

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

arena

Summer 2010

www.usdaw.org.uk



FOCUS ON
LEARNING
REP HELEN

**KNOW
YOUR
RIGHTS**

**Rights and Cash
for 16 and 17 year olds**

The minimum
Money for
Your right

Visit the Y

- To apply for a
- To meet National
- For information on
- Youth Issues

www.usdaw.org.uk/1

Are you interested in
attending the
National Youth Weekend?

18-20 November 2010
National Conference and Training Centre, Warwick

[SUMMER JOBS SPECIAL]

ACTIVE REP

RIGHTS FOR TEENAGE WORKERS



Maureen
Williams

**COPING WITH
DISABILITY**



Thomas Kelly
has cerebral
palsy but he still
manages to
combine his
work as a rep
with his day job

The **co-operative** funeralcare Funeral Plans for complete peace of mind.



When we look to the future we realise the importance of preparing for the time when we are no longer here. Many of us want the reassurance that our funeral will be taken care of when the time comes, and we want to do everything we can to reduce the burden on our friends and family.

The Co-operative Funeralcare is the UK's leading funeral director and offer a range of Funeral Plans. These pre-payment plans allow people to pre-arrange and pay for their own funeral, reducing the emotional and financial burden on their friends and family.

With The Co-operative Funeralcare Funeral Plans you have the option of a fixed plan, or you can choose to make your own arrangements, tailored according to your personal needs. Whatever your choice, be it burial or cremation, a religious or humanist ceremony, a particular church or hymn selection, floral tributes or memorials, or any other special arrangements you wish to make, a Funeral Plan can be created to accommodate your requests. The Plans carry no age or health restrictions and all

arrangements are made by professionally trained and experienced staff.

The Co-operative Funeralcare is part of The Co-operative Group - the country's largest consumer owned organisation. Founded on strong values of openness, honesty and responsibility, The Co-operative Group has a strong financial base with experience that dates back over 150 years. Backed by this strength, the Funeral Plans offer both flexibility and security.

You can buy a plan for yourself or for someone close to you and there are a number of payment options available, including the opportunity to spread the cost over a period of time.

Udsway members and their immediate families are entitled to £25 discount on our funeral Pre-Payment Plans and 10% discount on professional services fees on funeral arrangements

**For more information, contact your local Co-operative Funeralcare
(Quote reference – MKT/10/039)**

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



Contents

Inside this issue

Know your rights

08 Employment Issues From redundancies to contract changes and from bullying to eating at work

Legal Plus

10 FirstCall Usdaw Members explain how the union's legal team helped them win compensation

42 Criminal Injuries How one member was helped after a terrifying ordeal

People like you

07 Helen King National award winner tells how lifelong learning has changed her life

25 Thomas Kelly Disabled rep tells **arena** how he promotes fairness in the workplace

33 Dex Millar Meet the young rep who is a keen supporter of parents and carers

39 Dionne Young A mother tells how a family tragedy prompted her to get involved in a health charity

41 Maureen Williams How a busy rep finds time to put equality on the union's agenda

Campaigns

18 Spotlight Day Promoting awareness during the Supporting Parents & Carers Day in March

Features

26 Summer Jobs What to look out for if your children are working this summer

22 Using your Usdaw Rep arena answers your questions about the role of a union rep

30 Survivors' Support How victims of child abuse can find professional advice

Regulars

44 Recruit a Friend You could be £500 better off if you sign up a friend to Usdaw

47 Crossword & Contact Details £50 up for grabs and a full listing of all the Usdaw offices nationwide



SUMMER
2010



Business as usual for confident union



proved one thing – people have short memories. Gordon Brown didn't deserve the hostility from the right-wing press. When the country needed decisive and effective leadership at the start of the recession Gordon

Brown made all the right decisions while the Tories would have made the wrong ones. But that's politics and we have to face the political reality we find ourselves in.

As a union we will continue to lobby the Government on the issues our members feel are important – employment rights, safety, and equality at work, and justice and fairness in wider society.

Of course I'm disappointed Labour didn't win the election because I genuinely fear our members may be penalised to reduce the deficit caused by

irresponsible bankers. However, Usdaw has a long and proud history of being able to deal with any government – regardless of its colour. We survived 18 years of hostile Tory Governments that were determined to crush the trade union movement. We're still here and thriving and I'm sure with the support of our members, activists and staff Usdaw can continue to get its voice heard in the workplace and in government.

John Hannett General Secretary

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

Ushaw Members' Helpline:
0845 6060640

As **arena** went to press it was unclear exactly what the

Conservative and Liberal Democrat coalition Government have planned for the country but it must be in the interests of the majority not the few. We are in uncharted political waters, unless you can recall the mid 1970s when Labour made a pact with the then Liberal Party, so we'll have to wait and see what happens next.

The election campaign

PUBLISHED BY

Ushaw
188 Wilmslow Road,
Manchester M14 6LJ
T 0161 224 2804
F 0161 257 2566
E arena@usdaw.org.uk
W www.usdaw.org.uk

HEAD OF MEDIA & COMMUNICATIONS

Mike Glover

EDITOR

Peter Rees-Farrell

REPORTER

Mairead Bradley

EDITORIAL ASSISTANT

Sarah Bailey

ADVERTISING & DESIGN

Century One Publishing
Arquen House, 4-6 Spicer Street,
St. Albans AL3 4PQ
T 01727 893 894
F 01727 893 895
E enquiries@centuryonepublishing.ltd.uk
W www.centuryonepublishing.ltd.uk

ADVERTISING MANAGER

Oliver Kirkman
T 01727 739 184
E ollie@centuryonepublishing.ltd.uk

DESIGN & PRODUCTION

Heena Gudka

PRINT

Polestar UK Print.

Paper produced from ecologically sustainable sources.

Arena is the membership magazine of the Union of Shop, Distributive and Allied Workers (Ushaw). Published quarterly, Arena is distributed to Ushaw members.

COPYRIGHT

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.

© arena 2010

All eyes on No.10

The first coalition Government for 70 years, the resignation of former prime minister **Gordon Brown** and a Labour Party in opposition for the first time in 13 years – these are clearly remarkable political times, writes general secretary **John Hannett**.

But while the trappings of power may be seductive for the majority of the coalition Government, many of whom are untried and inexperienced, it is on the streets of the UK that the new politics and policies will be tested.

Usdaw members do not live in the fevered atmosphere of Westminster, they inhabit the real world of hard work, paying taxes

and looking after their families. Once the dust has settled on the party political manoeuvrings the country faces an unprecedented and uncertain future where the decisions of the Con/Lib Dem coalition will have direct consequences on our members.

If this coalition is to be the new beginning its proponents argue, then economic decisions should not penalise hard-working families for the mistakes of the international bankers. Savage and immediate cuts in public spending should be avoided, otherwise thousands more people will find themselves on the dole and this will threaten the economic recovery the Labour Government



worked so hard to forge. Similarly tax cuts for the very wealthy and possible reductions in Tax Credits will do nothing to help our members. The coalition has a massive duty to the British people. No elector voted for it, so it will rightly be under intense scrutiny.

It will be interesting to see if both parties can bury their differences on electoral reform, fiscal policy, Europe, defence and

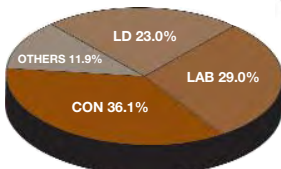
many other areas.

Usdaw will continue in its work to protect and improve the living standards of its members.

Labour is down but not out, it can recover. I'm convinced if we regroup, stay united and reaffirm our core values of fairness and justice we can use this electoral setback to renew our appeal and present the electorate with a clear choice at the next election.

THE 2010 GENERAL ELECTION AT A GLANCE

POLITICAL PARTY	SEATS	CHANGE since 2005
Conservative	306	+97
Labour	258	-91
Liberal Democrat	57	-5
Scottish National Party	6	0
Plaid Cymru	3	+1
Others	19	-2



SHARE



SWING

Tribute to Gordon Brown



General Secretary **John Hannett** paid tribute to **Gordon Brown**

following his resignation as both Prime Minister and Leader of the Labour Party.

"Gordon was one of the architects behind so much that has improved the lives of Usdaw members over the last 13 years such as the minimum wage, tax credits and massive investment in the NHS and education.

"When the history books are written I believe he will be portrayed as one of the greatest politicians our country has ever had. He left with dignity and showed that the best interests of the country were foremost in his thoughts.

Usdaw would like to place on record our thanks for his contribution to improving our members' lives."



Campaign progress

Usdaw persuaded national government, police, and retail employers to agree on a united front against retail crime, violence and abuse towards staff after it held a summit meeting in March.

Since Usdaw launched its **Freedom From Fear** campaign in 2003 there has been a decline in reported incidents. However, there were still over 13,000 physical attacks in 2009 and hundreds of thousands of shopworkers face verbal abuse on a regular basis.

The then home office minister **Alan Campbell** MP was at the summit meeting. "We are fully supportive of the Freedom From Fear campaign," he said. "We

are continuing to work with the police and businesses to increase reporting of retail crime. Since 1997 more shoplifters are going to jail and there are tough sentencing guidelines in place for those who commit violence against shop staff. Plans to improve community safety and to reduce crime and anti-social behaviour must involve the staff who work in local shops."

General secretary **John Hannett** said: "It was encouraging to see the strong commitment and support from all parties present for Usdaw's award-winning campaign.

"There are a lot of

Hugh Henry MSP, centre, with the Scottish Political Committee



Summit meeting . . . (l-r) Alan Campbell MP, Jeff Broome and John Hannett



good things going on in some parts of the country, but there are also major gaps. We need to make sure that stronger relations between shopworkers, employers and neighbourhood police teams are put in place."

Meanwhile **Hugh Henry** MSP took the union's Freedom From

Fear campaign to the Scottish Parliament in April. He wants to see vulnerable workers given more protection and see the existing law used to prosecute anyone guilty of retail crime.

Members of the union's Scottish political committee were in the chamber to support him.

Click Connect Win

Subscribe now to Usdaw's **e-news service** and you'll be automatically entered into a **Free Prize Draw** to win a **Sat Nav system** courtesy of **UIA Home Insurance!**



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

Sponsored by UIA. Tel 0800 376 0300 Website www.usdawinsurance.co.uk

Closing date 6 July 2010. Open to Usdaw members only. Not open to Usdaw staff. Terms and Conditions apply.

ARN SUM 0510



Helen King at the National Organising Awards and, right, at this year's Annual Delegate Meeting



Learning provider

Award-winning Helen is on a mission

Learning rep **Helen King** is taking the Check Out Learning campaign to

hundreds of retail staff across her division encouraging them to take up new challenges.

"I love my work, it's a dream job for me," said the 42 year-old mobile union learning rep. "I want to give something back and pass on my experiences and enthusiasm for learning to as many people as I can and see them develop their skills and grow just like I have."

Helen has worked for Tesco in Martlesham for fifteen years. She became a rep in 2004 and union learning rep (ULR) three years later. For the last two years she has been working with Usdaw as a mobile union learning rep visiting a host of

Tesco stores across Suffolk.

"Lifelong learning is one of the most exciting concepts around at the moment. I can speak from my own experiences, not only does it give people more confidence but it can change people's lives forever.

“Helping people to take that first step and then watching them progress is a great feeling”

"It's appealing because the whole idea of learning at work alongside your colleagues, takes away much of the stigma and the bad experiences most of us will remember having on one or more occasions during our own

schooldays.

"Helping people take their first steps to sign up for a course such as basic literacy and numeracy or a beginners computer course and then watching them progress is one of the greatest feelings I've ever experienced."

Helen was at the National Awards Ceremony earlier this year. "It was a tremendous occasion. I couldn't believe it when I heard I'd been nominated for the National Union Learning Rep Award for my division. And I was completely gobsmacked when I won the national award.

"My husband and children were so proud. And I was very honoured especially as it was in recognition for doing a job I absolutely love."

Usdaw helps you unders

arena looks at the issues causing you problems at work

Hours change upset

Job selection worries me

Q There are redundancies coming up and I am on the sick. Can the company make me redundant?

An employer could not make you redundant simply because you were off work sick, equally however, the fact that you are off sick would not necessarily mean that you are protected from being selected for redundancy.

If an employee is absent on sick leave during a redundancy process, the employer must still ensure that they are adequately warned about the risk of redundancy and consulted and that the selection criteria is fairly and consistently applied to them. The employer may be required to give special consideration to an employee who falls within the protection of the **Disability Discrimination Act** when applying the selection criteria to them where any period of absence is due to a physical or mental condition which amounts to a disability within the meaning of that legislation.

The employer must use as far as possible, objective selection criteria, for example, one of these criteria may be disciplinary record, in addition, the employer must apply these criteria fairly and consistently to each individual who may be potentially redundant.

The employer must also consider whether there are any alternative jobs within the workplace for those individuals who are eventually selected for redundancy.

However, the employer must follow a **fair procedure** before deciding to dismiss by reason of redundancy, otherwise the dismissal could be found to be unfair.

Q I've worked Monday to Friday for the last five years and it suits me fine. However, the new manager says that all staff have to go on the weekend rota now. What can I do?



It may be possible for you to rely upon an argument that working Monday to Friday amounts to one of your **contractual terms and conditions** that bind both you and your employer. Sometimes however, contracts have built-in flexibility clauses that may allow employers to make such changes.

In general, contracts can only be changed by agreement between you and your employer, one party cannot simply decide that they wish to change it in some way without the agreement of the other. If you can show that working Monday to Friday is one of your contractual terms, if your employer then breaches that term by forcing you onto a weekend rota, you may have a legal remedy.

It is important however, to remember that in contract problems, the legal side of things is only one piece of the jigsaw and that legal proceedings are a last resort. If you have a reasonable legal position however, this argument can be used in negotiations to get the outcome which you want.

If negotiations fail and the employer insists on driving the weekend rota through, you and any of your colleagues who are affected should submit a **letter of protest** and your Usdaw official would do the same on your behalf. If the employer refuses to back off, you and your colleagues should lodge a grievance under the company procedures.

If lodging a grievance and subsequently appealing if the employer does not find in your favour does not do the trick, the action that you and your colleagues take next will depend upon what your employer decides to do. At this stage if the employer still wishes to impose the weekend rota, your reps and/or full-time official would consider the options depending upon how the employer decides to go about introducing the change.



stand your rights at work

Q I don't know what I have done to my boss, but she has taken an instant dislike to me. She is rude and often aggressive. I should not have to put up with this, should I?

Bullying boss

Many of us at some time will have been spoken to by one of our bosses in a way which we thought was unfair, unkind or even harsh. However, where such behaviour crosses the line, is when it becomes **persistent**.

As an employee you should not have to put up with this constant rude and aggressive behaviour. It could amount to bullying and your employer may have a special procedure for handling this. A bullying procedure will usually have a formal and informal method for handling complaints. Which procedure you pursue is usually a matter for you as an individual, however, you should seek the **advice** of your Usdaw rep before deciding what action to take.

You may wish to consider trying to resolve the problem without firstly going through the procedures. For example, you may decide to ask your new boss if you could have a private and informal word with her. If you do not feel confident or comfortable in approaching your boss directly, you could put your concerns in writing to her or you could ask a colleague or Usdaw rep to speak to her informally on your behalf.

If an informal approach does not work and your boss continues to act in this unacceptable way towards you, you should then consider raising the matter through the **grievance procedure** setting out the details of your complaints and send it to the appropriate manager, i.e. someone other than your boss.



Trouble after bite to eat

Q I was clearing the deli shelves the other day and was binning out-of-date produce. I took a bite out of one of the pies and threw the rest in the bin. My manager hit the roof and said I faced disciplinary action. Surely this cannot be right?

While this may appear to be a very trivial act, be warned that employers regard such behaviour very seriously and to such an extent that it could be regarded as **gross misconduct** justifying summary dismissal, that is dismissal without notice. This is because some employers impose an absolute ban on taking or eating any produce, even produce which is being thrown out. If an employee does so, the employer will regard such action as amounting to theft and will usually dismiss.

Any such dismissal which results from such conduct may well be found to have been a fair dismissal, especially where the employer can show that the dismissed employee knew or ought reasonably to have known that taking or eating produce in any circumstances will be regarded as gross misconduct and that dismissal will usually be the outcome.





Excellent service for Tony

Union membership is great value for money said warehouse operative **Tony Galasso** after he had an accident at work. Usdaw's legal team helped him make a claim and he was awarded £17,000 compensation.

"Having the union in my corner with its top team of professionals and the support of my rep throughout gave me real peace of mind," said Tony, 43, who works at the Sainsbury's Distribution Depot in Hertfordshire. "And it didn't cost me a penny."

The accident happened in 2007 when Tony slipped on ice in the warehouse and injured his knee.

"I was off work for five months. I had physio and saw a couple of specialists, eventually I was advised I needed an operation on my knee.

"When I returned to work my manager arranged for me to work in the office until I was ready to return to my old job in the warehouse.

"I tell everyone to join the union. Take it from me - it's money well spent."

Looking after Lakha

Usdaw supported a successful claim for compensation for warehouse operative **Lakha Modhwadia** after he suffered a serious heart condition as a result of an accident at work.

"My rep advised me to make a claim and I'm so pleased I did as I received £35,000 in compensation. I was made redundant four months after the accident so the money will be a huge help," said Lakha, 52.

The accident happened in 2006 when Lakha worked at the Tesco Distribution depot in Brackmills, Northampton. He was sat in his picking truck when a colleague in another truck hit him from behind jolting Lakha forward and injuring his chest, shoulders and upper arms.

"I saw my doctor and he gave me painkillers and told me to rest. But the pains in my chest got very severe and I had great difficulty breathing so my wife took me to the local hospital and tests

FirstCall rescues injured duo



need it most

FirstCall 

LEGAL ROUND-UP



confirmed I'd suffered a heart attack.

"It was a very worrying time for me and my family. But thankfully the union was with me every step of the way. Everyone should join, Usdaw took care of everything for me."

It took  only a matter of months to settle a claim for Morrisons' staff **Paula Davies** and **Linda Obbard** who were left shaken and bruised after being pulled from a lift.

The incident happened in March last year at the Cheadle Heath store in Stockport, Cheshire.

"We got in the lift and it started to move and then stopped," said sales assistant Paula.

"When the doors opened we were suspended between floors. We called out for help and eventually colleagues pulled us out and we were left with cuts and bruises. It was very frightening."

"We were very happy to get out in one piece," added Linda. "Our union rep suggested we contact the claim line which turned out to be very good advice."

"Within no time at all we had a call back from a union solicitor who took care of everything. It couldn't have been easier and within seven months it was settled and we each received a cheque for £1,250."

Doleen Kluczynski

Age: 57

Employer: Morrisons

Location: Farnborough

Injury: Knee injury

Date of accident: August 2008

Case settled: December 2009

Award: £2,500

Jamie Eldridge

Age: 36

Employer: Wincanton

Location: East Kilbride

Injury: Bruising to left side of body

Date of accident: February 2009

Case settled: February 2010

Award: £1,750

Ingrid Goodall

Age: 57

Employer: Tesco

Location: Broadstairs, Kent

Injury: Bruising to legs

Date of accident: August 2008

Case settled: November 2009

Award: £1,320

Kamal Rafiq

Age: 35

Employer: 2 Sisters Food Group

Location: Suffolk

Injury: Cut to hand

Date of accident: June 2009

Case settled: December 2009

Award: £1,000

FOR MORE INFORMATION VISIT

WWW.USDAW.ORG.UK/MEMBER_SERVICES/LEGAL_SERVICES/

Speedy settlement pleases Ann

When Tesco general assistant **Ann Spencer** was injured as a passenger in a car accident she rang **FirstCall** for assistance. Her case was settled in four months and she was awarded £1,250 in compensation. "I kept the card from my *Arena* magazine in a safe place thinking I'd never need to use it," said the 46 year-old from Axminster in Devon. "After the accident I rang the number on the card and gave all my details. "Within no time I had a call back from a union solicitor and he took care of everything. It was all very quick and efficient. It couldn't have been easier."



Jonnie picks the right route

Warehouse operative **Jonnie Lumley** contacted **FirstCall** after he suffered a whiplash injury when a colleague drove into the back of his picking truck at the Tesco Distribution Centre in

Goole, East Yorkshire.

"I couldn't believe how straightforward it all was," said Jonnie. "I called the claim line and someone got back to me within five minutes and my union solicitor even rang me that same day. There was no messing.

"I had a full professional service all the way through. My solicitor was superb and looked after everything, including all my appointments with the specialist and the physiotherapist – nothing was too much trouble.

And it didn't cost me a penny.

"I was looked after very well and it was all done and dusted within nine months when I received a cheque for £2,633. It was unbelievable."

our problems

Food process worker **Wayne Heath** contacted **FirstCall** after he scalded his foot while hosing down the warehouse floor.

"I was cleaning the floors and hadn't been given any protective leggings to wear and the boiling hot water spilled inside my wellies. I was in agony," said the 43 year-old from Ashton in Greater Manchester.

"I later spoke to my rep and he told me to phone the number on the card. It turned out to be excellent advice.

"It couldn't have been easier there were no forms to fill in. I just picked up the phone, gave my details, answered a few questions and I was told someone would get back to me shortly.

"Within no time I had a local solicitor dealing with everything. I can't complain at all. I had a fantastic service all the way through and just six months after the accident I received a cheque for £1,686. I was surprised how quickly it was all dealt with."

Wayne's world sorted



Take the pain out of personal injury

Legal Plus

Free Accident Claim Line for:

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



No forms, no fuss, no delay

Fast, expert help is only a free call away

0800 055 6333*

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

**Usdaw solicitors –
working on your behalf,
nationwide**

DEMOCRACY

Members have their say

More than 1,000 activists and officials gathered in the Winter Gardens Blackpool in April for the union's Annual Delegate Meeting – a four-day conference which sets

the policies and priorities for Usdaw over the next 12 months.

On these pages arena reports on the major debates with more coverage to follow in the activists' magazine *Network* May/June issue.



Stopping underage sales

Underage buyers and not shopworkers should be prosecuted when purchasing age-restricted goods. That was the overwhelming decision of delegates at the conference on the perennial problem of underage sales.

Currently it is the shopworker who could be fined £80 for selling age-restricted goods and have the possible threat of a criminal record hanging over them.

Julie Railton said: "The abuse we get from some shoppers is disgusting. I was threatened with a baseball bat and nearly knocked over because I refused an underage sale. It's difficult to guess the age of people and we've had a

lot of disciplinaries about this."

Allan Kell agreed. "It should be No ID No Sale," he said. "Our members shouldn't be put in this position. There are a lot of young people on the checkouts. None of us should have to tolerate abuse."

Cherise Williams said: "The responsibility should be on the purchaser including adults who buy for underage youths."

General secretary John Hannett said: "At present the existing underage sales regulations means that every day a shopworker goes to work they run the risk of being prosecuted, fined or disciplined for something that is out of their control. This places a huge burden on the individual that can have a detrimental impact

on their health. It's no wonder our members are calling for a change in the law. Clearly the balance of responsibilities needs to be addressed. We will continue to press employers, the Government, the local authorities and the police to ensure shopworkers are not the unwitting victims of the law."



Julie Railton



Allan Kell

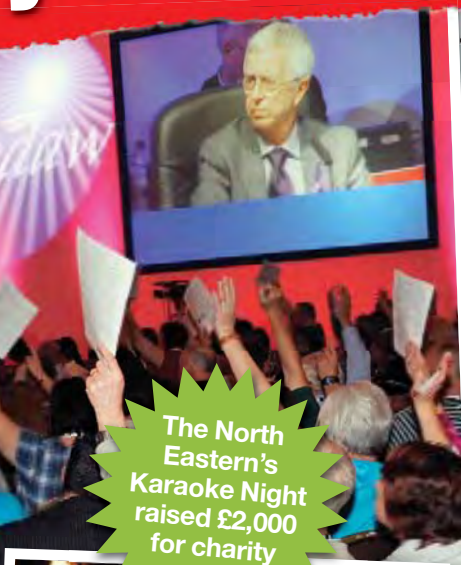


Cherise Williams



Pia Sands

y at annual conference



The North Eastern's Karaoke Night raised £2,000 for charity



Looking after your welfare

Delegates showed their compassionate side during a wide ranging debate on the National Health Service.

Michael Green called for better and more cost effective care for the elderly.

Dennis Edgar agreed. "Affordability is the issue," he said. "Thousands of people have to sell their homes to pay for care which should be state funded."

Jo Cahill drew attention to the problems faced by people with eating disorders who have to wait months for treatment and called for better treatment for them.

Meanwhile **Pia Sands** urged employers to treat epidemics/pandemics as 'mitigating circumstances' when dealing with sickness absence. "Around 100,000 people last year contracted swine flu. I was one of them. The Government should provide protection for staff who are infected in this situation."

Amy Murphy called on the UK government to introduce free prescriptions

in England. "Let's follow the example of Wales, Northern Ireland and Scotland and abolish the charges," she said. "While there are some exemptions the system is unfair and contradicts the principle of free at the point of delivery."

There should be more awareness of mental illness in the workplace and a better understanding among employers of this issue **Lewis Grant** told conference. "There is a lot of discrimination out there and little understanding of mental health in the workplace," he said.

The rising incidence of skin cancer in the UK, especially in the 15-34 age group, has to be addressed said **Angela Thomas**. "These can be prevented and we have to raise awareness of the issue. Binge tanning is as dangerous as binge drinking. Thousands die every year and manufacturers of skin care products must be forced to put expiry dates on their goods."

Leading from the front



Angela Thomas



Lewis Grant



John Hannett



Paddy Lillis

Trading hours harsh on staff

Delegates agreed that large retailers should be forced to close their supermarkets and convenience stores before 6pm on Christmas and New Year's Eve and when Boxing Day falls on a Sunday the rules that cover Easter Sunday should be applied.

Bernadette Connor said: "This would give workers quality time at home with their families. Transport problems are also an issue. This is not an unreasonable request."

Barry Edwards also wants to put a stop to 'browsing time' in supermarkets on a Sunday. "We have almost 24/7 trading these days so let's open at 10am not 9am. Browsing time is not within the spirit of the Sunday trading Act 1994."

Meanwhile **Paula Colbourne** drew attention to the unfair practice of contractual hours and actual hours worked. "Members who regularly

work more than their contractual hours are being used as they don't get holiday pay based on their actual hours," she said. "It's unfair and unequal."

Sarah Channon supported her. "This is a disgraceful practice. My colleague worked 39 hours but was contracted for 16. When he was off, having been injured in a car accident, he was only paid 16 hours a week. Companies can afford it and should be forced to pay up."

General secretary **John Hannett** backed the delegates. "This is a workers' issue not just a retail issue," he said.



No compromise on safety

Checkout operators cannot hit their scanning targets and provide good customer service as well, said **Tony Luffman**. "These targets set by the companies are often unachievable and are very stressful to our members," he said. "We get a lot of complaints because it's putting too much pressure on staff."

Alex Davis agreed. "We're having to go quicker and quicker all the time," she said. "These targets can't be met if you want to provide a good customer service."

Ray Taylor wants the health and safety



The Youth Disco raised £1,298 for charity



Bernadette Connor



Sarah Channon



Barry Edwards



Alex Davis

Call to extend campaign

debate widened to stop it being used incorrectly and to stop some employers from abusing it. "Too often health and safety is used as an excuse by some who charge for normal everyday activities. This leaves it open to ridicule," he said.

All business premises should be visited by a safety inspector at least once a year, **Terry Morgan** told ADM. "Put health first not money. The Tories want to privatise safety. There are too many fatalities and injuries."

Deputy general secretary **Paddy Lillis** said: "This is a very important issue for Usdaw and one of our key aims. If it wasn't for trade unions a lot of today's safety legislation would not exist. Trade union

organised workplaces are safer than non-unionised ones. Our concerns on safety stretches beyond the workplace."

Conference also supported the executive council's statement on providing **safe journeys to and from work for women**.

[FOR A COPY OF THE DOCUMENT VISIT:
WWW.USDAW.ORG.UK]

The Welsh Night raised £1,320 for charity



Usdaw's award-winning **Freedom From Fear**

campaign should be extended to include delivery drivers and call centre workers said **Diane Palmer**. "Any worker who has contact with customers should be protected," she said. "Drivers are targeted because of the high value stock they carry. Call centre workers get verbally abused over the phone and if we include distribution staff it will increase membership."

Conference agreed and also backed **Stephen Newman's** call for additional safety at petrol stations. "Staff here are particularly vulnerable to robbery," he said. "Members have the right to feel safe and free from abuse. Companies should be forced to install security screens similar to the ones used in banks."

ADM in brief

- Delegates voted overwhelmingly to increase subscriptions by **4p a week to £2.14 for Scale A, 3p a week to £1.88 for scale B and 2p a week to £1.34 for Scale C.**
- Delegates voted to press the Government to stop travel companies massively increasing prices during school holidays.
- A call to produce **health awareness leaflets** for men on prostate and testicular cancer was approved by delegates.
- Coverage of the ADM will be available on **DVD** on a session-by-session basis.

[MORE INFORMATION:
WWW.USDAW.ORG.UK]



Ray Taylor



Terry Morgan



Dianne Palmer

CAMPAIGNS

Putting benefits in the

Working parents need all the advice and support available during these difficult economic times – that's why Usdaw was out campaigning in March

Cash help for working parents was in the spotlight in March as Usdaw took its award winning Supporting Parents and Carers campaign to Westminster and across the UK.

An Usdaw delegation of activists and their children met with MPs to promote the importance of benefits like Tax Credits, the Sure Start Maternity Grant and the Child Trust Fund to Usdaw members.

"We know from our own surveys

that working parents are twice as likely to be worried about money than those without children, yet many haven't heard of the benefits they are entitled to claim," said general secretary John Hannett.

"Benefits like Tax Credits, the Sure Start Maternity Grant and the Health In Pregnancy Grant, all introduced by the Labour Government, have made a real difference to members' lives providing vital cash help and practical support at a time when parents need it most.

"The good news is that being in a trade union makes a difference. Usdaw

members are twice as likely to know about the Health In Pregnancy Grant than non union-

members, an indication that our campaign is reaching members on the shop floor.

"These are difficult times for our members, not least for working parents. We want to raise awareness of the support the Labour Government has made available to help working parents with

the extra costs that inevitably come with raising a family.

"Usdaw knows this is a worrying time for many working parents and carers and we are focusing our attention on doing all we can to better support our members who are juggling paid work with bringing up children."



spotlight



The Easter Bunny made special appearances across UK stores

oundland's EVERYTHING'S £1



Reps and officials at The Gates shopping centre, Durham

Activists at the Northend Shopping Mall, Croydon



Usdaw – Supporting Working Parents

Reps spread the word at Co-op Retail Logistics, Thurrock



Statement to members issued in connection with the Union's Annual Return for period ended 31 December 2009 as required by section 32A of Trade Union and Labour Relations (Consolidation) Act 1992

In the year ended 31 December 2009, the total income of the Union amounted to £31,534k of this £30,527k related to members' contributions. The expenditure for the same period amounted to £30,704k which included the salary paid to the post of General Secretary of £87,715 and employers' contributions in respect of National Insurance and Superannuation of £10,505 and £17,808 respectively. The value placed by the Inland Revenue on the car supplied to the General Secretary amounts to £11,484.

The President of the Union and other members of the Executive Council are not in receipt of salary or allowances from the Union.

The Union's income into its political fund for 2009 amounted to £1,870k while the expenditure amounted to £1,557k.

AUDITOR'S REPORT

We have audited the financial statements of the Union of Shop, Distributive and Allied Workers for the year ended 31 December 2009 which comprises the Income and Expenditure Account, the Balance Sheet, the Statement of Total Recognised Gains and Losses, the Cash Flow Statement and the related notes. These financial statements have been prepared under the accounting policies set out therein.

This report is made solely to the Union's members, as a body, in accordance with Section 36 of the Trade Union and Labour Relations (Consolidation) Act 1992. Our audit work has been undertaken so that we might state to the Union's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Union and the Union's members as a body, for our audit work, for this report, or for the opinions we have formed.

RESPECTIVE RESPONSIBILITIES OF EXECUTIVE COUNCIL AND AUDITOR

As described in the Statement of Responsibilities of the Executive Council as laid out on page 57 of the published Annual Return and Financial Statements, the Union's Executive Council is responsible for the preparation of the financial statements in accordance with applicable law and UK Accounting Standards (UK Generally Accepted Accounting Practice).

Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK and Ireland).

We report to you our opinion as to whether the financial statements give a true and fair view. We also report to you if, in our opinion, the Union has not kept proper accounting records in accordance with Section 28 of the Trade Union and Labour Relations (Consolidation) Act 1992 and if we have not received all the information and explanations we require for our audit.

BASIS OF AUDIT OPINION

We conducted our audit in accordance with International Standards on Auditing (UK and Ireland) issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements.

It also includes an assessment of the significant estimates and judgements made by the Executive Council in the preparation of the financial statements, and of whether the accounting policies are appropriate to the Union's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

OPINION

In our opinion, the financial statements give a true and fair view, in accordance with UK Generally Accepted Accounting Practice, of the state of the Union's affairs as at 31 December 2009, and of its excess of income over expenditure for the year then ended; and have been properly prepared in accordance with Section 36 of the Trade Union and Labour Relations (Consolidation) Act 1992.

John Sandford
For and on behalf of KPMG LLP
Chartered Accountants
Registered Auditor, St James' Square
Manchester
M2 6DS

15 March 2010


IRREGULARITY STATEMENT

A member who is concerned that some irregularity may be occurring, or have occurred, in the conduct of the financial affairs of the Union may take steps with a view to investigating further, obtaining clarification and, if necessary, securing regularisation of that conduct. The member may raise any such concern with such one or more of the following as it seems appropriate to raise it with: the Officials of the Union; the Trustees of the property of the Union; the Auditor or Auditors of the Union; the Certification Officer (who is an independent officer appointed by the Secretary of State); and the police. Where a member believes that the financial affairs of the Union have been or are being conducted in breach of the law or in breach of the rules of the Union and contemplates bringing civil proceedings against the Union or responsible Officials or Trustees, he/she should consider obtaining independent legal advice.


Usdaw insurance deals for members right on your doorstep





*Based on online independent research by Consumer Intelligence during 01 March 2010 to 31 March 2010. 10% of consumers could achieve this saving with UIA Buildings and Contents Insurance

 **Home Insurance** – Our comprehensive cover is standard and you can spread the cost with interest free direct debits. Optional Home Emergency cover gives you peace of mind in the event of a domestic crisis, and our experienced advisors are on hand 24/7 to help your claim be as hassle-free as possible.

And that's not all – you can get other great savings from Usdaw Insurance too –

 **Car Insurance** – competitive pricing, easy payment options and up to 90 days EU cover

 **Travel** – single trip or annual cover, special family deals and children under 4 years insured free

 **Pet** – affordable prices with a choice of cover options to suit you and your pet

GET A QUOTE TODAY
CALL FREEPHONE ON
0800 376 0300

Please quote ref. Arena 210
Lines are open 8.30am - 8pm Mon - Fri, 9am - 1pm Sat

SAVE UP TO 15% ONLINE[†]
www.usdawinsurance.co.uk

Usdaw
Insurance

[†]Compared to the standard price you would be quoted if you called us. Online discount only applicable to home and travel insurance. Usdaw Insurance is a trading style of UIA (Insurance) Ltd and UIA (Insurance Services) Ltd. Usdaw is an Introducer Appointed Representative of UIA (Insurance) Ltd and UIA (Insurance Services) Ltd. Travel, Motor & Pet Insurance are provided by selected companies. Please see www.usdawinsurance.co.uk for full details on these companies.

Working hard for you

Helping members get more from Usdaw

Union reps play a vital role in the union and their relationship with members is crucial. On these pages we consider how you can get the best out of your rep.

Usdaw has more than 10,000 reps across the UK and for most of our 384,000 members they are the 'face' of the union. These volunteers often spend a lot of their own time recruiting members, representing them and organising the workplace.

It can be a difficult job balancing the rights of the members with the demands of the business but day-in day-out that is what union reps do. The key to the **success** of the rep is the working relationship he/she has with both members and management.

Too often small problems at work are left to fester until they become a much bigger issue. Rule 1 for any member is to flag up an issue at the earliest possible stage with their rep – chances are this can be sorted out very quickly and informally.

If the problem is more serious or persists members should remember Rule 2 and keep notes or a diary of events so as much **evidence** as possible can be gathered to put a case together. This is particularly important when dealing with

harassment or bullying cases.

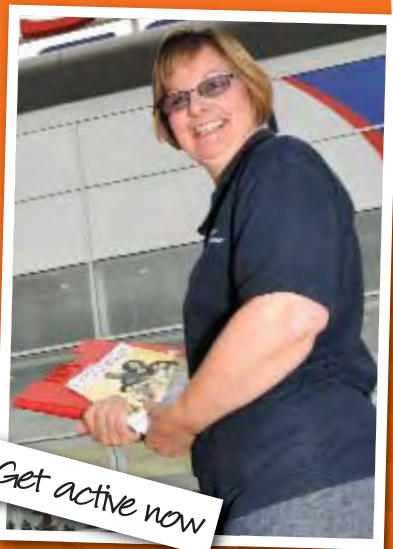
Usdaw has reps with years of experience and who are very knowledgeable about all aspects of the law at work. They will also have the **experience** of dealing with management, who also come in various 'types', and the confidence to represent you in a professional manner. However if your rep is relatively new and inexperienced don't be over critical because no matter what happens you can call on the expertise of your full-time official to help you if things get more serious. General secretary **John Hannett**, a former rep himself, said: "Our reps do a fantastic job but they're not superman/woman, they're ordinary working people doing a difficult job. We'll do everything we can to support them.

"Our policy is a one-team approach. That's members, reps and officials working together. Reps are the lifeblood of the union and I'm sure there are even more out there who could do a really good job – and enjoy it. I would urge them to think seriously about getting involved."

Shopping for a rep

Q I work in a small store and to my knowledge there's never been an in-store rep. What can we do?

It's possible you may have a local rep who covers a number of stores in your area. You can find out by ringing your local office (there's a list on page 47) and speak to a member of Usdaw's staff who will put you in the picture. You could also volunteer to be your store rep and, subject to confirmation, Usdaw will provide training and support so you can look after members in your store. Again speak to your local office about the opportunities available.



Get active now

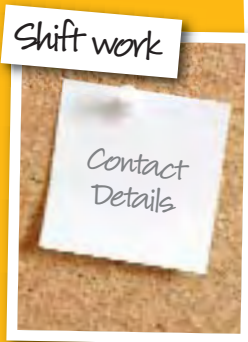
Rep in waiting

Cover round-the-clock

Q I work on the night shift and although I know we have reps on the day shift we never see anyone from the union on our shift. What's the point of being a member?

This can be a problem at sites that operate around the clock. Ideally the day reps should leave their contact details on the union's notice board, if you have one, so if you do have any questions you can leave a message or send an email. I'm sure the day reps would be

pleased to help you out and they would be even more pleased if you volunteered to be the night shift rep - again with all the necessary training Usdaw provides.



Take that first step

Q I'm not being big headed, but I could do a better job than our rep who doesn't seem to know the first thing about employment rights, the law, holiday entitlement etc. What can I do?

It depends on the situation at your workplace. There may be a vacancy for another rep in which case you should volunteer. If there isn't a vacancy and you have to wait until there is an election to become a rep then you should find out when the timetable is and again put yourself forward. Speak to your rep or local office about this. However, you don't have to be an elected rep to get more involved in the union. In the first instance you could try the union's Home Study Course, which will introduce you to how the union works, its procedures and what you need to know to progress further.

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

Training provided

Q I've worked in a number of places over the years and have come across two 'types' of reps. Firstly there's the one who agrees with everything management says and secondly there's the one who disagrees with everything management says. Neither are any good. What's Usdaw's policy?

There's a happy medium to be had between these two extremes. Usdaw aims to train its reps to a high standard so they can speak on behalf of their members in an informed and reasonable way. Reps should treat each case on its merits and use common sense in all their dealings with the company. It's not about 'them and us' it's about fairness, justice and dignity at work. Disagreements are inevitable

Common sense



and compromises on both sides may be the best way forward sometimes. Reps shouldn't expect to win every case nor should they expect to lose every case, but if the rep has the respect of management and the trust of the members the situation is far more likely to be resolved, often informally, and usually to the satisfaction of both parties.

USDAW

Cash benefits

Help for you

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

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

SICKNESS GRANT*

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

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

PERMANENT DISABLEMENT GRANT

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

MATERNITY/ADOPTION BENEFIT

Scale	A	B	C
Grant	£30	£25	£20

PATERNITY/ADOPTION BENEFIT

Scale	A	B	C
Grant	£30	£25	£20

DEATH GRANT

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

DISPUTE BENEFIT

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

The weekly contribution rates are as follows:

Scale	A	B	C
Weekly subs	£2.14	£1.88	£1.34

*Correct at May 2010.

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

Letters of thanks from relatives

"I'd like to thank you for the prompt and efficient way you have dealt with my application for the death grant. My husband was a union man through and through and would have appreciated what you have done."

"I wish to acknowledge receipt of the cheques from the union on the death of my husband and thank you for your attention in this matter. As you can imagine any help with funeral expenses is greatly appreciated"

"Thank you very much for the cheques. It was most kind of you to draw my attention to the fact that I was entitled to this money as I had no knowledge of it. I am also extremely impressed by the prompt payment."



Thomas Kelly at his Morrisons store in Small Heath, Birmingham

Special ingredients

Equality is the main course for Thomas

Morrisons' café worker Thomas Kelly is a colourful character who despite his own disability is ready, willing and able to do all he can to help his members.

The 51 year-old has worked at the Small Heath store in Birmingham for nine years and has spent eight of these as a rep.

He said: "My mum was a rep with the Co-op so I realised from an early age the true value of the trade union movement to working people."

Thomas was born with cerebral palsy and has limited use of his limbs down his right side. "When you have a disability like mine you just have to adjust. You know what

you can and can't do. Work is just fine. Morrisons carry out health and safety assessments on a regular basis to ensure everything is done correctly.

"I'm married and we have two daughters. Family life is very important to me.

"It's not just because of my disability that I believe in equality and fairness. I want to make a difference"

"I'm very proud of my daughters they've both studied hard and are busy following their chosen careers.

"In my younger days I soon realised it's important to stand

up for what you believe in.

"I was also a bit of a political activist and met my Canadian wife at the Faslane peace camp in Helensburgh, Scotland back in the '80s.

"I set up a disability charity when I was 18 to promote the integration of mentally and disabled people with the able-bodied.

"I also tried my hand at running a vegetarian restaurant with my wife for a short time. I'm a vegan because my wife is and she's a better cook than me!

"It's not just because of my disability that I believe in equality and fairness. I want to make a difference and my role as a union rep helps me to do just that."

All parents need to know

Introduction

With the summer holidays fast

approaching you might be thinking of finding a part-time job for your young son or daughter, *arena* takes a brief look at the law and regulations covering the employment of school children.

The main piece of legislation covering the employment of young people under 16 is the Children and Young Persons Act 1933, but other pieces of relevant legislation have to be taken into account including local authority by-laws.

This section gives some basic advice but as much of this law is determined locally and the different regulations can be confusing or even contradictory, you should also consult your local authority, and take individual legal advice if you have a particular query.



Risky business at work

Q What special health and safety arrangements should employers of children make?

Here the provisions are clear and unambiguous. They are to be found in the Management of **Health and Safety at Work Regulations 1999**, which state:

"Every employer shall ensure that all persons aged under 18 employed are protected at work from any risks to their health or safety which are a consequence of their lack of experience, or . . . the fact that young persons have not yet fully matured."

No employer must employ a person under 18 for work which: is beyond his or her physical or psychological capacity; involves harmful exposure to dangerous chemicals; involves the risk of accidents which it can reasonably be assumed cannot be recognised or avoided by young persons owing to their insufficient attention to safety or lack of experience or training; there is a risk to health from; extreme cold or heat, noise, or vibration.

Employers are required to inform employees of risks to their health and safety also requires employers of children (but not of young persons over school leaving age) to **provide parents** with

'comprehensible and relevant

information' on the risks to the child, and any preventative

and protective measures in place.



Q Can a child under the age of 13 work?

Children **under the age of 13** may not as a general rule be employed.

However, local authorities are

able to grant a licence, allowing younger children to take part in paid performances, sports and modelling.

This licence will only be granted if the local authority is satisfied that the child is fit to undertake the work, that proper provision has been made for the child's health and kind treatment, and that his or her education will not suffer.

Too much too young

How about summer jobs

Q What kinds of work can be done by 14 year olds?

Tasks for teens

The Children and Young Persons Act (1933) sets 14 as the minimum age at which children may be employed, and gives the following restrictions:

- No child shall do any work other than light work - defined as tasks and working conditions which would not be harmful to the safety, health or development of children, and would not compromise their education.
- A 14 year-old may not work for more than five hours on a Saturday or any other day (other than a Sunday) during the holidays. On a Sunday a 14 year-old may only work two hours.
- On a school day, a 14 year-old may not work: during school hours; before 7am or after 7pm; for more than two hours a day; or for more than 12 hours in any school week.
- In the holidays a 14 year-old may not work for more than 25 hours in any week, or for more than four hours in any day without a rest break of one hour.
- A child must have at least two consecutive non-school weeks a year without work.

In addition to this, children are not allowed to work in the following areas: street trading, scrap metal sales, betting shops, petrol stations, or house to house charitable collections.

Also, although children between the ages of 14 and 16 may be employed in industry (subject to the restrictions on hours), employers have to keep a register of all employees under 16 and their dates of birth.



Q What work can 15 and 16 year-olds do?

The employment of 15 year-old and 16 year-old children who have not reached school leaving age is also restricted by the

Children and Young Persons Act. Essentially, the restrictions on hours and types of work are the same as those applying to 14 year-olds: not in prohibited industries, only light work, not before of the close school hours on any day he or she is required to attend school, before 7am or after 7pm; for more than two hours on any school day or 12 hours in any school week or for more than two hours on a school day. However, at 15 and 16, a child may work for up to eight hours on a weekday when he or she is not at school or on a Saturday and for up to 35 hours in a non-school week. **The National Minimum Wage does not apply to workers under 16.**



Sweet sixteen

If you are under 16 and taking a part time job make sure you understand how much your employer will be offering you for the work before accepting.

If children are to be employed while still at school, parents need to be aware of what is being demanded of their children. A TUC report, *Class Struggles*, found that working too hard too early could hamper children's education. One in ten school age workers had played truant at some time to do their jobs, and more than a quarter were sometimes too tired to do homework or schoolwork because of their jobs.

[MORE INFORMATION AT:]

WWW.WORKSMART.ORG.UK

WWW.DIRECTGOV.CO.UK

WWW.ACAS.ORG.UK

Important advice for sch

Introduction

Leaving school this summer and eager to earn some cash? *Arena* takes a look at the rules surrounding the employment of 16-17 year-olds.

Q Are there any special health and safety requirements that employers must take into account of before recruiting young workers?

The Health and Safety (Young Persons) Regulations 1997 require employers to safeguard the health of the young workers they employ.

Before recruiting a young worker, employers have to assess the risks to their health and suitability of the proposed work. This means taking into account the lack of experience, maturity and risk awareness of young workers.

The Working Time (Amendment) Regulations 2002 is concerned with the organisation and working time of young persons. These regulations limit the amount of time per week and per day that a child or young person can work. It sets out rest period requirements and restricts night working by children and young persons.

HSE figures show that in 2000 **six** under-19s lost their lives carrying out work activities, 1,551 sustained major injuries and a further 5,310 youngsters were off work for over three days as a result of a work-related illness or injury. In particular, young workers are more at risk than any other age group of developing Repetitive Strain Injury (RSI).

[MORE INFORMATION AT:]
WWW.WORKSMART.ORG.UK
WWW.ACAS.ORG.UK

Q Are young workers entitled to more generous rest periods than adult workers?

Yes, they are. Young workers aged 16 and 17 are entitled to 12 consecutive hours of rest in any 24 hour period under the Working Time Regulations.

Under the same Regulations young workers are also entitled to a rest period of no less than 48 hours in each seven day period, compared to 24 hours in each seven day period for an adult worker.

Q Are young workers allowed to work at night?

Night shift workers

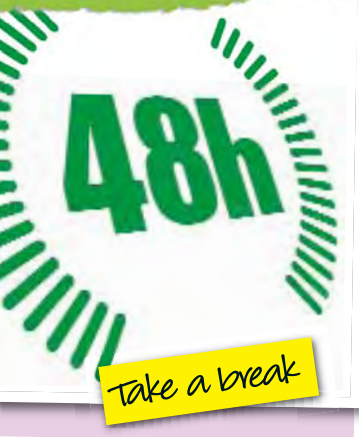
There are special rules for young workers aged 16 and 17. Young workers may not ordinarily work at night between 10pm and 6am, or between 11pm and 7am if the contract of employment provides for work after 10pm. However, exceptions apply in particular circumstances in the case of certain kinds of employment, as set out below.

Young workers may work throughout the night if they are employed in: Hospitals or similar establishments or in any of the following activities: Cultural, artistic, sporting or advertising

Young workers may work between 10 or 11pm to



school-leavers and parents



Hourly rates?

Q Is there a minimum wage for young people who work?



A minimum wage for 16-17 year olds was introduced on 1 October 2004, and as of 1 October 2009, it is **£3.57 per hour**. It is set to rise to **£3.64 in October 2010**.

Remember, this is the minimum rate. Some companies, especially where Usdaw has an agreement, pay young staff more than the legal minimum and sometimes pay them the adult rate at 16. Ask your son or daughter to check their contract for full details of how much they will be paid and when they will be paid.

midnight and between 4am to 6 or 7am if they are employed in:

Agriculture, retail, postal or newspaper deliveries, a catering business, a hotel, public house, restaurant, bar or similar establishment, or a bakery

The circumstances in which young workers may work are that the tasks they are required to do are necessary to either:

- maintain continuity of service or production, or
- respond to a surge in demand for service or product, and
- there is no adult available to perform the task, and
- the employer ensures that the training needs of the young worker are not adversely affected, and
- the young worker is allowed an equivalent period of compensatory rest

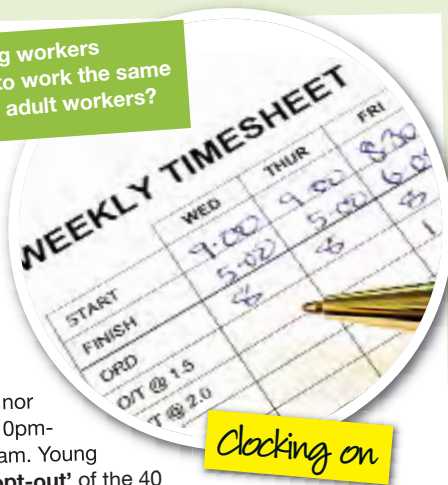
Young workers must be adequately supervised where that is necessary for their protection.

Q Are young workers allowed to work the same hours as adult workers?

No. Young workers aged 16 and 17 may not ordinarily work more than eight hours a day or 40 hours per week under the Working Time Regulations, nor at night between 10pm-6am or 11pm to 7am. Young workers **cannot 'opt-out'** of the 40 hour limit.

They may work longer hours where:

- this is necessary to maintain continuity of service or production, or to respond to a surge in demand for a service or product
- an adult is not available to perform the duties
- the training needs of the young worker concerned are not adversely affected
- they are adequately supervised during night work hours, where that is necessary for their protection.



Supporting adult survi

The once taboo subject of child abuse is no longer a hidden secret but even today thousands of adults are having to cope with the aftermath



Child abuse has been in the news

again recently, but for many Usdaw members the issue never goes away. They have to cope every day with the impact it has had on their lives.

Over the years this issue has surfaced frequently at the union's Annual Delegate Meeting. Activists have told their own harrowing stories to ensure that child abuse and its long term impact on the survivors is not kept hidden away.

Disturbing figures from the NSPCC reveal:

- On average **each week** one child will be killed by their parent or carer in England and Wales.
- **Six per cent** of children experience frequent and severe emotional maltreatment during childhood.
- **More than 25 per cent** of all rapes recorded by the police are committed against children under 16 years of age.
- **NSPCC** teams and helplines accept more than 24,000 requests for help each year.
- **Seven per cent** of children experience serious physical abuse at the hands of their parents or carers during childhood.
- **One per cent** of children experienced sexual abuse by a parent or carer and another three per cent by another relative during childhood.
- **Eleven per cent** of children experience sexual abuse by people known but unrelated to them.
- **Five per cent** of children experience sexual abuse by an adult stranger or



someone they have just met.

- There are around **33,000** children on child protection registers in the UK.
- Nearly **79,000** children are currently looked after by local authorities in the UK.
- There are on average **80 child**

homicides

recorded in England and Wales each year.

- **Three-quarters** of sexually abused children do not tell anyone about the abuse at the time, and around a third still have not told anyone about their experience(s) by early adulthood.

vivors of sexual abuse



What Usdaw members have said:

A retail worker from the North West

"I took my children away from an abusive father who raped and battered me and sexually abused my children. My eldest is 36 and still having nightmares. Let's have more help for grown up children who have suffered abuse."

A checkout operator from the Midlands

"I was sexually and physically abused as a young person and what I suffered I still remember even today."

A female shopworker from the North

"I was regularly beaten as a child as were my younger brothers. When I was 15 I took an overdose. I didn't want to die but I wanted the abuse to stop."

A female factory worker from the South West

"I was abused sexually, physically and mentally for five years in my own home. I lost all confidence in myself. It is not a subject you can talk to your friends about. It has taken me 30 years to build up the confidence to take my abuser to court."

There are a number of organisations which provide support for the victims and survivors of child abuse. These include:

■ **The Survivors Trust** – a national umbrella agency for 130 specialist voluntary sector agencies providing a range of counselling, therapeutic and support services working with women, men and children who are victims/survivors of rape, sexual violence and childhood sexual abuse.
www.thesurvivorstrust.org.uk (01788 550554)

■ **The Lantern Project** – set up by survivors of child abuse – www.lanternproject.org.uk

■ **National Association for People Abused in Childhood (NAPAC)** – a registered charity based in the UK which provides support and information for people abused in childhood. www.napac.org.uk (freephone 0800 085 3330).

■ **DABS online National Resource Directory** – provides information about services for people who have suffered childhood abuse. It covers national organisations in the UK. www.dabsbooks.co.uk

■ **Safeline** is a voluntary organisation for men and women who have survived sexual abuse.
www.safelinewarwick.co.uk (0808 800 5005)

Pensions reality check

It's never too late to find out more about your entitlement and future income



days, members came away much more informed."

Meanwhile Tesco rep **Debbie Towner** (left) held a very successful day at the Shepton Mallet store in Somerset in April. "It went really well," she said. "All the campaign leaflets and publications were picked up within no time at all."

Diane Waving (far left) was one of many members who filled in a state pension forecast form. She said: "If it hadn't been for this awareness day I wouldn't have done anything and then panicked when I found out my pension wasn't going to be enough, which would have been too late."

"I've now arranged to make additional voluntary contributions which should make me better off when I retire."

Pensions Awareness Days are helping to cut through the jargon surrounding pensions and encourage members to make plans for their retirement.

Senior Sata rep **Heather Stevens** organised an awareness week at the Tesco Call Centre in Dundee earlier in the year (top). She said: "We had a fantastic response, staff were very keen to ask questions and find out more."

"We all know that the whole idea of thinking about pensions is a minefield in itself, but with the help of Usdaw's excellent leaflets and publications and these special

Talk to your Usdaw rep about:

Getting a state pension forecast and finding out how much you will have to live on when you retire.

Joining your company pension scheme and taking advantage of:

- Tax-free pension savings
- A contribution from your employer towards your pension
- A tax-free cash lump sum when you retire
- Benefits on incapacity and death



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

Dex Millar at this year's Annual Delegate Meeting



Active rep moving up

Dex is well-placed to make progress

Young activist **Dex Miller** is keen to use his union role to help make a difference to the lives of his work colleagues and friends.

"I've always been somebody who believes in a fair deal for everyone regardless of background, age, colour or religion," said the 23 year-old part-time Tesco rep and Scottish youth activist from Irvine in Ayrshire.

"From as early as being at school my mates would come to me for advice on all kinds of things, so being a rep is a natural progression. The union's there to help fight your corner at work, and it's valid to say, the bigger the union's voice the more chance we have of

winning and making real progress.

"I became a rep last year and I'm really enjoying it. There's a lot to learn and I've taken advantage of every opportunity that's come my way.

"I'm keen to make sure people claim the benefits they are entitled to"

"I'm lucky to be part of a great team of reps who work well together. We've signed up every single young person under the age of 25 and increased membership overall by an impressive 45 per cent

over the last 12 months.

"People join because we tell it how it is: every worker needs the union, the workplace can change at any time, a new manager, colleague, working practice, anything can happen, so we all need the union's protection."

Dex is also a big supporter of the union's campaigning work, and being a young dad has a particular interest around parents and carers.

"I'm keen to make sure people claim the benefits they are entitled to. We have to get the message across to a very wide audience. Like any parent I want the best for my son. So the more improvements we can make now, all the better for him in the future."

Health

Water works

Q In the hot weather last summer our manager let us have bottles of water at the checkouts. We got a new manager this month who told my friend she could not have a bottle of water when working on the checkout because of health and safety. I am dreading the warm weather if we have to work for hours without a drink. Is the manager right?

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

There appears to be some vague suggestion that there is an electrical safety risk if the water spills. However, if it’s in a bottle with a lid the chance of a spillage is small and, the chance of electrocuting yourself is **virtually zero**. If the manager continues to refuse to allow you water, talk to your union rep and raise a grievance.

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

Q I strained my shoulder lifting a heavy box at work a couple of weeks ago. My GP has given me a ‘fit note’ saying I can go back to work on light duties but my manager says there isn’t any suitable work. I want to get back. If my doctor says I can work surely I should be allowed to return?

The new **fit notes** have been introduced to encourage employers to think about how they can get you back to work as soon as possible if you go off sick because research shows that people are usually better off in work. So your employer should consider the GPs advice carefully. However it is only advice. If it is genuinely not possible to bring you back on lighter duties because all the work involves heavy lifting then your employer has to treat you as unfit to work until you have recovered.

In most workplaces there are probably jobs you could do that avoid the need for heavy lifting. If you think this is true at your workplace, you need to explore the possibility with your manager. If you do persuade them that you can return on **lighter duties** it is important that they stick to the arrangement and do not try to force you to return to your normal duties too soon. You may need to raise a grievance and get your union rep involved to sort things out.



Driving dilemma

Q I drive a van for a living and have been diagnosed with diabetes. Will this affect my licence?

FOCUS

It depends on how badly you are affected by

the diabetes. If your diabetes is controlled by tablets and diet and there are no **complications**

then you should be OK. However if you have to use insulin, or you suffer from serious low blood sugar problems, or your sight or circulation are badly **affected** then you must inform DVLA and they may decide to withdraw your licence. DVLA publishes a helpful leaflet to explain the rules. Rules are stricter for drivers of Large Goods Vehicles over 3.5 tonnes. **More info at:** www.direct.gov.uk/en/Motoring/DriverLicensing/MedicalRulesForDrivers/DG_10030957

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

Most probably not. Asbestos dust can cause cancer if you inhale it. The amount of dust will depend on where the asbestos is and if it has been disturbed or damaged. The chance of getting cancer increases with **exposure** so workers who are most at risk are electricians, joiners, etc., who actually disturb the material. It is possible for someone working in the area to inhale the dust and develop cancer but this is much less likely.

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

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



Too hot to handle

Q As soon as the weather improves in the summer it gets unbearably hot in the warehouse where I work. Is there anything we can do?

Employers have a duty under current health and safety legislation to ensure a 'reasonable' temperature in the workplace. Where a 'reasonable' temperature cannot be achieved they must take other measures to protect workers. Unfortunately the law contains a minimum reasonable temperature but does not specify a maximum. However, research shows that temperatures above 27 to 30 degrees Celsius are uncomfortably warm. **Above 30 Celsius** there is a real danger that some workers might suffer from symptoms of heat stress. Excessive temperatures can lead to sweating, irritability, nausea, headaches, dizziness, fainting, muscle cramps, extra strain on the heart and ultimately heat stroke.

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

www.usdaw.org.uk/healthandsafety/hazards/

Allergy problem

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

Hay fever (Allergic rhinitis) affects almost one in four people in the UK but is specifically **excluded** from the Disability Discrimination Act (DDA) unless it triggers some other condition covered by the act such as severe asthma.

Your employer does however have a duty of care to you and should make allowances for your condition when looking at any absences. This could even include other duties if your condition is triggered by work.

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

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

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

Membership services

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



£25,000 WOMEN'S CANCER COVER

- Covers 7 female-specific cancers (including breast, ovarian, cervical)
- £25,000 cash sum paid directly to you on diagnosis to help with bills, childcare, private drugs etc.
- Or £1,000 for cancers usually treatable by day surgery
- Advice and support from the **Care Advisory Service**
- £10 Boots voucher (sent within 28 days of receipt of first premium)
- The WellWoman Plan from Usdaw approved partner UNAT Direct



For an information pack, call 0800 072 6178



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

25 YEARS WITH BRITANNIA RESCUE

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

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

Britannia Rescue is a registered trademark and trading style of the Liverpool Victoria group of companies. Liverpool Victoria Insurance Company Limited (LVIC), registered in England and Wales No. 3232514 is authorised and regulated by the Financial Services Authority, register number 202965. Registered address for both companies: County Gates, Bournemouth BH1 2HF. Tel: 01202 292333. Calls may be recorded or monitored.



USDW HEALTH & DENTAL PLAN

Usdaw Health Plan

Low cost alternative to private medical insurance. Get 100% of your money back on optical, dental, therapist and specialist treatments. To apply online visit: www.usdawhealth.co.uk or call **0800 037 2094**

Usdaw Dental Plan

Get 100% of your money back on the cost of your dental treatment. NHS and Private plans available. White fillings and crowns covered. To apply online visit: www.usdawdental.co.uk or call **0800 037 2092**

Designed and administered by Protego Group Ltd. Registered Office: 260-268 Chapel Street, Manchester, M3 5JZ. Authorised and regulated by the Financial Services Authority (registration number 304363)

HOME, MOTOR & TRAVEL INSURANCE

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



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

Usdaw is an Introducer Appointed Representative of UIA Insurance Ltd. UIA is authorised and regulated by the Financial Services Authority.

TAX FREE SAVINGS

The Usdaw Unisaver is a safe way to save for the future. Starting from just £10 per month, you and your family can save tax exempt, and at the end receive a **TAX FREE payout**. It includes Life Cover and no medical is required.

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

Unisaver is underwritten by Coventry Assurance Society. Authorised and regulated by the Financial Services Authority. All information and prices are correct at the time of printing



NEW AND USED CARS

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

- Massive choice
- Save ££££s
- Total peace of mind
- Convenience
- Free nationwide delivery

Part exchange welcome
Finance available



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

SAVE ON GAS AND ELECTRIC

Uchange4better can help you save on your gas and electricity bills. Try our free and unique **100% impartial energy search engine** which allows you to compare the prices of all gas and electricity suppliers and find the very best deal for your home. You can compare by savings alone, CO² savings, customer service standards or a combination of all three.

Simply key in your postcode, your current supplier and charges and the site will do the rest for you. **It couldn't be easier.**

To see how much money you can save
visit: usdaw.uchange4better.co.uk
or call 0845 652 1683



THE CO-OPERATIVE FUNERALCARE

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

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

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

TAX REFUND SERVICE

Over **71,000 members** have used this service and so far received tax refunds in excess of **£1.7million**. Refunds average **£167.94** each!

TAXrefundCo.
...PAYE made simple

To find out if you are due a refund, go to
www.taxrebates.com/ref/usdaw,
call the application information line **0845 058 2288**
or send a SAE for an application form to:

The Tax Refund Co. 43-47 Middle Hillgate, Stockport, SK1 3DG.

BRITANNIA

With Britannia, Usdaw members benefit from a great range of mortgage products and an exclusive instant access savings account.

YOUR HOME MAY BE REPOSSESSED IF YOU DO NOT
KEEP UP REPAYMENTS ON YOUR MORTGAGE

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

*Our lines are open 8am-8pm weekdays and 9am-12noon Saturdays. Calls may be recorded and/or monitored. Calls from landline phones are free however mobile providers may charge.
Britannia is the trading name of the Co-operative Bank plc.



The **co-operative** funeralcare is pleased to support Usdaw

Usdaw members and their immediate families are entitled to...

- £25 discount on our funeral Pre-Payment Plans
- 10% discount on professional services fees on funeral arrangements

For more information, contact your local
Co-operative Funeralcare

(Quote reference – MKT/10/039)

Or visit our website at

www.co-operativefuneralcare.co.uk

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

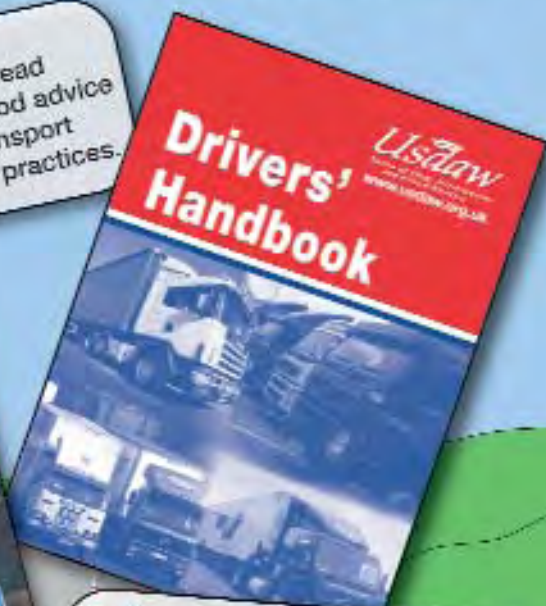


DRIVERS STOP!

ARE YOU IN THE KNOW ABOUT ROAD TRANSPORT LAWS AND REGULATIONS?

Order your copies of the Drivers' Handbook and the Professional Drivers leaflet today. You'll be lost without them!

Drivers' Handbook
A no-nonsense, easy to read Handbook that gives good advice about today's Road Transport Laws and good driving practices.



Professional Drivers Leaflet 289
Explains Usdaw's Transport Section and discusses the benefits of being an Usdaw member. The leaflet also contains an application form to join the Road Transport Distress Fund.

To place an order: Simply complete this slip and return to **The Stationery Department, 188 Wilmslow Road, Manchester M14 6LJ**. You can also telephone on 0161 224 2804 or download from www.usdaw.org.uk

Urdaw Professional Drivers Leaflet 289

Urdaw Drivers' Handbook

Name: _____

Address: _____

Postcode: _____

email: _____

Branch No: _____ Membership No: _____

Dionne Young with husband Craig and daughter Hannah and (inset) with a picture of Daniel



Family's screening call

Tragedy spurred Dionne to charity work

Every week 12 apparently fit and healthy young people die in the UK from undiagnosed heart defects, but a simple scan could cut these deaths substantially say campaigners.

This heartbreaking tragedy shattered the lives of Tesco checkout operator **Dionne Young** and her family when their 16 year-old son Daniel collapsed and died on the football pitch five years ago.

Now Dionne, 47, is the North West County Representative for the charity 'Cardiac Risk in the Young' (CRY) and her Tesco store in Atherton, Lancashire has adopted CRY as its sponsored charity. "Many young lives like Daniel's could be saved by a scan to help detect heart

abnormalities sooner," said Dionne. "We had no idea anything was wrong with Daniel, he was never ill and lived for his football."

Daniel had just scored for his local team when he collapsed. He was rushed to hospital. "We took one look at the doctor's face and realised this was our worst nightmare. The coroner said he had an enlarged heart and could have died at any time.

"What makes it hard to take is that if the defect had been picked up it could have been treated. That's why the screening campaign is so vital."

After Daniel's death in September 2005, Dionne and husband Craig raised enough money to pay to have his team mates screened.

"Through working with CRY

I've met many experts and leading sportspeople who are working hard to raise awareness of this issue. I've spoken at Downing Street, the FA and John Moores University, and my local MP Andy Burnham has been extremely supportive.

"In Italy, all young people playing organised sport are scanned. It is happening in some sports in the UK but it's patchy and only at the higher levels of that sport.

"It can happen to anyone. There are a group of more than 10 heart conditions that often go undiagnosed and most are treatable. A scan costs £35. Screening could reduce these deaths by about 80 per cent."

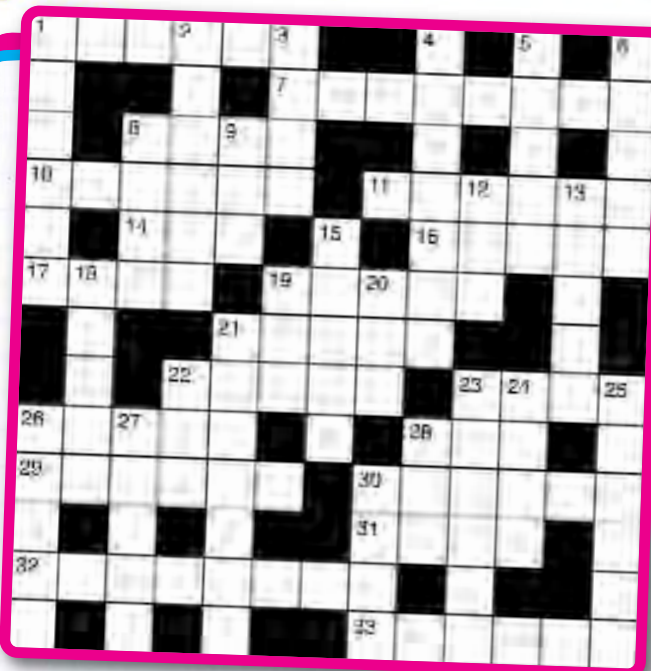
[MORE INFORMATION ON]
WWW.C-R-Y.ORG.UK

TRY OUR

CROSSWORD

Win £50!

Three lucky members will win £50 each if they answer correctly the crossword clues below. Closing date August 20, 2010. (Not open to Usdaw staff)



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

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

ACROSS

1. Australian slang word for 'friend' (6)
7. Estrange (8)
8. Not at home (4)
10. Passes on (6)
11. Develop or grow into (6)
14. 100 square metres (3)
16. Illegal burning (5)
17. Instance (4)
19. Large and thick of build (5)

21. Hoodwinks (5)
22. Stiff (5)
23. Completed (4)
26. Concentrate (5)
28. Incision (3)
29. Public speaker (6)
30. Bold or adventurous (6)
31. Wading bird (4)
32. Green-fingered person (8)
33. Employ (6)

8. Unfortunately (4)
9. Yes vote (3)
12. To shed tears (3)
13. Grieve over (5)
15. Someone who is being taught (5)
18. Detest vehemently (5)
19. Small insect (3)
20. Colour (3)
21. Disregard orders (7)
22. Groove (3)
23. Throughout (6)
24. Mr Redding, soul singer (4)
25. Railway locomotive (6)
26. Smithy (5)
27. Have on one's person (5)
28. Taxi (3)
30. Disastrous (4)

DOWN

1. Member of the clergy (6)
2. Be on one's guard (6)
3. Beams of light (4)
4. Divulges (7)
5. Former capital of Nigeria (5)
6. Number (5)

The winners of the Arena
Winter crossword were:
John Crawford
G182, Edinburgh (SB)
Sheila Wickes
E056, Greater Nottingham CS
Susan Regan
H096, West Sussex PT



Maureen at this year's Annual Delegate Meeting

Mo's hardwork pays off

From newcomer to popular union activist

Pioneering rep **Maureen 'Mo' Williams** has played a major part in promoting the union's equality agenda.

The 55 year-old, who works at the Tesco store in Quedgeley, Gloucester, has been a rep for 12 years and a member for 34.

"Being involved with the union has changed my life," she said. "Usdaw didn't have many black activists when I first got involved. My divisional officer at the time was Paddy Lillis and he gave me a lot of encouragement."

Since 1998 Mo has thrown herself into her union work. She was elected health and safety rep and then shop steward. She is branch secretary, divisional councillor

and sits on her divisional equalities committee and the political committee.

As a direct result of activity with the union, Mo has become a leading light in promoting racial equality both in her own division and nationally. She sits on the South Wales and Western

"I've had some great experiences and met some amazing people - I wouldn't change it"

TUC Executive Committee and is chair of the Black Members TUC and also sits on the National TUC Race Relations Committee.

"When I first joined the

union in 1976 I was interested in being a rep but I had two young children and was working part-time," she said. "Only full-timers could be reps, so I waited until my kids were grown up before I took on the role.

"Since then my confidence just grew and grew and I wanted to get more involved. I've had tremendous help, training and support from Usdaw and my family and I feel very privileged to have played a role in helping to improve the quality of people's lives both at work and home.

"And I've had some great experiences and met some amazing people along the way, top politicians like Tony Blair and Gordon Brown and TV celebrities like Esther Rantzen. I wouldn't change a minute."

Victim support

Usdaw was there for Karen West following a violent robbery at her store in Bolton, Lancashire

Co-operative supervisor **Karen West** was left

badly shaken and traumatised after a terrifying armed robbery at her store in Bolton, Lancashire 18 months ago.

"It was a very frightening experience," said Karen, 44. "I was confronted by a masked man dressed all in black wearing a balaclava and waving a machete at me. A second robber was wielding an axe.

"He grabbed my arm and led me to the back of the shop swearing and

demanding I take him to the cash. A colleague pushed the panic alarm but the robbers fled before the police arrived.

"I was off work for nine weeks. I've had flashbacks, sleepless nights and I lost a stone in weight. I know I made my family's life hell at times.

"My doctor prescribed antidepressants and the Co-op organised counselling sessions.



Traumatised . . .
Karen West

"I remembered reading about Usdaw's **Freedom From Fear**

Campaign in *Arena* magazine so I gave the union a ring.

"They were brilliant. The legal department talked me through

everything and supported me all the way. Within six months the **Criminal Injuries Compensation Authority (CICA)** awarded me £1,000 compensation.

"I'm a great supporter of the union's campaign and all its hard work in trying to help workers like myself. We can't compromise on the safety of staff."

How the CICA scheme works

The **CICA** is a government funded scheme which compensates victims of violent crime.

To make a claim...

- You must have been a victim of a crime of violence, and either physically or psychologically injured as a result.
- You must have reported the assault to the police as soon as possible.
- You must have sought medical attention for your personal injury.
- The assault must have occurred within the last two years.
- You must not have caused or contributed to the 'incident' in any way.

Call **FirstCall Usdaw 0800 055 6333**

www.cica.gov.uk

Usdawdrive

**NEW Usdaw
Membership Benefit**

ENJOY HASSLE FREE, RISK FREE VEHICLE PURCHASING!

- **Massive Choice**
- **Total Peace of Mind**
- **Save ££££**
- **Convenience**

Choosing a new or pre-owned car today is a complex task.

It is not just the massive choice of models – it is the range of options, the environmental impact, the economy, the specifications.

Usdawdrive is a unique vehicle purchasing scheme created specially for Usdaw members to help find the right car and enjoy fantastic value for money.

Visit www.usdawdrive.co.uk to access this exciting car buying experience. Buying a new or used car with Usdawdrive is a smooth and enjoyable ride without the hassle. We find the right car for you, at the right price and sort out all the paperwork.



Usdawdrive Benefits include:

- All makes and models
- New, nearly new and used
- Min 12 months manufacturer or comprehensive parts and labour guarantee including roadside assistance
- 120 point vehicle inspection, plus fully serviced
- Full VMC mileage and HPI history check

Plus...

Cars from £3999

Finance Available

Part Exchange Welcome

FREE Delivery

CALL: 0845 122 6916

OR VISIT US ONLINE AT: WWW.USDAWDRIIVE.CO.UK

Usdawdrive

Recruit a friend and yo

Winner...
Francis
McCrorie

CASH ON ARRIVAL FOR FRANCIS



Francis with his new recruit Claire Jones

F rancis
McCrorie is
planning a
family

holiday after winning **£500** in the Recruit A Friend (RAF) competition in the spring issue of arena.

The 25 year-old, who works as a delivery driver for Somerfield in Plymouth, has been an Usdaw member for a year. "I've never won anything in my life," he said. "I was delighted. It's the first time I've entered the RAF competition. I'll be using the money to put towards a family holiday for my partner and two children

"I haven't really used Usdaw much but I did contact the union for advice on sick pay once and the official was very helpful. I would definitely recommend Usdaw to other colleagues as you never know what is around the corner!"

Enter the draw now

The weekly rates are **£2.14 for Scale A** (applicable to full-time and part-time workers) and **£1.34 for Scale C** (applicable to part-time workers only)

You can make Usdaw an even bigger union, make your voice stronger and more influential at work, and have the chance of winning a **£500 prize** if you recruit one of your work colleagues into the union. Simply sign up a workmate using the form opposite, include your details at the top of the form and send it to: **arena prize draw, Usdaw, Freepost NAT19525, Manchester M14 7DJ**. Closing date **6 August 2010**, conditions apply.

Please complete and return to
**Arena Prize Draw, Usdaw, FREEPOST NAT19525,
 Manchester M14 7DJ**

FOR OFFICE USE ONLY

Branch No. Membership No.

BLOCK LETTERS PLEASE COMPLETE THIS FORM AS FULLY AS POSSIBLE

PLEASE TICK THE APPROPRIATE BOX
 MS MISS MRS MR FEMALE MALE

SURNAME _____

FORENAME _____

MEMBER'S SIGNATURE _____

DATE _____

FULL POSTAL ADDRESS _____

POSTCODE _____

E-MAIL _____

TEL. NO. (INC. STD.) _____

AGE _____

DATE OF BIRTH _____

COMPANY NAME _____

WORKPLACE ADDRESS _____

LOCATION NUMBER _____

EMPLOYEE NO. _____

OCCUPATION _____

Recruiter's Name _____

Recruiter's Membership No. _____

Recruiter's Postcode _____

U
sdaw
 Union of Shop, Distributive
 and Allied Workers
 www.usdaw.org.uk

PLEASE TICK THE APPROPRIATE BOX
 HAVE YOU BEEN A MEMBER OF USDAW BEFORE? YES NO

PLEASE TICK THE APPROPRIATE BOX
 HAVE YOU BEEN A MEMBER OF ANY TRADE UNION BEFORE? YES NO

IF SO PLEASE GIVE DETAILS _____

UNION _____

DATE JOINED _____ DATE LEFT _____

CONTRIBUTION RATE PER WEEK _____

PLEASE TICK THE APPROPRIATE BOX
 IF YOU DO NOT SELECT A SCALE OF CONTRIBUTIONS YOU WILL AUTOMATICALLY BE RE-TERMED AS SCALE A IN ORDER TO TAKE ADVANTAGE OF THE FULL RANGE OF BENEFITS

SCALE A FULL OR PART-TIME WORKERS PER WEEK

SCALE C PART-TIME WORKERS ONLY PER WEEK

I apply to join Usdaw. As a member of Usdaw I undertake to abide by the rules and regulations of the Union and to pay contributions regularly. I hereby authorise my employers for the time being, or their representatives, to deduct from my salary or wages the amount of contributions payable by me under the Union's Rules, as amended from time to time. I also authorise the deduction of any arrears which may accrue during my employment and agree where appropriate that my employers, or their representatives, shall notify the Union of any future changes in my home address to enable the Union to maintain a register of the names and proper addresses of its members. I give my explicit consent to the processing of data under the Data Protection Act 1998 as specified below.
 The responsibility for keeping payments up to date rests with the member.

NOTICE

Trade Union and Labour Relations (Consolidation) Act 1992

EVERY member of the Union who does not object to contribute to the separate fund for payments in furtherance of political objects within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992, will contribute to that fund. Every member of the Union has the right to be exempt from contributing to it. A form of exemption notice may be obtained by or on behalf of a member of the Union from the Secretary of the Union. The date on which the exemption notice takes effect will be the date on which a new member is admitted to the Union. An exemption notice given within one month after the date on which a new member is admitted to the Union will take effect as from the date on which it is given. Should a notice be given AFTER one month from that date it will operate as from the following 1st January.

Data Protection Act Notice

Udaw collects and maintains personal information in order to carry out its functions as a trade union, provide membership services and comply with certain statutory obligations. All personal information is treated with the utmost confidentiality and with appropriate levels of security. By joining Usdaw you agree that we may use the information about you which we hold on our records for the purposes of the union's business as set out below; this is called processing and includes what is classed as sensitive personal information on such as the fact that you are a trade union member. The personal data will be used for a range of union-based activities relating to the running of the union, including the maintenance of records, monitoring for equal opportunity purposes, assisting with employment disputes, ballots, injury claims, etc and other services and benefits. All information updated as appropriate will be kept throughout membership and, to the extent necessary, for such reasonable period after membership as may be necessary to enable the member to access any post-membership benefits. It will be available to our employees, officers and officials, both at Headquarters and branch regional offices and other associations all associated with the union, including agents, contractors and other service providers. Where, occasionally, the union uses the services of such organisations, they are contractually obliged to process your data on behalf of the union as data processor and in a secure and confidential manner under our conditions. From time to time we may wish to use the information together with any other personal data we possess for the purpose of promoting the interests of our members. We may contact you for this purpose by telephone, post or e-mail. You may object to the collection being made or to the use of the information for any of the additional purposes mentioned above. If you do so, please contact us with details of any that you do not wish to be contacted for. Members have the right to object to or stop direct marketing in any form by organisations contacting them on behalf of the union. If they wish to exercise this right to object to stop such direct marketing then they should write to Central Treasurer requesting that such mailings be stopped, or alternatively, write to the organisation in question direct. Please, however, understand that this may preclude you from receiving details of any of these additional member benefits and offers in the future. Under the Data Protection Act 1998 you also have the right to ask for a copy of your information (for which a small fee can be charged of £10) and to request correction of any incorrect information held. This notice will be amended from time to time and will be regularly published by the union in Arena, Network and the Usdaw website.

u could win £500 cash

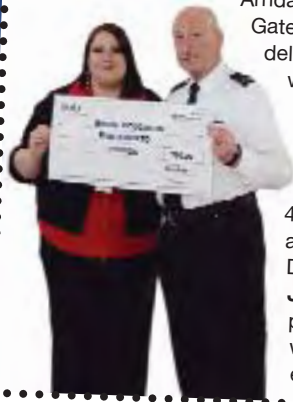
M&C Received

And the survey says...



Security guard **Brian Broughton** was the lucky winner of £500 in the free draw for members who returned their survey form.

The 62 year-old, who works for Mitie at the Arndale Centre in Cross Gates, Leeds, was delighted with his win and is planning a holiday to Egypt in September to celebrate his 40th wedding anniversary. Divisional officer **Joanne Thomas** presented Brian with his cheque earlier in the year.



The union carried out its second survey of members and reps

late last year to find out exactly what you think of Usdaw. Thousands of questionnaires were sent out – the results were very positive and prove the union is moving in the right direction in terms of service and delivery.

Our members value being a member of Usdaw – that is the clear verdict from the results of our latest survey of members. We questioned a random sample of 15,000 members towards the end of 2009 and the results are very encouraging.

- **74 per cent** of members stated that they value being a member of Usdaw (compared to 65 per cent in 2007)
- **71 per cent** of members would recommend joining to a colleague or friend (compared to 62 per cent in 2007)

Our campaigns on Pensions Awareness, Freedom From Fear, Young Workers, the

Minimum Wage and Supporting Parents and Carers are all very popular.

Union

activists give a massive thumbs up to their experience as union representatives. We surveyed all of our **10,000 reps** and 91 per cent told us that they are proud to be an Usdaw rep.

Some other highlights of the reps' survey include:

- **85 per cent** of reps say that their work is interesting and varied as a rep (compared to 82 per cent in 2007)
 - **82 per cent** say that Usdaw makes a difference in their workplace (compared to 77 per cent in 2007)
 - **85 per cent** rate highly the courses they have attended (compared to 80 per cent in 2007)
 - **92 per cent** of reps were either 'very satisfied' or 'fairly satisfied' with the legal service (a question not asked in 2007)
- General secretary John

Hannett said: "While we're very pleased with the headline figures we know that we have some work to do in a number of areas. Through the surveys you have told us that our campaigning messages are sometimes not getting through and that we need to do more to keep them up-to-date on workplace issues. Results also tell us that there is a growing demand for us to make better use of the internet and email in our communications.

"Many thanks to those reps and members who responded. We now have a wealth of information that will make sure Usdaw can deliver more for our members. Results have improved since our 2007 survey, but let me assure you we will be working even harder to make sure that the next set of results are even better."

COMMUNICATION CHANNELS

*From Aberdeen to Plymouth
Usdaw has offices across the UK*

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

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

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

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

Liverpool
First Floor, 2 Montrose Business
Park, Binns Road, L7 9NE
T: 0151 252 6010
E: liverpool@usdaw.org.uk

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

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

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

Plymouth
First Floor, Belgrave House,
73 Mutley Plain, PL4 6JJ
T: 01752 665951
E: plymouth@usdaw.org.uk

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

Bristol
1 Bank Road,
Kingswood,
BS15 8LX
T: 0117 961 6061
E: bristol@usdaw.org.uk

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

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

Contacts

Always speak to your rep first if you need advice or support. If you don't have a rep at your workplace contact your local Usdaw office as shown on the map. To locate your nearest office online use our **Local Office Finder** at www.usdaw.org.uk/contacts

Alternatively, you can ring our national helpline **0845 6060640*** to be connected to your local office. *Calls charged at local rate.

The union's head office is:

**188 Wilmslow Road
Manchester M14 6LJ
Tel: 0161 224 2804/249 2400
www.usdaw.org.uk
e-mail: enquiries@usdaw.org.uk**

Edinburgh
39 York Place, EH1 3HP T: 0131 556
5242/557 9109 E: edinburgh@usdaw.org.uk

Newcastle
2 Hedley Court, Tyne & Wear NE29 7ST
T: 0191 296 5333
E: newcastle@usdaw.org.uk

Crewe
1 Chantry Court, Forge Street CW1 2DL
T: 01270 588721 E: crewe@usdaw.org.uk

Leeds
Unit 2 Temple Point Business Park,
Bullerthorpe Lane LS15 9JL
T: 0113 232 1320
E: leeds@usdaw.org.uk

Hull
Suite M, Ground Floor, Anchor House,
Silvester Street HU1 3HA
T: 01482 329031
E: hull@usdaw.org.uk

Bury St Edmunds
The Anderson Centre,
6 Olding Road,
Suffolk IP33 3TA
T: 01284 775700
E: burystedmunds@usdaw.org.uk

Waltham Cross
Unit 12/13 Regent Gate,
83 High Street,
Hertfordshire EN8 7AF
T: 01992 709280
E: walthamx@usdaw.org.uk

Faversham
34 Preston Street,
Kent ME13 8PE
T: 01795 532637
E: faversham@usdaw.org.uk

London
Dilke House,
1 Malet Street
WC1E 7JN
T: 020 7323 5550
E: london@usdaw.org.uk

Love dogs? Join the Club!



Become a member of Dogs Trust for only £20 a year.

When you're part of the UK's largest dog welfare charity, you'll get such a lot for your money.

-  Third party insurance for your dog – because dogs will be dogs!
-  Unlimited access to Vetfone™ – a 24hr emergency advice service from qualified vet nurses
-  You'll get Wag! Magazine three times a year, which is packed full of doggy news, stories and tips
-  You'll also receive our Canine Care Card that guarantees we'll look after your dog should anything happen to you

We give a second chance of happiness to around 16,000 dogs a year. To help us save even more, visit dogstrust.org.uk or call **020 7837 0006**. Or fill in the form below.

Join us today!



I enclose my subscription fee of £20 or £10 (age 60+)

I would like to pay by: direct debit cheque

(Please make cheques payable to Dogs Trust and write your name and address on the back)

Name: Mr/Mrs/Miss/Ms/Other _____

Address: _____

Postcode: _____

Date of Birth: / / _____

Please return this coupon to:
Dogs Trust Membership,
FREEPOST WD360,
17 Wakley Street,
London EC1B 1NA.



853302 Reg. Charity No: 227523 and 5C037843

Instruction to your Bank or Building Society to pay by Direct Debit.

Name and full postal address of your Bank or Building Society

To: The Manager

Bank/Building Society

Address: _____

Postcode: _____

Name(s) of Account Holder(s) _____

Branch sort code

Bank/Building Society account number



Originator's identification number

9 0 9 6 9 2

Please pay Dogs Trust Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Dogs Trust and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s): _____

Date: _____

Banks and Building Societies may not accept Direct Debit instructions for some types of account.

