

NETWORK

The bimonthly magazine for Usdaw activists | www.usdaw.org.uk | January/February 2014



WORLD CLASS REPS

■ Activist-in-depth Paul Young

Tesco rep from the North Eastern division on his union involvement and busy working life
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■ Black Members' Weekend Workshop

Activists from the black and Asian communities met up in Manchester
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■ Spotlight Day 2014

March 19 will be the focus for the Supporting Parents & Carers campaign
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Fairness battle

General secretary John Hannett's comment



Usdaw's fight for justice for former Woolworths and Ethel Austin staff, who missed out on a protective award because they worked in small stores, faces a further wait after the Appeal Court referred the case to the Court of Justice of the European Union (CJEU), for its view of the legal position. Our members lost out because the interpretation of the law at the time of the job losses considered each store a 'separate establishment' and where a store had fewer than 20 staff they were excluded from the protective award payment, which compensates workers who have not been properly consulted prior to losing their job. In both cases the administrators failed to consult. And while Usdaw won compensation for staff in the bigger stores others lost out. In May 2013 Usdaw won a landmark legal case to overturn the 'one establishment' ruling only for the Coalition to appeal the Employment Appeal Tribunal (EAT) decision.

In fact the Government did not even turn up for the EAT hearing and although their appeal was later allowed they were forced to pay the union's legal costs. Despite all this, Usdaw is determined to see the fight through to the very end. We are confident of our case, which is morally and logically robust. It makes no sense that workers in stores of fewer than 20 employees were denied compensation, whereas their colleagues in larger stores did qualify for the award. These were mass redundancy situations where thousands of workers lost their jobs. How can anyone suggest that the redundancies should be treated on a store-by-store basis when the whole company was closing down? We hope that this referral to the CJEU will ensure that justice can be done for former Woolies and Ethel Austin workers, who have now waited more than five years. If you need one example of whose side the Coalition is on when it comes to workers' rights, you only have to consider this one case to realise the Government is definitely not on your side.

Usdaw
Union of Shop, Distributive
and Allied Workers



It makes no sense that workers in stores of fewer than 20 employees were denied compensation



USDAW

www.usdaw.org.uk



Network is published bimonthly and distributed to Usdaw activists.
Published by:

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For circulation enquiries contact your divisional office. Paper is sourced from sustainable forests.

PRINTED BY: Buxton Press

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WINNING REPS

NATIONAL AWARDS NIGHT CELEBRATION

Activists were the stars of the show at the annual Organising Awards Night held at a top Manchester hotel in January. Reps from across the UK competed for the eight national awards for outstanding service to the union. *Network* was there too . . .

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04 In the news

The recession continues to hammer the majority of the population who look set to miss out on the so-called recovery. Meanwhile, Usdaw is keen to offer support to foster carers.

06 Respect Week

Encouraging members to report all incidents of abuse and violence was a major theme for this year's Freedom From Fear Respect Week as well as asking customers to 'Keep Your Cool'.

08 John Hannett interview

General secretary John Hannett reflects on a difficult 2013 and considers the challenges ahead in 2014 for the union, our members and our reps.

15 Parents & Carers Spotlight Day

Helping members with caring responsibilities know their rights and who may have 'too much on their plate' is the focus for this year's Spotlight Day on March 19.

19 Activist-in-depth

North Eastern division's Paul Young talks to *Network* about why he became a rep and how his life has changed since getting involved at his Tesco store.

20 Black Members' Weekend Workshop

Problem solving and representing members was the focus for this year's annual get-together, which has acted as a major springboard for black and Asian activists to get more involved in Usdaw.

22 Recruitment and Organising

Thanks to hard-working reps Usdaw continues to be the fastest growing union in the UK all this despite the difficulties facing the sectors the union organises.

30 European Union Elections May 2014

Ahead of the forthcoming May election, leader of the European Parliamentary Labour Group MEP Glenis Wilmott asks 'What Has the European Union ever done for you?'.

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28 Health and safety Keep informed on all the safety issues

IN BRIEF



■ Inflation rates move up and down

The UK's inflation rate, as measured by the Retail Prices Index, which includes housing costs, rose to 2.7 per cent from 2.6 per cent in November. While the Consumer Prices Index, which excludes housing costs, fell to two per cent in December, down from 2.1 per cent the month before. Cheaper food explains the slight fall. However, the latest inflation rates are still well ahead of average earnings growth running at around 0.8 per cent at present.

MAJORITY TO MISS OUT ON RECOVERY

Just two per cent of voters say they have already benefitted from the economic recovery and only a further 18 per cent expect to benefit from the recovery during 2014, according to a new TUC-commissioned YouGov poll published in early January.

A big majority expect the living standards crisis to continue in the new year.

Only one in eight (12 per cent) of those in work expect their pay to at least keep up with the cost of living, the same proportion who report that their pay at least kept up with the cost of living during 2013.

In addition voters do not back the Coalition's plans for a permanently smaller state with more than half (56 per cent) wanting to see most or all of the services that have been cut restored as the economy grows.

The Institute for Fiscal Studies (IFS) says that 60 per cent of cuts in public



services have yet to happen, but voters do not appreciate the scale of the cuts to come.

■ In the last five years UK workers have suffered a huge squeeze on their incomes, with average pay falling by 6.3 per cent

in real terms - a loss of £30.30 in the pay packets of employees working a 40-hour week, according to research published by the TUC as part of its *Britain Needs a Pay Rise* campaign. More at:

www.tuc.org.uk
www.usdaw.org.uk/news

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100 cheers for Bill



Usdaw's longest serving member Bill Nicholas, centre, was the guest of honour at a celebration to mark his 100th birthday and 85 years' membership.

The union stalwart is a legend in the South Wales and Western division tracing his involvement back to 1928 when he joined Usdaw's predecessor union NUDAW.

Bill completed his memoirs in 2009 recounting 80 years of

involvement in the trade union and labour movement entitled *A Life Lived Through Bristol's Labour Movement* - published by the South West TUC.

"Many congratulations to Bill," said general secretary John Hannett. "A remarkable man who has remained true to his trade union principles and is an inspiration to all of us."

"Bill is hugely respected in the division and rightly so. We all wish him well."

SUPPORT FOR FOSTER CARERS

Members who have decided to become foster carers can call on Usdaw's support to juggle their work/life balance and help them cope with any workplace issues.

If you are a foster carer you have the right to ask for a change in your working hours and to have this request seriously considered. You also have the right to a reasonable amount of unpaid time-off if there is a sudden or unexpected situation involving the child you care for.

You can find out more about these rights at: usdaw.org.uk or by ordering the Usdaw leaflets *Time off For Family Emergencies* and *Flexible Working*.

Nearly 60,000 children live with foster families across the UK. There is no such thing as a typical foster carer, they can be

men, women, single, married, lesbian, gay, straight, parents or have no parenting experience.

The number of children in care has increased for the last six years in a row and so there is a pressing need for more foster carers in the UK. Around 30,000 more children come into care each year.

There is currently a shortage of foster carers. Fostering involves caring for a child in your own home when they are unable to live with their birth family.

There are many different types of foster care. Some children need a foster home for just a few days, until they return to their birth family or move on elsewhere, while others will need a family to care for them for many years.

Foster carers get an



allowance to cover the cost of caring for a child. This varies depending on where you live and the age of the child.

■ To find out more contact British Association for Adoption and Fostering at www.baaf.org.uk or email mail@baaf.org.uk or call: 020 7421 2600.

Miliband to close agency loophole

Labour leader Ed Miliband has pledged to clamp down on British businesses using cheap foreign labour by closing the loophole which allows companies to undercut staff by legally paying agency workers lower wages.

Writing in *The Independent* he said: "When millions of workers already have low pay and poor job

security in Britain and we add high levels of low skilled migration, mostly from within the EU, some benefit but some lose out.

"Unless we act to change our economy, low-skill immigration risks making the problems of the cost of living crisis worse for those at the sharp end. It isn't prejudiced to believe that."

He pledged that if



Labour won the next general election in 2015, it would amend the loophole – called the Swedish Derogation (part of the Agency Workers

Directive of 2011) – so agency workers would not be used to undercut directly employed staff. What do you think? network@usdaw.org.uk

IN BRIEF



Correction: ADM expenses

In the November/December *Network* it was incorrectly stated that delegates' expenses are paid by central office. In fact it is the individual branches that pay the expenses of their delegates. Apologies for the mistake.

Violence in retail still rife says report



The number of shop thefts has hit a nine year high with significant under-reporting of incidents to the police, a new report by employers' group the British Retail Consortium (BRC) has revealed.

The survey also showed that there was a trebling of incidents of violence, threats and abuse against retail staff, which included a four-fold increase in assaults on shopworkers. Usdaw's own survey shows that there were over 110,000 shopworkers assaulted in 2013 and that one in four of them did not report the incident. General secretary John Hannett said: "Shop theft is often linked to violence against retail staff and our own survey showed more than 300 staff are assaulted every day across the UK." More at:

www.usdaw.org.uk/news

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REPORT IT – TO SORT

Too many violent incidents are not getting reported to employers or the police – that has

Reps and activists were out in numbers in November last year to support Usdaw's award winning Freedom From Fear Campaign during the annual Respect for Shopworkers Week.

Staff were surveyed about incidents of verbal abuse, threats and violent attacks and encouraged to report any incidents. Reps also reminded customers to 'Keep Your Cool' and that retail staff are real people who do not deserve to be abused, threatened or assaulted.

"Often, shopworkers are expected to enforce the law, whether that is preventing underage sales or detaining shoplifters until the police arrive, at times putting themselves in real danger," said general secretary John Hannett.

"Usdaw is campaigning for a change in the law to provide more severe punishments for those who assault workers serving the public. We are alarmed by some of the lenient sentences given to criminals. We also want members to report all incidents of abuse to their employer and to the police if necessary."



IT
to change



1

2



5

On location...

1. Morrisons, Warrington, North West division.
2. Tesco, Callington, Devon, Brett Johnson, South Wales and Western division.
3. Tesco Extra, Doncaster, North Eastern division.
4. Tesco, Banbury, Oxfordshire, Southern division.
5. Sainsbury's, Hayes, Middlesex, Eastern division.
6. Tesco, North Harbour Portsmouth, Southern division.
7. Tesco Aldershot, Southern division.
8. Co-operative Food Mold, North Wales, North West division.
9. Tesco, Cheltenham, Danny Jovicic, South Wales and Western division
10. Tesco, Stirling, Scotland, Scottish division
11. Scottish Political Committee
12. Tesco Extra Peterborough, Midlands division



8



9



12

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

All to play for

General secretary John Hannett answers *Network's* questions and reflects on last year, looks forward to 2014 and the forthcoming general election in 2015



Q Looking back on 2013, another tough year for Usdaw members?

“ Yes. We've witnessed major job losses on the high street, continuing reorganisation in the transport and distribution sector and massive downward pressure on wages. In addition we've seen an explosion in the use of zero hours and short hours contracts not just by small to medium sized firms but big players like McDonalds, Sports Direct, Wetherspoons and many more.

Outside of the workplace, fuel and utility bills have continued to rise and still the Coalition persists with its often heartless attack on the most disadvantaged and poorest in society.

The introduction of the so-called bedroom tax and the withdrawal of tax credits if harsher regulations were not met, were both unnecessary and vindictive, but that's the Coalition for you.

Q The Coalition promised much for working people, but after almost four years what has it delivered?

“ Very little except for plenty of austerity. Real wages have been falling for over 40 months and unemployment remains high particularly amongst young people and those over 50.

More than 1.4 million

people are working part-time because they can't get a full-time job and over 600,000 people are on temporary contracts because they can't get a permanent job. In 2015 the electorate won't be fooled again.

CV

Joined Usdaw: 1972

Rep: 1973

Appointed Area Organiser: 1985

Appointed National Officer: 1990

Elected Deputy General Secretary: 1997

Elected General Secretary: 2004

& re-elected in: 2008

Member of the Labour Party's NEC from: 1998 to 2005

Member of the Low Pay Commission since 2007

Member of the TUC's General Council

& Executive Committee

ACAS Council Member since 2010

Q Usdaw continues to buck the trend in the union movement and is still growing while other unions falter. What's the secret of Usdaw's success?

“ It's a combination of many things. The key to it though is our reps who are well supported, dedicated and determined to stand up for equality and fairness. In addition our Academy program remains the envy of the trade union movement making existing reps better and preparing the next generation of area organisers to step up to the challenges. As membership has grown so has the

number of full-time staff employed to deliver the best service possible to members. That amount of teamwork between reps and officials has improved year-on-year and I'm confident that will continue as we insist on investing further in reps and staff.

Usdaw has also overhauled the way it works over the last ten years and we're now more professional, more focused and better organised.

While other unions stood still we took a long hard look at our methods and decided to make important changes to the way we operated, how we trained our reps and staff and how we planned for the future. All of this has paid off.

We have delivered for our members during the year because we all work as one team and while we remain united, I'm confident our success will continue.

Q Keeping in touch with members is vital, what plans do you have to keep up with all the changes in this area?

“ There has been a revolution in the way we communicate as individuals and organisations and we've taken a measured response to this. We've made huge strides recently especially on the digital front, but let's not forget our members still want to see their printed copies of *arena* and *Network*, our award-winning publications on workers' rights and information on benefits and our legal service. So we're busy developing our electronic communications, our Twitter and Facebook presence, text messaging and personalised e-mails and you can also view *arena* and *Network* digitally on our website.

We're also in the process of investing heavily in a new membership system, which will allow us to communicate more easily and more effectively than we do at present. All of these things are important, but we're still in the people business and it's the face-to-face contact that will continue to fuel our growth. Having said that, almost 6,000 members signed up via the website last year so it's not an area we can ignore either. So we're mixing the best of the old with the best of the new.

Q Campaigns have always been central to Usdaw, are there any new ones planned?

“ It's clear to us the cost of living will be a key issue in 2014 and in the run up to the 2015 general election. Our surveys have showed members struggling with reduced hours, cuts in tax credits and other support, coupled with huge rises in the cost of housing, food, fuel, household bills and transport.

Our Cost of Living Campaign in 2014 will be an umbrella campaign including the living wage, zero hours contracts and under employment.

But we shouldn't forget our existing campaigns either, which proved very successful last year. Supporting Parents and Carers Spotlight Day, Freedom From Fear and Respect Week, Lifelong Learning and Pension Awareness have all given our members essential support and advice, which once again proves the union does make a difference to our members' lives.



Q Will the Coalition listen to Usdaw's and Labour's Cost of Living campaign?

“ Judging by the last four years – no. So our focus has to be on returning a Labour government in 2015. The Labour Party has begun to put forward some welcome policy proposals – scrapping the bedroom tax, freezing energy bills – as it looks ahead to the general election. We will be responding to various consultations to ensure that our members' voices are heard. Our members are more than capable of making their own judgement on the Coalition's policies.

No matter how much the Government try to talk about a recovery our members have not seen any of it and how could they after years of falling wages, rising fuel bills and under-employment.



And the winners were..

The eight national awards were presented by the senior officials in front of a packed audience and first up was the Most Promising New Activist category, which was won by South Wales and Western's **Ceri Davies**.

"I was very surprised to win," said the Sainsbury's rep from Cardiff. "I've been a rep for two years and I'm always keen to make sure the members get hold of all the information they need. That could be on parental rights or caring responsibilities or working hours, the list goes on.

"I really enjoyed this evening, it's good to see the reps are appreciated and it's good for morale too."

Another Sainsbury's rep **Susan Heath** from Hayes in Middlesex won the national Health and Safety Rep award. "I was absolutely gobsmacked to win the national award," said Susan who works on the customer services desk. "A great occasion and a very friendly event too with reps from the other divisions very supportive of each other.

"I get a lot of satisfaction and respect out of being a safety rep. I have a good working relationship with management and I enjoy keeping on top of the day-to-day issues that crop up."

The usually talkative **Jenny Bishop** was left 'speechless'

when her name was read out as the national Equalities award winner. The rep from Yorkshire Next branch was reduced to tears. "I'm so proud and so shocked," she said. "There were so many talented reps in the room I couldn't believe I'd won. I'm never usually lost for words but I am tonight. You could have knocked me down with a feather. I've been a rep for 12 years and this is the best moment I've had. A special mention for rep Dolores Leeming who has helped me so much, I owe her a lot."

It turned out to be a double win for the North Eastern division when **Monika Paczkowska** won the national Union Learning Rep award. The learning co-ordinator at the DHL/Argos Castleford depot has been instrumental in providing courses for members on-site. "It was very exciting to win, but this award is for everyone at our workplace," she said.

"It was great to be at the event, quite nerve wracking. It's good to be appreciated."

Winner of the national Campaigns award was the Scottish Equalities Forum represented by

“A great occasion and a very friendly event too”

Laura McLean. "Activists on the Forum have travelled across Scotland to run campaign days to spread the word," she said. "We've dressed up as penguins for the Freedom From Fear Keep Your Cool day, and we always try to bring some theatre to our events – it works.

"Amazing to win when you consider how many talented reps could have won it. This is great news for the division and as soon as we heard Facebook was lit up all across Scotland. A brilliant night."

The Team Recruitment and Organising Award went to Mid Counties Co-op with active trio **Bernadette Connor, Sarah Groom** and **Michelle Whitehead** 'thrilled' to be picking up the award.

"Winning this will certainly inspire me to do even more," said Sarah.

"It's all about helping the little person without a voice and showing with the union we have a big voice," said Michelle.

"We've put a lot of hard work in with the management over the last few years and it's beginning to pay off," said Bernadette. "We have a partnership with the Society and I think this award reflects how much we have grown in terms of membership and influence."

North West division's **Dawn Uytendhal** won the Individual Recruitment award after she

“Winning this will certainly inspire me to do even more”

broke through the language barrier at Morrisons in Deeside to double membership on-site. "I was delighted to have won the divisional nomination, but to win the national award was absolutely wonderful," she said. "I'm a people person and I want to ensure they are treated right. It's all about building up trust and respect with members.

"I was very impressed with the awards night – very well organised and professional – and a great way to recognise the reps."

The national Individual Organising award went to South Wales and Western's **Bally Auluk**, who works for Sainsbury's in Gloucester. The relatively new rep has been impressed with Usdaw since becoming involved. "I didn't realise how much depth there was to the union," he said. "The last 18 months have been a real eye-opener and this massive event just shows how much the reps are valued and proves that they are the key to the union's growth.

"I feel honoured to have won, but there are many others who could've won it too, so this is for the team and the division. A fantastic night."





More pictures at www.usdaw.org.uk/orgawards2013



North Eastern Division (F)



Scottish Division (G)

Standing (from left): Joanne Thomas (divisional officer), Jonathan Lumley, Angela Partington, Paul Young, Helen Etherington, Steve Martin, Pat Fitzgerald (executive councillor), David Chadwick Taylor (executive councillor) and Cathy Godfrey (deputy divisional officer). **Seated** (from left): Monika Paczkowska, Jenny Bishop, Debbie Beavis, Liam Algor, Les Springham and Jackie Gray.

Standing (from left): Stewart Forrest (deputy divisional officer) Lawrence Wason (divisional officer), Stewart Walker, Rikki Allen, Allan Wilson, Robert McQuade McLeary, John McLean, Isabel Fyfe, Rose Gillespie and Peter Devine (executive councillor). **Seated** (from left): Frank Wilson, Laura McLean, Yvonne Scott, Anne Soloman, Christine Mitchell and Linda MacFarlane.



Southern Division (H)



North West Division (K)

Standing (from left): Sue Merrell (divisional officer), Joan Gale, John Barstow (executive councillor), Jessica Mathurin, Jeyda Besim, Sherene Nelson-Cruddas, Sujata Patel and Isaac Gidudu. **Seated** (from left): Peter Millward, Rob Coleman, Sue Prynne (deputy divisional officer), Amy Murphy (executive councillor), Mark Stevens and Jason Braine.

Standing (from left): Tony Clare (deputy divisional officer), Liam English, Danielle McCusker (executive councillor), Mike Aylward (divisional officer), Sean Barnes and Jan Jervis, Kevin Dolan, Wayne Constable and Jason Carroll. **Seated** (from left): James Fowler, Alan Hopson, Jackie McNeill, Linda Craven (executive councillor), Amanda Bailey-Coll (deputy divisional officer) and Dawn Uytendhal.



National winners (from left): Monika Paczkowska, Bernadette Connor, Sarah Groom, Michelle Whitehead, Laura McLean, Ceri Davies, Jenny Bishop, Bally Auluk, Susan Heath and Dawn Uytendhal. **Above top right:** John Hannett presents Joan Gale with a voucher for a spa weekend after winning the prize draw.

USDAW'S FINEST HO

Now in its ninth year the national organising awards celebrates and recognises the achievement



More than 60 reps were given the VIP treatment at a top Manchester hotel in January at the union's very own 'Oscars'.

The activists, nominated by their divisions because of their outstanding achievements in 2013, were all honoured and competed for the additional eight national awards up for grabs at the glittering event.

General secretary, and master of ceremonies, John

Hannett was joined by deputy general secretary Paddy Lillis, president Jeff Broome and TUC assistant general secretary Paul Novak.

"This is a great night and a fitting tribute to our reps," said John. "If we could fit everyone into this event we would, but unfortunately we can't. So a massive 'thank you' to the reps who couldn't be here because it's down to their hard work that Usdaw has added more than 110,000

“ This is a great night and a fitting tribute to our reps...so a massive thank you to all of them ”

members in the last nine years. That's the equivalent of a full Wembley stadium with

20,000 people outside too.

"Everyone is a winner in this room and when you consider we had more than 600 nominations for the 60 plus places available, you can see how much strength in-depth the union has.

"If the unions in the TUC had grown as much as Usdaw the TUC would be 8.5m strong not 6.5m. That's why I genuinely believe we have the best activists in the trade union movement."

HONOURED

s of Usdaw's army of hard-working reps

Roll of Honour

All the divisional nominations with the national winners in gold (divisions in brackets)

Individual Organising

Bally Auluk (A)

Vaishali Patel (C)
Mohammed Yasin (E)
Jonathan Lumley (F)
John McLean (G)
Peter Millward (H)
Jason Carroll (K)

Union Learning Rep

Jackie Gray (A)
William Waite (C)
Sarah Gee (E)
Monika Paczkowska (F)
Anne Solomon (G)
Jason Braine (H)
James Fowler (K)

Individual Recruitment

Terry Brown (A)
Sue Perridge (C)
Lee Challenger (E)
Jackie Gray (F)
Christine Mitchell (G)
Joan Gale (H)
Dawn Uytendhal (K)

Equalities Rep

Tracy Cannard (A)
Abu Sultan (C)
Gee Kahlon (E)
Jenny Bishop (F)
Robert McQuade McLeary (G)
Isaac Gidudu (H)
Jan Jervis (K)

Most Promising New Activist

Ceri Davies (A)
Izzy Johnson (C)
Elizabeth Williams (E)
Liam Algor (F)
Yvonne Scott (G)
Jessica Mathurin (H)
Sean Barnes (K)

Health and Safety Rep

Leonard Stow (A)
Susan Heath (C)
Matt Magee (E)
Les Springham (F)
Linda MacFarlane (G)
Mark Stevens (H)
Alan Hopson and
Andrew Stott (K)

Campaigns

Weston-Super-Mare A216 Branch (A)
Tesco Reps Aylesbury (C)
Dennis Nash (E)
Debbie Beavis (F)
Scottish Equalities Forum (G)
Rob Coleman and Alexa Clarke (H)
Tesco Reps Newtownbreda (K)

Team Recruitment and Organising

DHL Reps Bridgewater (A)
Tesco Dotcom Reps Enfield (C)
Mid counties Co-op Reps (E)
Tesco Reps Beverley (F)
Tesco Bank Reps Glasgow (G)
Tesco Reps Bromley (H)
United Biscuits Reps Manchester (K)



South Wales and Western Division (A)

Standing (from left): Terry Brown, Bally Auluk, Jackie Gray, Chris Anderson Dennis Stinchcombe (executive councillor), Barbara Wilson (executive councillor) and Douglas Pearce. **Seated** (from left): Tracy Cannard, Olwen Jones, Nick Ireland (divisional officer), Ceri Davies, Mike Walker (deputy divisional officer) and Nic Cox.



Eastern Division (C)

Standing (from left): Nigel Scully (deputy divisional officer), Richard Bates, Abu Sultan, William Waite, Dave McCrossen (divisional officer), Stephen Peaty, Simon Vincent (executive councillor) and John Bond. **Seated** (from left): Catherine Parr, Barbara Woolford (executive councillor), Susan Heath, Izzy Johnson, Vaishali Patel and Sue Perridge.



Midlands Division (E)

Standing (from left): Gavin Dadley (divisional officer), Mohammed Yasin, Lee Challenger, Dave Segnitz, Sarah Gee, Sarah Groom, Gee Kahlon, Barbara McAllister (executive councillor) and Gareth Davies (deputy divisional officer). **Seated** (from left): Matt Magee, Dennis Nash, Maureen Bowen (executive councillor), Bernadette Connor, Michelle Whitehead and Elizabeth Williams.

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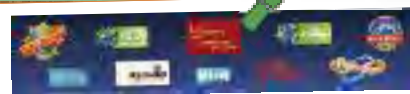
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Supporting Parents and Carers Spotlight Day



“ Many of our members are feeling under pressure at work and at home. Usdaw members are having to cope with changes to hours, rising food and fuel bills and changes to benefits. When times are tough, people can feel anxious and worried.

Usdaw wants to encourage members who feel under pressure to talk to the Union. We want members to understand that we can help and make a difference.

On Wednesday 19 March 2014 Usdaw is organising a campaign day to encourage members who might be feeling under pressure to talk to Usdaw. The campaign day is called a 'Spotlight Day'.

The union has held a Spotlight Day every year for the last seven years.

Our theme this year is 'Too much on your plate? Talk to Usdaw.'

We want to make sure that as many members as possible see that Usdaw can offer advice and support when times are tough.

I hope you will decide to get involved on Spotlight Day. I know hundreds of reps find it an enjoyable and worthwhile way of showing members and non-members that Usdaw is not just there for when things go wrong at work.

You can do as much or as little as you like – even if you just put the campaign poster up on your Usdaw noticeboard and give out the leaflet, you will be helping to reach out to members.

Thank you for helping make Spotlight Day a success.



Usdaw needs you to get involved in Spotlight Day. Here's how...

Below is a list of some of the things Usdaw reps will be doing to bring Spotlight Day to life in their workplace.

Some of these steps will take five minutes, others will take a little longer.

- First of all talk to your manager or personnel manager to agree how the Spotlight Day campaign could be run in your workplace.
- Pull out the poster over the page and put it up on your union noticeboard.
- Use the leaflets available to theme your noticeboard (details on page 18).
- Ask members and non-members to fill in the survey. This raises awareness of the union's campaign. Hand out the leaflets too. You can get extra copies of the survey from the union's website. Send the survey back to the freepost Usdaw address listed on it.
- Ask members and non-members to fill out the 'postcard'. Tear the postcard in two. Give one section back to the member/non-member (the contact card) who has pledged their support for

the campaign and return the signed section to Usdaw.

- Talk to your manager about setting up a Spotlight Day campaign stand in your workplace. Tick the box on the order form in your campaign pack telling us that you are organising a stand and we will send you everything you need including t-shirts, balloons and 'giveaways'.

Don't forget you can get in touch with your area organiser who can advise you about how to get involved with the campaign.



Usdaw – Campaigning for better rights

#TalkToUssdaw



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



Too much on your plate? Talk to Usdaw

Money worries?

Changes at work?

Struggling?

Juggling to make
ends meet?
Anxious about your
performance or
attendance at work?

Feeling more worried
than you usually do?
Not enough time in the
day to do everything?

Juggling your job with
caring for someone?

Usdaw understands the pressures its members are under

Remember to talk to us - we can help

Helpline: 0845 60 60 640*

website: www.usdaw.org.uk

email: parentsandcarers@usdaw.org.uk

*Calls charged at local rate



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Scan here**

to view the latest news and
resources from our campaign.

www.usdaw.org.uk/talktousdaw

Key Messages

Here are the five key messages we want to get across on Spotlight Day.

- 1 Lots of our members are feeling under pressure – worried about money and making ends meet, changes to working hours, balancing paid work with caring for children and older relatives, rising food and fuel prices.
- 2 Members may not realise that these are issues the union can help with. Where the problem isn't a work-related issue, for example debt, we want to use Spotlight Day to let members know that we can signpost them to expert organisations dealing with benefits, mental health, family support etc.
- 3 Sometimes members leave it until the last minute to talk to their rep by which time they could be facing disciplinary action, unmanageable debt or experiencing stress, anxiety or depression. We want to encourage members to remember to talk to Usdaw sooner rather than later because reps can and do make a difference.
- 4 We can help with problems at work. Usdaw Legal Plus is one of the great benefits of being an Usdaw member. Usdaw Legal Plus covers accidents and injuries, employment problems, Wills, prosecutions, conveyancing, probate and also legal advice about non-work related matters. Usdaw Legal Plus helps members and their families. Where the problem isn't related to work we can signpost members to other specialist organisations that can help with debt, benefits, mental health and family issues.
- 5 We want members to know that we understand the pressures they are under right now. Times are tough and growing numbers of families are finding juggling work and home life difficult. When members feel they have too much on their plate and are not sure where to turn for help, they might start feeling anxious or depressed. This in turn might impact on their attendance or performance at work.



2013 - Time to Care



2012 - Need a Helping Hand?

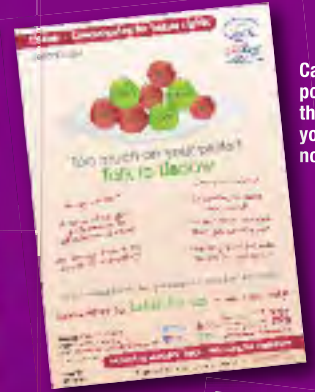


2011 - In the Dark?

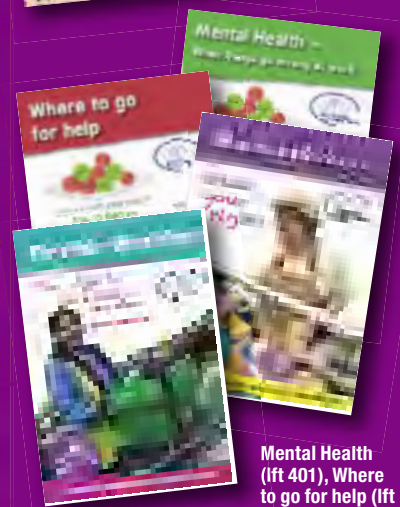


2010 - Don't let the Easter Bunny Claim Your money

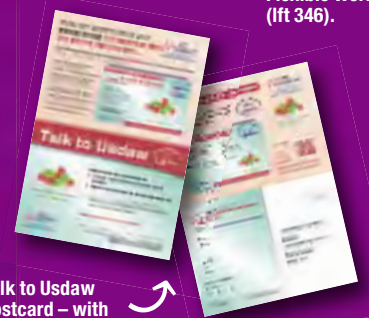
We recommend the following leaflets for your campaign day:



Campaign poster. Pin this up on your union noticeboard.



Mental Health (lft 401), Where to go for help (lft 400), Working Carers (lft 343), Flexible Working (lft 346).



Talk to Usdaw Postcard – with Contact Card.



Use the order form in your campaign pack (arriving soon in the post) to order these and other materials for your campaign day.



For more information visit www.usdaw.org.uk /talktousdaw



ACTIVIST IN-DEPTH

North Eastern division's **Paul Young** answers our questions on his experiences as a rep

“The rapport you build up with members, earning their trust and respect – it's priceless and an honour to be a rep”

FACT FILE & TRIVIA

FAST FACTS

- **Employer** Tesco
- **Occupation** Non food stock control team leader
- **Age** 36
- **Lives** Beverley
- **Married** to Helen and we have a beautiful daughter Jazmin
- **Usdaw Activist** since July 2002
- **Union positions held** shop steward, learning rep and Tesco forum rep

MY FAVOURITE...

- **TV programme...** Sherlock
- **Singer...** Otis Redding
- **The last film I saw...** Disney's Frozen
- **The best moment of my life so far...** my marriage and the birth of my daughter
- **I spend my spare time...** doing family activities, football, writing and charity work



Network is looking for the next Activist in-Depth, email us if you'd like to tell your story

 network@usdaw.org.uk

I started to get active in Usdaw because...

In 2002 my store, Tesco Scarborough 1, was closed down with the loss of around 75 jobs. I was compelled to get involved so I would know what was happening locally and nationally, and being able to make positive changes to people's lives through arbitration, consultation and collective bargaining.

The best thing about being active in Usdaw is...

Helping people. Whether they have made a silly mistake or are being subjected to abuse.

The diverse range of issues creates a challenging environment, coupled with my day job there is rarely time for boredom.

The rapport you build up with members, earning their trust and respect – it's priceless and an honour to be a rep. It's a very demanding role but a fulfilling one too.

The downside of being a rep?

Constantly being asked questions and having to sort out multiple issues. You can't help feeling upset at some of the awful situations our members face, both personally and professionally, you wouldn't be human if you didn't.

However, it strengthens your resolve for fairness and equality ensuring everybody is treated with dignity and respect no matter the circumstances.

Have you changed as a person since you became an activist?

I've developed my skills to suit different circumstances and it's helped me to relate to everybody no matter what their background.

What are the most important issues for your members now?

The Ideal Scheduler and the Supporting Your Attendance policies.

What do you think of the union training courses?

I've enjoyed the expert training, and a special mention to the local trade union learning centre in Hull, which is undervalued in my opinion.

What's surprised you if anything about being a rep?

I was surprised at how people cope with so many issues that are thrown at them. Seeing people vulnerable and completely trusting you to help them is really humbling.

What would be your advice to an Usdaw member thinking about becoming a rep?

Definitely give it a go although it's not for everyone. Discretion is paramount.

If you don't know the answer tell them the truth and find out and get straight back to them. Don't be afraid to challenge decisions.

If you enjoy helping people, you'll get a great adrenalin rush by ensuring fairness.

What law would you introduce if you were prime minister?

Enforce companies to play a larger role financially within their area and to look after the disadvantaged to help build stronger communities.

What one change do you think would help improve Usdaw?

Having virtual online reps available to answer queries and offer advice, especially legal advice, would help take the pressure off the reps, and a database of real life scenarios from reps about what went well and what didn't go so well would be useful.

What's next for you?

More of the same...working with the team of reps – Yvonne, Steve, Wendy, Max, Helen and Donald – to help our members.

SUPPORTING MEMBERS A

The annual Black Members' Weekend has been a major springboard to help black and Asian members

Supporting Black Members at Work was the theme of the annual Black Members' Weekend Workshop held in Manchester late last year.

The popular event, yet again oversubscribed with a third of delegates attending their first Usdaw get-together, looked closely at the main issues for black and Asian members.

Workshop groups, led by the activists themselves, covered a wealth of material during the three-day event. Each group was given a case study featuring an Usdaw member having difficulty at work for a reason relating to their race or religious belief.

Members discussed the case study and rehearsed the arguments that might be used to get the best for their member. They were also asked to anticipate the objections the manager might make and how they could be overcome.

The groups then acted out each scenario and delegates discussed the intricacies of each case. Scenarios covered included:

- A member wanting leave to go on a pilgrimage with his family.
- Allocating time in the working day to allow members to pray.
- Wearing jewellery that may or may not have a religious meaning.
- Members speaking in their first language rather than English and when it is and is not acceptable.
- Experiences around negotiating extended leave as black and Asian members often have close family living on the other side of the world.

Equalities officer Ruth Cross said: "These are common but complicated issues which often hinge on indirect discrimination. The reps put a lot of effort into understanding the complexities and coming up with practical solutions to these issues."

General secretary John Hannett said: "It's important black and Asian members get this chance to come together.

"We know that at many union events black members are in the minority and this can make it difficult to speak up.

"Over the years many black members have told me that the workshop is a unique experience that gives them the confidence to get involved in the wider union. Judging by the growing number of black and Asian activists in our ranks this is clearly working."

Delegates also heard from guest speakers, Parminder Sogi and Peta Curno from the NHS Dudley Public Health Community Health Improvement Team. They are at the forefront of a new initiative to raise awareness of three major national cancer screening programmes (bowel, breast and cervical) amongst Black Minority Ethnic (BME) communities in the Midlands.

There is evidence to show that BME people are less likely to access cancer screening.

- You can get more information on the work of the equalities section by visiting: www.usdaw.org.uk/equalities or email: equalities@usdaw.org.uk



Black Members' Weekend 2013



Sandy Bahra

Sandy Bahra who works for Tesco in Dagenham, Essex, was attending for the first time.

"The weekend was a great eye opener, I learned so much. I've been to divisional conferences before but never to a specific weekend like this.

"We talked through a lot of experiences which made me realise that other people have the same problems I'm seeing in my own store.

"I picked up some good points from the weekend by listening to other members who all work for different companies. It was also a great event for networking and I made some good friends.

"I learned that the union is very approachable and can be very supportive especially on specific ethnic issues.

"This will help me when I advise and support my members in my workplace. We looked closely at how we use language in the workplace and how things we say can offend certain people.

"I think we covered everything in the time we had, it was very interesting and everyone was very welcoming and supportive.

"I can't wait for the next one. I'd love to go again and I would encourage other reps and members to find out more about the weekend and go and enjoy the experience."

AND REPS

Members get more involved in the union



Peta Curno and Parminder Sogi from NHS Dudley Public Health Community Health Improvement Team



“It's a confidence booster and I always recommend it to all my fellow black and Asian reps.”



Sandy Bahra



Bally Auluk



Foluke Moses

Bally Auluk

Bally, who works for Sainsbury's in Dursley, Gloucestershire, was also at his first weekend.

“The overall experience was fantastic. I wasn't quite sure what to expect, but I left with my eyes wide open having listened to the other delegates' experiences.”

“There was a good mix of people from all walks of life and backgrounds, which made the experience more enjoyable as there was a great exchange of views.”

“The venue was good and the subjects were wide-ranging and challenging and the length spent on each subject was spot on.”

“I left the weekend more knowledgeable and a lot wiser than when I arrived. I would definitely go again and would be keen to share my experiences with the other delegates and I would certainly recommend this get-together to my colleagues.”

“I joined the union 12 months ago and became a rep around the same time. I consider myself a very active shop steward and represent colleagues from my own store and other stores at disciplinary hearings and appeals. I'm vice-chair of my branch and I've also been elected onto the South West TUC and I sit on my divisional equalities forum.”

Foluke Moses

This was the second time at the weekend for Foluke Moses, who works for Tesco Metro in Battersea, South London.

“There was a wide variety of ethnic minority reps and members. We shared experiences and this gave me an insight into what other reps were doing in their workplaces. I picked up some good ideas that I could use in my store.”

“I especially enjoyed the 'role play' activity. I learnt a little bit more about employment law and how it affects our members.”

“And I broadened my knowledge on black issues at

work and in this ever changing society.

“It was very reassuring to realise how much of a difference a rep can make in the workplace and that our views are being heard and something is being done about them. Even if the process seems rather slow at times!”

“I was especially glad to see John Hannett and Paddy Lillis at the weekend. It gave them the opportunity to hear our views and take them on board.”

“I'd like to see even more people attending the next Black Members' Weekend Workshop later in the year.”

“It's a confidence booster and I always recommend it to all my black and Asian reps.”

CAMPAIGN PROM

The Legal Plus, Pensions, Young Workers and Supporting Parents & Carers campaigns



Ben Baldwin (right)

Legal Plus, Tesco, Dereham

Experienced rep Ben Baldwin is using social media to connect with members, share information and also promote the union's campaigns.

"Members who like using Facebook and Twitter think it's a great way to get information out to them fast," said Ben, who works at the Tesco Superstore in Dereham in Norfolk.

"We held a very successful Legal Plus Awareness Day last year with solicitor Christopher Mason.

"On the day 22 members filled in Free Will forms and two new members signed up. We are a high membership store so getting new members is a great bonus.

"All-in-all it was a great day and we had the full support of management. Since posting on Facebook I've had several members asking me for more information about the Legal Plus service wanting to know more about their free half-hour with a union solicitor about legal issues not related to work."



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Young workers at Morrisons, Canterbury

Reps at the Morrisons store in Canterbury organised a Young Workers and a Legal Plus Awareness Day last year with the help of Academy1 organiser Rachel Goodwin.

"I met with store reps, Carol Husk, Tracy Garlinge and Graham Holness and they decided both campaigns would hit home with the staff in their store," said Rachel, 27, who completed six months with the Academy in 2013.

"There are four universities in the City and a lot of the staff are students. Having been a young activist myself, I know how important it is for young workers to know they have rights. We have to remind them they can speak to their union rep if they have problems with shift changes or study leave or anything else.

"Cassie Fleming from local union panel solicitors Walker Smith Way was on hand to speak to staff, as was area organiser Paul Reynolds.

"There was a lot of interest and



staff welcomed the chance to sit down privately with the solicitor and get advice about a variety of legal issues.

"The Legal Plus campaign appeals to everyone as it is such a good benefit for members and their families.

"I used the experience I had not only with the Academy but also as a youth activist to help the in-store

Legal Plus, Primark, Manchester

In action ... (l-r) Ellen Shaw, Daniel Whipp, Debra Blow, Julia Nancollis and Lorraine Haves



OTERS

are all paying massive dividends

ry



Awareness Day ...
(l-r) Rachel Goodwin, Graham Holness, Paul Reynolds, Cassie Fleming and Carol Husk

reps' team.

"I enjoyed working with them as they worked well as a team and were very enthusiastic to learn from the experience and to see the day go well.

"They've certainly raised the union's profile in their store and are keen to hold more events in the future."



Team work ... (l-r) Wendy Shadlock, Nev James, Kayleigh Soper and Wendy Wood

Caring at Tesco, Scunthorpe

Helping members understand their rights to time-off for parental and caring responsibilities was the aim of the reps' team at the Tesco Extra store in Scunthorpe last year.

Wendy Wood, Nev James, Wendy Shadlock, Susan Baker and Kayleigh Soper used the Parents and Carers Campaign Day to highlight all the issues.

"These special awareness days give us the opportunity to spend time with members and answer any questions they may have. The feedback from members was positive and these events show the union up in a good light too," said rep Wendy Wood.

"There are so many reasons why working parents and carers would need time off or flexible working arrangements. Your child may be ill and you may have to collect them

from school, a relative may need assistance with a hospital or specialist appointment, an elderly relative may have had an accident or need some help settling into a care home.

"Additionally, you may need to change your hours to give you more flexibility with your childcare, the list goes on.

"The day gave us the opportunity to speak to staff and explain how they are entitled by law to time-off for family emergencies and caring responsibilities.

"We reminded members that the union can help them with a request for the time-off they need to fulfill these duties.

"No matter how much literature you hand out or how much information there is on the noticeboard, people still do not fully understand what they are entitled to. It needs the personal touch."

Reps are using the union's campaigns to build a bigger profile in companies such as Primark where there is a huge potential for membership, and highlighting the many benefits of union membership.

Area organiser Ellen Shaw was joined by Debra Blow and Julia Nancollis from the union's pensions department and Daniel Whipp from Usdaw panel solicitors Rowley Dickinson to run a joint Legal Plus and Pension Awareness Day at the Manchester Primark store.

"My experience as a rep in my own store, out on stand-down and

with the Academy tells me our campaigns are relevant to our members' everyday lives," said Ellen.

"That's why I was keen to work with the reps at the Primark store in Manchester and organise and run a high profile event.

"Although we already have a membership base at the store the potential to build on this is massive. The event generated a lot of interest in-store."

Pensions Officer Debra Blow took the opportunity to run a Pension Awareness session at the same time.

"It's important we run more days like

this and support our reps and help them deliver vital messages and advice about a very complex, but very important area such as pensions," added Debra.

"The pensions department has produced the Pensions Toolkit which is proving to be an essential resource for reps and officials.

"You can contact the department for advice and guidance and to keep us up-to-date with pension events in your division. Raising awareness is absolutely key and I look forward to working with and supporting more reps this year."

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



GIVING YOU THE SKILLS YOU WANT

Access to courses via the lifelong learning campaign has helped thousands of members improve their job prospects

Tesco Extra, Berkshire

Former union learning rep Greg Charles is using his new role as a divisional project worker to support other activists so they can encourage members to improve their skills at work.

He recently linked up with Academy organisers Neil Bennett and Maria Hughes to run a very successful campaign at the Tesco store Sandhurst in Berkshire.

"Promoting learning opportunities and working with reps across the division to establish a learning culture in their workplaces and enable members to enhance their skills brings a lot of rewards," said Greg, 62.

"We recruited a new learning rep as well as an extra shop

steward and new members.

"The feedback from staff, including the store manager, was very positive.

"The most popular courses were English, maths, IT, Spanish and digital photography as well as online learning.

"Staff were also impressed with the union's dyslexia booklet and the work the union does to support members in this area.

"Having been an activist for more than four years I have a lot of experience.

"I've been a shop steward, health and safety rep, branch chair, union learning rep, divisional councillor and I've also been involved with the divisional equalities forum.

"It's very rewarding."



Greg Charles promotes learning in Berkshire

Checkout Learning T



The new learning centre at Stockport

Tesco Extra, Hastings

Activist Maura Winchester will miss the enjoyment of helping members learn new skills when she retires from the Tesco Extra store in Hastings, East Sussex in June.

The 62 year-old rep has been involved since 2009, becoming a Union Learning Rep a year later and in 2011 was elected on to the divisional equalities forum.

"I'm going to miss my day to day role with the union," said Maura.

"It's great helping colleagues with their problems and encouraging them to learn new skills.

"I've particularly enjoyed working as a Union Learning Rep, it's such a rewarding position. Lifelong Learning is one of the most satisfying areas I've been part of, it makes such a difference to people's lives.

"Promoting the Six Book Challenge has been especially rewarding. We started three years ago with a small library area in the corner of the canteen and I thought this would be a great way to promote the library.

"We even convinced our store manager to join in and he donated many prizes including a Kindle.

"Since then around 300 people have taken part including friends and family and their children. It's been a huge success.

"Hopefully I will stay in touch with what's going on in my division."

Maura Winchester



Tesco Extra, Stockport



Staff at the Tesco Extra store in Stockport, Cheshire, can now access a range of courses to enhance their skills following the opening of a new on-site learning centre.

The team of reps has worked with management to provide a fully-equipped area with laptops, a printer and a range of stationery.

"We're all excited about the new facilities and the idea of learning at work," said Kerry Osburn, who is one of four Union Learning Reps (ULR) at the store, Victoria Taylor, Paul Taylor and James Bowers complete the team.

"Our divisional lifelong learning project worker Denise Gordon secured a grant to help fund the venture.

"In addition Mobile ULR Don Cuthbert has worked closely with myself and

Victoria to secure the services of local tutors to take the courses.

"When we asked the members what they wanted the overwhelming response from members was to learn sign language, maths, computer skills and languages such as Spanish.

"We're all looking forward to seeing the difference learning will make to members' lives."

Deputy general secretary Paddy Lillis opened the new centre in January. He said: "Lifelong Learning is one of the most positive areas Usdaw is involved in.

"Over the last ten years more than 70,000 members have signed up for a variety of courses and having a learning centre at work makes it easier for them to commit and complete a course. It's a winning formula."

Tesco, Padstow



The Cornish Language class at Tesco Padstow

Holding on to their local identity, culture and heritage was the aim of members at the Tesco store in Padstow, Cornwall when they signed up for Cornish Language classes.

Mobile Union Learning Rep Kris Jane who along with store rep Jackie Gray and Christine Worley, the division's project worker, have worked hard to encourage staff to take up new opportunities.

"Lifelong learning has gone down very well in the Padstow store, and staff jumped at the chance to learn something that was relevant to everyone including their families and the local community," said Kris.

"Management have been fully supportive and are now providing information for staff in a bilingual format," said Kris. "We are all very proud of our achievements and looking

forward to the next level."

Nineteen staff, friends and family successfully completed stage 1 and received their certificates from the Mayor of Padstow last year and many have now signed up for stage 2 of the course.

"It was great to be able to deliver this course – one that our members have asked for and which they enjoyed. They're keen to develop their skills further," said Christine.

"The Cornish language has enjoyed a positive revival over the last few years with more schools, businesses and community projects getting involved.

"The six lesson course is one of many skill development projects. It gives students a firm foundation in reading and speaking Cornish and prepares them to move on to the next level."

The Facts

Udaw launched the Lifelong Learning campaign ten years ago. Since then, the campaign has shown that when learning is made accessible and affordable members are keen to take it up.

Up to now:

More than 70,000 members have returned to some sort of learning.

More than 1,089 Union Learning Reps have been trained.

Learning is up and running in more than 300 workplaces.

Partnerships to access learning have been established with major companies like Tesco, Sainsbury's, Morrisons Distribution, DHL and McVities.

Partnerships with colleges to promote access to learning have been established all over the country with:

- 40 Learning Provider Agreements signed
- 65 Active on-site learning centres
- 88 sites with joint learning committees
- 60 sites covered by Learning Agreements
- 49 sites with site level learning funds

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

Reps take the next step

Network catches up with five of the new area organisers appointed to Team Usdaw in 2013 – all former graduates of the union’s groundbreaking Academy system



Former Tesco worker and Scottish activist **Susan Couatts** took up her role at the Edinburgh office in August 2013.

Susan, 49, joined Usdaw in 1994 when she worked for Scottish Midlands Co-op. After taking on the role of shop steward in 2001 she went on to hold many union positions including health and safety rep, and branch secretary.

In 2007 she was elected onto the executive council – and has since been re-elected for a further two terms. She also served as chair of the national youth committee.

In 2006 she was selected for Academy1 and went on to graduate from Academy2 in 2011.

“My roles, especially my time with the Academies, have given me so many opportunities to develop not only myself but also the many reps and members I’ve been lucky enough to work with.

“I’m looking forward to even more challenges ahead.”

Joining Susan in the Scottish division is former Co-op distribution worker **John Todd** who was appointed last July and is based at the Glasgow office.

John, 42, joined Usdaw in 2003 and was elected shop steward and health and safety rep five years later. He spent six months with Academy1 in 2011.

“After being made redundant by the Co-op in 2011, I took a job as a driver in a non-unionised workplace, but kept up my union membership,” said John.

“I’m delighted to have the opportunity to work with and develop my own team of reps across my patch and keep raising the profile of the union.

“The Academy is the ideal training ground for reps who want to get more involved in the union. It certainly gave me the experience I needed to give me an insight into the work of Usdaw, locally, divisionally and nationally.

“Joining the organising staff is a golden opportunity for me and I’m enjoying every moment.”

Argos Home Retail’s **Annette Bott** from Widnes joined the union’s staff last September and works alongside former colleague area organiser Jo Welbourne at the Warrington office.

Annette joined Usdaw in 2005 and was elected shop steward two years later.

In 2011 she took on the role of Union Learning Rep and a year later was voted on to the divisional council.

She completed Academy1 in 2012 and Academy2 in 2013.

“Home Retail allowed me the perfect environment to develop my knowledge and skills,” said 51 year-old Annette.

“Jo’s appointment two years ago inspired me and I wanted to follow in her footsteps.

“I’ve had tremendous support from Amanda Bailey-Coll and Jo of course, as well as former colleague and Lifelong Learning project worker Julia Baldwin.

“I want to support and develop my reps just as I’ve been supported.”

Morrisons rep **Clare Hansen** joined Annette at the Warrington office last September.

The 30 year-old former personnel worker from the Speke store is the first rep from Morrisons in the North West division to make the step up on to the organising staff.

Clare joined the union in 2007 and became a shop steward two years later and at the same time studied for a degree in English at university.

In 2011 she was elected Union Learning Rep and also spent six months with the union’s Academy1.

“From the minute I took on the role of shop steward I knew I wanted to work for Usdaw,” said Clare.

“I’ve had tremendous support from the North West division’s Pam Thompson, Dave Gill and Jo Welbourne. I’m delighted to have this opportunity.

“I’m looking forward to building strong relationships with reps and management and raising the profile of the union.”

Co-op customer assistant **Sidonie ‘Sid’ McShane** set her sights on a job with the union twelve months ago and nine months later achieved her goal when she was appointed area organiser at the Faversham office.

“Everything just came together. I won a place on Academy1, went out on stand-down and then attended Summer School,” said the 50 year-old.

“I joined Usdaw in 2007 and was elected shop steward and health and safety rep two years later. In 2010 I was elected branch secretary.

“I also completed the Home Study course and attended lots of weekend and divisional events.

“I’ve always tried to get on as many courses as I could. This was a bit difficult at times as I’d been a carer for my mum for the last 15 years.

“I’m looking forward to this wonderful opportunity. My aim is to guide and help my reps to develop and grow just as I have.”

SEND YOUR LETTERS AND PICTURES TO:

Network Editor, Usdaw, 188 Wilmslow Road, Manchester M14 6LJ

network@usdaw.org.uk



BLACK HISTORY MONTH NORWICH

Top score for Brian



Black History Month is held every October in Norwich with many events taking place throughout the month. This year I helped to organise the five-a-side football tournament, it was a fantastic day. Police commissioner Stephen Betts gave his full support to the event presenting medals to winners and runners-up.

A big thank you to Morrisons store manager Mark Ellis and personnel manager Shelia Bullock for donating refreshments and for their continued support.

It gives me great satisfaction to be able to attend these events as a representative and raise the profile of Usdaw within the community.

BRIAN LEWIS, Eastern division

AWARD FOR UNION CAMPAIGNER

Jane remembered



Terry Adair with Francine Connolly

Usdaw was represented when the late Jane Rogers was honoured with the TUC's posthumous award at Blackpool Town Hall last November. This was in recognition of the tireless work carried out by Jane over many years. The Mayor of Blackpool made the presentation to Jane's family. Sadly Jane died on the 28th January 2013. Her daughter Francine accepted the award on the family's behalf.

TERRY ADAIR, North West divisional councillor

FREEDOM FROM FEAR AT CO-OP

Campaign trail

£50 star letter winner



Abuse from customers is happening more and more to staff. Jamie Trelour, our head of security, decided to do something about it. He organised campaign days at the 15 stores in the region that reported the most abuse. Being a till supervisor I have witnessed abuse first hand on many occasions and wanted to help. The company is doing its best to tackle abuse and encourage staff to report incidents.

This being my first campaign, I enlisted help from rep Sarah Langton. We visited five Norwich stores, Mile Cross, Hall Road, Dereham Road, Earlham Green Lane and North Earlham where we asked customers to fill out the survey. One elderly lady recalled that when she worked in an Army and Navy store a man came into the shop with a Samurai sword. She managed to creep out the front door and locked him in. She called the police who had been looking for him all day.

This was a real learning experience for me and I am looking forward to doing it again.

LESLEY NEAVE, East of England Co-op

TESCO REDDITCH REPS HOST VIP VISIT



TUC AT TESCO

Assistant general secretary of the TUC Paul Nowak and Rebecca Blake MP paid a visit to Tesco Redditch to talk to the reps about the cost of living and the important role that union reps play in the workplace. A very informative event.

Sarah Hughes, Redditch office

CELEBRATING 30 YEARS WITH USDAW . . .

1. Elaine Heard, Co-op Bude, is presented with her 30 years' membership award from colleagues.
2. Graham Dell, Tesco Weston Favell, also receives his 30 years' membership award.



your tweets to @UsdawUnion

@DannyJovic On average members in a unionised workplace get paid more than staff in a workplace that isn't unionised. Join @UsdawUnion today.

@nowak_paul Great event celebrating #unionreps with @UsdawUnion last night. Brilliant work by 1000s of reps epitomises best of the trade union movement!

HSE REVIEW

Keep up-to-date with the latest changes to codes of practice

As a follow-up to the Lofstedt review of health and safety, the Government required the HSE to review all of its guidance and all the Approved Codes of Practice (ACoP). HSE has completed that review for some of the most important ACoPs, writes *health and safety officer Doug Russell*.

Workplace

The Workplace (Health, Safety and Welfare) Regulations 1992 are the staple regulations for many Usdaw reps so any changes to the ACoP, which contains basic standards on toilet facilities, drinking water, temperature, ventilation, etc., would have been significant. Although the ACoP has been updated to take account of the regulations on work at height, the basic standards are still there. Unfortunately the HSE chose not to take the advice from trade unions to include a maximum workplace temperature in the ACoP. More at: www.hse.gov.uk/pubns/priced/I24.pdf

Violence

HSE have also updated their web-based guidance on prevention of violence to staff. The detailed

guidance on managing the risk in retail and licensed premises has been retained. To view the webpages go to: www.hse.gov.uk/violence/index.htm

Asbestos

Two Asbestos ACoPs, L127 (The management of asbestos in non-domestic premises) and L143 (Work with materials containing asbestos) have been consolidated into one single revised ACoP. This has been done to make legal compliance clearer to duty-holders and also reflect changes introduced in The Control of Asbestos Regulations 2012. More at: www.hse.gov.uk/pubns/books/I143.htm

Legionella

L8, the ACoP on Legionella, has been substantially re-written. The main change is the removal of technical guidance on water treatment – which has been published separately as a guidance document. The ACoP now concentrates on the responsibilities of the duty-holder to assess and control risks from legionella and to appoint a competent person to manage the risk. More at: www.hse.gov.uk/pubns/priced/I18.pdf



HSE review sparks fear among TUC professionals

The TUC and health and safety professionals have voiced concerns about the Government's response to the latest review of the HSE and fear parts of the service could be 'privatised' or contracted out.

While the report confirms the important role that HSE plays in reducing injury and ill health at work the official ministerial response states: 'There is considerable potential for HSE to become more commercial in

outlook and in delivery. Therefore, I have asked HSE to begin work immediately to examine commercial models for HSE in collaboration with HMT and Cabinet office, and to review the HSE Board to ensure it has the right skills to oversee future efficiencies and commercial income generating options.'

In 2010 the Government announced that all public agencies like the HSE would be reviewed every three years. The aim of the review is to check whether the functions the HSE covers are still needed and, if they are, to look at whether the HSE is the best way to make sure these functions are delivered. More at:

www.gov.uk/government/uploads/system/uploads/attachment_data/file/270015/hse-function-form-governance-triennial-review.pdf

Europe set to get deregulation disease

Members are being urged to ask their Euro election candidate whether they are in favour of the removal of protection from workers or will they back a new strategy on dealing with the huge health problems facing workers.

The move comes in response to the European Commission's decision on its REFIT programme launched in October 2013. The language of this regulatory review has been described as 'depressingly familiar' with a focus on reducing alleged regulatory burdens on business. One major casualty of the scheme is the draft directive on musculoskeletal disorders, which experts have been developing since 2009. The Commission is also considering proposals to exempt small businesses from basic health and safety duties.

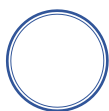
"In the UK we have seen the damage that the Government has done to health and safety. Now it seems the European Union is going down the same road," said Usdaw safety officer Doug Russell. "The European parliament elections on May 22 gives union members an ideal opportunity to quiz their candidates about their stance on health and safety."

For more information visit: <http://www.etui.org/Topics/Health-Safety/News/European-Trade-Unions-mobilize-against-EU-Commission-deregulatory-programme-REFIT>





For more information about health and safety in the workplace:



VISIT: www.usdaw.org.uk/healthandsafety
EMAIL: healthandsafety@usdaw.org.uk

Government safety policy 'drivel' says TUC

Ministers are misusing an official government website to push the Conservative Party's political anti-workplace safety line, according to the TUC's head of safety Hugh Robertson.

He cites the Department for Work and Pensions safety policy webpages that set out its policy on health and safety, it states: "We believe that good health and safety is important, but the burden of excessive health and safety rules and regulations on business has become too great and a damaging compensation culture is stifling innovation and growth."

However Hugh Robertson described this 'as absolute drivel'. He dismisses this by citing official statistics, government-sponsored research, government committees, independent studies and admissions from high ranking Tories.

"There is no proof that health and safety is a burden on business or that there is a damaging compensation culture, the Government should get rid of the misconceptions and myths, and actually do some good by encouraging employers to protect their workers," he added.

For more information visit:
strongerunions.org/2013/12/06/government-hs-policy-built-on-myths/

Hazards at Work App

The TUC's Hazards at Work book, the definitive guide to health and safety for union reps, is now available as an 'app' for iPhone, iPad and other digital readers. It is also available for tablets and Android devices.

If reps want to get the app, details are available at:
strongerunions.org/2013/09/03/hazards-at-work-goes-digital-3/

For reps who prefer the paper version, copies can be ordered from Usdaw's stationery department at the reduced cost of £14 plus post and packing.
www.usdaw.org.uk/advice/resources/orderforms/tuchazardsatworkorderform.aspx

In conversation with health and safety rep Susan Heath



Susan Heath won the national Health and Safety Rep award in January. She works on the customer service desk at Sainsbury's in Hayes, Middlesex.

Why did you get involved as a safety rep?

We didn't have one in-store so I volunteered to take it on, that was five years ago. Health and safety is very important. I'm looking after myself, my colleagues and the customers so it's worthwhile.

What practical steps do you undertake to ensure a safe workplace?

It's a day-to-day thing, keeping on top of everything from ensuring clear fire exits to keeping in touch with colleagues at the petrol filling station and liaising with management – who I have a good working relationship with. It's about keeping on top of the little things. On a bigger scale we have three full inspections a year.

Do you enjoy being a safety rep?

Yes. I get a lot of satisfaction out of doing it and as I've progressed I've had more respect from colleagues and management. My efforts are appreciated. I've done the two Usdaw safety reps' courses and did summer school 1 last year and thoroughly enjoyed it.

What's been your best moment?

We ran a Freedom From Fear campaign day last year and that went really well. The local MP came along with senior reps and officials and the local press covered it.

We also had a major extension built a few years ago and the safety aspect of that went very well.

ever done for you?



Q Does Europe improve my rights as a consumer?

“ Yes. Plans to scrap mobile phone roaming charges across Europe will cut costs for consumers. Under these plans, mobile providers will be banned from charging for incoming calls from July 2014, with all other roaming charges scrapped by 2016. An EU code of online rights protects consumers while internet shopping. And new rules due to come into force this year will ensure that when you buy meat labelled as ‘British’, you can be sure it really is British and not just imported for slaughter here in the UK. British farmers and customers have been calling for this for years and I put forward an amendment in the European Parliament when the law was being passed to make sure that this information is included in food labelling.

Q So the EU and the European Parliament is perfect... is it?

“ Of course the EU is not perfect and Labour MEPs have been leading the campaign for reform. For example, I have called for an end to the ‘travelling circus’ of the European Parliament meeting in two different places.

There is an expensive farce every month when the staff of the parliament put all their office material into trunks, and it gets sent from Brussels to Strasbourg costing more than 200 million Euros and more than 20,000 tonnes of additional carbon dioxide.

Labour MEPs have also been campaigning for a European Youth Jobs Guarantee to tackle crippling youth unemployment and ensure that every young person gets a quality offer of employment or training after leaving school or becoming unemployed. And we are calling for action to close the loophole in the UK Agency Workers Regulations that allows agencies and employers to use ‘Pay by Assignment’ contracts to avoid treating agency workers the same as their

directly-employed staff after 12 weeks.

In comparison, Martin Callanan, the Tory MEP who leads the eight nation Conservative and Reform Group, thinks we should create jobs by scrapping the Working Time Directive, the Agency Workers Directive, the Pregnant Workers Directive ‘and all of the other barriers to actually employing people’. And UKIP MEP Roger Helmer claims that white asbestos ‘poses no measurable risk to human health’.

At present, just 13 out of 73 UK representatives in the European Parliament are Labour; partly as a result of protest votes at the 2009 European elections, which saw 13 UKIP and two BNP MEPs elected.

If we want more Labour MEPs who will invest in jobs and growth, work alongside trade unions to defend workers’ rights and fight back against austerity, we need Usdaw members to work alongside us to get Labour candidates elected in the European elections on 22 May 2014.

What has the EU e



As the Bill paving the way for a 2017 referendum on the UK's membership of the European Union (EU) heads back to the House of Commons and elections for the European Parliament approach in May this year, Labour's leader in the European Parliament and MEP for the East Midlands, **Glenis Willmott**, asks 'What has the EU ever done for you?'

Q Am I financially better off in Europe?

“ Those calling for the UK to leave the European Union are fond of telling us how much it costs us to be a member. It's true that we pay more into the EU budget than we receive back in the form of EU spending. But these costs are far outweighed by the increased trade and affluence that being a member of the Single Market brings.

A recent Confederation of British Industry (CBI) report puts the net benefit at nearly £3,000 a year per household – with every individual in the UK around £1,225 better off.

Q Is being a member of the EU good for my job security?

“ As part of an EU of 28 countries, Britain is part of the world's biggest trading block – a single market of more than 500 million people. Nearly 3.5 million UK jobs currently rely on EU membership. That's around 10 per cent of the workforce. Japan warned the Government that if the UK were to leave the EU, 1,300 Japanese companies could relocate to stay in the Single Market. And car manufacturer Nissan says that leaving the EU could create barriers to foreign investment.

Q Isn't there too much Red Tape and Brussels bureaucracy? How does that affect me?

“ David Cameron calls European rules 'Red Tape'. I call them workers' rights and health and safety protection. Many rights at work have been negotiated between European governments and are guaranteed by European law.

They include the right to guaranteed paid holidays, a limit on the hours you can be expected to work, tea and lunch breaks during the working day and the right to a day off a week.

Rights for mums and dads – like the right not to be sacked for being pregnant, protection when returning to work after maternity leave and the right to time off for ante-natal appointments – also stem from Europe.

The list continues with the so-called 'TUPE' protection when a business is sold off, protection against discrimination, equal treatment for workers employed through an

agency and for part-time and temporary workers and the requirement for employers to consult with unions where there are mass redundancies.

In addition, rules requiring employers to protect workers from exposure to hazardous substances and to assess the risks arising from work with display screen equipment or carrying out lifting operations, for example, all come from Europe.

Make no mistake that when Cameron talks about 'renegotiating the Treaty' and 'repatriating powers' from Brussels to Westminster, he means taking rights away from working people.

The Coalition Government has already made it easier for employers to sack workers and more difficult for workers to get justice in the courts and employment tribunals.

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