

NETWORK

THE BIMONTHLY MAGAZINE FOR USDAW ACTIVISTS – NOVEMBER/DECEMBER 2019

**For a future
that works
for all**

#GE2019

**We're voting
Labour**

www.usdaw.org.uk/join

KNOW YOUR RIGHTS

Workers' Rights Guide dtp.usdaw.co.uk/211

Working Carers Know Your Rights dtp.usdaw.co.uk/343

Working Parents Know Your Rights dtp.usdaw.co.uk/381

Worried About Money? dtp.usdaw.co.uk/385

Young Workers Know Your Rights dtp.usdaw.co.uk/397

Pensions & Redundancy Guide dtp.usdaw.co.uk/440

Your Rights to Breaks and Paid Holidays dtp.usdaw.co.uk/352

LGBT Rights at Work dtp.usdaw.co.uk/337



dtp.usdaw.co.uk

**VIEW
DOWNLOAD
ORDER**

Usdaw
*Union of Shop, Distributive
and Allied Workers*



Network is published bimonthly and distributed to Usdaw activists.

PUBLISHED BY:

USDRAW

188 Wilmslow Road, Manchester, M14 6LJ

t: 0161 224 2804

e: network@usdaw.org.uk

w: usdaw.org.uk

HEAD OF MEDIA & COMMUNICATIONS

Mike Glover

EDITOR

Saiqa Khushnood

REPORTER

Sarah Sherborne

EDITORIAL ASSISTANT

Paula Barke

OTHER CONTRIBUTORS

Debra Blow, Liz Green, Adam Kaczmarek,
Emily Rowles, Doug Russell, Michael Wheeler,
David Williams.

PHOTOGRAPHERS

Della Batchelor, Lee Boswell, Andrew Davies, David
Finch, Pete Hill, Warren King, Matt Link, Mark Pinder,
Jon Savage, Studio 87, SWNS, Richard Walker
Via Getty Images: rzulich; PEDRE;
JasonBatterham; vorDa; MarianVejcik

ADVERTISING

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

ACCOUNT MANAGER

Dominic Arnold

t: 01727 739 184

e: dominic@centurionepublishing.uk

PRINTED BY:

Buxton Press

Paper is sourced from sustainable forests.

©Usdaw 2019 reproduction in whole or part by any means without written permissions of the publishers is strictly forbidden.

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



VOTING FOR RADICAL CHANGE

Welcome to the November/December edition of *Network*.

Usdaw continues to campaign and lobby for change that could improve the lives of millions of workers. We are taking the lead on issues such as saving the high street and lobbying for a £10 per hour minimum wage. That's why we need a government that will be sympathetic to the needs of working people. A government that will reshape our society into one that is fair and gives everyone a decent standard of living. A government that will invest in our crumbling public services and tries to repair the damage from a decade of austerity.

This issue of *Network* will focus on the general election and will give reps a chance to see Labour's policies without them being distorted by the lens of the right-wing press.

The election on 12 December is our chance to radically reshape our society to ensure that we never have another person dying after they've been declared 'fit for work'. That we are never put



in a situation where a family member is left waiting months for a hospital bed. Where in the fifth largest economy in the world we have the disgraceful situation of parents being forced to fundraise for school supplies and where hard-working parents have to rely on food banks to feed their families.

This election is our chance to show the Conservative Government that working people have had enough of millionaires and billionaires benefitting from our labour while we struggle to make ends meet.

Usdaw General Secretary

Paddy Lewis



Paddy discussing the retail crisis on talkRADIO at the Labour Party conference in September.

There are times when we all feel we have got too much on our plate...

It's good to talk



www.usdaw.org.uk/mentalhealth

When this happens, being an Usdaw member can really help.

Mental health problems are very common. One in four people will experience a mental health problem at some point in their lives.

Usdaw has over ten thousand trained reps who can advise and support members who are having problems at work or are not sure what their rights are.

But we are not just here for when things go wrong at work – we can help with a whole range of issues such as:

- *Needing time off work for family reasons.*
- *Changes to your hours of work.*
- *Concerns about your health or the health of a family member.*
- *Money worries.*
- *Where to go for help with benefits, debt and housing problems.*

If you need help with a problem at work you can talk to your Usdaw rep in confidence. The sooner you do this the quicker you can get the help you need.



dtp.usdaw.co.uk/400

**VIEW
DOWNLOAD
ORDER**

Usdaw
*Union of Shop, Distributive
and Allied Workers*

INSIDE THIS ISSUE



18

GENERAL ELECTION SPECIAL

12 | Coverage outlines Labour policies that put the interests of working people first.

YOUNG WORKERS' WEEKEND

20 | Politics and the general election were top priority this year at the annual event in Warrington.

INDUSTRIAL STRATEGY FOR RETAIL

22 | *Network* discusses how retail can be treated as a key part of the economy.

RETAIL TRADES CONFERENCE

24 | Activists from across the retail sector gathered in Manchester for the union's second biggest event.

RESPECT WEEK ROUNDUP

28 | Reps were out in force in November asking the public to 'keep their cool' this Christmas.

ACADEMY1 CLASS OF 2019

32 | Fifty-five students graduate in style after six months on the union's Academy programme.

ROAD TRANSPORT CONFERENCE

34 | Drivers are delivered industry updates and discuss health and wellbeing in the sector.

MEMBERSHIP WEEK TOOLKIT

42 | Are you ready for January Membership Week? *Network* will help you get organised.



20



28



42

REGULARS

03 WELCOME

06 NEWS

16 MEMBER OFFERS

18 ACTIVIST-IN-DEPTH

38 HEALTH & SAFETY

41 HEALTH & SAFETY REP INTERVIEW

45 PUBLICATIONS UPDATE

46 OVER TO YOU

IN THE NEWS

Don't forget to email the editor your view network@usdaw.org.uk

PUSHING FOR CHANGES IN THE LAW

During Respect for Shopworkers Week, Usdaw and the British Retail Consortium were urging political parties to come together to support tougher sentences for those who attack shopworkers. Additionally, both organisations are calling for specific policing resources to be targeted at retail crime. The Usdaw survey showed that less than half (42 per cent) of shopworkers have never even seen a patrolling police officer inside their shops.

Ushaw general secretary Paddy Lillis said: "This disturbing increase in violence against shopworkers, alongside continued high levels of threats and abuse, demands urgent action from the next Government.

"Our members working in retail feel exposed and on the frontline and we are extremely concerned that limited police resources mean that many shopworkers never see a police patrol. When the retail employers and the shopworkers' trade union come together with one voice for greater legal protection for shopworkers; we hope the



Respect Week at Tesco, Brent Cross

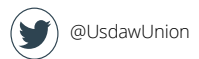
politicians are listening. "This week our members are out campaigning on high streets, in shopping centres and stores; talking to the public and asking them to 'keep their cool and respect shopworkers'. Retail staff have a crucial role in our communities and that role must be valued and respected, they deserve the protection of the law."

Chief executive of the British Retail Consortium, Helen Dickinson OBE, said: "Everyone deserves to go to work free from fear. The latest retail crime statistics are shocking. This is not a victimless crime; those

targeted with threats and abuse carry those experiences with them for a lifetime. It affects not just hardworking shopworkers, but also their families and communities.

"Politics is meant to be about helping people. We hope that every politician elected this December will support our call for stiffer penalties for those who abuse, or assault shop staff.

"Violence against shopworkers remains one of the most pressing issues retailers face and the next Government must take action to stamp it out."



GENERAL ELECTION

LABOUR MANIFESTO CALLS FOR REAL CHANGE

Usdaw has hailed Labour's general election manifesto as a chance for real change for working people. The manifesto commits to tackling in-work poverty and the retail crisis.

Usdaw general secretary Paddy Lillis said: "This manifesto offers the country and particularly working people genuine hope for real change. Ending in-work poverty would be one of Labour's greatest achievements.

"The Government disgracefully failed to act on the evidence from our Time For Better Pay campaign, so we are delighted that Labour has listened and taken on board our policy recommendations.

"Insecure low-paid work is causing many families a great deal of hardship as they struggle to make ends meet and have no guaranteed income from week to week. So Labour's £10 per hour for all workers, an end to zero-hour employment, contracts that reflect workers hours and scrapping the universally discredited universal credit are very welcome and will

TACKLE POVERTY AND INEQUALITY

make a real difference to our members and millions of workers.

"More promises include sorting out the NHS, housing, education and many other services that our members rely on.

Labour has a plan to tackle the crisis on our high street. Retail is going through tremendous difficulties, resulting in many job losses and store closures.

"Labour has listened to Usdaw's Save Our Shops campaign and is committed to developing a retail industrial strategy including a review

of the business rates system.

"Our country is crying out for change, a different direction that will bring hope and prosperity. This manifesto shows that Labour is the party that will deliver a future that works for all.

"Labour has listened to our members concerns and sets out a programme to address them. Usdaw is urging our members to vote, use their vote and to vote Labour."

It's time for real change – Labour's 2019 general election manifesto: labour.org.uk/manifesto

BLACK MEMBERS' WEEKEND WORKSHOP

CELEBRATING HISTORY, BUILDING SOLIDARITY



Afzal Khan, Labour MP for Manchester Gorton and shadow immigration minister, joined reps at the union's annual black members' weekend workshop in Manchester. Delegates were also joined by guest speaker Nazek Ramadan who is director of the organisation Migrant Voice which aims to develop the skills, capacity and confidence of members of migrant communities, including asylum seekers and refugees.

LOSSES IN RETAIL

CONTINUING DECLINE DEEPENS RETAIL CRISIS

Shocking statistics released by the British Retail Consortium (BRC) show that the number of workers in retail companies has fallen by 85,000 in the past year. The BRC expects the long-term decline in employment to continue amid weak consumer spending and fierce competition in the industry.

Usdaw general secretary Paddy Lillis said: "We share the concerns of the retail employers and we're calling for a number of key measures to tackle the crisis on our high streets, including a reform of business rates to help level the playing field between online and 'bricks and mortar' retailers. This is not about favours from Government, it's about fairness across all forms of retailing.

"With the scale of job losses we cannot bury our heads in the sand and pretend this isn't happening. The retail sector is experiencing turbulent and challenging times. Employing around 3 million people it contributes 11 per cent to the UK economic output; so it is clear that the challenges affecting the retail sector have a huge knock on effect, impacting the UK economy and a significant number of workers.

"The Government has so far failed to provide any clear or coherent strategy for the retail sector, or to



address the worries and concerns of retail workers. We urge the Government to engage with us, support our strategy and give shopworkers a voice in the future of retail."

Usdaw's Save Our Shops petition is calling on the Government to take urgent action by adopting an industrial strategy for retail and implementing the following comprehensive and co-ordinated policies:

- Review taxation, commercial rents and business rates to ensure a level playing field between 'bricks and mortar' retailers and online retailers, providing

a new framework that supports local communities and the wider economy.

- A minimum wage of £10 per hour for all workers, secure work and investment in skills and training to provide decent pay and job security for retail workers and drive up productivity.
 - Give retail workers a say over the future of retail and the introduction of new technology, with a designated inclusive body that ensures the Government recognises the crucial role retail has in the UK economy.
- www.usdaw.org.uk/industrialstrategy

WIN
£100
gift vouchers

at **WWW.USDAW.ORG.UK/WIN**
 Sponsored by Lighthouse Financial Advice. www.usdaw.org.uk/lfa Closing date 25 January 2020. Terms apply.

IN BRIEF

SALES DOWNTURN

Britain's shops were hit by a surprise downturn in sales in the run-up to Christmas after official figures showed a 0.1 per cent drop in October. The fall in sales represented the weakest monthly figure since April last year and appeared to show shoppers had become reluctant to spend before the Brexit deadline.

ASDA

Asda has posted a 0.5 per cent drop in like-for-like sales, which it has blamed on the ongoing political concerns over Brexit and consumer confidence.

TESLA

Tesla's chief executive, Elon Musk, has chosen Berlin as the site of its first major European factory. Mr Musk cited risks surrounding the UK's exit from the EU for his decision.

JOHN LEWIS

The retailer is planning to cut 75 management jobs, which amounts to a third of its 225 senior management head office roles.

LIDL

Lidl has revealed plans to open 10 new stores across Greater Manchester over the next three years, creating 400 jobs. This will increase total number of stores in Greater Manchester to 40.

JD SPORTS ROCHDALE

VICTORY FOR JD SPORTS STAFF

In July, over 600 JD Sports workers submitted a grievance about the company slashing rest breaks for workers on gruelling 12-hour night shifts. After several meetings with Usdaw and regular union protests outside the site, the company yesterday accepted the case made by Usdaw and agreed to consult with their workers again, with a view to re-instating the breaks.

Udaw divisional officer Mike Aylward said: "We are pleased that the management have listened to their staff, although they are still trying to deny the serious health and safety implications of getting rid of the breaks. It is the right decision to back away from forcing staff to work from 6pm to 6am with just two breaks. People were in genuine fear for their safety in conditions that would have resulted in crushing fatigue."

"Workers at JD Sports distribution are joining Usdaw for an independent voice and to say enough is enough. Now that we have won this battle, the campaign continues to improve all

terms and conditions of employment at the site. JD is a highly successful, international, multi-billion-pound business and by far Rochdale's biggest private sector employer, with over 4000 staff. They should not be trying to get away with the bare-minimum employment standards and Usdaw intends to make sure they don't."

MP for Rochdale Tony Lloyd said: "I welcome that the management have listened to their staff and Usdaw with a view to re-instating the breaks. As the biggest private sector employer in Rochdale, JD Sports will want to show a duty of care to its employees. I am pleased to see that workers at the distribution centre are joining Usdaw to make sure their voices are heard, and to make sure their rights at work are protected."



Get a
finance
decision in **60**
seconds

66 Reg Nissan Juke 1.2
DiG-T Acenta 5dr, Red,
16,927 miles

**NOW ONLY
£8434**

65 Reg Peugeot 3008
1.6 BlueHdi 120 Active 5dr, Red,
30,395 miles

**NOW ONLY
£7799**

66 Reg Kia Soul
1.6 GDi Urban 5dr, White
23,826 miles

**NOW ONLY
£8649**

66 Reg Ford Focus 1.5
TDCi 120 Zetec 5dr,
Silver, 43,621 miles

**NOW ONLY
£7999**

Part Exchange
Welcome

Full History
Check

Flexible Finance
Available

Nationwide
Delivery

Supplying vehicles direct to your home for over 30 years'

USDADRIVE.CO.UK CALL US ON:
0333 130 0290

EQUALITY ACT

SUPPORTING PEOPLE WITH PARKINSON'S

Many Usdaw members are living with Parkinson's either because they are directly affected or are supporting a family member who is.

Parkinson's is a progressive neurological condition which means symptoms develop over time. Around one in every 500 people in the UK are affected by Parkinson's.

Being diagnosed with Parkinson's can be a very difficult time for members and their families, but it doesn't mean having to stop working. Many people with the condition find that work helps maintain a sense of purpose and wellbeing and with the right treatment and the right support in work, it is possible to continue working for many years.

Parkinson's affects mobility and dexterity, with shaking and slow movement the most common symptoms. However the symptoms and progression of Parkinson's will be different for everyone. There is currently no cure for the condition and members with Parkinson's are likely to be protected by the Equality Act (Disability Discrimination Act in NI) at work.



Usdaw reps can help members with Parkinson's to understand what their rights are in work and support them with requests for reasonable adjustments.

Helpful adjustments could be something simple like more frequent breaks or moving hours to more significant changes to their job role or modifying equipment.

If you are supporting a member with Parkinson's, adjustments will depend on the type of job

the member is doing and how Parkinson's affects them. Each person is different and each individual will be the best judge of the adjustments they need to help them remain in work.

For more support you can contact Parkinson's UK, a national charity who offer specialist advice or the Equalities Section at Usdaw Central Office.

www.parkinsons.org.uk

www.usdaw.org.uk/equalities

USDRAW'S ORGANISING ACADEMY

READY FOR THE ORGANISING CHALLENGE?

Could you recruit staff in an unorganised workplace and help newly elected reps become self-sufficient within Usdaw? That is the challenge facing activists who want to be considered for next year's Academy, Usdaw's own exclusive six-month training programme for committed activists.

Usdaw's Academy is now in its 18th year and provides a great opportunity for reps to develop

their organising skills.

The programme is hard work but is also extremely rewarding. Reps who complete the Academy return to work after the six months with much developed skills and confidence and will be ideally placed to help build the union.

A recent graduate, Jo Crumplin from the Co-op Group said: "The Academy definitely stretches you and builds your self-confidence.

The support is fantastic and helps you to overcome any challenges you face. It's not only great to see yourself grow in confidence but it's also wonderful to watch other people grow and be a part of their journey."

Application forms must be received by 24 January 2020. For more information complete the form included with this edition of *Network*.

STATE PENSION ENTITLEMENT

MARRIED WOMEN'S STAMP CONCESSION

The new State Pension was introduced on 6 April 2016 and is applicable to anyone reaching State Pension Age after that date. The actual amount of State Pension you will receive however is based on your own National Insurance contribution (NIC) record.

In the past working women were allowed and often encouraged to opt to pay a reduced rate of NICs—also known as the Married Women's Stamp and they were then allowed to claim a partial State Pension based on the National Insurance record of their husband. However, as the new State Pension system is now based on an individual's own NIC record it could disadvantage some women who paid the reduced rate of NI.

It is not well publicised but the new State Pension has a special concession. In order to qualify you must have paid the Married Women's Stamp for at least one

year during a period of 35 years, prior to your State Pension Age. And your State Pension Age would need to be on or after 6 April 2016. If you meet this criterion you should be in a position to claim a minimum payment.

The rate payable is £129.20 per week (2019/20) if you are divorced or widowed. If you are married it's £77.45 per week.

If you think you qualify and you are receiving or due to receive a substantially reduced amount of State Pension (ie less

than £77.45 per week) we would urge you to check with the Government Pension Service to see if you are entitled to a higher pension.

You can access the Pension Service website at: www.gov.uk/contact-pension-service or phone: 0800 731 7898.

GOV.UK

Reduced rate National Insurance for married women

Married women could choose to pay a reduced rate of National Insurance (sometimes called the 'small stamp'). This concession applies to women with earnings between £166.01 and £1,830 per year who are employed. The scheme

SUMMER SCHOOL2 CLASS OF 2019

EAGER REPS RETURN TO UNION LEARNING

The union's Second Series Summer School took place in September at Wortley Hall in Sheffield. The week-long residential training course follows on from the popular First Series Summer School and gives reps the opportunity to take a more in-depth look at the union's organising structures.

Subjects students can study over the course of the week include Politics and Organising, Women and Organising, Trade Unions and Organising, and Health & Safety and Organising.

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



WHY LABOUR IS THE RIGHT CHOICE



With a general election just a few weeks away, Usdaw members have the chance to vote for a government that will put the interests of working people first

The general election we have been expecting, and preparing for, has been called. For the first time since the 1930s, we will be going to the polls in December.

A DECADE OF AUSTERITY

Britain is the fifth richest country in the world but it doesn't feel like that for most people. Faced with falling living standards, growing job insecurity and the rise of food banks people are under increasing strain. Cuts to emergency services and the NHS have left them on the brink of collapse.

After a decade of ideological austerity, that targeted the most vulnerable people in our society, do we want to see a continuation of this Tory government led by Boris Johnson? Can we really believe his pledges to invest in public services when it was the Tories who have cruelly and systemically dismantled safeguards that protect working people such as social security and workers' rights?

TORY CHAOS

The Conservatives campaign started with a cabinet minister

attacking the victims of Grenfell; the Welsh Secretary, resigning over a sabotaged rape trial; altering a video of Keir Starmer to imply he couldn't answer questions on Brexit; Government's plans to use the civil service to cost Labour policies were blocked after complaints of 'abuse of power'; a Channel 4 Dispatches documentary reported that there had been secret meetings between US pharmaceutical companies and British civil servants; and Boris Johnson was accused of a cover up when he failed to publish the report on Russian interference

in UK politics, including in the Conservative Party.

WHY EVERYONE SHOULD VOTE

Politics can be frustrating, but with so much at stake it is important that everyone takes the time to engage in the debate and the campaign. Politics doesn't stop just because people choose to ignore it, there will still be politicians making decisions that affect the lives of Usdaw members, their families and other working people. This election is the opportunity to make sure that politicians making those decisions are on the side of our members and understand the issues they face.

VOTING FOR CHANGE

Labour has an ambitious plan to radically transform society so that it is fairer and works for everyone, and not just the rich. A Labour government would support trade unions, make sure that working people are treated fairly at work and paid a wage they can live off, ensure that housing is available to all, and give every child the best possible start in life. A fairer tax system would help fund struggling public services. Their manifesto will be fully costed to ensure the books are balanced.

WHAT WOULD LABOUR DO?

Most people's incomes have not kept pace with the cost of living. Many people are relying on debt, and are increasingly working more than one job to keep their family's head above water. Rents are increasing, with the average monthly rent in London going over £2,000 for the first time this year.

Ministry of Employment Rights

Labour would set up a ministry to deal with insecure work and poverty pay.

Average Wages

Average wages are today lower than before the financial crisis of 2008. Labour will introduce a £10 minimum wage and end in-work poverty.

Zero-Hours Contracts

Under the Tories, the number of people on zero-hours contracts has risen to nearly 1 million. Labour will ban zero-hours contracts.

Reduced Working Week

Millions of people work an average seven hours unpaid overtime

each week. Labour will reduce the working week to 32 hours – with no loss of pay within a decade.

Increased Holidays

Labour will give working people more of their time back, by increasing holiday entitlement and creating four new bank holidays.

Trade Union Rights

Labour will scrap the Trade Union Act and restore trade union rights.

Universal Credit

Universal credit is making millions of families worse off. Labour will halt the roll-out of universal credit.

Food banks

Food bank use rose 13 per cent in 2018 with the Trussell Trust giving out 1.6m food parcels last year, with more and more people actually in work needing help. Labour will halve the use of food banks in its first year in government and end the need for food banks within three years. They will also announce plans for a Food Act to ensure everyone in the UK has a legal right to food.



Home Ownership

For too many working people, home ownership is out of reach with levels having fallen over the last nine years. Successive Tory governments have cut back on the funding available for social housing, prioritising private ownership schemes instead. In reality, these have helped the already well off to get new-build houses at a discount and have done nothing to tackle the housing crisis.

Childcare

Parents who are working to support their families, often for long hours, are not getting the help they need with childcare as the Tories have left nurseries underfunded, and expect parents to foot the bill for ever increasing private childcare costs.

Sure Start

The Tories closed over a thousand Sure Start centres. Labour will deliver Sure Start Plus and invest in pre-school education.

Climate Change

Labour has emerged with a 'Green New Deal' which aims to reach net-zero carbon emissions by 2030.

The party has also pledged to nationalise the big six energy companies and guarantee 'good unionised green jobs' as well as free or affordable green public transport.

Health and Social Care

The party announced plans to scrap prescription charges in England bringing the country into line with Scotland, Wales and Northern Ireland. They also plan to introduce free personal care for the elderly in England at an estimated cost of £8bn a year.

Justice

Within a hundred days of taking office a Labour Government would reverse the cuts to legal aid for housing, family law and welfare benefit appeals.

Railways

Since 2010 rail fares have risen three times faster than wages. Labour will bring the railways back into public ownership and give a better deal to passengers.

Bus

With fares increasing Labour will give

local authorities the power to plan and run bus services.

Tax

Higher taxes for the rich, with a 45 per cent tax rate for those earning more than £80,000 a year and a 50 per cent rate for those on more than £125,000.

Tax evasion

Labour will chase down tax evasion, tax avoidance and tax havens.

Brexit

Labour will renegotiate the deal, putting working people first and then giving them a final say.

Retail Crisis

The high street is in crisis, with tens of thousands of jobs disappearing as traditional retailers struggle to keep pace with online shopping. Despite the escalating crisis the Government has done little.

In contrast, Labour will develop an industrial strategy for retail to save Britain's high streets including: a review of business rates to level the playing field between shops and online and other measures.



DON'T LET SOMEONE ELSE CHOOSE THE NEXT GOVERNMENT

The general election that we have been preparing for will be taking place on 12 December 2019.

Every day you work hard for our members as a key part of the Usdaw team. There are limits to what we can do for our members when it is a Conservative Government making the laws that we work within and setting the tone in which we negotiate. That's why now is the time for all of us to come together and make sure the voice of our members is heard in this election campaign.

Our members need a government that is on their side. Our members need a government that recognises it's Time For Better Pay and that will Save Our Shops. Our members need a Labour government.

We have identified 19 key seats around the country. These are seats where we can make a difference and where we won't just be helping to return an MP who will fight for our members, but where the overall result of this election will be decided. I would urge each of you to contact your local office and volunteer to help in the Usdaw key seat nearest to you. It doesn't

matter if you have never campaigned before, you'll be working alongside other Usdaw members and friends from across the Labour Movement.

You can support the general election campaign in other ways too. Whether you are a member of the Labour Party and are out delivering leaflets and knocking on doors in your own constituency, or are engaging positively with the debate taking place on social media and with your friends and family, it all helps to promote a vote for the Labour government our members need.

We can't afford to lose this opportunity to get rid of this damaging Tory Government and replace it with a Labour one committed to tackling the issues facing our members, our families, and our friends in their day to day lives.

Together I know we can win.

Paddy Bellis

Usdaw General Secretary

MemberOffers

CARS & TRANSPORT

Car Hire
Fiat
Startrescue
Usdawdrive
Vauxhall Cars

INSURANCE

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

MONEY & FINANCE

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

HEALTH & BEAUTY

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

LEISURE & ENTERTAINMENT

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

SHOPPING

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

HOLIDAYS

Airport Parking, Lounges
& Hotels
Cottage Breaks
Forest Holidays
James Villa Holidays
Lost Luggage Protection
Novasol Holiday Homes
Parkdean Resorts
Pontins

MISCELLANEOUS

Funeral Planning
Gas and Electric
Mobile Phones
TOTUM NUS Extra



www.usdaw.org.uk/offers*

*Terms and Conditions for individual offers on the website.

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

WINTER OFFERS WINTER OFFERS WINTER OFFERS WINTER OFFERS



CHRISTMAS SHOPPING?

Enjoy cashback and discounts on your online shopping. UsdawRewards.com lets you browse hundreds of discounts, offers and cashback deals to help you get the most from your online shopping.*

Sign up for free at www.UsdawRewards.com and you'll also get a £10 Welcome Bonus**

When you've registered simply login to your account, click through to the retailer and make a purchase in the normal way. The cashback you earn will be credited to your Rewards account. It's that easy!

Join FREE today at

USDAREWARDS.COM

*Terms and conditions apply. Range of brands, discounts and cashback are subject to change. **Your free welcome bonus is paid once you reach your first cashback total of £15.00. Your cashback will be paid automatically to your registered account each time you reach a cashback total of £25.00. Usdaw Rewards is a trading name of Union Income Ltd.



GREAT SAVINGS ON A WIDE RANGE OF APPLE PRODUCTS

Save between 2%-10% on Apple products including MacBook Pro, iPad, Apple Watch, AirPods and iPod as well as Apple accessories (inc Beats).

There's no need to wait for delivery, instead, you can order online and collect from your nearest Apple store within one hour*.

Visit: www.usdaw.org.uk/offers*

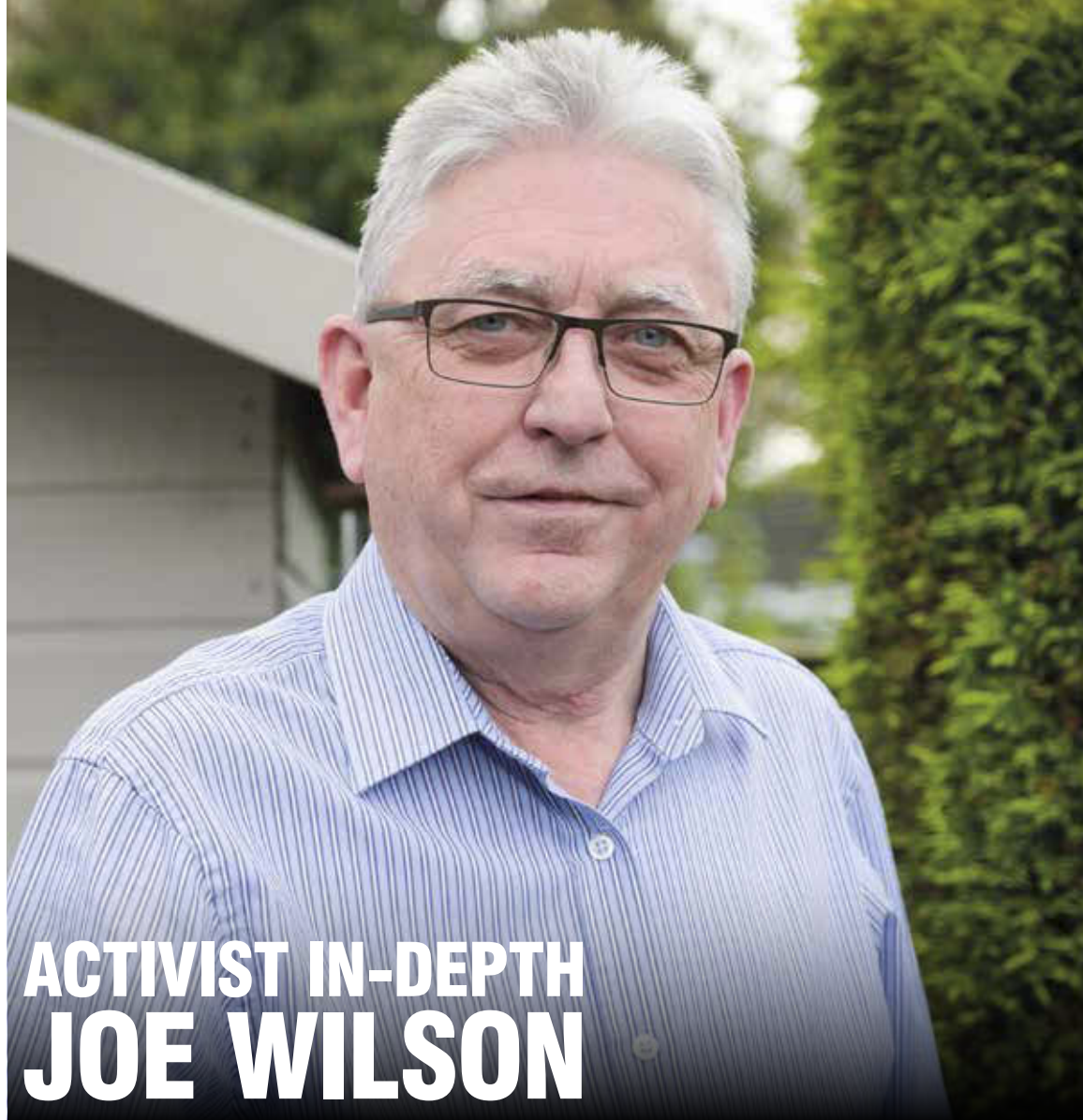


£50 TO SPEND AT VIRGIN WINES WITH FREE PROSECCO & DELIVERY!*

Virgin Wines are delighted to offer a fantastic £50 Wine Voucher to spend on the wines of your choice, plus you'll also receive a FREE bottle of Senti Prosecco (normally £10.99) and FREE next-day delivery!

Claim your £50 + free fizz & delivery today!
Visit: www.usdaw.org.uk/offers*

*Terms and conditions apply to all benefits. See website for details. Offers subject to change without notice. Apple - Annual purchase limits apply. Discounts are subject to availability. For the latest offers visit the Apple store. Usdaw Discounts & Offers is managed and run on behalf of Usdaw by Parliament Hill Ltd.



ACTIVIST IN-DEPTH JOE WILSON

Network talks to senior Usdaw rep Joe Wilson about working in the funeral industry for the past 47 years.

Have you always wanted to work in the funeral business?

I smile to myself when people ask me this question, because there are those who have always wanted a job in the industry, but to be honest I can't say I did.

In those days, when I was a teenager, there were loads of jobs in the evening paper. I just picked out a couple to apply for, one was working in the hotel industry as a

trainee manager and the other was a trainee funeral director, and as it happened, I got two letters through the letterbox one morning saying I'd got both the jobs.

The trainee manager job sounded very interesting as you had the opportunity to learn all aspects of the industry from housekeeping to cooking in the kitchen, but I was put off by the fact that you could be relocated anywhere around the country at any point.

I sometimes think about what would've happened if I had gone for that job but I'm sure I wouldn't be as happy as I am now.

Do you remember your first day on the job?

Yes. I remember I was just 17 years old because it was my 18th birthday on my second day in the job. I think I spent most of the first few days in the office before going out and about so I was eased into everything really.

I was living with my mum at the time and I remember her asking me what it was like. I said, 'It's alright but I'm just working with old men.' The funny thing is, they must've only been in their 40s, but to me at that time they were old. I think people dressed older in those days.

How has the role of a funeral director changed over the years?

In the early days a funeral director did everything. They had to remove and transport the bodies, make the coffins, embalm the bodies, liaise with the family and make the funeral arrangements. For my first three years on the job there were only two of us in the unit. We would work all day and be on call all night in case we needed to remove a body. A few years later we merged with another area and they had two funeral directors. We developed a rota that ensured we each got two weeks of nights off, it was real progress for us.

The role of a funeral director today has changed dramatically. Their priority now is being the main contact for the family and arranging all aspects of a funeral service from start to finish including transport, flowers, catering, obituaries and orders of service. Other jobs, like removing bodies and making coffins, are done by different crews and there are now specialist embalmers. In my view the role is ideal now because spending time looking after the families and making sure a funeral goes as planned is something I've always believed a funeral director should be doing. I think it's much better for the clients. And obviously all the staff now are covered by the European directive and get 11 consecutive hours of rest a day which is fantastic, a big step forward in the funeral industry.

How do people react when you tell them what you do for a living?

To be honest, most people are very interested in the job and want to hear more about what's involved, but obviously you can't go into too much detail because of confidentiality and you want to be respectful to your clients.

You do get the people who make jokes, and trust me I've heard them all. You just have to tolerate them and laugh along like you've not heard them before. It's about time people came up with some new ones!

You've been a rep for about 20 years. How did you first get involved in the union?

I've always been an active union member right from the beginning. I started as a rep on the regional negotiating committee which represented Co-op right across the board including staff in funeral care, travel, pharmacy and shops, although I mainly dealt with the funeral care issues as the other reps didn't know much about the industry. When the North Eastern Co-op joined with the national Co-op we became Co-op Funeralcare and had a national

IT'S GOOD TO KNOW THAT THE REPS HAVE FAITH IN ME TO LOOK AFTER THEM

negotiating committee of our own which I was really pleased about.

On the national committee I took the seat of representative from the former North Eastern Co-op and then about 15 years ago, reps on the committee voted me into the lead rep's role.

I don't do many one-to-ones or disciplinaries or grievances any more, I tend to be a point of contact for reps across the country. They ring me for advice, and I help them as best I can. If I think it's something that is a national concern, I'll feed it back to the business.

The committee has just gone on and on all these years and I've been proud to continue to be elected into that role. I've really enjoyed it.

Do you feel you have made a difference for the members and reps you look after?

I don't really feel like I've achieved anything personally, it's all down to the committee and what we've achieved together as a group. If I'm proud of anything it's that people have continued to vote me into this

position every year. It's good to know that the reps have faith in me to look after them, because it's not a job I've applied for, it's a job I've been elected in to by my colleagues and who have all got vast amounts of experience in the funeral business and who would've all done a great job too.

Do you think the funeral industry is an appealing career choice?

I think the industry is more appealing today because there's more opportunities and better training now. There were no courses or anything like that when I started. I'd only been there a couple of months when my mentor went off ill, so I was dropped in at the deep end. I actually learned everything I needed to know from the drivers. It was the same for everyone, you just picked it up on the job. The only requirement was the embalming course, which you had to do in your own time, and then you'd be expected to embalm when you weren't funeral directing.

There was a young girl who came into the business about 20 years ago. She was a beauty therapist, but she had always wanted to be a funeral director. When I was training her, she complained that clients were ringing up asking for specific staff and not her. I told her to bide her time.

You acquire your own following in the funeral industry. When you've done a few funerals for the same family, they keep coming back and asking for you because you've developed that trust.

It's a very interesting job. I always say you meet the poorest of poor and the richest of rich, and everything in between. You meet some really nice people and develop friendships with them, not to the point of going out for a drink with them but you go up the street and people stop and have a chat with you. Funeral directors have become an integral part of the community. It's very rewarding.



Members and reps attending this year's national young workers' weekend in November discovered how politics has an impact on everything

The upcoming general election dominated the agenda at this year's young workers' weekend, where delegates discussed the importance of taking an interest in politics and the decisions that affect their future.

The members and reps, all aged under 27, took part in workshops and discussions at Usdaw's national training centre in Warrington joined by guest speakers Usdaw general secretary Paddy Lillis and deputy general secretary Dave McCrossen.

A LABOUR GOVERNMENT

Paddy spoke about the changing face of the high street and the challenges facing the retail sector under the current Conservative government.

He said that Labour is the only party that will be on the side of the trade unions and their members.

"We've seen high street shops

close, there's been restructures and job losses and the number of workers in retail companies has fallen by 85,000 in the past year. Retail is a sector that is not taken seriously by government, it's still seen as a job you do until you get a real job, and that's wrong. Three million people work in retail, 1.5m work in distribution and warehousing, and it's 12 per cent of the economic growth of this country.

"We need a government that will work with trade unions, employers, local authorities and communities to find a solution and develop a fairer society.

"Another five years of a Conservative government will do an awful lot of damage to the communities in which we live. The only party that will help the trade union movement, the only party that understands and supports our campaigns, the only party that

is going to be on the side of our members is Labour."

YOUNG PEOPLE'S ELECTION

Dave discussed the rising level of in-work poverty and the importance of being politically aware.

"There's more need for trade unions than there ever was. People are being used as a resource and exploited on a regular basis and that's why this election is so important.

"When I first joined the union people were out of work and struggling to get by, now people are in work and struggling to get by, our members are forced to go to food banks just to have a decent meal.

"We need to have conversations with people every day, talk about what Usdaw does and the difference that a Labour government can make, because if we don't do something, we won't have a society that any of

WHAT WOULD A **LABOUR** GOVERNMENT DO TO PROTECT YOUNG WORKERS?

OUR WORK

Labour would set up a Ministry for Employment Rights to deal with insecure work and poverty pay. A Labour government will abolish youth rates and raise the minimum wage to £10 an hour for everyone. Under the Tories, the number of people on zero-hours contracts has risen to nearly 1 million. Labour will ban zero-hours contracts and tackle short-hour contracts. They will protect and improve young workers' rights.

**I'm voting
Labour**

OUR HOME

For too many working people, and young workers in particular, home ownership and private renting has become out of reach with levels having fallen over the last nine years. Successive Tory governments have cut back on the funding available for social housing, prioritising private ownership schemes instead. Labour plan to build one million new genuinely affordable homes over 10 years, and ensure every council, every year, builds or commissions Labour's new affordable homes. They will introduce new rights, secure tenancies and rent controls for private tenants.

OUR FUTURE

To tackle climate change and protect the planet for future generations, Labour will launch a "Green Industrial Revolution". They plan to:

- Ban all fracking.
- Make our homes more energy efficient.
- Install solar panels on 1.75 million lower-income homes.
- End the Tory ban on wind farms on land.
- Increase wind farms in the sea by 700 per cent.
- Make public transport better.
- Renationalise our railways.
- Free bus travel for under 25s.
- Nationalise the energy grid and make it suitable for green energy.

us can be particularly proud of.

"Some people say that they won't vote for Labour because of the leader, I say it's like football, if you don't like the manager you don't stop supporting the team, and that's the key here. This isn't about personality politics, this is about what's right for our future.

"This has got to be the young people's election, it's not a time to say, 'I don't care, all politicians are the same, it makes no difference to me', it absolutely does."

FROM THE ACTIVISTS...

Rian Barry

"Having an active interest in politics is vital for young people as it concerns their future so every young person should register to vote.

"I'm concerned that zero-hours contracts will still be allowed in the future, and young workers in first time employment will continue to be taken advantage of.

"I really enjoyed the weekend and thought it was well organised

and engaging. I would definitely recommend it to all young activists."

Andrei Surmei

"I particularly enjoyed the activity where we had to think of something that hasn't got anything to do with politics, which I thought was going to be easy, but in the end we discovered that everything links back to politics. It was quite an eye-opener.

"Politics affects our future, so why not vote in something that could have an impact on you.

"I will be voting Labour. My views are the same as Labour's, I would like to see some fairness for the working class."

Sam Hodgson

"Politics affects us in everyday life and the choices we make map our future. It's important we have our say in how the country is run.

"My fear is that low wages and expensive housing will affect my chances of ever renting or buying.

"I will be voting Labour. It's the

workers of this country that are the driving force and we have a right to a better living wage and not to be living in poverty while others gain from our struggles."

Kyle Seymour

"I wholeheartedly believe young people should take an active interest in politics. We are the future and without a future what's the point in doing anything? Simply existing isn't enough in this day and age.

"I am voting Labour for many reasons. I'm inspired by the Labour party and their manifesto is absolutely phenomenal.

"I really enjoyed myself at the weekend and thought the discussions were very relevant. The Q&A session with Paddy and Dave was a great opportunity to discuss some of the issues that are important to young workers."

To discover more about the opportunities available for young workers through the union visit: www.usdaw.org.uk/youngworkers



INDUSTRIAL STRATEGY: CHANGING PERCEPTIONS

In an attempt to deal with the crisis on the high street, Usdaw launched its Industrial Strategy for Retail at Westminster in June.

Usdaw general secretary Paddy Lillis introduced the strategy and talked through the three strands: Economy and Community, People and Productivity and Changing Perceptions.

In this issue *Network* will look at the final part of the strategy called Changing Perceptions which focuses on challenging negative perceptions of retail workers and ensuring that retail is treated as a key part of the economy.

GOVERNMENT POLICY

The retail sector, the largest private sector employer in the UK, was

completely overlooked in the Government's industrial strategy which chose to focus on other industries such as technology and infrastructure. While we recognise the importance of these industries to the future of the UK economy, any focus needs to be alongside supporting industries such as retail, not in place of.

A SKILLS STRATEGY

To date, much of the transformation in the retail industry has been focused on short-term gains as retailers aim to quickly turn around businesses in response to rapid changes in the sector. A combined focus from Government and business working with trade unions is needed to scrutinise the impact

of such short-term measures and set out how best to maximise the potential of new technologies.

THE VALUE OF CUSTOMER SERVICE

As retailers struggle to survive, they have reduced headcount and hours in stores. Usdaw knows from talking to members that a growing number of customers are frustrated by the lack of customer service and understaffing in stores and checkouts.

There is no replacement for good customer service in retail. The customer service skills of retail workers are vital to transforming businesses and attracting and retaining customers. However, as retailers look to streamline where they can, the decline in face-to-



face interaction undervalues the significance of interpersonal skills and is having a negative impact on customers and local communities.

RETAIL CRIME

There are rising levels of abuse towards retail workers on the frontline as customers take out their frustrations on staff when technology goes wrong. Usdaw is calling for a new model for cooperation around tackling retail crime, particularly in light of automation (eg self-service tills) and the lack of investment in stores which has, in some cases, resulted in a severe reduction in trained and designated security staff. These cost savings are clearly superficial given the on-going and cumulative cost of retail crime and abuse.

FREEDOM FROM FEAR

Usdaw's 2018 Freedom From Fear campaign survey revealed that incidents of violence, threats and abuse against shopworkers are an increasing problem. During 2018 nearly two-thirds of shopworkers experienced verbal abuse; over 40 per cent were threatened by a customer and on average over 280 were assaulted every day.

The survey also found that the top triggers of these incidents are: 25 per cent shop theft, 22 per cent age-restricted sales and 21 per cent sale of alcohol.

Clearly retailers and Government need to start addressing both the human and business cost of retail crime, which not only affects staff morale, but hits the bottom line through high shrinkage levels and reduced productivity.

PROTECTING SHOPWORKERS

With retail crime increasing it is vital that the Government introduce stiffer penalties for those who assault shopworkers, such as a simple stand-alone offence that is widely recognised and understood by the public, police, CPS, the judiciary and most importantly criminals.

RETAIL WORK – MORE THAN JUST A STOP GAP

Challenging negative perceptions needs to combat the widely held belief that retail work is just 'pin money' for women working part-time or a stop gap for people on their way to a 'real job'. These notions simply do not reflect the reality of retail workers' lives.

Retail work is 24/7, physically demanding, mentally challenging, multi-skilled, high pressure, profit driven and target led. Retail workers have to be adaptable and dynamic. For the majority of people, retail is their career, and retail jobs make a critical contribution to household incomes and support millions of working people and families.

FLEXIBLE WORKING

Retail workers need more control over their hours and flexible working rights need to be strengthened and extended.

Usdaw welcomes the Labour Party's commitment to flexible working as a day-one right and to legislate to create a presumption in favour of flexible working. This should be combined with strengthening enforcement mechanisms and sanctions for employers who persistently fail to meet statutory obligations with regard to workers' rights.

A DESIGNATED INCLUSIVE BODY TO DELIVER THE STRATEGY

The Government's response to manage the current crisis has been somewhat uncoordinated and fragmented. This is why Usdaw is calling for a more coordinated approach through a shared industrial strategy for the sector bringing together all key stakeholders – from local authorities and national government, retail bodies and expert panels (eg BRC), retailers (both large and small) and more importantly, retail workers.

THE VALUABLE INPUT OF RETAIL WORKERS

Usdaw members have direct experience of issues affecting the sector. The operational input and contribution that workers and trade unions make can be mutually beneficial. For example. In a meeting with senior company officials Usdaw reps raised the issue of huge amounts of backroom stock that stores were sitting on – which was causing huge wastage, time and supply issues. This led to the company overhauling their backstock process which saved the retailer a substantial amount of money and freed up space in stores.

Read the document in full at:
www.usdaw.org.uk/retailstrategy



RETAIL THERAPY: TACKLING THE CHALLENGES

In October delegates came together to put forward propositions and to receive a union update from Usdaw general secretary Paddy Lillis at the annual Retail Trades Conference. Deputy general secretary Dave McCrossen led a workshop on organising and Barbara Keeley MP gave a presentation on mental health. The event was chaired by Usdaw president Amy Murphy.

PADDY LILLIS

In a wide-ranging speech the general secretary covered the state of the retail sector, Usdaw's campaigns, the Conservatives attacks on the trade union movement and the uncertainty caused by Brexit.

"Retail is bigger than manufacturing and construction put together but it's not seen as important," said Paddy. "When 3,000

job losses at Honda in Swindon were announced there was a swift response from MPs and the press. Yet, when retailers announce redundancies there's nothing.

"That's why we are taking the lead on this. Usdaw's Save Our Shops campaign has been gaining momentum since its launch earlier this year. In September Usdaw held its third national Save Our Shops campaign day to raise awareness about the current crisis on the high street.

"As with all of Usdaw campaigns, grassroots campaigning was combined with lobbying of people who make the decisions in this country, the MPs. In June Usdaw held a parliamentary event at Westminster to launch its Industrial Strategy for Retail. Our strategy ensures that we are now leading the discussion on this issue."

DAVE MCCROSSEN

The deputy general secretary led a workshop on organising. "There is more to organising than recruitment," said Dave. "It's about representing members and giving them a voice. We need around 100,000 new members per year just to maintain our position. To have meaningful dialogue with employers, for them to take us seriously, then density matters. That's why new members are crucial to the future of the union.

"Organising works because not only has the union managed to secure agreements with retailers like B&M and Ocado, the pressure we are putting on Boohoo is having an effect. A number of MPs have recommended that the company recognise Usdaw and give their workers a voice through an independent trade union."



BARBARA KEELEY MP WORSELY AND SOUTH ECCLES

The Labour shadow cabinet minister for mental health and social care talked about the importance of mental health in the workplace.

"I'm very pleased that Usdaw is leading the way on this," said Barbara. "Udaw started talking about mental health at a time when few trade unions and even fewer employers were. When mental health was viewed as a private, personal matter and the link between mental health and the workplace hadn't been made.

"However, Usdaw reps have been taking the union's 'It's Good to Talk' campaign out into workplaces up and down the country to break down the barriers. And to let their members know the union can help. By helping members to talk about what they are experiencing,

and signposting them to get the help they need they are making a difference.

"Reps supporting workers and helping them access their rights is vital in fighting the stigma surrounding this issue.

"However, we need to ensure that employers take accountability and after a decade of cuts the Government needs to properly fund mental health services.

"In many ways, mental health is getting more attention. People are more accepting of mental health conditions and there is less stigma than there used to be. But there is a long way to go.

"Stress, anxiety and depression are the biggest cause of sickness absence from work at the moment. One in 4 workers have left their job due to mental health worries. And the number of people who have

lost their job as a result of a mental health condition is equivalent to the entire population of Newcastle."

Barbara outlined what needs to be done to improve the situation:

- Employer accountability of working conditions and addressing poor practice.
- A compulsory reporting framework similar to what happens for health and safety.
- Mental health first aid courses.
- Reasonable adjustments for mental health conditions.
- Support outside the workplace to enable workers to attend appointments, counselling etc.
- Properly funded mental health services.
- Tackle the root causes of mental health conditions such as poverty and insecure work by introducing a real living wage and an end to zero-hour contracts.



PROPOSITIONS

Delegates were successful in passing all six propositions:

MERVYN STERRY A098

"We call for the national officers to negotiate with companies, to ensure staff can take their breaks and that there are enough colleagues on the shopfloor to cover this."

JOANNE CRUMPLIN F071

"We call upon the relevant national officer to meet with our employer as we have concerns for lone working and also on occasions where there are only two staff in convenience. We feel they are vulnerable to attacks and abuse."

UDAY PANDYA H017

"Conference calls upon our national officers to work with employers to improve the quality and scope of risk assessments, particularly for pregnant women and disabled workers."

MIKE ADAMSON H042

"This conference calls upon the national officers with responsibility for companies within the retail sector to demand that companies put staff safety before profits."

MARTINE BEVAN E070

"We call on this conference to ask companies to consider increasing bereavement leave."

WENDY MILLER G269

"The retail trades conference calls upon the national officers to negotiate a paid leave domestic violence policy with companies where we have national agreements."





CHRISTMAS ISN'T WORKING

Usdaw will be launching a campaign to give retail workers a decent break over the Christmas period

We are in the middle of the festive shopping period. Many retailers will have decided their opening hours and will expect staff to support their decision. Usdaw wants its members to be able to enjoy a decent break with their family and friends over Christmas and New Year.

Earlier this year, Usdaw's ADM called for all shops to shut at 4pm on Christmas Eve and New Year's Eve and to remain closed on Christmas Day, Boxing Day and New Year's Day, as well as 2 January in Scotland.

Following this, Usdaw is launching a campaign calling for our members to get a decent break over the festive period. This campaign will involve Usdaw talking to employers about their Christmas trading hours as well as making the public aware of the challenges staff face in getting quality time off work.

Usdaw's 2019 survey of 18,000

people found that over three quarters of members felt that working over the Christmas period affected their ability to enjoy Christmas and that they spent too little time with loved ones.

We know that people want to be able to spend both Christmas and Boxing Day with loved ones, recovering from the busy run-up to Christmas. Yet, all too often members are required to work even though stores are generally quiet.

Most members reported that Christmas Day was just a day off, not a holiday, as the pressure to work longer or additional hours in the build up to the festive period left them too exhausted to enjoy Christmas.

Usdaw is already talking to employers around Christmas working arrangements and will continue making the case for a longer break.

USDAW MEMBERS SPEAK OUT

'A lot of effort is put in by many retail staff to allow people to enjoy Christmas festivities but the staff don't get a chance to enjoy their Christmas.'

'Work affects the quality of time spent with kids as when you've been working all Christmas Eve you're too tired to enjoy the festivities, even more so when you are then also working all day Boxing Day.'

'Too often, I feel physically, mentally and emotionally tired as I have to work but also feel guilty about not spending time with family at what's meant to be a special time of the year.'

'I spent Christmas Day afternoon asleep and missed time with my kids aged five, eight and 10.'



USDAW PUSHING TO MAKE YOUR WORKPLACES SAFER

Usdaw's Freedom From Fear campaign exists to tackle abuse and assaults against shopworkers. Each year during the run-up to the busy Christmas shopping period, the union runs a Respect for Shopworkers Week. The purpose of this week is to get the message across that abuse is not part of the job. During the week reps and members organise events, campaign on the high streets, in shopping centres and stores to raise awareness amongst the public by promoting the message 'keep your cool and respect shopworkers'.

Usdaw general secretary Paddy Lillis said: "Violence, threats and abuse against workers continue to increase with 41 per cent threatened by a customer and 400 assaults taking place every day. Many UK workers are on the frontline of

dealing with the public and that can mean they end up on the wrong side of a verbal or physical assault.

"Five months ago we and the retail employers responded to the Home Office 'call for evidence' with one voice when we jointly called for action to tackle this growing problem. The Government is yet to publish their response. In the meantime, the Association of Convenience Stores has revealed that there have been an estimated 200,000 assaults and threats against retail and wholesale staff.

"Our message is clear; abuse is not a part of the job. We continue to call for stiffer penalties for those who assault shopworkers and the introduction of a simple stand-alone offence that is widely recognised and understood by the public, police, courts and most importantly criminals."

Woking Town Centre





Campaigning at the Welsh Assembly



Central England Co-op, Ripley



Poundland, Birmingham





Morrisons Alloa



Morrisons Warrington



Tesco Eston





WHITEHALL SUMMIT

L-R Dave McCrossen,
Sadiq Khan and
Jo Whitfield

Usdaw deputy general secretary Dave McCrossen joined the Co-op Food's chief executive Jo Whitfield and the mayor of London Sadiq Khan at Whitehall to launch the union's Respect for Shopworkers' Week.

The Co-op, which last year launched its own Safer Colleagues, Safer Communities initiative, is calling upon the Government to take radical action to help better protect shopworkers in the face of a retail crime 'epidemic'.

Research released by Dr Emmeline Taylor last month, on behalf of the retailer, showed that violence in the sector is at its highest level since 2012, with latest statistics showing that workers fall victim to 42,000 violent incidents with 115 colleagues physically attacked every day.

Dave McCrossen, commented: "We launch Usdaw's 2019 Respect for Shopworkers' Week as violence, threats and abuse continue to be

growing issues for retail staff. We have been working with a number of employers to tackle abuse against retail staff and campaigning with politicians, police forces and the Home Office on the impact of violence against shopworkers.

"Usdaw is committed to campaigning for an Assaults on Retail Workers Bill. At the same time, we need to ensure that there are enough police officers on the streets to be able to enforce the law. Shopworkers already start to believe that abuse is now an expected part of the job.

"Usdaw is clear that abuse is not part of the job."

Jo Whitfield said: "I am here, on behalf of my Co-op colleagues, to support Usdaw as we stand together and say: enough is enough.

"Co-op research shows that store crime has reached intolerable levels. Whilst the retail industry is doing everything in its power to prevent attacks, five months on from the

Home Office's own call for evidence we are calling upon the Government, along with law enforcers, to accelerate action to help us develop a strategy which can address this epidemic of violence.

"Systemic change is needed to address not just the symptoms, but the root cause. We cannot wait any longer."

Sadiq Khan, said: "I'm proud to support Usdaw's excellent campaign to help keep shopworkers safe. It's simply unacceptable that, for every minute of the working day, a shopworker is verbally abused, threatened with violence or physically attacked. Nobody should have to go to work fearful for their own safety.

"That's why I applaud Usdaw, the Co-op and everyone in the retail sector who is sending out the message that threatening behaviour and abuse towards shopworkers will not be tolerated."

www.usdaw.org.uk/fff



ACADEMY AWARDS

Forty-three reps celebrated their successful graduation from the union's Academy1 programme in November at a glamorous presentation evening in Manchester.

The organising officers, as they are known while on the Academy, have spent the last six months working for the union out in their respective divisions, recruiting members, organising workplaces and developing their roles as reps.

DEREK MITCHELL
Kettle Produce, Balmalcolm

"The Academy has boosted my confidence and helped me focus on my future. I'm not an educated man so the training was the most difficult, but I got through it thanks to the amazing support of my training officer and area organiser.

"When I look back I'm proud to have recruited and educated

members and reps and helped to grow the union. I would recommend the Academy but don't take it lightly. It's a big commitment and you need to work very hard."

JO CRUMLIN
The Coop Group, Morpeth

"I'm very much a team person and I particularly enjoyed developing other reps. I helped a nervous rep carry out her first mental health campaign, she was brilliant and I'm so proud. It's not only great to see myself grow in confidence but it's also wonderful to watch others grow and be a part of their journey.

"The Academy definitely stretches you and builds your self-confidence. The support is fantastic and helps you to overcome any challenges.

"I've already got plans to go out on stand-down and I've applied for Academy2, so fingers crossed."

ROBERT FLEMING
The Coop Group, Sheffield

"One of my biggest challenges, but also my proudest achievement, was completing the Academy portfolio. The support from my training officer was fantastic. I hadn't been in a classroom for 30 years, but it was a comfortable and supportive environment so no need to worry.

"Inductions were a challenge. I hadn't done one on my own before, I'd only ever supported other reps, but now they're second nature.

"I applied for the Academy because I wanted a great experience and a challenge, and it definitely was. It was so much more than I expected and I've made friends for life."

TAMMY CAVEN
Tesco, Rugeley

"I never thought I would be able



WHAT IS ACADEMY1?

It's a specialist training course that provides reps with the opportunity and skills to recruit and organise across different sectors and companies.

Reps who are selected will work for the union for six months, on secondment from their employer, mentored by an Usdaw official. They also receive four weeks of classroom-based training.

The Academy runs from May to November and is open to reps who have shown a firm commitment to the union.

General secretary Paddy Lillis believes it is an excellent opportunity for reps wanting to play a bigger role in the union. "I have seen first-hand the way it can transform the lives of those who take part. Reps who are selected will have a rewarding six months. They will return to work with much developed skills and confidence and are ideally placed to help build our union."

If you think you're up for the organising challenge visit:
www.usdaw.org.uk/academy

to stand in front of 40 people and deliver an induction. My confidence levels have grown so much.

"The most challenging thing was having to use public transport and sticking to timetables as I don't drive, but that enabled me to improve my organisational skills.

"My proudest moment was watching the reps I've mentored, grow and get involved. I would love to see them on the Academy too.

"It's been such an amazing journey – I've loved every minute of it."

MANPREET SANGHERA Tesco, Leicester

"I've really loved the Academy. It was interesting to go into other retail companies and see how things work and build up relationships with the different managers, most of whom were very welcoming.

"I had previously done some

stand-down so I feel like I was able to hit the ground running when it came to going out and recruiting.

"Although the Academy has come to an end, I feel like this is just the beginning for me. The Academy has opened up so many doors and I'm really excited about the future."

PETER FARRANT Morrisons, Walsall

"I was already passionate about the union but the Academy has really motivated me. It's been an absolute blast and I've had a spring in my step every day for the past six months.

"The hardest thing is saying goodbye. The union has entrusted me for the past six months with such a responsibility and I've been very proud to wear my lanyard that says organising officer. I still hope to be around to support and develop the reps I've recruited along the way.

"Anyone thinking of doing the Academy – do it. You won't regret it."

JAMESON SPARGO Morrisons, Bodmin

"I was proud to just be selected for the Academy but the experience has had such a positive effect on me. I've become more organised, developed my communication skills and I'm now even more confident at driving.

"I enjoyed coordinating the campaign days. I held a checkout learning day in a factory where most staff didn't speak English which was challenging. But with the help of google translate we had a really successful day.

"I think doing some stand-down is very good preparation. I would say to anyone if you don't succeed first time keep trying. It took me three years to get on the Academy but it's been well worth the wait."

USDAW ACTIVISTS ON A JOURNEY TO CHANGE

Usdaw reps meet to discuss the changes in the sector and learn how they can stay safe and healthy in an industry notorious for its impact on physical health

Activists gathered in Holmes Chapel for Usdaw's annual Road Transport Conference in October. The conference aims to give reps industry and union-related updates. Reps also have the chance to participate in workshops and question and answer sessions.

The event was hosted by Usdaw national officer Mark Todd, general secretary Paddy Lillis, deputy general secretary Dave McCrossen and chaired by Usdaw president

Amy Murphy.

Guest speakers included the Co-op's security and investigative lead Danny Ghent, Diabetes UK's Yvonne Brown and Usdaw's health and safety officer Doug Russell.

Paddy Lillis addressed conference and gave an overview of the turbulent economic and political climate, Usdaw's retail strategy, what the union is doing to meet challenges and Usdaw's flagship campaigns.

Retail over the last 10 years

"In 2009, Woolworths, an iconic high street brand, disappeared off the high street after 99 years," said Paddy. "In the intervening 10 years, over a million retail jobs have been lost. If you take into account the people in the supply chain such as warehouse and distribution, then it's another 200,000 to 300,000 people. There are predictions that 160,000 jobs are to go with more shops expected to close.

Road Transport Conference, Holmes Chapel



“Retail is bigger than manufacturing and construction put together but it’s not seen as important. When 3,000 job losses at Honda in Swindon were announced there was a swift response from MPs and the press. Yet, when retailers announce redundancies there’s nothing.”

Save Our Shops and Industrial Strategy for Retail

“Where the Government is failing we are having to step in. Usdaw’s Save Our Shops campaign has been gaining momentum since its launch earlier this year. On 28 September Usdaw held its third national Save Our Shops campaign day that saw MPs, Labour party activists and Usdaw reps and officials join forces in their local town centres to raise awareness about the current crisis on the high street.

Usdaw investing in Reps

“I am determined that we will continue to invest in our reps. There

are a number of initiatives that are happening this year including; a talent spotting exercise which asks our officials to identify three members that have the potential to become reps (one BAME, one young and one political), the Lay Rep Tutor programme which takes people like you and gives them a chance to get a teaching qualification and of course our stand down programmes (Academy1 and Academy2) which have been life changing for the people who’ve been on them.”

Organising

Dave McCrossen addressed delegates on organising.

“As a result of many years of hard work, Usdaw is the second largest transport union in the country with over 20,000 members in the sector,” said Dave. “And our organising strategy for transport has seen us increase our presence, resulting in high density and an army of reps.

“Over the last 12 months, we have

signed new recognition agreements within companies such as Clipper Logistics, Wincanton and the Co-op. What’s more we have continued to develop our relationship with companies such as XPO, B&M and DHL.

“One of the key issues for this sector, and the wider union, is our recruitment and organising agenda. Strong recruitment and organising is key to the union’s wider work.

“Economic uncertainty, changes to induction procedures and continued restructures have all created a difficult climate for recruitment and organising.

“However, it is at these very moments of economic uncertainty and continued restructures that people are most likely to rely on trade union membership.

“Only through high union density will we have a voice strong enough to protect jobs and deliver the best possible outcomes for our members.”



HEALTH AND WELLBEING OF OLDER PROFESSIONAL DRIVERS

Udswal health and safety officer Doug Russell briefed delegates on best practice guidelines produced by the Alliance Manchester Business School. The researchers based their guidelines on feedback they received from the Age, Health and Professional Drivers Network (AHPDN) they set up.

“The AHPDN Guide makes a strong business case for employers to look after the health and wellbeing of drivers,” said Doug.

“The UK population is ageing as people live longer. Along with changes to retirement and pension entitlement this means the average age of the workforce is rising and older workers are increasingly important to the UK economy.

“Older drivers are exposed to a number of risks to their health and wellbeing because of the work they do which tends to be sedentary, shift work, and there are associated

lifestyle factors around diet and exercise.

“All these factors take a toll on the driver’s health with 84 per cent of drivers being overweight, 87 per cent were physically inactive and 47 per cent had abnormal scores for anxiety and depression.

“The researchers identified 10 areas around health and wellbeing which they describe as significant. Some of the topics identified were clearly ones that were to do with the way the employer organises the work such as training, culture, and working patterns. Others included physical strength, healthy eating, mental health, bereavement and retirement.”

It was noted that the guide did not focus on mental health problems caused by work and the way the employer operates. There was too much focus on individual mental health and coping mechanisms.

GETTING DRIVERS’ HEALTH

The Structured Health Intervention for Truckers (SHIFT) study was launched by Leicester and Loughborough Universities in collaboration with DHL. The aim of the programme is to promote positive behavioural changes in terms of increased physical activity and a healthier diet.

The study involves 300 drivers being divided into a control group and a study group. The control group were given some basic information on health and wellbeing and the ‘usual’ care provided by their employer. The study group were given six hour training on physical activity, diet and health risks associated with the job. They are also given Fitbits and other exercise equipment. A champion



DIABETES AND DRIVERS

BACK ON THE ROAD

was appointed at each site to encourage participation in step-count challenges and exercise activities.

The health of the participants is assessed at the start after six months and after 12 months.

Early results from the pilot have been reported in the *Journal of Occupational and Environmental Medicine* and are positive. Objective measures of blood pressure, cholesterol, etc. show a small but statistically significant improvement in risk factors for metabolic disease, heart disease and type 2 diabetes.

If successful, the programme could be utilised across the transport sector which could have a long-term impact on professional drivers' health and wellbeing.

Yvonne Brown from the charity Diabetes UK gave a presentation on diabetes which explained what the disease was and known risk factors.

"Diabetes is a condition in which the amount of glucose (sugar) in the blood is too high because the body cannot use it properly," said Yvonne.

"The number of people diagnosed with diabetes has more than doubled in 20 years. Over 4 million people in the UK have diabetes and the NHS spends at least £10 billion a year on diabetes. That's 10 per cent of its entire budget."

LONG TERM COMPLICATIONS

"If an individual has high blood glucose levels for a very long period of time, it can cause damage to the nerves and both the small and large blood vessels in the body. This can cause heart attacks, strokes, blindness and lower limb amputations. Someone

DRIVER SAFETY AND SECURITY

Co-op's security and investigative lead Danny Ghent gave delegates a presentation on driver safety and security.

"The Health and Safety at Work Act 1974 states you must ensure, so far as reasonably practicable, the health and safety of all employees while at work," said Danny. "You must also ensure that others are not put at risk by your work-related driving activities. Therefore, the driver as well as the employer has to take some responsibility."

Danny outlined the following safety advice

- Plan your route before you start.
- Carry out your daily vehicle checks such as in cab checks, load security, external checks; windows, windscreen, lights, indicators, mirrors, tyres and coupling.
- Report any faults.

- Always lock your doors when leaving your vehicle unattended.
- Keep your cab doors locked when driving.
- Never pick up passengers or give lifts to strangers.
- If you think you are being followed go to the nearest busy place such as a petrol station and call the police.
- If you are stopped by the police, pull over when it is safe to do so in a well-lit public area, stay in your cab with the engine running, doors locked and windows closed. If you are suspicious about being stopped, ask them for identification. A genuine police officer will have no objection in verifying details.
- If you are involved in an accident, stay in the locked cab and dial the emergency services for assistance.

with diabetes is 20 more times to experience an amputation."

RISK FACTORS

Yvonne outlined some of the risk factors:

Diabetes and age

Type 2 diabetes usually occurs in people over the age of 40. The older a person is, the greater the risk.

Diabetes runs in families

Research has shown that people are more at risk if there is a history of diabetes in close family members. The closer the relative, the greater the risk of diabetes.

BAME communities are more at risk

People from African-Caribbean or Asian cultures living in the UK are two to four times more likely to have diabetes than white members of the population. This is a combination of

genetic pre-disposition and lifestyle factors

Weight is a factor

Over 80 per cent of people with Type 2 diabetes are overweight. The more overweight a person is, the greater the risk of diabetes. There is an even greater risk when most of the weight is distributed around the waist.

Other risk factors include:

Smoking, Polycystic Ovarian Syndrome, Gestational Diabetes Mellitus, Anti-psychotic medication.

KNOW YOUR RISK

Diabetes UK has produced an online questionnaire that calculates the risk of developing diabetes. It only takes a couple of minutes.

riskscore.diabetes.org.uk/start

For further information please see Usdaw's leaflet on diabetes.

www.usdaw.org.uk/diabetes



GETTING RESULTS AS A HEALTH AND SAFETY REP

Network guides reps through what they need to do to ensure they are getting the support they need from their employer for a safer working environment

Active health and safety reps make a big difference for Usdaw members in their workplace. Most of the time their influence works because they have built a good relationship with managers. On occasions, however, reps may come across managers who do not understand their role or who do not respond as they should when a rep raises an important issue. In this month's *Network* we discuss what reps can do if managers are not being cooperative.

What can I do if my manager refuses to give me time off to carry out my functions as a health and safety rep?

As a union health and safety rep you have legal powers to investigate any potential hazard, to investigate

accidents and to inspect the workplace. You are entitled to reasonable time off to carry out these functions. If a manager is refusing your requests for time off you need to consider raising a grievance. You need to make it clear that the grievance is about their failure to let you carry out your legal functions as a rep and to include specific dates and times when you were refused. If you are considering raising a grievance, it is a good idea to talk to your area organiser or branch secretary first.

What can I do if I raise an issue and my employer does not get it sorted?

Grievance procedure

Where there is a significant issue

which management are ignoring, you need to consider the most effective way to escalate the issue.

It is usually a good idea to get the details of any complaint put in writing at an early stage. The Usdaw form HS2 has been designed to help you do this. It is designed so you can enter the details of the complaint including the date and keep a copy. The other two copies can be given to the manager with a request that they fill in the reply within a reasonable time and give you one copy back. This provides a paper record of the fact that you raised an issue and the response from your employer.

Many reps find that the very act of receiving a more formal written notice of an issue is enough to prompt management to take it more



seriously. However if they refuse to give a reply, or if the reply is not good enough you need to consider raising a grievance about their failure to deal with the problem.

The details on the grievance form should be as precise as possible. You can use the information from the HS2 form to help with dates, details of the problem, whom it was reported to, etc. If you are considering raising a grievance it is a good idea to talk to your area organiser or branch secretary first.

The advantage of the grievance procedure is that there are time limits. If management still fail to agree with you at the first stage, under most Usdaw agreements the area organiser (or on some sites the branch secretary or convenor) has to be involved. They can take the issue up with more senior management and usually sort any problems at this stage.

(See page 39 of the Usdaw H&S Reps Handbook – ‘Using Procedures’)

Contacting the Inspector

If the grievance procedure has been exhausted and the employer is still refusing to deal with a problem, or on the rare occasion when there is a situation of serious and imminent danger and management are not doing enough, the next step may be to call in the inspector from the regulator.

It is always best to try to solve problems through the internal procedures first. But if you do think it is necessary to contact an inspector, speak to your area organiser (or if appropriate your branch secretary/convenor). You need to identify who the enforcing authority is. For the majority of Usdaw reps, who work in shops, warehouses or offices, it is most likely to be the environmental health department of the local authority. Their phone number should be on their website. A telephone call from the rep or, preferably, from the area organiser should be enough to alert them to the problem.

For reps who work in manufacturing, it will be the Health and Safety Executive (HSE) who are the enforcing authority. To make a complaint to the HSE, you need to contact their concerns and advice team using an online form which is specifically for trade union reps <https://extranet.hse.gov.uk/lfserver/external/turep1>

The form asks you for information about what you have done using the internal procedures of the company, whether you have contacted your trade union official (area organiser or convenor) as well as details of the problem. The HSE concerns and advice team have strict instructions to forward any reports from trade union safety reps to a senior local inspector to investigate.

However, it may still take some time for a local authority or the HSE to respond because there are too few inspectors. It is always possible that an inspector will not back you up or will not take formal action against your employer because the law is not clear enough. So it is important that involving the inspector is the last resort.



HSE ANNUAL STATISTICS

Annual HSE statistics show that injuries and incidents of ill health are still too high. Figures show:

- 147 fatal injuries at work.
 - 1.4 million working people suffering from a work-related illness.
 - 364 cases were prosecuted and resulted in a conviction; fines from convictions totalled £54.5 million.
 - 28.2 million working days lost due to work-related illness and workplace injury.
- The estimated cost to the British economy is over £15 billion. Hazards Campaign believes the official figures grossly underestimate the true scale of injury.

CONTACT

Health and safety officer

Doug Russell
0161 249 2441

Health and safety assistant

Tony Whelan
0161 249 2474

General health and safety enquiries email:

healthandsafety@usdaw.org.uk



STRESS AT WORK

HSE has issued new criteria for investigating cases of work-related stress. They now say they will consider investigating concerns about work-related stress where there is evidence that several staff are currently experiencing work-related stress or stress-related ill health. They make it clear that they will not investigate individual cases of stress, bullying or harassment, but may consider bullying and harassment as part of a wider organisational failing.

The TUC head of safety Laurie Heselden commented: "The HSE's guidance to employers and managers is good in principle, but it is important to make it effective in practice. It is right that the HSE should focus on potential cases of unhealthy work-related stress that are structural, and that it should expect all usual channels of remedy to have been explored and exhausted, including representations by trade union health and safety reps."

www.tuc.org.uk/resource/responding-harmful-work-related

WORKPLACE TEMPERATURE

DON'T LET THINGS SNOWBALL DURING A CHILLY WINTER



An employer's heating system can fail and with the seasonal drop in temperature, this can cause low temperatures in a workplace.

Employers are required by the, Workplace (Health, Safety and Welfare) Regulations 1992, to provide a reasonable temperature in the workplace. The minimum reasonable temperature for indoor workplaces is 16 Degrees Celsius (or 13 Degrees Celsius if the work involves physical effort).

If you receive complaints regarding the temperature being low then your employer is required to provide you with a thermometer which you can use

to measure the temperature around the workplace. If your measurements show areas where the temperature is below 16 Degrees Celsius, your employer must take other steps to protect workers in those areas. Control measures include – restricting the time that workers spend in the cold area, providing warm clothing and additional breaks to warm up with a hot drink.

If you are not satisfied with your employer's response after consultation then raise a grievance and contact your divisional office, so your area organiser can assist.

Usdaw guide to work in cold workplaces: www.usdaw.org.uk/399

TUC OLDER WORKERS

RISKS OF NIGHT WORKING

TUC analysis shows, there are now nearly one million night workers aged over 50 in Britain – up from 751,000 five years ago. Night working is now at the highest level since current records began. The health risks of regular night work include cardiovascular disease, diabetes and depression. The

TUC is concerned that these risks are heightened for older workers. TUC general secretary Frances O'Grady said: "Night work can be really hard – disrupting family life and placing a strain on people's health. The Government is not doing enough to protect these workers."

SPEAK TO AND LISTEN TO YOUR MEMBERS

Network speaks to award-winning activist **William Dew** about his roles as Usdaw rep and health and safety rep at Tesco.

Q. Where do you work?

I'm a warehouse operative at the Tesco distribution centre in Reading. My job involves picking and loading trailers.

Q. When did you join Usdaw?

I joined the union straight away when I started working for Tesco in 2015. My grandfather used to be a union rep at Esso, the petroleum company, so it's in the blood. I wanted to make a difference for people so I decided to become a union rep in the 2016 elections.

Q. What is involved in your role as health and safety rep?

Overall we have 15 reps on site, five of whom are health and safety reps. We meet monthly with the shift manager and the senior management team to discuss members' concerns and how we can move forward. I also do a quarterly health and safety walk around with senior management and a weekly bay light check. It's important that the bay lights are in good working order so that staff can see when they are loading the trailers.

Q. What are your members' health and safety concerns?

Accidents at work, making sure that members are briefed on what to do if they are involved in an accident and making sure they take advice. We have a good working relationship with management which makes it easier to carry out duties and work as a team to come up with solutions and solve problems.

Q. Have you made changes on site since becoming a rep?

There have been some issues with communication on site which we are aiming to solve using social media

and email. Also, recently new LED lighting in the warehouse became a problem for workers on the night shift as it was too bright. This was fed back to our shift manager and escalated to our depot manager. The lights were dimmed and the issue was resolved.

Q. Have you got any future health and safety plans for your site?

We've got a well organised workplace with a high density of members so my aim is just to continue the good work that we are doing and try to reach 100 per cent membership.

Q. How do you keep up with changes in health and safety?

I receive regular e-newsletters from the TUC with updates on health and safety legislation. I'm also signed up for email updates from Usdaw, the HSE and ACAS. They are all very valuable sources for information.

Q. Do you enjoy being a health and safety rep?

I do. It's great when you make a change for the better in the workplace and you know that your colleagues are working in a safer environment.

Q. What's been your best moment as a health and safety rep?

Being nominated for the health and safety organising award earlier this year and being recognised for the hard work. It was an honour to attend the ceremony in Manchester.

Q. Have you got any words of wisdom for other reps?

Sometimes being a rep can be all consuming so make time for yourself and your loved ones. Don't be afraid to ask for help, make sure you speak to and listen to your members and most importantly, don't be intimidated by anyone.



William received the 2018 Southern divisional health and safety Organising Award in Manchester earlier this year.

MAKE THE MOST OUT OF MEMBERSHIP WEEK

Reps at the ready! January is Membership Week so make sure you've planned ahead and have everything you need for a successful recruitment campaign

Usdaw's Membership Weeks are key events in the union's calendar and a great opportunity for reps to sign up new recruits. The first Membership Week of 2020 will take place between 20-26 January so Usdaw is encouraging reps to plan ahead to make this the best recruitment campaign on record.

"Membership Weeks help us to set aside time to focus our efforts on organising and recruitment," said Usdaw general secretary Paddy Lillis. "Thanks to the hard work of our fantastic army of activists, previous Membership Weeks have made a significant contribution to Usdaw's membership growth over the years.

"Even in the best organised workplaces there are non-members

who we could win over by asking them and outlining the benefits of union membership. From advice and representation at work to free legal advice and discounted offers, Usdaw membership represents a wise investment.

"For those who have never taken part in Membership Week I would encourage you to give it a go. It can be as simple as recruiting a family member or talking to a friend or colleague about the benefits of being in the union.

For those who want to do more why not think about organising a stall in your workplace.

"All activities go a long way towards the growth of the union. The bigger the Usdaw membership, the stronger the union's voice."

YOUR MEMBERSHIP WEEK

PLANNING CHECKLIST

- If you are part of a team of reps make sure you get together and decide your plan of action.
- Speak to management and agree what time and facilities are available to you during the week.
- Identify areas/departments in your workplace where membership is low.
- Arrange your team of reps on a rota to cover all days, shifts and areas.
- Order recruitment leaflets and promotional materials in advance. Make sure you have plenty of membership forms and leaflets promoting the range of services the union provides.



- Contact your area organiser or local office if you need advice.
- Remember to reassure existing members that you haven't forgotten them and take the time to ask if there are any issues they want you to take up or any information you can give them.

USE YOUR NOTICEBOARD

- To advertise Membership Week and any campaign events you have planned.
- Highlight union benefits and success stories – you'll find plenty in the pages of *arena* – tear them out and pin them up.
- Display the array of informative leaflets the union produces. Check the website for the latest editions.
- Let members and non-members know how to contact you and your team.
- Direct people to the Usdaw website. All the Usdaw leaflets can be viewed and downloaded there: www.usdaw.org.uk

COMMUNICATION SKILLS

Face-to-face or 1-2-1 recruiting accounts for the overwhelming majority of new recruits. Here are some top tips for recruiting.

- Make eye contact and smile.

- Introduce yourself.
- Be a good listener, invite the non-member to have their say first before you explain the advantages of joining Usdaw.
- Ask questions, what's on the worker's mind? Any problems?
- Leave your contact details so members can get in touch.

OPT IN TO THE POLITICAL FUND

Ushaw's Political Fund supports the union's campaigns and helps to fund the lobbying of politicians on issues that matter to members. Usdaw needs reps to encourage members to opt in to the Political Fund on the membership form to support the union's campaign work that gives members a voice.

For more information visit:

www.usdaw.org.uk/politicalfund

REMEMBER

The most common reason why people say they don't join a union is because they have never been asked. So go ahead and ask and you might get a very pleasant surprise. Unity is strength and the more members Usdaw has the bigger influence you will have at work.

www.usdaw.org.uk/membershipweek

THE BENEFITS OF JOINING USDAW

- Help and support with problems at work.
- Protection from unfair treatment.
- Representation for grievances and disciplinarys.
- Health and safety advice.
- Pensions advice.
- Improved job security.
- Representation over contract changes.
- Legal Plus – free legal assistance for accidents and you keep 100 per cent of the compensation.
- Protection from bullying and harassment.
- Protection from unlawful discrimination.
- Training, education and Lifelong Learning opportunities.
- Cash benefits in times of need.
- Feeling you're not on your own.
- Free advice and representation on pay and conditions of employment.
- Free will-writing service for you and your partner.
- Free initial legal advice scheme about any non-work-related problem.



USDAW UNITES AGAINST RACISM

FRIDAY 18 OCTOBER



Morrisons Acton, West London



Swansea General branch A196



Ushaw Central Office



Tesco St Mellons, Cardiff



Tesco Extra Dudley



Tesco Cirencester





SUPPORTING HIDDEN DISABILITIES AT WORK

Practical advice for reps on the specific challenges faced by members with hidden disabilities

Most people, when thinking of disability, think of a wheelchair user or a person with a guide dog. But the vast majority of disabilities aren't immediately obvious to someone who isn't familiar with that person's circumstances. Members with hidden disabilities often feel that they have to repeatedly prove their condition to new managers and colleagues.

The support of a rep can make a positive impact on disabled members' working lives and can

often be crucial in getting their disability recognised at work. That's why our guide is an invaluable resource.

Part of our Disabilities series, this leaflet contains clear, practical advice on the specific challenges faced by members with hidden disabilities, as well as more general information on the Equality Act (Disability Discrimination Act in Northern Ireland).

Order your copy now from your local office or read online at dtp.usdaw.co.uk/446

For a complete list of Usdaw publications and to order visit:
dtp.usdaw.co.uk/PublicationsCatalogue

NEW IN!

Leaflets

Things you need to know as a Union Learning Rep
(Leaflet 392)

Abuse is not Part of the Job for Delivery Drivers
(Leaflet 430)

Time for Better Pay
(Leaflet 435)

Together Against Hate Crime
(Leaflet 445)

Hidden Disabilities - An advice guide for Usdaw Reps (Leaflet 446)

Save Our Shops - we need an industrial strategy for retail

Posters/Forms/Surveys

Together Against Hate (Poster R65)

Wanted...Usdaw Reps (Poster NB8)

Usdaw Publications Catalogue & Form (Leaflet 116)

Health and Safety Publications Order Form

Together Against Hate Crime survey

Online courses

CV Writing - IT bitesize course
www.usdaw.org.uk/cvwriting

Mental health course
www.usdaw.org.uk/MHcourse

Pensions home study
www.usdaw.org.uk/pensionshomestudy

Shop 'til you Drop - Maths bitesize course
www.usdaw.org.uk/maths

Summertime Songbirds - English bitesize course
www.usdaw.org.uk/summertime

Vulnerable Workers Home Study
www.usdaw.org.uk/homestudy5

Staying Safe Online course
www.usdaw.org.uk/SafeOnline

OVER TO YOU

Email your thoughts and pictures to us at:
network@usdaw.org.uk
or write to:
**The Editor, Network, Usdaw,
188 Wilmslow Road,
Manchester, M14 6LJ**





Pictured left:
English and Maths students celebrate completing their course at Boots Logistics Training Centre in Nottingham.



Pictured L-R:
Lynn Denham Labour PPC for Worcester visits Usdaw Redditch; Highlighting Equality at Tesco Dingwall; Jeremy Corbyn and Kate Watson MP join the Save Our Shops campaign in Glasgow.



Pictured L-R:
Kegworth office colleagues wish Jyotika Gudka (seated centre) a long and happy retirement after 41 years of service to Usdaw; West Midlands Federation School and East Midlands Federation School show their support to Save Our Shops.

MEMBERSHIP WEEK

20 to 26
JANUARY 2020



YOUR VOICE



ADVICE & SUPPORT



SAFER WORKPLACE



PROTECTION AT WORK



LEGAL & ACCIDENT COVER



MEMBER OFFERS & DISCOUNTS



MORE JOB SECURITY



BETTER PAY



FAIRNESS AT WORK



BETTER CONDITIONS

MEMBERSHIP WEEK CHECKLIST

- ||| Speak to your manager about time off to organise an event
- ||| Order recruitment leaflets and promotional materials in advance
- ||| Identify areas/departments in your workplace where membership is low
- ||| Arrange your team of reps on a rota to cover all shifts
- ||| Contact your area organiser or local office for help
- ||| Send pictures of your membership week events to the *Network* team at: network@usdaw.org.uk