

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

arena

Winter 2018

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GENERAL SECRETARY PADDY LILLIS

Usdaw launches new campaign

Over the last few weeks Usdaw has been focusing on its campaigning agenda.

We successfully launched our Time for Better Pay campaign and we've been working hard at lobbying government to ensure they make crucial amendments to laws currently going through Parliament.

Once again, the Conservatives are bringing in legislation that fails to understand the realities of working people's lives.

Strengthening the law on the sale of offensive weapons is very welcome. However, it fails to provide any protection for the shopworker responsible for its enforcement. And, if you do have the misfortune to get injured at work then the Government's proposal to increase the small claims threshold to £2,000 will mean your access to justice could be restricted.

Thanks to the Conservatives cruel policies we have a broken economy where working people can't pay their rent and bills.

This is why I'm asking our members to get involved. With your help we could bring about widespread economic and political change and create a fairer society for all.

Paddy Lillis, General Secretary

The team

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

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News

Usdaw's free legal service

On the cover of this edition you'll find a FirstCall Usdaw card to remind you that you have access to the union's fantastic free legal service if you have an accident or injury.

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Keep your FirstCall card somewhere handy so you know where it is if you ever need the phone number.

For more information go to
www.usdaw.org.uk/firstcall

Can the Mary Macarthur Holiday Trust help you?

Financial assistance to help women enjoy a break in their working lives

The Trust was created in 1922 in memory of Mary Macarthur, a prime mover early last century in trades union activities promoting

the concept of equal pay, conditions and employment rights with men.

The Trust continues today to pursue her ideals for women, in providing financial assistance to enable women, without any realistic hope of a holiday, the possibility of enjoying a break in their working lives.

The range and complexity of

individual cases referred to the Trust together with letters of thanks received, is proof that its work is just as relevant and vital today as it has ever been.

If not yourself, you may know a woman work colleague who has fallen on hard times, by reason of illness, problems in relationships or is facing other similar issues who would benefit from a holiday which otherwise would appear out of reach.

If you have someone in mind and need further information please contact your Usdaw representative or visit the union's website

www.mmht.org.uk

Jack's – Tesco's new format

Tesco has launched its new discount store format called Jack's with the first shops opening in Chatteris and Immingham.

As the recognised trade union for the new venture, Usdaw will seek to recruit and organise Jack's staff to ensure that they have a voice in the business.





Usdaw's leadership team marching at Tolpuddle

Celebrate festival season

Remembering the history behind trade unions

Usdaw members travelled the length of the country to attend two big celebrations that commemorate the powerful history behind the trade union movement.

Tolpuddle Martyrs Festival

Each year, thousands of people gather in Tolpuddle to honour the six farm workers who created one of the first ever trade unions.

At the time unions were lawful and growing, but the men were arrested and deported to Australia for taking an oath of secrecy. A big protest swept across the country and thousands of people marched through London to demand their freedom. They were formally pardoned and returned to the UK in 1836.

The festival celebrates how the unions mobilised to bring the Martyrs home.

It's a weekend of family entertainment, stalls, political debate, comedy and music. Activists take part in a grand procession through the village and lay wreaths on the grave of James Hammett, the only martyr to stay in Tolpuddle.

Durham Miners' Gala

At 134 years old, the Durham Miners' Gala is the biggest trade union event in Europe attracting upwards of 300,000 people.

Also known as 'the big meeting', the gala celebrates the struggles of working-class people for dignity and justice at work and can be traced back to the North East mining heritage.



Alan Higgins at Durham gala

Traditionally, colliery bands march through their villages with their banners and make their way into Durham. The march continues through the city to a racecourse where there's a funfair and stalls, and speakers from the labour and trade union movement address the crowd.

The banners are strapped to the fences to show a colourful tapestry of working-class history.

On the scene...

Retired member Alan Higgins frequently attends both festivals.

"They give you a true understanding of the history of the movement and the endurance of our predecessors. It's thanks to them that we have the rights we have today," said

Alan from Gillingham.

"The atmosphere was electric at Durham.

"Tolpuddle is a completely different kind of festival. It's a full weekend of activities.

"My favourite

memory is watching the late Tony Benn speak. He was unbelievable, no notes, just straight from the heart.

"I was really pleased to see big Usdaw delegations at both events this year, including Usdaw's general secretary Paddy Lillis, deputy general secretary Dave McCrossen and president Amy Murphy. Our presence at both puts Usdaw on the map!"



Step up to pension changes

What Morrisons' pension changes mean for you

Morrisons recently announced their decision to close the Retirement Saver Plan (RSP).

The Consultative Group representatives fought hard to keep the RSP open and to improve the terms being offered in the replacement Personal Retirement Scheme (PRS).

Despite the Consultation Group putting forward a

number of counter proposals, Morrisons decided to go ahead with their original proposals, without offering any concessions.

Members of the scheme have a number of options available to them.

If this affects you have a look at the member update

produced by Usdaw which can be accessed at www.usdaw.org.uk/morrisonsPension

Alternatively, Usdaw members can contact the union's pension section on **0161 224 2804** or email pensions@usdaw.org.uk for further guidance.

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Front row l-r: Andrea Watts, general secretary Paddy Lillis, president Amy Murphy, deputy general secretary Dave McCrossen and John Barstow.

Second row: Debbie Wilson, Jacqui Thurgood, Michael Dixon, Jean Hession and Kate MacLeod.

Third row: Central treasurer Nick Walker, Brian Loughhead, Debbie Randall, Simon Vincent and Chris Winwood.

Back row: Jane Jones, Elliot Osborne, Richie Venton and executive and administration officer Brendan Duggan.

Inset right: Brenda Shaw



Usdaw's newly elected executive council

Following elections in February 2018, Usdaw's new executive council took up office in May.

The executive council (EC) is the governing body of the union. The EC meets every month and consists of the

president, the general secretary and members elected from each of the union's seven divisions.

Restaurant tips

The Government announced that it would ban restaurants from taking a share of tips.

Many high street chains routinely take up 10 per cent of tips paid by cards for administration fees.

A Government consultation launched in 2015 found that restaurant customers were overwhelmingly in favour of the tips they paid going to the people who served them.

Labour accused the Conservatives of copying their policies. Jeremy Corbyn pledged to make this practice illegal back in June.



Skills boosting at Summer Schools

Fifty Usdaw members keen to play a more active role in the union headed to Wortley Hall in Sheffield in early September to take part in the First Series Summer School.

The week-long popular residential course

saw members attend classes and workshops to develop their understanding of the union, improve their confidence and build their recruitment, organising and communication skills.



You can learn more about Summer School on the Usdaw website:

www.usdaw.org.uk/summerschool



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† Terms & conditions: Based on £175 discount taken from the offline price of a Simple funeral plan at £2,995. Discount is only valid for pre-paid funeral plans purchased between 1 October 2018 and 1 October 2019 (inclusive). The promotional code for this advert is USDAW175. A Co-op Member will not be eligible for exclusive member prices or earn community reward when purchasing a pre-paid funeral plan using this promotional code. If you are buying a plan online, the £175 replaces the normal online saving and is not in addition to it. The Promoter is Funeral Services Limited (30808R) trading as Co-op Funeralcare, with registered office at 1 Angel Square, Manchester, M60 0AG. Full terms and conditions can be found at coop.co.uk/usdaw175.

*As prices and availability vary across the UK, Co-op burial plans do not include the cost of buying a grave.

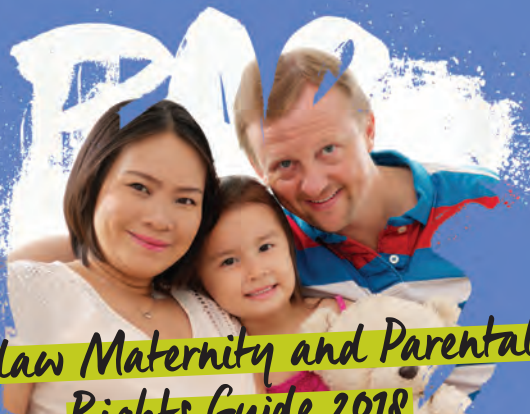


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Parents and Carers Maternity and Parental Rights 2018

Usdaw

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www.usdaw.org.uk/english

Pensions Home Study

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

Shop 'til you Drop Bitesize
Maths Course

www.usdaw.org.uk/maths

CV Writing – IT Bitesize
Course

www.usdaw.org.uk/cvwriting

Preparing for a new arrival is difficult enough, without having to worry about your work situation too. Maternity and parental rights can be complicated – it's easy to miss out on something you're entitled to. That's why Usdaw produces its award-winning *Maternity and Parental Rights Guide*.

Inside the 2018 edition you'll find useful, practical advice on all aspects of maternity and parental rights. From antenatal appointments to your return to work, the 'baby book' will be there to help you every step of the way. It also includes guidance for members who are adopting or having a child through surrogacy, as well as for fathers and partners of new mothers.

To get your copy just speak to your Usdaw rep or contact your local Usdaw office.

Online Learning

The Lifelong Learning campaign was launched in 1998. It aims to provide members with the chance to get back to learning.

To make the courses easy to access Usdaw members can use the online gateway via the Usdaw website at: www.usdaw.org.uk/OnlineLearningGateway or through:

www.learningcurvegroup.co.uk/usdawtraining

Members can access courses in English, maths, getting online and ICT, pensions, languages, CV writing and much more.

The education department has also developed a number of bitesized online courses. They can be accessed from a PC, tablet or a mobile and take only 30 minutes to complete. The courses include: mental health, pensions and GDPR.

New Publications

An Usdaw Guide to
Maternity and Parental
Rights

[dtp.usdaw.co.uk/
matpatrihtsguide/](http://dtp.usdaw.co.uk/matpatrihtsguide/)

Flexible Working (Leaflet
346)

dtp.usdaw.co.uk/346

Working Carers Know Your
Rights (Leaflet 343)

dtp.usdaw.co.uk/343

Are YOU affected by Male
Domestic Violence? (Leaflet
405)

dtp.usdaw.co.uk/405

Usdaw Supporting Young
Workers (Leaflet 396)

dtp.usdaw.co.uk/396

Preventing under-aged sales
(Leaflet 351)

www.usdaw.org.uk/351

**TIME
FOR
BETTER
PAY**

For more information visit

www.usdaw.org.uk/T4BP

Time for Better Pay

Usdaw launches its biggest campaign to tackle the scourge of in-work poverty

At this year's TUC conference in Manchester, Usdaw general secretary Paddy Lillis launched the union's Time for Better Pay campaign.

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

Paddy Lillis told conference: "This is one of the largest surveys of low paid workers in recent times. Our findings show very clearly low paid workers are struggling to pay gas and electricity bills; missing rent and mortgage payments, missing meals to pay for essential bills, and using food banks to feed themselves and their families.

"It's not right, that in the 21st century there are millions of people in this country, going out to work, doing the jobs that we all need and rely on, who are earning such low pay that their wages have to be subsidised by the state, just so they can survive.

"Yet we have a government that doesn't even accept this is a problem.

"We need to end the scourge of in-work poverty. Now is the time for better pay."

Of the individuals who completed the survey:

- ◆ Over 6,000 earn below £8.50 per hour and many of these workers are employed in part-time and insecure work.
- ◆ Over the last five years 92 per cent have seen no improvement in their financial

situation, with the vast majority (63 per cent) feeling worse off.

- ◆ Three quarters of workers are relying on loans and borrowing to pay essential bills.
- ◆ Two thirds of workers say financial worries are impacting their mental health.

The results of the cost of living survey reflect the three major challenges facing our members and workers like them in the current labour market; low pay, short hours and insecure work.



Paddy Lillis at the TUC

Low Pay

Low pay is one of the biggest issues facing workers in the UK.

The cost of living is rising sharply but wages are stagnating for the lowest paid.

As inflation continues to outstrip average earnings, low paid workers and their families are under pressure to make ends meet. Workers are seeing a dramatic drop in their standard of living as pay increases are eaten up by rising house prices, private rental increases and energy price hikes.

The majority of individuals responding to the survey (55 per cent) earn close to the National Living Wage, between £7.83 and £8.50, and there is evidence that this group of workers is finding it the hardest to meet basic living costs. Minimum wages are just not high enough to enable workers in low-paid employment to cover the basic essentials of food, housing and warmth.

- ◆ 73 per cent of members are struggling to pay gas and electric bills, with one in three of those saying they are having difficulty meeting payments every month.
- ◆ 36 per cent of all members said they had



Reps promoting the campaign at Retail Trades Conference

missed, or been late with, rent and mortgage repayments.

◆ 50 per cent of members have missed meals to pay essential bills, with well over a third missing meals on a regular basis.

Short Hours

Falling unemployment statistics mask the issue of underemployment. Increasing numbers of jobs are offered on zero and short-hours contracts leaving workers struggling to get the hours they need. Usdaw's survey results show one in four members are contracted to 16 hours or less.

Short-hours contracts can enable workers to fit their job around their lifestyle and caring commitments however we know many workers on these types of contracts want to work more hours but are unable to increase their hours.

- ◆ Usdaw's 2017 survey into insecure work found one in three workers wanted to work longer hours but were unable to increase their contract with their employer.
- ◆ As a result, 28 per cent of members either had, or were looking for, a second job.
- ◆ 80 per cent of workers contracted to 16 hours or less earn £8.50 or under.



Members say ...

Retail worker Croydon

"I'm on a 36.5-hour contract but I regularly work between 50-60 hours per week. I live with my parents. If it wasn't for this I wouldn't be able to live in London. My wages go on paying the mortgage, supporting my parents and two children, food and bills. There's never anything left over at the end of the month. If my hours were reduced I would struggle to put food on the table."

Joanna ex-retail worker

"I'm a student and used to be on an a 4-hour contract on Saturdays and Sundays. I never got overtime despite asking and the department being understaffed. I've had my phone cut off because I couldn't pay the bill and there have been months where I had to borrow money from my family and friends. I've even had to sell my electronics to pay them back. In the end I had to leave as the travel costs took up a large chunk of my wages."

Michael from Antrim

"I'm on a 30-hour contract but I regularly work between 10-15 hours on top. It's a struggle as travelling to and from work makes a dent in my salary. My wife is on a temporary contract and we have two children. I worry that if her contract ends or I don't get the overtime we would really struggle and become more dependent on benefits."

Insecure work

In recent years, we have seen a huge increase in the number of people working on an insecure basis. The TUC has estimated that there are 3.2 million people with working hours that are not guaranteed from one week to the next.

At the end of 2017, Usdaw's insecure hours survey of over 6,000 members showed that:

◆ 64 per cent of members are regularly working hours not guaranteed in their contract and of this, 68 per cent would like to see their normal working hours guaranteed.

Time for **Better Pay** aims:

- ◆ £10 per hour minimum wage for all workers over 18.
- ◆ Minimum contract of 16 hours per week for all employees who want it.
- ◆ The right to a contract based on an individual's normal hours of work.
- ◆ An end to the misuse of zero hours contracts.

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1.5 dCi TomTom Energy, Red, 51K

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14 Reg Volkswagen Polo
1.2 60 S 5dr (AC), Silver, 83K

NOW ONLY £5264



15 Reg Ford Grand C-Max
1.5 TDCi Zetec Nav, Black, 20K

NOW ONLY £11645



12 Reg Mini Countryman
1.6 Cooper S 5dr, White, 60K

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63 Reg Vauxhall Zafira 1.6i
(115) Exclusiv 5dr, Silver, 50K

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Usdaw continues its campaign for justice

Members can help by contacting their MPs and asking for their support using this link

www.usdaw.org.uk/ShopWorkersEmailMP

Usdaw is disappointed that the Government is ploughing ahead with proposals that will restrict injured workers' access to justice, and force tens of thousands more cases through the small claims court in England and Wales.

Government proposals will double the threshold for cases taken in the small claims court to £2,000. Usdaw is backing the cross-party Justice Select Committee recommendation of a £1,500 limit, which reflects inflation since the limit was last adjusted in 1999.

Usdaw general Secretary Paddy Lillis said: "We are campaigning to stop the Government

forcing more injured workers into the small claims court and trivialising their injuries.

"Usdaw fears that an increase in the small claims court threshold to £2,000 will not only restrict access to justice for injured workers, but also have a damaging effect on workplace health and safety as negligent employers are less likely to face the consequences in court.

Lobby your MP

Members can help the campaign by asking their MP to oppose the Government's plans. It's quick and easy to do with Usdaw's online e-mail your MP facility at: www.usdaw.org.uk/Justice4InjuredWorkers

Offensive Weapons Bill

Following the increase in acid and knives being used as offensive weapons the Government is looking at tightening the laws on the sale of these items.

Usdaw supports the strengthening of the law but there is no protection for shopworkers who will be responsible for enforcing the sale of these items at the checkout.

In September an amendment was tabled to the bill to make it a specific offense to obstruct a shopworker in their duty to enforce the law on the sale of offensive weapons.

Usdaw general secretary Paddy Lillis welcomed the amendment. "Shopworkers will play a vital role on the frontline of policing this new law, as they already do on the sale of alcohol and other age-restricted products. Yet they are offered no additional protection under the law and shopworkers can be treated like criminals if a mistake is made at the point of sale."



Helping shopworkers enforce the law

Following the increase in acid and knives being used as offensive weapons the Government is looking at tightening the laws on the sale of these items.

The Offensive Weapons Bill seeks to create:

- ◆ A new offence of possessing a corrosive substance in a public place.
- ◆ A new offence of selling a corrosive product to under 18s.
- ◆ New restrictions on the sale of knives and corrosive substances over the internet, including deliveries.

Since shopworkers will be responsible for enforcing the sale of these items at the checkout it is a good time to look at the law on age-restricted products.

Refusing under-age sales is a common trigger for abuse, intimidation and even violence against shopworkers. Selling age-restricted products, even by mistake, can result in shopworkers being sent to court and given a large fine. Usdaw recognises the difficulties faced by staff from youngsters attempting to purchase age-restricted goods.

arena takes a look at the law on underage sales, the penalties for making a sale and what you can do

Know Your Rights

What the law says

It is an offence to sell an age-restricted product to a young person who is under age.

- ◆ An individual must be 18 or over to legally buy alcohol, cigarettes, fireworks and knives.
- ◆ An individual must be 16 or over to legally buy lottery tickets/scratch cards, petrol and aerosol paints.

To avoid prosecution, the seller has to 'take all reasonable steps' to avoid serving under-age customers.

What are the penalties?

Penalties for making an under-age sale for **alcohol**:

- ◆ £90 penalty notice for disorder (on-the-spot fine).
- ◆ Court appearance and/or fine of up to £5,000.
- ◆ Removal of liquor licence.

These penalties apply to shopworkers and workers delivering alcohol to under 18s, ie dot com drivers.

Penalties for making an under-age sale for **tobacco and aerosol paints**:

- ◆ Maximum fine £2,500.

Penalties for making an under-age sale on **other age-restricted products**:

- ◆ Maximum fine £5,000 and/or six months in prison.

What Usdaw can do

- ◆ If you are subject to abuse, threats or violence, contact your Usdaw rep or area organiser for support.
- ◆ See Usdaw's leaflet on preventing under-age sales <http://www.usdaw.org.uk/351>
- ◆ See Usdaw's Freedom From Fear Campaign materials for further advice. www.usdaw.org.uk/fff

What you should do

If your job involves selling age-restricted goods you must comply with the law. If in doubt, refuse the sale.

- ◆ **Training:** Insist on training from your employer on company procedure for age-restricted sales and to inform you of all relevant legislation.
- ◆ **Ask:** Always ask the customer for proof of age if you have doubts. Most retailers expect customers to prove their age if they appear to be under 25.
- ◆ **Proof:** Request proof of age when appropriate. Only accept photo ID with the PASS hologram logo, or picture driving licences, passports or a local card scheme if it is supported by your Trading Standards Department.
- ◆ **Abuse:** Know company procedure for dealing with customers who become abusive when refused a sale. Report all incidents of abuse, threats or violence to your line manager and keep a record. This could be used to ban the person from the store, or as police evidence for an ASBO.
- ◆ **If in doubt, refuse the sale:** Call the manager or ask a colleague for assistance.



How to deal with requests to change your hours

YOUR FAQs

Q My manager claims Usdaw has agreed to the changes. Is this true?

No. Usdaw does not agree to change anyone's hours. These can only be changed by **mutual agreement** between the individual and the employer.

Q I've been told that from tomorrow my hours are being changed. Can the company do this?

No. The company cannot just tell you that your hours have been changed. Your hours can only be changed through **mutual agreement**. This means you are entitled to have a number of meetings to discuss the changes.

Q Can I take a rep into the meeting?

Yes. All union members are entitled to be accompanied by a rep during these meetings.

Q Do I have to agree to the changes?

This will depend on whether the change being asked is considered **'reasonable'** and the company must take in to account your **personal circumstances**.

Q What is a 'reasonable' change?

You will be expected to make the change if it is considered **'reasonable'**. 'Reasonable' changes would include similar hours and working conditions. Little variation in pay and a similar skill set at the same location.

Q I have childcare commitments. Do I have to change my hours?

The company must also take in to consideration your personal circumstances. This would include your **caring responsibilities** for children or adults in your family, **transport** difficulties, **health** considerations, **second job** or **studying** commitments.

Changing hours

Retail companies regularly monitor their customer shopping habits in an effort to match staffing levels to demand. With the rise of online shopping and stiff competition from the discounters like Aldi and Lidl the traditional retailers have taken a massive hit.

This has meant that some retailers have gone into administration, others have had to close stores and many have had to make changes to staffing structures. This usually involves changing the hours staff work.

arena looks at some of the most common questions ...

Q If I can't make the change, can I claim redundancy?

No. A request to change your hours is not a redundancy situation. Redundancy only applies when your role is being **removed** or **substantially changed** i.e. from nights to days.

Q The company said if I don't make the change they will serve me contractual notice. Does this mean they will sack me?

Contractual notice is not the same as getting the sack.

Contractual notice is where the company ends your current contract but employs you on another contract with the new terms and conditions. They can only serve contractual notice if mutual agreement is not possible and when all other avenues have been exhausted. **If you are served contractual notice it is very important that you contact**

Know Your Rights

your rep or area organiser at your local Usdaw office for advice and support.

You have three options once you have been served contractual notice:

- ◆ Accept the change and work under the new terms and conditions.
- ◆ Work under the new contract '**under protest**'. However, you need to make this absolutely clear by writing to the company stating you are working 'under protest'. You should also raise a grievance if you feel the changes being made are not reasonable.
- ◆ Ultimately you can resign and claim constructive dismissal. **You should not take this step before taking legal advice from Usdaw as constructive dismissal is notoriously difficult to prove.**



Want to know your workplace rights over the Christmas period?

www.usdaw.org.uk/festiverights



Usdaw speaking up for members

The Usdaw delegation attended the Labour Party Conference and raised issues important to members

In September, Usdaw sent a delegation of reps and senior officials to the annual Labour Party conference in Liverpool.

In a speech that was passionate and confident Jeremy Corbyn declared that Labour was ready to start work on a radical plan to rebuild and transform the country.

Industrial strategy

Usdaw general secretary Paddy Lillis joined Labour MP Lisa Nandy, former Iceland boss Bill Grimsey and MEP Theresa Griffin for the Mirror's High Street Fightback meeting.

Paddy called on the Government to develop a proper industrial strategy for retail in partnership with business, government and unions. Speaking at the fringe meeting Paddy said: "2018 has been a devastating

year for shopworkers with store closures and redundancies.

"In some areas, shops are the major employers and when they close it has a huge impact on the local economy. We need to rework the economic framework, from taxation to commercial rents to business rates. And we need to level the playing field for workers.

"Retail and government need to make a choice between the short-termism of cuts, low pay and insecure work or a long-term strategy that makes practical changes and provides economic reforms, offers decent pay and secure jobs."

Freedom From Fear

Speaking at the joint Usdaw and Co-operative Party fringe meeting Paddy called for

Labour party conference

government action to stem a rising tide of violence, threats and abuse against shopworkers. He urged MPs to vote for an amendment to the Offensive Weapons Bill that will make it a specific offence to obstruct a shopworker in their duty to enforce the law on the sale of offensive weapons.

“Abuse, threats and violence are a growing problem and a day-to-day reality for many shopworkers,” said Paddy. “That’s why Usdaw is bringing the everyday accounts of these shopworkers to the attention of MPs and policymakers. We hope the Government listens to our concerns and accepts the changes to the Bill.”

Universal Credit

Moving a motion on in-work poverty general secretary Paddy Lillis said: “However bad it is now; universal credit is about to make life a lot worse for millions of low-paid workers. A quarter of people we surveyed currently rely on in-work benefits. Under the current plans they will in the near future be moved on to universal credit. When they do they will lose out on simple things like being paid on a four-weekly basis or having a change in their hours.

“I am today calling on the Government to immediately halt the roll-out of universal credit and a complete overhaul of a system that is broken.”

Redress the balance of power

Usdaw welcomed the shadow chancellor’s speech. “John McDonnell has rightly identified that the balance of power at work has been tipped against the worker,” said Usdaw general secretary Paddy Lillis. “This has resulted in low productivity, low pay and insecure work. Usdaw’s survey of over 10,500 workers shows that too many are struggling to make ends meet.

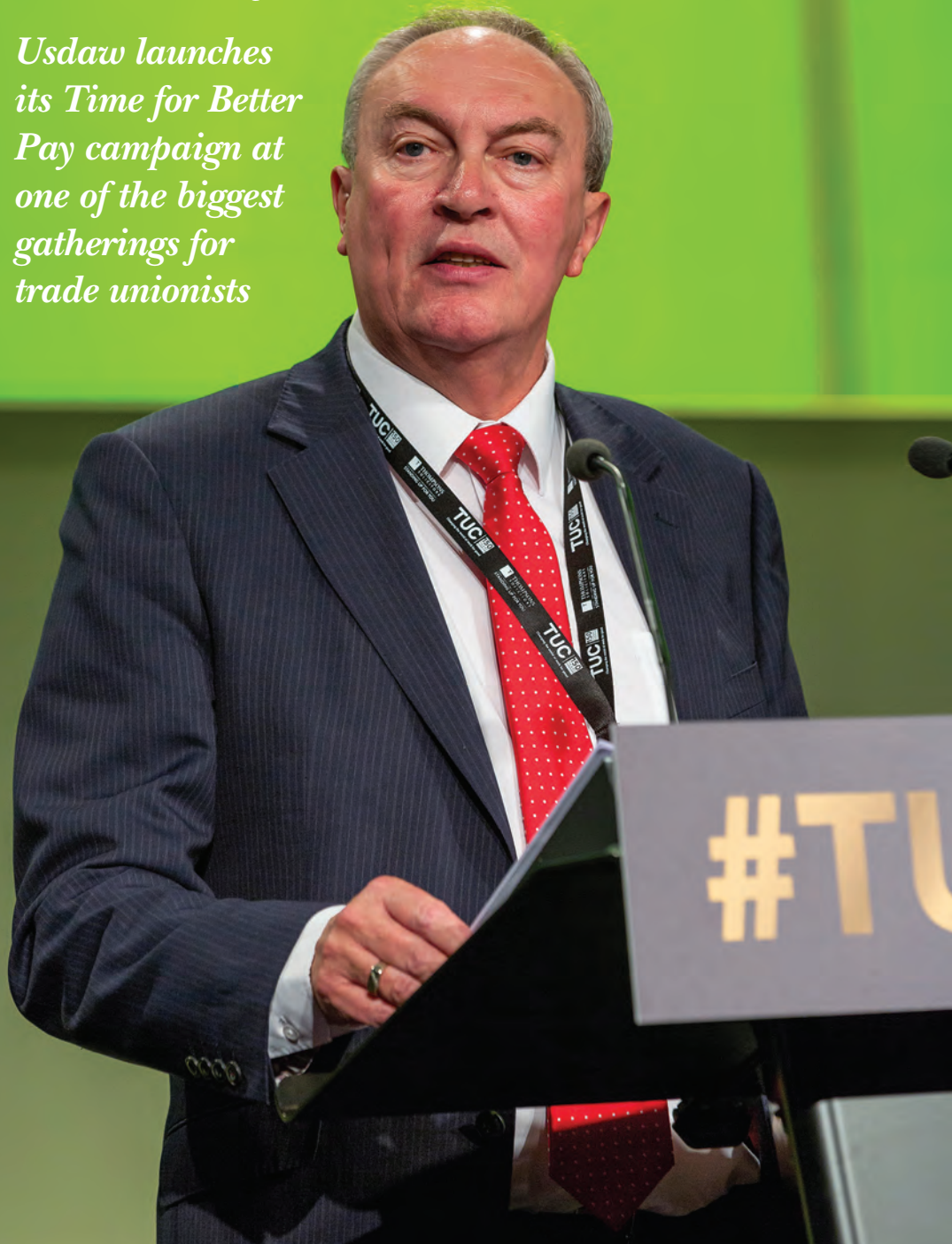
“So, we welcome Labour’s commitment to redress the balance of power at work: Workers having trade union rights from day one whether in full time, part time or temporary work; tackling insecure contracts; a real living wage of £10 an hour and tackle the continuing scandal of the gender pay gap.

“It is time for better pay and it is clear that only Labour will deliver for our members and all working people.”



Delivering a better deal

*Usdaw launches
its Time for Better
Pay campaign at
one of the biggest
gatherings for
trade unionists*



Usdaw sent a delegation of reps and senior officials to the TUC conference in September where they spoke about a number of issues important to Usdaw members including better pay, mental health and universal credit.

Time for Better Pay campaign

Usdaw general secretary Paddy Lillis launched the union's Time for Better Pay campaign. "We've conducted one of the largest surveys of low-paid workers in recent times," said Paddy. "Our findings show that the Government's claims of economic growth just don't stack up, when low paid workers are struggling to pay gas and electricity bills; missing rent and mortgage payments, missing meals to pay for essential bills and using food banks to feed themselves and their families. This shows beyond any doubt that there is a desperate need for change."

See p10-13 for more details about the campaign.

Finances impact on mental health

Usdaw president Amy Murphy said: "The TUC estimates 3.2 million people are employed in insecure work in the UK. Low pay, short-hours contracts and the rise in insecure work have left working people under increased pressure to make ends meet. There is an endemic low pay problem in the UK.

"Our Time for Better Pay campaign research reveals that **63 per cent** of workers reported financial worries were having an impact on their mental health.

"We need urgent action from government and employers. Better pay, guaranteed hours and job security will go some way towards relieving the pressures on low paid workers."

Challenging times in the retail sector

Usdaw called for an industrial strategy for retail to combat the crisis on the high street.

Usdaw deputy general secretary Dave McCrossen said: "The retail sector is facing one of the most challenging periods in its history. It employs nearly 3 million people, contributes 11 per cent to the UK economy and is the largest private sector employer in the UK. Retail jobs lie at the heart of our communities and town centres. In some areas,

retailers are the major employer and we see a huge local impact when store closures or redundancies take place.

"It is clear that the current economic framework – from taxation to commercial rents to business rates – is not working for the retail sector. This is why Usdaw is calling for a proper industrial strategy for retail, developed in partnership with business, government and unions."



Amy Murphy



Dave McCrossen



Justin Welby

Universal Credit

In his address to the TUC the Archbishop of Canterbury Justin Welby backed Usdaw's call for the roll out of universal credit to be halted.

"Universal credit has left too many people worse off and put people at a heightened risk of hunger," said Justin. "When universal credit comes into a local area the need for foodbanks goes up very significantly.

If they can't get it right then they need to stop rolling it out."

Usdaw general secretary Paddy Lillis said: "The Archbishop's comments are very welcome. Despite the number of organisations raising serious issues about the design and impact of universal credit the Government has so far neglected to address these concerns. Usdaw is calling for the rollout of universal credit to be stopped and for a fundamental rethink of the policy."

LEGAL PLUS



Looking after you
and your family

FirstCall helped Julie get justice

Tesco rep **Julie Gasson** knew exactly what to do when she was involved in a road traffic accident in November 2016 and thanks to FirstCall she was awarded £3,620 in compensation

As an Usdaw member Julie kept 100 per cent of her award. She would've received up to £900 less if she'd signed up with a high street legal firm.

Julie was driving to a work training session when the accident happened. She stopped at a slip road to wait for oncoming traffic, but the car behind her failed to brake and drove straight into the back of her car.

"It was such a shock," said Julie who lives in Lowestoft. "The force of the impact pushed my car onto the main road. I was lucky that there was no traffic coming.

"The next day I started to feel a pain in my shoulder. I went to the doctor and was diagnosed with whiplash and referred for

physiotherapy. My job is quite physical and working with the injury was a struggle.

"I phoned FirstCall Usdaw pretty much straight away after the accident.

"As a rep and health and safety rep I was well aware of the service and I've helped colleagues at work use it too.

"It was very straightforward and the solicitor was really helpful and supportive.

"It took about 18 months to settle but having an ongoing case wasn't a problem at all, there wasn't really anything I needed to do as the solicitor took care of everything. I was really pleased with the compensation too. I'll continue to recommend FirstCall to members at work, it's such a great service."

*It was very straightforward
and the solicitor was really
helpful and supportive*

No cuts in compensation for Lesley

FirstCall came to Tesco worker Lesley Holt's aid and secured her £2,936 in compensation after a road traffic accident last year

The accident happened when Lesley was travelling to work in Nottingham. She was driving down a single lane road when a speeding van tried to overtake her. Another car was emerging from a side road, to avoid a head on collision the van pulled back but hit Lesley's car causing her to spin and hit a tree.

"It all happened so quickly," said Lesley. "The noise of the van hitting my car was really loud and the next thing I knew my car was in the tree!

"An ambulance arrived and checked me over at the scene. My car was a write-off but thankfully I only suffered shock. I was very lucky, things could've been a lot worse. I called the police but there was nobody available to come out. Fortunately the other car had a dashcam and had recorded everything so we had evidence.

"It was my partner who suggested I contact the union for help. He'd had an accident a few years ago and reminded me about the legal service. I was a bit sceptical at first. I thought there must be some kind of catch – but there wasn't. FirstCall was incredibly easy to use. The union put me in touch with a solicitor and they took it from there. If I needed an update I'd just email my solicitor. The whole thing was done and dusted in just over a year and I got to keep 100 per cent of the compensation. What a great service."



WHAT DOES FIRSTCALL COVER?

- ◆ Any accident, anywhere in the UK, including accidents at work or outside of work.
- ◆ Accidents/injuries to members while outside the UK on a package holiday.*
- ◆ Road traffic accidents for members and family members living in the same household.
- ◆ Work-related conditions or diseases, eg industrial deafness, dermatitis, respiratory conditions.
- ◆ Injuries caused by violent crime including armed robbery (CICA claims).
- ◆ Plus: Members' children, under the age of 18, who are injured anywhere, anytime in the UK and also if they are injured while outside the UK on a package holiday.*

*Package holiday claims means accidents, injuries or other personal injury claims covered under the Package Travel, Package Holidays and Package Tours Regulations 1992.

To be eligible for legal assistance:

- ◆ You must be a fully paid up member at the date of the event or incident and remain fully paid up.
- ◆ You must lodge a claim for personal injury within three years of the accident date.
- ◆ Your claim must be lodged within two years from the incident date to register a claim with the Criminal Injuries Compensation Authority (CICA).
- ◆ You must comply with the conditions of the Usdaw legal handbook.

For more information visit

www.usdaw.org.uk/firstcall



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

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

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

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

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



FIRSTCALL
For any injury, anywhere,
anytime, call the free
accident claim line
0800 055 6333

Sean got the support he needed from Usdaw

*Bingo manager **Sean Connolly** was glad he chose FirstCall Usdaw over a high street firm following a road traffic accident in November last year*

Sean was in the car with his wife and five-year-old daughter waiting at traffic lights when the vehicle behind them failed to stop and drove into the back of their car.

“We felt a really strong jolt, it was a big shock,” said Sean. “The driver must have been travelling at least 20 miles an hour.”

Sean and his wife both suffered severe whiplash but thankfully their daughter was ok.

“The force of the impact also caused me to twist my ankle and in the following weeks I suffered pain in my legs and was forced to take time off work. Fortunately, I’ve recovered following a course of physiotherapy, but my wife is still suffering with the injury to her back.

“Straight after the accident we were being chased by high street solicitors to make a claim but then I remembered my Usdaw membership.

“I’d used Legal Plus before for the free will writing service and for legal advice, but I’d never used FirstCall.

“It really couldn’t have been easier. I just phoned FirstCall and they put me in touch with a union solicitor who contacted

me shortly after. They took everything on from there and the case was settled within the year. I’m glad I didn’t use a high street solicitor as they would’ve taken a cut. With Usdaw I could keep 100 per cent of the compensation. It’s a wonderful service and I wholeheartedly recommend it.”

*It's a wonderful service
and I wholeheartedly
recommend it*

Devoted rep receives Gold Badge award at the TUC conference

Congratulations to superstar rep Shirley

Long-serving Usdaw activist and Sainsbury's rep **Shirley Dunaway** is 'on a high' after being awarded the prestigious 2018 TUC Women's Gold Badge for her contribution to trade union, community and voluntary work.

The customer assistant was in shock when she received the news earlier this year.

"I couldn't believe I'd actually won," said Shirley, who attended the TUC Conference in September to be presented with the award from general secretary Frances O'Grady. "To receive an award for doing something that you love is such an honour."

The 61-year-old became an Usdaw representative 16 years ago, and since that time has become a well-respected and knowledgeable in-store rep, health and safety

rep and passionate campaigner for workers' rights.

She has developed a longstanding track record for resolving members' problems at a very early stage thanks to her monthly union surgeries where members can speak openly about any issues they are having.

"The surgeries cover all shifts and play an important part in recruiting new members and raising the profile of the union in our

store," said Shirley, who is also a representative of Usdaw on the Sainsbury's National Consultative Forum. "We've got a great team of reps at Sainsbury's Reading. We

meet every month to make sure everyone feels supported and discuss current and emerging workplace issues before they develop into significant problems. When it comes down

"Being active with Usdaw has built my confidence so much that I can do anything."

to it, it's all about making sure members are happy and safe at work and treated fairly.”

Campaign success

Shirley is a big advocate of the union's campaigns, particularly surrounding parents and carers, and always takes part in Usdaw's annual Spotlight Day. As a grandmother herself she has raised the specific issues affecting older women and caring commitments, particularly in respect of grandchildren.

Over the past few years Shirley has also been a passionate campaigner for mental health awareness and organised events in-store and on a bigger scale in Reading town centre to ensure more people talk about the subject. Her events are often supported by other local community and campaigning organisations as well as the local MP.

Shirley's work surrounding equality and campaigning has earned her two divisional Usdaw Organising Awards and earlier this year she was nominated to sit on the Southern divisional equalities forum where she will be able to ensure that equality issues remain high on the union's agenda.

Beyond the workplace

Since becoming a rep Shirley's commitment to the trade union and the wider Labour movement has continued to grow. Alongside working in the role of branch chair, she's an

active member of Reading trades council and has become a highly regarded member of her local community. She's continually putting others first and organising and coordinating fundraising events for local charities including Thames Valley air ambulance, MacMillan cancer care and Great Ormond Street Hospital.

Also a tireless campaigner for her local Labour Party, Shirley has spent many an hour door knocking and coordinating telephone canvassing sessions to safeguard a Labour hold in her constituency.

Skills boost

Earlier this year Shirley took on the union's Academy programme, a six-month secondment where reps have the opportunity to develop their organising skills. The programme can be challenging but extremely rewarding.

“I feel really lucky to have had such a valuable experience on the Academy,” said Shirley. “I've particularly enjoyed visiting different workplaces and taking part in the inductions and it's definitely improved my confidence.

“I became a rep so that I could look after my colleagues at work and give them a voice. I didn't think at that time that I would become as involved as I have but I wouldn't have it any other way.

“Sixteen years ago I wouldn't say boo to a goose, but being active with Usdaw has built my confidence so much that I now feel I can achieve anything I want.

“I'm passionate about workers' rights and equality and I've got no plans to stop campaigning anytime soon!”



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

www.usdaw.org.uk/bearep

Usdaw, the Co-op Group, the Co-op Party, ACS and the BRC attend Westminster to lobby for protection for shopworkers



Freedom from Fear

In 2003, Usdaw launched its Freedom From Fear campaign in response to members concerns about increasing levels of violence and abuse.

2018 survey interim results

Usdaw's 2018 survey of retail staff shows that **60 per cent** of shopworkers have experienced verbal abuse in the last 12 months and **37 per cent** have been threatened by a customer in the same period. Compared to last year there has been a slight improvement however the figures are worse than two years ago.

Worryingly **35 per cent** of those who experienced violence, threats or abuse at work did not report the incident to their employer because they didn't think it would make a difference.

Recent reports from the British Retail Consortium, Association of Convenience Stores and police recorded crime figures all agree that abuse of retail staff is getting worse.

Reasons for abuse and violence against shopworkers

There are a number of reasons why things are so difficult for shopworkers. Shop theft is on



WHAT IS USDAW DOING TO PROTECT SHOPWORKERS?

- ◆ Raising awareness and reinforcing the message that 'abuse is not part of the job'.
- ◆ Working with employers to ensure they have effective procedures to protect staff.
- ◆ Asking employers to simplify reporting procedures.
- ◆ Encouraging members to report incidents to get an accurate picture of the scale of the problem.
- ◆ Providing support to members when they are involved in incidents.
- ◆ Encouraging staff to report incidents.
- ◆ Pressing employers to make more use of in-store signage to convey the message that abuse is not part of the job.
- ◆ Continuing to support stricter sentencing by supporting the proposed Scottish Parliament Bill from Daniel Johnson MSP to increase legal protection for workers who are required to uphold the law on age-restricted products.
- ◆ Supporting an amendment to the Offensive Weapons Bill that will make it a specific offense to obstruct a shopworker in their duty to enforce the law on the sale of offensive weapons.

the increase and there is also solid evidence that hate crime has increased. At the same time police resources have been slashed and pressure on the police to deal with other crimes is increasing.

In addition, often in the course of their duties, shopworkers are expected to enforce the law. Trying to prevent underage purchases of products like knives, tobacco or alcohol can often be a trigger for violence and abuse.



COMPLETE THE SURVEY

- ◆ Share your experiences by completing our Freedom From Fear survey at: www.usdaw.org.uk/respectsurvey
- ◆ You can find more information about the Freedom From Fear campaign at www.usdaw.org.uk/freedomfromfear

Breaking the silence



It's good
to talk



www.usdaw.org.uk/mentalhealth

Usdaw takes both the physical and mental wellbeing of its members very seriously.

One in four people will experience mental health issues at some point in their lives.

For too long mental health has been a taboo subject and individuals were often, and unfairly, blamed for their condition. The shame and secrecy around mental health can have devastating consequences. Usdaw wants that to change but accepts that it is a complex and sensitive area.

Usdaw has produced a number of resources to help reps and members understand mental health, its impact in the workplace and how the union can help and signpost individuals to expert organisations.

Union support

The union has published a wide range of leaflets aimed at supporting members who might be experiencing problems at work for reasons relating to their mental health:

Where to go for help and support (leaflet 400)

Support members with mental health issues (leaflet 401)

Social media and mental health (leaflet 425)

Women's health – depression (leaflet WH3)

Men's health – depression (leaflet MH)

Hidden disabilities (leaflet D007)

Reasonable adjustments (leaflet D010)

It's good to talk (poster R50)

You can access all leaflets and materials from www.usdaw.org.uk/publications

To take part in the mental health survey please go to www.usdaw.org.uk/Mhealth

Domestic Violence

Usdaw's motion to the Labour Party Women's Conference in September called for politicians and policy makers to commit more resources to tackling domestic violence and extending support services for survivors.

Although anyone can experience domestic abuse, police and crime statistics confirm that women continue to make up the vast majority affected. In the UK two women are killed by a spouse, partner or former partner every week.

A trade union issue

Domestic violence at home is a trade union issue because it can cause problems at work. It impacts on, and can completely overshadow, all aspects of the lives of those who are experiencing it.

Usdaw therefore welcomed the Labour Party's commitment to introducing ten days paid leave for survivors of domestic abuse, if elected. This will enable those in abusive relationships to make plans to escape, take time off for counselling or recovery and seek legal advice without worrying about their absence percentages or losing pay.

If you are experiencing problems at work because of domestic abuse at home you can talk in **confidence** to your Usdaw rep or full time official about what's happening. The union can help you get the support you need at work and point you in the direction of other expert organisations who can give you information about housing rights, information on staying safe and legal advice.

For more information see Usdaw leaflets 405, 416 and 417 which can be accessed on the union's website www.usdaw.org.uk



CALLING OUT SEXUAL HARASSMENT

In 2017 Usdaw widely circulated a survey to members to find out more about their experience of sexual harassment. Sadly, the results confirmed what we already suspected that **7 out of 10** women have experienced sexual harassment in their working lives.

In response Usdaw has launched new workplace campaign materials that send a clear message that sexual harassment in Usdaw organised workplaces will be called out.

To find out more or to order the materials contact the equalities section at Usdaw's central office on **0161 224 2804** or by emailing equalitymatters@usdaw.org.uk

You can also fill in the survey at

www.usdaw.org.uk/SHsurvey



FACT FILE

- ◆ MS is a **neurological** condition.
- ◆ There is currently no cure but **treatments** can help control the condition.
- ◆ Each day, approximately **14 people** are diagnosed with MS.
- ◆ It's most commonly diagnosed in people in their **20s and 30s**, but can develop at any age.
- ◆ It's about two to three times more **common in women** than men.
- ◆ MS is a very **individual condition**; no two people are affected in the same way.

Multiple Sclerosis

More than 100,000 people in the UK have been diagnosed with Multiple Sclerosis. *arena* takes a look at what causes this neurological condition, its effects and how best to manage it at work.

What is Multiple Sclerosis?

Multiple Sclerosis (MS) is a neurological condition which can affect the brain and spinal cord (central nervous system).

In MS, the coating around the nerve fibres (called **myelin**) is damaged, causing a range of

symptoms including problems with vision, arm or leg movement, sensation or balance.

Myelin protects the nerve fibres in the central nervous system, which helps messages travel quickly and smoothly between the brain and the rest of the body. In MS, the immune system mistakes myelin for a foreign body and attacks it. This damages the myelin and strips it off the nerve fibres, either partially or completely, leaving scars known as lesions or plaques. This damage disrupts messages travelling along nerve fibres – they can slow down, become distorted, or not get

Multiple Sclerosis: The Facts

through at all.

As well as myelin loss, there can also or sometimes be damage to the actual nerve fibres. It is this nerve damage that causes the increase in disability that can occur over time.

Exactly what causes the immune system to act in this way is unclear, but most experts think a combination of genetic and environmental factors are involved.

Different types of MS **Relapsing Remitting MS**

Around 85 per cent of people with MS are diagnosed with this type. Someone with relapsing remitting MS will have episodes of new or worsening symptoms, known as 'relapses'. These typically worsen over a few days, last for days to weeks to months, then slowly improve over a similar time period. Relapses often occur without warning, but can be associated with illness or stress.

Around half of people with relapsing remitting MS will develop **secondary progressive MS** within 15–20 years, where symptoms gradually worsen over time without obvious attacks.

Primary Progressive MS

Around 10 – 15 per cent of people with MS have the primary progressive form. Symptoms gradually worsen and accumulate over several years, and there are no periods of remission, though people often have periods where their condition appears to stabilise.

Secondary progressive MS

With this type of MS the symptoms gradually get worse. Changes can happen very slowly and can therefore take some time to diagnose. In addition, some people may still get relapses which means it can make it difficult to diagnose whether the MS is relapsing remitting or secondary progressive MS.

What are the symptoms of MS?

MS is complex and has many symptoms that can vary widely from person to person affecting any part of the body. Common symptoms include:

- ◆ Overwhelming tiredness.
- ◆ Sensory problems – such as numbness or tingling of the hands or feet.
- ◆ Visual problems – such as blurred or double vision or a temporary loss of sight.
- ◆ Dizziness.
- ◆ Pain.
- ◆ Loss of muscle strength and dexterity.
- ◆ Problems with walking, balance and co-ordination.
- ◆ Muscle stiffness and spasms.
- ◆ Difficulties with speech and swallowing.
- ◆ Bladder and bowel problems.
- ◆ Problems with memory and thinking.
- ◆ Emotional difficulties and mental health problems – it is not unusual for someone with MS to experience stress, depression or anxiety.

Treatment for MS

There's currently no cure but a number of treatments can help control the condition.

Treatment depends on the specific symptoms and difficulties a person may have and may include:

- ◆ Treating relapses with short courses of steroid medication to speed up recovery.
- ◆ Specific treatments for individual MS symptoms.
- ◆ Treatment to reduce the number of relapses with medicines called disease-modifying therapies.

Unfortunately, there's currently no treatment that can slow the progress of primary progressive MS or secondary progressive MS.

MS can be a challenging condition to live with, but new treatments over the past 20 years have considerably improved the quality of life of people with the condition.



support in the workplace...

Although not everyone with MS will think of themselves as disabled, an individual with MS is automatically entitled to the protection of the Equality Act, or the Disability Discrimination Act (DDA) in Northern Ireland, as soon as they are diagnosed. This is important because it can help them get the right support at work and protects them from suffering less favourable treatment (or discrimination) at work for reasons relating to their MS.

Members with MS may need the support of their union as it might impact on their attendance or performance at work. They may also find that certain aspects of their job make their condition worse.

The duty to make reasonable adjustments

Once a member is diagnosed with MS then their employer has a legal duty to make adjustments to the workplace, their job duties, their working hours and policies and

procedures to remove the disadvantage they may face in doing their job, compared to non-disabled colleagues.

It is impossible to generalise about what may be a reasonable adjustment because every situation will be different.

There is no 'one size fits all' approach, so what adjustments members with MS might need will very much depend on how their MS affects them, what job they do and their own abilities and coping strategies.

Examples of reasonable adjustments:

- ◆ A chair or stool to sit on.
- ◆ A change to working hours or a temporary reduction in working hours.
- ◆ Changes to start and finish times or extended breaks to help with tiredness and fatigue.
- ◆ Time off for medical appointments.
- ◆ Car parking near the entrance to work.
- ◆ Somewhere to rest for short periods during the working day.

Multiple Sclerosis: The Facts

- ◆ Where the member's vision is affected, providing written information in 14 to 16 point font and ensuring written materials are provided in advance of any discussions/ meetings or training.
- ◆ Allowing extra time to complete tasks (adjusting performance policies and targets).
- ◆ Allowing the member to be accompanied to meetings.
- ◆ Where the member has been off sick, allowing a 'phased' return to work.

Remember:

- ◆ The law allows employers to treat disabled people more favourably than non-disabled people and sometimes this may be part of the solution.
- ◆ Removing the disadvantages a disabled person might experience at work may take a combination of adjustments.
- ◆ There isn't a time limit on reasonable adjustments. As long as they are effective at removing the disadvantages a disabled member experiences, they must continue to be made.

Access to work

Access to Work is a government-funded service that offers financial support to help someone who is disabled or has a long-term health condition to stay in work.

It can't be used to pay for any equipment they would normally need to use to do their job, or for any reasonable adjustments. However, it can pay for extra equipment or support such as:

- ◆ Adaptations to the equipment they use.
- ◆ Special equipment.
- ◆ Taxi fares to work if they can't use public transport or drive.
- ◆ A support worker or job coach to help them in the workplace.
- ◆ Disability awareness training for their colleagues.
- ◆ A communicator at a job interview.

The disabled person will need to make the initial contact with Access to Work. After they do an advisor should talk to the employer about the kind of support they need.

Occupational health

Some companies have an occupational health department or access to an occupational health service. The individual should ask their employer to refer them as occupational health will have the expertise to assess the condition and advise on reasonable adjustments.

Useful Organisations

National MS Helpline

Tel: Freephone 0800 800 8000
(weekdays 9am-9pm)
web: www.mssociety.org.uk

MS National Centre

Tel: 020 8438 0700
email: info@mssociety.org.uk

MS Society Scotland

Tel: 0131 335 4050
Email: msscotland@mssociety.org.uk

MS Society Northern Ireland

Tel: 028 9080 2802
email: information@mssociety.org.uk

MS Society Cymru

Tel: 029 2078 6676
email: mscymru@mssociety.org.uk

Usdaw Equalities Section

Tel: 0161 224 2804
email: equalitymatters@usdaw.org.uk

MemberOffers

CARS & TRANSPORT

Car Hire
Commuter Club
Fiat
Startrescue
Usdawdrive
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Gas and Electric
NUS Extra
Voice Mobile

The logo for Virgin Experience Days, featuring the word "Virgin" in a red script font, followed by "EXPERIENCE DAYS" in a red, all-caps, sans-serif font.

www.usdaw.org.uk/offers*

Find out more

www.usdaw.org.uk/offers*

*Terms and Conditions for individual offers on the website.

Did you know NHS dental treatment costs have risen again recently by another 5%?

You may be surprised to learn that a NHS crown now costs £256.50 and a NHS filling costs £59.10 at any NHS dentist in England. With the price of a couple of check-ups, a filling or crown now over £380, how long before getting your teeth insured becomes as important as insuring your car, your home or even your mobile phone?

If you have a NHS dentist, you will get £500 of NHS dental cover every year with the Usdaw NHS Dental Plan which costs just £11.50 a month with no annual commitment. It gives you money back each time you visit your NHS dentist, meaning no more costly treatment bills. It's exclusively available to Usdaw members and their families, there's no upfront cost to apply, and once you're a member the price you pay is not affected by your increasing age or by the amount of times you use the plan.

Claiming is easy, simply complete a claim form and return it with your NHS dentist receipt and you'll receive your money back in a few days. You can even do this from your laptop, tablet or mobile phone if you like, it really is that easy! On the day you join we'll set you up as a plan member and arrange your direct debit.



U*sdaw*
Union of Shop, Distributive
and Allied Workers
DENTAL PLAN

To apply call **0800 037 2092**
or visit the website
www.usdawdental.co.uk
to learn more about this simple and
straightforward Usdaw member benefit.

arena health

Your health and your safety at work is a vital part of Usdaw's service. For more advice visit:

www.usdaw.org.uk/healthandsafety

Colds and Flu

Q It's that time of year when I seem to be surrounded by people who are coughing and sneezing. How can I prevent getting sick?

At this time of the year it is common for many people to catch a cold or get sick with the flu.

The most important measures for preventing colds and flu are using disposable tissues to trap coughs and sneezes, and frequent hand washing. Hand washing by rubbing the hands with warm soapy water for at least 20 seconds helps to get germs off the skin. It is a good idea to stay off work when your symptoms are worst to reduce the risk of spreading infection.

If you are in a vulnerable group you may be able to get a free flu vaccine to protect against seasonal influenza. But vaccination does not always work. Last year it was estimated that the 'flu jab' was effective for only about 40 per

cent of adults. So you might still catch it and need some time off work.

Winter Clothing

Q I work at the back door of a large store. At Christmas we use extra storage containers in the yard and the back door is always open. This last couple of winters have been really nasty. The uniform provided gives no protection against the cold, wet and snow.

What clothing should we have in winter in our store/warehouse?

Working in varying temperatures can be problematic.

If you are always rushing in and out of the yard having the correct clothing can make a big difference. Winter clothing is Personal Protective Equipment (PPE) which should be provided when the risk requires it.

Several layers are best so that you can adjust the clothing depending on the work you are doing and you can easily add or remove layers when you go from cold

to warm areas. In extreme weather you may need thermal socks and underwear, warm boots, fleeces, gloves, scarfs and hats. The outer layer of clothing should be waterproof if going outside. Where safety shoes or boots are provided they should have slip-resistant soles.

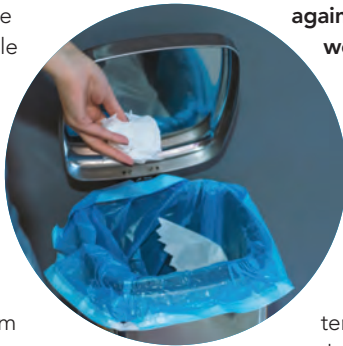
If you feel the clothing supplied by your employer is not keeping you dry and warm then speak with the Usdaw rep in your workplace or if you have no rep contact your Usdaw local office.

Thermometers

Q Our depot is massive and stores both frozen and non-frozen goods. It also has doors that are opened regularly for deliveries. At one end of the site it's really cold but at the other it gets even colder when the factory doors are opened. Should we have thermometers at both ends of the depot?

According to the Workplace (Health, Safety and Welfare) Regulations 1992 'a sufficient number of thermometers' must be provided to let workers measure the temperature in their workplace. The Approved Code of Practice to the regulations add:

'Thermometers should



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

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

be available at a convenient distance from every part of the workplace to persons at work to enable temperatures to be measured throughout the workplace, but need not be provided in each workroom.'

There would be no need for a thermometer in the freezer, as that is set at a predetermined temperature, but there should be thermometers to measure the temperature at other locations where people work. This does not mean there have to be loads of wall-mounted thermometers everywhere but it does mean there should be some way to measure the temperature.

For example, if the rep has use of a portable digital thermometer, he or she could measure the temperature at various times and locations to produce a temperature map of the workplace. If it showed there were some areas that were too cold especially when the doors open to the warehouse when people were working there, the problems could then be raised with management.

No water supply

Q The water supply to our store went off for several hours because of a

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

problem with the main supply. They closed the customer café and eventually shut the store to customers but we were expected to carry on working. Is this legal?

Strictly speaking, your employer has a duty to provide toilets, washing facilities and an adequate supply of drinking water at all times. However when something happens beyond their control, they may need to make temporary arrangements until the normal supply can be resumed.

Closing the customer café and any fresh produce counters is sensible because there are no facilities for workers to wash their hands. But it is important that your employer also makes temporary arrangements to protect staff. For example, arranging toilet access with

neighbouring shops or using buckets to fill cisterns in some toilets, supplying bottled water for drinking and to provide hot water for drinks in the canteen, supplying disinfectant hand-wipes, supplying packed foods for the staff canteen, etc. It also helps if management keep workers informed about what is going on and how long they are likely to have to put up with the disruption.

Provided they do take the necessary emergency measures to cope with a temporary break in the supply, it will usually be acceptable for people to carry on working. However, if the disruption lasts for more than a few hours they may need to consider closing up and sending people home.



What is a Federation?

A federation is an organisation made up of Usdaw branches that are within a reasonable distance of each other. The aim of federations is to encourage as many members as possible to play an active role in Usdaw.

The federations are friendly and relaxed get-togethers where delegates are encouraged to participate. They can cover any topic that is relevant to Usdaw members from employment law to union organising. Federations are a great way of learning something new and meeting other Usdaw members.



Federation in Action

The Tyneside federation weekend workshop took place in June.

The weekend was well attended with delegates from 24 affiliated branches coming together to discuss the theme of contractual changes. Through the use of a webinar, discussions and workshops delegates learnt how contractual changes affect Usdaw members.

If you would like to attend a federation weekend please contact your local Usdaw office

0800 030 80 30

Further information can also be found at:

www.usdaw.org.uk/297

arena letters

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

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



Debbie Mann,
Lincolnshire Co-op



Jon Roberts,
Tesco Extra Winchester



Sheena Irvine,
Morrisons Peterhead



Malcolm Burt,
Tesco Extra Shoreham

**30
years
membership
awards**

Celebrating Corby Scots

Each year Corby celebrates its Scottish connection by holding an annual Highland Gathering. Thousands of Scots came to Corby to work in the steelworks, it's the most Scottish town outside of Scotland and locals speak with a slight Scottish accent. Irn Bru and Haggis are served in all the fish and chip shops and we have seven highland dancing schools plus a great pipe band. Events like this do not happen without support from the local community and in my role of secretary of the, Corby Highland Gathering Committee, I would like to thank USDAW E10 and E11 branch, divisional officer Gavin Dadley, the AOs and the local membership for their support over many years.

Mark Pengelly, Usdaw member



A full stop to poverty

Keith Alexander, Marie Morrison and myself held a period poverty campaign in Sainsbury's Penrith in October. Sainsbury's manager started the donations with £50 worth of products.

The local press even attended and took pictures to highlight this campaign that tries to eradicate period poverty.

Steven McGregor, Academy1 organising officer

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

Don't let your colleagues miss out on **Usdaw membership** – including **free legal help, representation and advice at work and member offers...**

sign them up now using the form opposite...



Your chance to **win!**

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

The new weekly rates (applicable from 2 July 2018) are **£2.42 for Scale A** (applicable to full-time and part-time workers) and **£1.55 for Scale C** (applicable to part-time workers only)

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£250

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



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

Please tick the appropriate box

Ms Miss Mrs Mr Mx Other _____ Female Male

Surname _____

Forename _____

Full Postal Address _____

Postcode _____

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

Email _____

Date of Birth

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

 Age _____

Company Name _____ Occupation _____

Workplace Address _____

Postcode _____

Location Number _____ Employee No. _____

Have you been a member of Usdaw before? Yes No

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

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

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

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

For Members Paying by Payroll

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

Privacy Notice

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

Member's Signature _____ Date _____

Recruiter's Name _____

Recruiter's Membership No. _____

arena crossword

Three lucky members will each win £50 if they correctly answer the crossword clues below. Closing date 27 December 2018

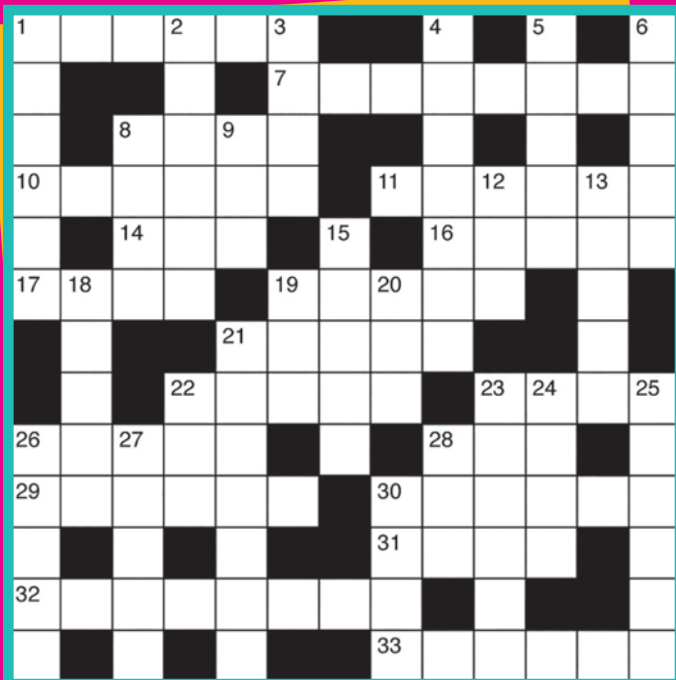
(Not open to Usdaw staff)

Win!
£50

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Word up!

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

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

arena Autumn £50 winners:

Carolyn Zak,
Chelmsford and Colchester
Retail
Ian MacKillop,
Somerset General
Amanda Steel,
Sunderland PT

ACROSS

1. Homeless dogs (6)
7. Cave in (8)
8. Unconscious state (4)
10. Dealer in foodstuffs (6)
11. Cloth (6)
14. Mesh (3)
16. Slight colouring (5)
17. Let it stand (4)
19. Detested (5)
21. Adam's ale (5)
22. Timorous (5)
23. Moderately cold (4)
26. Refute (5)
28. Male sheep (3)

29. Eatable (6)

30. Picture house (6)
31. Norse god (4)
32. Salad dish (8)
33. European country (6)

DOWN

1. Phases (6)
2. Shore bird (6)
3. Wound mark (4)
4. Smoked herring (7)
5. Reject contemptuously (5)
6. Therefore (5)
8. Traffic marker (4)
9. Encountered (3)

12. Offer (3)
13. Eskimo house (5)
15. Ancient language (5)
18. Weary (5)
19. Cooked meat (3)
20. Mr Danson, actor (3)
21. Stupid (7)
22. Container (3)
23. Doglike (6)
24. Portent (4)
25. Yeast (6)
26. Arrive at (5)
27. Holy book (5)
28. To free (3)
30. Farm animals (4)

Communication

From Aberdeen
to Plymouth,
Usdaw has
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the UK

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Your Contacts

Always speak to your rep first if you need advice or support. If you don't have a rep at your workplace contact your local Usdaw office as shown on the map. Alternatively, you can ring our freephone national helpline **0800 030 80 30** to be connected to your local office.

The union's head office is:
188 Wilmslow Road, Manchester, M14 6LJ
Tel: 0161 224 2804/249 2400
email: enquiries@usdaw.org.uk, www.usdaw.org.uk

Know your Branch! The number of your Usdaw branch is printed on the plastic wrapper of each issue of arena above your name. Some members change branches during the year, so check this to make sure you attend the right branch meeting. You are only entitled to take part in Usdaw elections at meetings of your own branch. If you need further information, contact your local Usdaw office.

Let us know if your
details change...

www.usdaw.org.uk/update

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