just about giving some guidance and support.

“I’m a rep simply because I like helping people. It can sometimes be a thankless, occasionally heart-breaking job but I wouldn’t give it up for anything.”

Membership for week ending 2 June 2018

South Wales and Western	49,942
Eastern	63,216
Midlands	57,312
North Eastern	59,845
Scottish	43,771
Southern	63,856
North West	92,943
Total	430,885

Q&A: *Becoming a safety rep*

Usdaw health and safety officer Doug Russell answers your frequently asked questions about becoming a health and safety rep...

Q. I'm thinking of becoming a safety rep, what powers or influence am I legally entitled to?

Safety reps have clear legal functions given to them by the Safety Representatives and Safety Committee Regulations 1977 (SRSC):

- To investigate potential hazards and dangerous occurrences at the workplace

The health and safety section is based in the legal department at central office.



Tony Whelan and Doug Russell

Health and safety officer

Doug Russell
doug.russell@usdaw.org.uk
0161 249 2441

Health and safety assistant

Tony Whelan
tony.whelan@usdaw.org.uk
0161 249 2474

General health and safety enquiries:
healthandsafety@usdaw.org.uk

The section has three main functions:

- To provide advice and assistance to members, reps and officials on health and safety matters.
- To produce guidance on health and safety issues.
- To promote the union's policies on health and safety with appropriate bodies such as the Health and Safety Executive and Government.

and to examine the causes of accidents at the workplace.

- To investigate complaints by any employee they represent.
- To make representations to the employer on all matters affecting the health, safety or welfare at work of the employees at the workplace.
- To carry out inspections in the workplace.
- To represent the employees in meetings with visiting inspectors from the HSE or other enforcing authority.
- To receive information from inspectors.
- To attend meetings of safety committees.

Safety representatives should be consulted 'in good time' about changes at work that may affect health and safety. 'In good time' means that the employer must allow enough time to tell the safety representatives about what is proposed, and for the safety representatives to consult with their fellow workers and get their views. Those views then need to be reported back to the managers before any final decision is made or any action is taken. In emergencies or urgent situations, however, action needs to be taken first.

The SRSC regulations also require employers to give safety reps reasonable facilities and assistance. This includes time during working hours to carry out their functions as a rep and paid time to attend trade union training.

Q. There is no safety rep in my workplace, is that illegal?

This will depend on whether or not you work for an employer who recognises the union.

If the union has a recognition agreement with the employer then the union has the legal right to appoint safety reps. The number of reps in any one workplace is a matter for negotiation with the employer but once the number has been agreed it is up to the union to decide who the reps are.



Where the union is not recognised the Health and Safety (Consultation with Employees) Regulations 1996 will apply. Your employer can choose to consult with their employees directly as individuals, or through elected representatives (known as 'representatives of employee safety' in the Regulations), or a combination of the two.

Q. I want to get some training before I volunteer to be a safety rep, is that possible? Or does the training come later? And who does it, the union or the company?

Trade union safety reps are entitled to attend trade union training courses during work time. Once you become a rep, your area organiser should contact the Usdaw training officer to get you on an Usdaw course. Usdaw runs a basic introductory course and a follow-on course (both are usually five day courses).

The TUC also provides safety rep training. Their stage 1 and stage 2 courses are usually 10 days over 10 weeks. Increasingly TUC courses are also provided on-line for workers who might have difficulty travelling to a TUC education centre.

Q. Our safety rep at work just agrees with everything the boss says, surely this can't be right?

Good safety reps get all the information and facts about a particular problem then go and discuss the situation with management. Although management have the ultimate responsibility to manage health and safety, the health and safety reps can assist them by trying to come up with solutions to problems.

The union expects its reps to develop a good working relationship with their managers, but this does not mean they should always agree. If you are unhappy with the reps decision on any particular issue you should talk to them about it. There may be a good reason for the line they have taken.

If a rep consistently sides with management to the detriment of members and their health and safety then they should be challenged. Safety reps are elected from the group of members they represent. If you think the rep is not up to the job then you need to think about who else might stand for election next time round.

New TUC health and safety survey

The new TUC survey of health and safety reps is now online.

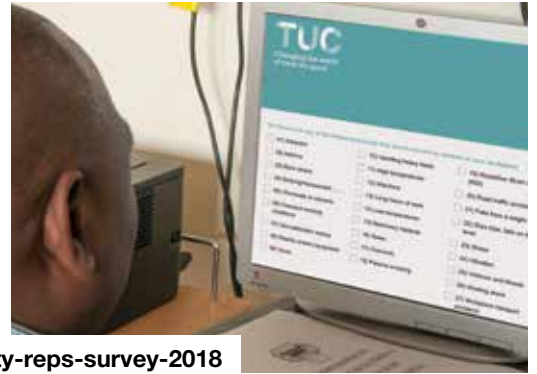
It is designed to provide the TUC and individual unions with information about what health and safety reps do and what their experiences and needs are.

This information is needed so that the TUC and unions can do more to help reps and so their views and

experiences are better reflected in public policy debates and the work of the HSE.

The TUC publishes the results and uses them to campaign for better safety standards at work, including more rights for health and safety reps. Survey closes 29 June 2018.

www.tuc.org.uk/national/health-and-safety-reps-survey-2018



SAFETY REP INTERVIEW CHRISTINA DISTEFANO

Alongside being one of three safety reps in her Tesco store in Sheffield, Christina is also on the national young workers' committee and has just started a six-month secondment on Academy1.

"I've been a health and safety rep since June 2015," said Christina, 25.

"I decided to put myself forward for the role to gain more knowledge in the field and to help members with workplace issues. I enjoy being able to get a positive outcome and make work a safer place.

"As health and safety reps we are required to identify any issues in the store and inform management accordingly. We're also responsible for carrying out security audits, health and safety inspections and alerting staff about health and safety procedures.

"Good health and safety is an ongoing concern so we're always keeping an eye out for potential risks.

"One concern for staff members in our workplace is intoxicated and aggressive customers who can pose a risk to safety. We have a strict no tolerance policy and

deal with these customers by asking them to leave. Depending on their behaviour we can ban them from the shop. If they refuse we are forced to call the police for assistance.

"My top tip for other health and safety reps would be don't struggle in silence, it's always better to ask if you're unsure about a policy or procedure.

"One of my fellow health and safety reps has been in the role for a long time, so if I ever need help or advice I go to her."



Ageing drivers study

The HSE has published a report on potential health and safety impacts on an ageing workforce by focusing on HGV drivers aged over fifty.

Drivers' work involves long, unsociable hours, high physical and mental demands and long periods of sedentary work. This can cause musculoskeletal disorders, stress, tiredness and fatigue and issues associated with being overweight. Loneliness and isolation were also found to be a problem.

The HSE study highlights steps employers can take to improve workers' health including: management of working hours and physical tasks; appreciating individuals experience ageing in very different ways; supporting the health of older workers; recognising that older workers may fear losing their jobs if they admit to experiencing difficulties with their work.

HSE's core message is the need for employers to create a workplace climate which promotes good health and well-being through suitable control measures.

See a copy of the report go to: www.hse.gov.uk and search **rr1104**

HSE warns against off-the-shelf manual handling training

Off-the-shelf manual handling training should become a thing of the past, according to new advice released by the HSE.

The web-based advice aims to help employers to decide what type of help they need to tackle the Musculoskeletal Disorders (MSD) risks in their workplace. It illustrates different approaches with examples and identifies who may be able to

help address their needs.

An HSE spokesperson said: "Our research shows that simplistic training involving bending your knees to lift a cardboard box is just a waste of time and money, it just doesn't make any difference. The overall aim is to avoid and reduce manual handling, and that's where employers should start if their workforce faces manual handling risks. Don't start

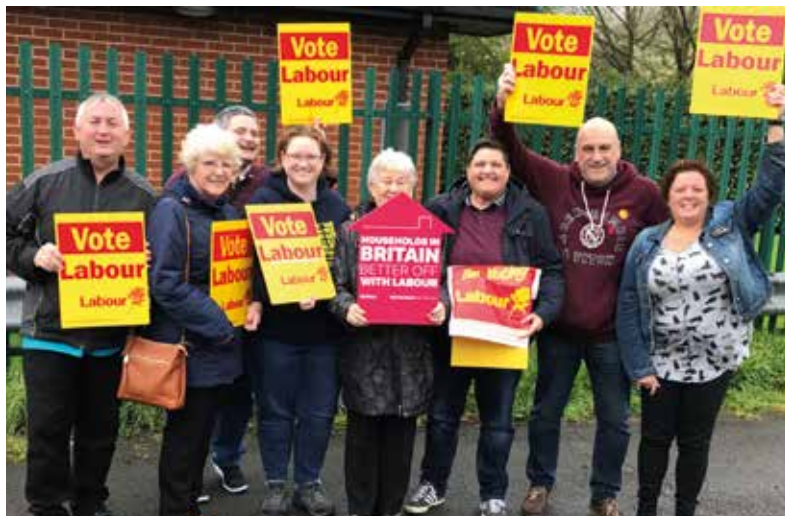
with training; start with re-organising and redesigning your working practices. If you do need staff training then this needs to be customised and professionally delivered. Any such training should be based on observations of current working practices, and should be informed by the views and experience of the workforce."

See the HSE MSD advice at:

www.hse.gov.uk/msd



Your Letters & Pictures



PICTURED Clockwise from left: Midlands Divisional Political Committee campaigning for the May 2018 local elections in Chemsley Wood; Members at the first Grampian Pride; Campaigning outside Lidl DC Wednesbury; Plymouth area organiser Suzie Green presents divisional awards to Adrian Charles for health and safety; Sandie Shelton for Individual recruitment and to activists at Sainsbury's Marsh Mills for team recruitment and organising.



The Organising Academy

From Scotland far and wide we come to do our best
 To see if we are successful to pass the Usdaw test
 With nerves we sit and try to get to know each other
 By the end of the two days a connection like Sister and Brother

Trying to recruit an assessor and getting them to sign up
 The odd wee biscuit or coffee drank in an Usdaw cup
 Start off twenty two and then we end off with ten
 After about a week you will probably find out then

What a spread for lunch sandwiches, pies and cakes
 When the food is good a big difference it makes
 Having a laugh with people who all work in different shops
 When you get to your interview then that's when the fun stops

So good luck everyone and I hope that you were a pick
 Now it is all over hope you don't feel so sick
 But if you are not please now don't shed a tear
 Come back to the organising academy have a go next year

Poem by John Creighton,
 G036 West of Scotland Co-op



SOUTHERN DIVISION TAKE THE CAMPAIGN TO ALDI STORES

Youth Committee raise over £1,200

We want to say a massive thank you to everyone for their generosity and help with the charity work undertaken by the National Young Workers' Committee and volunteers at ADM 2018.

This year's chosen charity was Young Minds, an organisation that campaigns for mental health support for young people. A total of £1,230.46 was raised by holding collections on the Young Workers' stall at ADM and at the Young Workers'

Disco. There was also a Young Workers' raffle, with prizes generously donated by various companies and Usdaw branches.

We are really grateful to everyone who donated and bought raffle tickets, and we are proud to have been involved in supporting vulnerable children and young people across the UK.

Gareth Edwards (K085), Eileen Allardyce (G012) and Hannah Free (C037)



A dedicated space to share your news, views and achievements. Let us know what you have been up to and you could win £50! Please send letters/emails and photos to either of the addresses given above. We reserve the right to edit all letters.



PICTURED Clockwise from left: International Womens' Day at Tesco Extra Spytty; Phil Wilson MP campaigning with Usdaw at Lidl Distribution in Newton Aycliffe; South Wales and Western Divisional Equalites Forum organise a donation of hygiene and sanitary products for the homeless in Swansea; Stand up to Racism rally in Cardiff; North West Divisional Equalities Forum supporting the 'It's Time to Talk' campaign with general secretary John Hannett and general secretary elect Paddy Lillis; Boots Industrial Nottingham hold a pensions awareness day.



Usdaw A BETTER DEAL FOR DADS



SEE MORE SPOTLIGHT DAY PICTURES AT
WWW.USDAW.ORG.UK/GALLERY



TESCO EXTRA LICHFIELD
Midlands division



MORRISONS THE GYLE, EDINBURGH
Scottish division



TESCO EXTRA WATFORD
Eastern division



TESCO EXTRA CIRENCESTER
South Wales and Western division



READING TOWN CENTRE
Southern division



TESCO GOOLE
North Eastern division



WARRINGTON TOWN CENTRE
North West division