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SUMMER 2018

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**JOHN HANNETT**  
RETIREMENT  
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OVER 14 YEARS

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



## General Secretary John Hannett ADM votes on Usdaw priorities

**W**elcome to the Summer edition of *arena* 2018 which is packed full of news and updates. This issue covers our Annual Delegate Meeting and highlights some of the major issues that were discussed such as insecure work and underemployment, self-service tills, understaffing, crime, funding for the NHS, more housing, rent controls, paternity leave and rights for grandparents.

Also featured are the ICTU and TUC Young Workers' conferences.

As well as featuring our regular pages on health and safety and *people like you* this edition includes a feature on stammering and the Equality Act.

There's an in-depth Legal Plus feature which looks at the trauma of catching Weil's disease, the long road to recovery and the five years Usdaw spent fighting to make sure our member got the compensation he deserved.

The *know your rights* section focuses on fraud. Financial fraud losses totalled £768.8m in 2016. This section explains what to look out for, how to protect yourself from phone, text and online scams and how to report an incident if you do fall victim to a scam.

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

John Hannett, General Secretary



# arena

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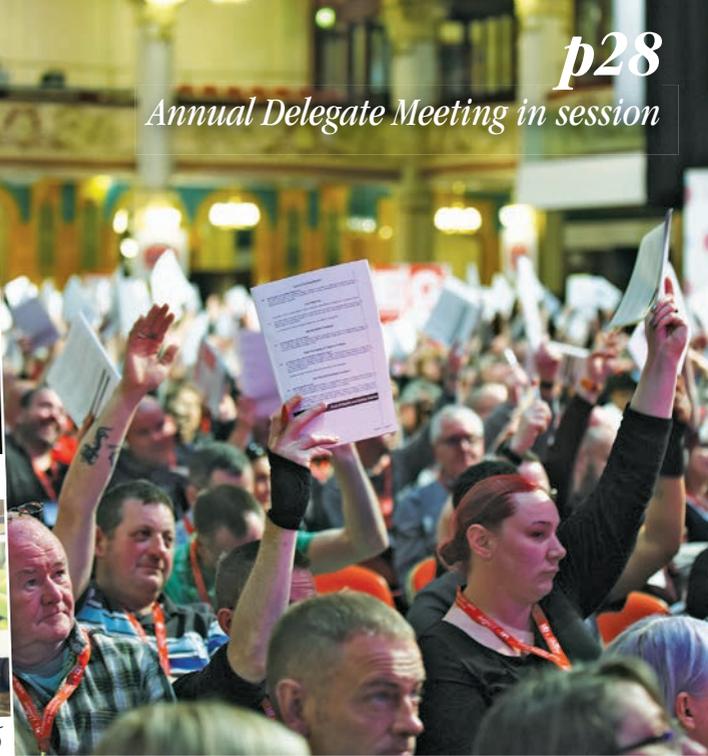
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# Sainsbury's and Asda deal shocks staff

## Retail companies to join forces in a proposed multi-billion pound merger

**In April Sainsbury's and Asda – the second and third largest supermarkets in the UK – announced that they plan to merge in £10bn plus deal.**

The deal would see the merged company taking over 30 per cent of the market and overtaking Tesco to become the UK's largest supermarket.

Sainsbury's and Asda will keep their own brands however the merged company will be known as Sainsbury's plc.

There are no plans to close stores however to avoid over-representation in certain areas the Competition Markets

Authority may require stores to be sold off before it agrees to give the deal the go-ahead.

The move is understood to be in response to the radically changing retail landscape, pressure from online retailers such as Amazon and the discounters Aldi and Lidl.

Both Sainsbury's and Asda say that the merger will lead to in-store prices dropping by an average of 10 per cent on products customers regularly buy. This could trigger a price war.

**General secretary John Hannett said:** "This

announcement has come as a shock to staff and puts them in a period of great uncertainty.

"We are seeking urgent meetings with both retailers to establish the details and to ensure that the voice of both the retail and distribution staff is heard. We will be seeking urgent clarification on the future of our members and guarantees for their jobs.

"In the meantime, Usdaw is providing the advice, representation and support that our members require at this difficult time."





# General Data Protection Regulations

New guidelines for processing and holding personal data are now in force

After a two-year transition period the **General Data Protection Regulations (GDPR)** came into force in **May 2018**. The aim of the regulations is to protect all EU citizens from privacy data breaches.

It applies to **all** companies processing and holding the personal data of individuals residing in the EU, regardless of the company's location.

To comply with the obligations under GDPR unions will have to:

- Process personal data as part of legitimate activities in providing trade union

services and benefits in accordance with the union's Rule Book and to perform its obligations under statute or contract. This involves the processing of data under

the current data protection legislation.

- Personal data can only be stored for the period necessary under law to enable

a company to fulfil its legal obligations.

- Individuals also have the right to request access to personal data.

- The right to update, amend and erase personal data.

- And the right to withdraw consent for the sharing of

personal data.

- Usdaw's privacy statement can be found on the website at:

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



# News Lidl oppose union recognition

Usdaw continues its campaign to fight for the rights of Lidl workers

Usdaw has a long-running campaign for recognition in Lidl. However, the company has refused to hold initial talks with Usdaw to discuss recognition for staff.

General secretary elect Paddy Lillis said: "It is very disappointing the company has chosen not to formally recognise trade unions. The staff are keen to talk to us, but often not within sight of the distribution centre where they can be seen by managers. Our campaigners are being moved away from the distribution centres by management and they are subtly doing everything possible to discourage staff



from speaking to Usdaw.

"Good industrial relations are important for business and that requires the staff having a voice, through an independent trade union.

"We urge the company to end their continued opposition to trade unions and meet with Usdaw to talk about recognising us as the trade union for Lidl staff."

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# Tesco retail rep elections 2018

Could you represent Usdaw members in your workplace?

Rep elections will be taking place across all Tesco stores and dotcom centres in September and October of this year, and Usdaw wants to encourage members to stand for election.

The union needs more women, young, disabled, LGBT and BME members as well as members from Central and Eastern Europe to take on the role of reps – Usdaw reps need to reflect the diversity of members in Tesco.

General secretary John Hannett said: “Usdaw already has lots of dedicated and talented reps across Tesco stores – nearly 4,000 in total. Reps tell us that they find the role incredibly rewarding, and we hope that existing reps will stand again to continue the hard work they do on behalf of members.

“There are still stores,

particularly in the convenience format, that don’t have a rep, or where we need more reps – so please think about putting your name forward.

“Maybe you are the person in store that everyone comes to for advice? In which case, you’re already doing the role unofficially, so why not get the extra support that Usdaw could give you as a rep. Or maybe, you see things done wrong but aren’t sure how to challenge this – as a rep you would receive expert training to help you resolve issues in the workplace.

“Reps are not alone – you

will get full training and have access to advice and support from union officials and the Tesco support team.

**“Remember, you can make a real difference and we encourage you to stand for election.”**

If Usdaw members are interested in standing, nominations are open between **24 September and 14 October** and the ballot period will run from **15-28 October**.

Look out for the election materials in store in September. More information will be in the next issue of *arena* or contact your local Usdaw office on **0800 030 80 30**.



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## Legal service

Your Summer edition of *arena* includes a FirstCall Usdaw card.

The card is there to remind you that you have access to the union's legal service if you have an accident or injury.

FirstCall covers any accident anywhere in the UK, including accidents at work or outside of work. It also covers road

traffic accidents, work-related health conditions or diseases and injuries caused by violent crime or robberies.

For more information go to [www.usdaw.org.uk](http://www.usdaw.org.uk) or take a look at the Legal Plus pages (22-25) in the magazine.

Alternatively, if you have recently been injured call the free 24/7 accident claim line to find out if you are covered.

## Belfast Sunday trading decision deferred

Belfast City Council has deferred a decision to extend Sunday trading hours. Instead it will convene a summit to look at a broader strategy for developing the weekend economy of Belfast with key strategic partners.



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# Government disappoints on Shop Direct

The online catalogue retailer is moving its operations to the East Midlands

**In April Shop Direct announced plans to close its remaining fulfilment sites in Shaw, Raven Mill and Little Hulton and move the business to the East Midlands.**

The company has been providing employment for families in the North West for many decades and these sites have different generations of the same families working there. The impact of closures will be huge on hundreds of families, local businesses and the local communities.

Usdaw has been working with local MPs, council leaders and the mayor of Greater Manchester Andy Burnham to explore what can be done to persuade Shop Direct to keep their fulfilment facilities in the North West.

Debbie Abrahams MP for Oldham East and Saddleworth secured a debate in the

House of Commons. Despite highlighting the devastating impact of this decision, the Government gave no commitment to intervene. Instead, Sam Gyimah MP (Minister of the Department for Business Energy and Industrial Strategy) focused on retraining and redundancy support rather than saving jobs.

Divisional officer Mike Aylward said: "We are extremely disappointed that the company has made these plans without speaking to Usdaw first or local politicians to see what can be done to keep the jobs in the North West.

"This is a very difficult and distressing time for staff. We at Usdaw do not regard this as a done deal. We have entered into consultation and will interrogate the details of the business case



for the closures, challenge the plans for relocation and examine all options to avoid redundancies."

## Reports of shoplifting continue to rise

**There has been a worrying increase in shoplifting in 2017.**

The Office for National Statistics reported an 8 per cent increase in police recorded incidents of shoplifting and the Association of Convenience Stores reported nearly a million thefts from UK convenience stores.

Usdaw's survey of shopworkers shows a 25 per



cent increase in violence and the British Retail Consortium reported a doubling of violence against shop staff.

**General secretary John Hannett said:**

"Theft from shops is often a trigger for violence, threats and abuse against shopworkers, so the rising trend in shoplifting

is extremely worrying for our members.

"Life on the frontline of retail can be pretty tough for many shopworkers, there needs to be government action to protect them. The police must have the resources from government to respond to incidents and investigate shop thefts.

"We want the government to legislate for stiffer sentences for the thugs that attack shopworkers."



## END OF AN ERA

As he takes his retirement, *arena* talks  
to John Hannett about the past 14 years  
in his role as Usdaw's general secretary

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

John started his career as an operative at Guinness in 1970. He joined Usdaw at the same time and became an activist soon after.

John took up the post of area organiser in 1985 and became national officer in 1990 before being elected as deputy general secretary in 1997.

In 2004 John was elected as general secretary. In addition, John has also

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

### **What are you most proud of?**

Ushaw's members, activists and reps who not only gave me the opportunity to lead the union, but also enthusiastically support everything we are trying to achieve. I am very proud of the work our reps have done to make Usdaw a growing and campaigning union.

Trade union membership is falling despite record levels of people in employment. Last year there was a **4.2 per cent** drop. But Usdaw has been

bucking the trend because we've never taken our eye off recruitment.

In 2017 we recruited record numbers of new members, over **93,000**. This was the highest number of new members since 'closed shop'. We couldn't have done this without the hard work of our reps.

I am also very proud of our hardworking and dedicated staff who do so much to support and assist the grass roots organising our reps and activists engage in.



**I am very proud of the work our reps have done**

### **Under your tenure Usdaw has become known as the campaigning union. Can you explain why?**

We have been honing our campaigning strategy for years to ensure we are as effective as possible.

Our campaigns have won the TUC award for Best Union Campaign for Freedom From Fear, Protect Christmas Day and Save our Sundays. In addition our Supporting Parents and Carers campaign won the TUC Equalities Award.

Reps and members have embraced our campaigns and have been instrumental in shaping and contributing to the success of these campaigns.

Thanks to our Freedom From Fear campaign the

issue of violence against shopworkers is now on the political, as well as the retailers' agenda.

Our Protect Christmas Day campaign collected over 300,000 signatures and letters to the MPs which prevented large stores from opening on Christmas Day.

The Save our Sundays campaign has repeatedly thwarted the Government's attempts to extend Sunday working.

### **There have been four prime ministers during your time as general secretary. How did they differ?**

Ushaw had a significant input into the Warwick Agreement, which formed the basis of Labour's manifesto in 2005.

That helped deliver a number of very important gains for workers such as: increasing paid holidays from 4.8 weeks to 5.6 weeks per year, extending maternity leave from 14 weeks to nine months, the introduction of paid paternity leave, increased redundancy pay and funding for a high profile Think 21 campaign.

Those promises were negotiated with Tony Blair's Labour Party and delivered by him and subsequently Gordon Brown. That absolutely demonstrates the difference we can make by having a Labour government.

Under the Tories we don't even get to have the conversation, never mind the policy changes.





### **What has been most challenging?**

Running a trade union against the backdrop of a global recession and a Conservative government has been tough. The trade union movement has been under attack since the Conservatives came into power. They've been trying to dismantle trade union rights through the Trade Union Act. The act has been deliberately designed to make it as difficult as possible for trade

unions to fight for their members.

Looking ahead, Brexit and how it plays out for working people is going to be a huge challenge for the trade union movement. It could have a profound impact on the jobs, rights and livelihoods of our members.

As we approach Brexit, we need to be vigilant in making sure that it isn't used as an excuse to erode hard won rights. Already

we are hearing that the Government wants to abolish the Working Time Directive. They make it sound like it's just red tape and abolishing it would be a good thing for workers. But in actual fact the Working Time Directive is what gives us rights to paid holidays and breaks. Our concern is there will be a race to the bottom in the quest for labour market flexibility and that working people will pay the price for Brexit.

# John Hannett



## Is Usdaw still delivering for its members?

Absolutely. FirstCall Usdaw continues to deliver for our members with over **£13.5m** compensation recovered for our members during 2017.

Our pay settlements last year were running at **3.31 per cent** which is above the national average of **1.97 per cent**.

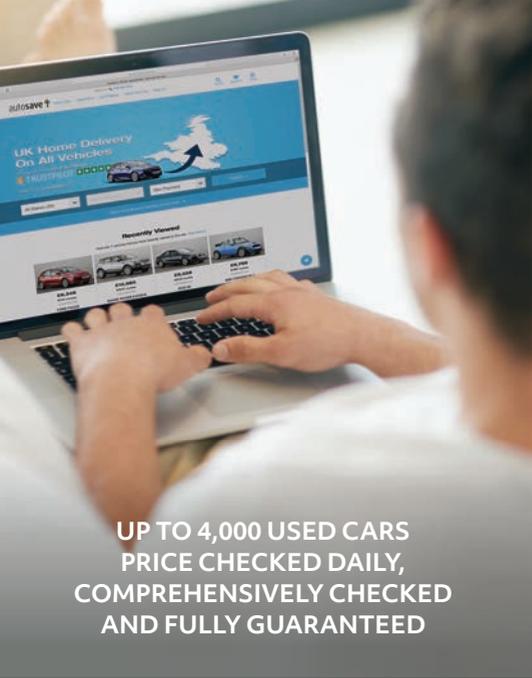
We've also recently heard that the proposed cuts to the Union Learning Fund have been reversed. This is an

excellent result and one that we have campaigned hard for alongside the TUC. This will allow us to continue promoting lifelong learning in the workplace and give thousands of our members the opportunity to get back to learning for their own personal development and to improve their career opportunities.

We have held a number of successful Freedom From Fear events in Westminster, the Scottish Parliament and

the Welsh Assembly. We are working with Daniel Johnson MSP to try and deliver on some of the campaign's legislative aims around protection of workers.

I want to take this opportunity to thank all members, reps and Usdaw staff for their support during my tenure. I will miss being part of the union. I also want to take this opportunity to wish Paddy Lillis the best of luck. I am sure Usdaw will thrive under his leadership.



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Paddy Lillis will become Usdaw's new general secretary in July

## New challenges

**I**n November 2017, Paddy Lillis was elected to succeed John Hannett as Usdaw's next general secretary.

Paddy started his career as a heavy goods driver at Abbey Meat Packers in Newtonabbey. He began working for the company in 1978 and joined Usdaw in the same year. Paddy took up the post of area organiser in 1989 and was promoted to South Wales and Western's divisional officer in 1997.

In 2004 Paddy was elected as deputy general secretary. Under his 14-year tenure the union's recruitment and organising strategy helped Usdaw to grow by more than 100,000 members.

As deputy general

secretary, Paddy was responsible for a number of projects including Supporting and Developing Reps and the Academies. Both have been hugely successful in terms of ensuring reps get the right training, improving retention of reps, increasing recruitment and talent spotting.

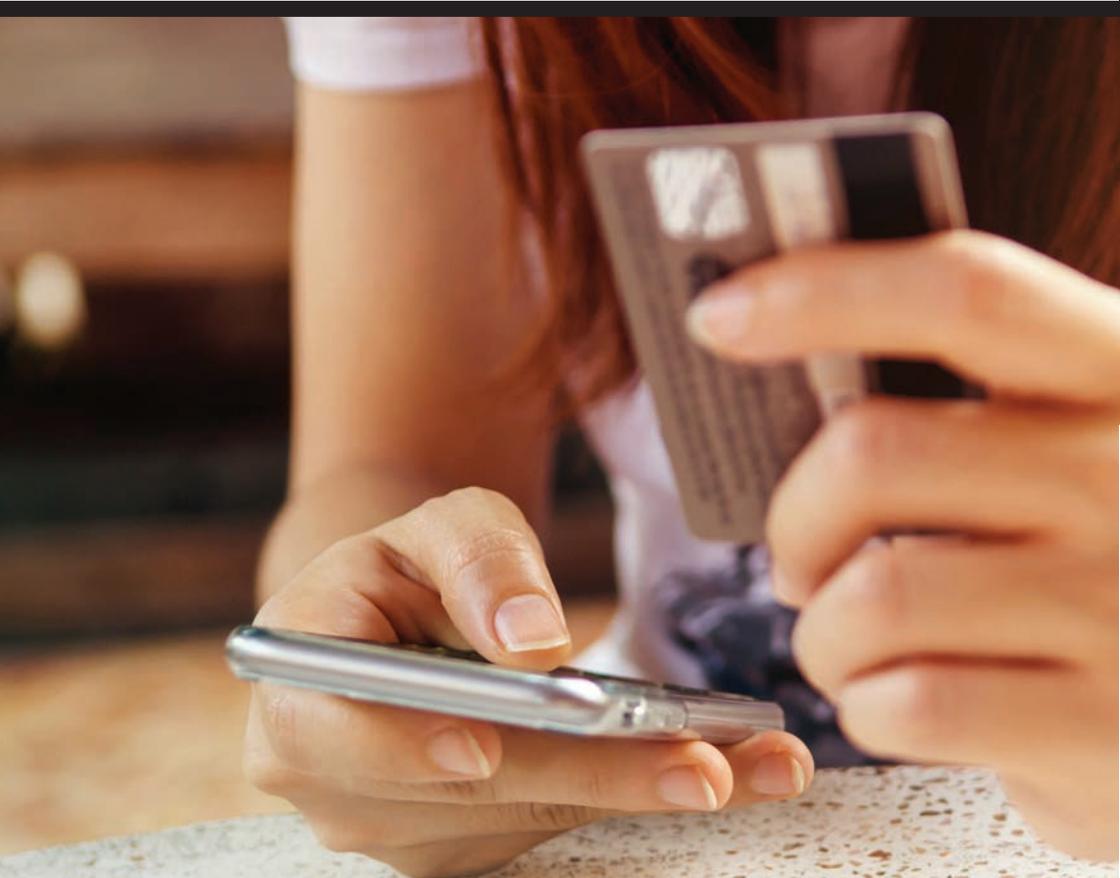
In addition, Paddy holds a number of high profile roles. He is one of the trade union representatives on the Labour Party's National Executive Committee (NEC). Paddy plays an active role in Labour's National Policy Forum process and has been influential in making the case for Usdaw policies. He is also a regular member of the

Udaw delegation to the Trade Union Congress, where he has brought forward key issues affecting Usdaw members, such as insecure work and underemployment.

Paddy will be taking up his new role on **2 July 2018**. "It will be an honour and a privilege to lead one the fastest growing unions in the country," said Paddy. "I am looking forward to building on the great work of my predecessor. I want to take this opportunity to thank John Hannett for all his hard work. The union is bigger and stronger because of him. Going forward, whatever challenges lie ahead I am confident that Usdaw is in the best possible place to face them head on."

# Beware: Don't let yourself be the victim of a scam

With an estimated 3.6 million cases of fraud reported each year, everyone is at risk and criminals are more sophisticated than ever...



## Phone Scams (Vishing)

Vishing is when a fraudster calls claiming they are from your bank or some other trusted organisation.

They can fake the telephone number you see on your screen and may even have some of

your basic bank and personal details.

Genuine banks will never ask for personal or financial details like a PIN number or password. Nor will they ask their customers to transfer money to a new

account in the individual's name or send a courier to collect cash, PIN or a payment card etc.

**PIN numbers and passwords should never be tapped into the phone as this is part of the scam.**

## FRAUD

According to Financial Fraud Action fraud losses have risen by 2 per cent (since 2015), totalling £768.8m in 2016.

Fraudsters target individuals and businesses alike. The scams generally involve individuals being persuaded to hand over their personal/financial information whilst businesses are subjected to data breaches and invoice fraud.



**SCAM ALERT!**  
MALWARE - SPYWARE - PHISHING - SPAM

### Text Message (Smishing) and Email Scams (Phishing)

Smishing/Phishing is when a fraudster pretends a text message or email is from a trusted organisation such as your bank.

They will usually tell you there has been fraud on your account and will ask you to deal with it by calling a number or visiting a website to update your personal details. **Do not use this number or website as the information provided here will be hacked.**

They may ask you to provide sensitive, personal or financial information, passwords, or to make transactions by following a link in the message. **Do not use the link. This link will go to a fake website where the information provided will be hacked.**

Always contact your bank using a trusted number such as the number on the back of a bank card or by using their official website.

# Know your Rights

## What to do if you receive a call or a message

### Check with the company directly

Scamming calls or messages have a sense of urgency about them. They will pressurise you to act immediately. If this happens you must take a step back and contact the company directly using a known email or phone number to check. Do not use the contacts provided by the caller, in the email or text message.

### Request for personal information

A genuine bank or organisation will never contact their customers out of the blue to ask for their PIN, personal details or full password. Do not give these out over the phone, text message or email. PIN numbers and passwords should never be tapped into the phone as this is part of the scam.

### Requests to move money

A genuine bank or organisation will never ask you to move money to another account. If you are asked to do this you must report it immediately to your bank or financial services provider and then contact **Action Fraud** on **0300 123 2040** or at **[www.actionfraud.police.uk](http://www.actionfraud.police.uk)**

### Check the email

Many scamming emails will have a sender's address that doesn't match the website address of the organisation it says it's from.

### Clicking on links

Never click on a link in an unexpected email or text.

Contact Action Fraud  
on 0300 123 2040 or:

**[www.actionfraud.police.uk](http://www.actionfraud.police.uk)**



## Online Scams

Nowadays, most people will deal with everything online, from bills to holidays. Although this is convenient it can leave individuals more vulnerable to fraud.

Online fraudsters are becoming increasingly sophisticated and can use fake pop ups, hide malware and duplicate retailer websites to make individuals input their financial details.

### To prevent getting scammed:

- Take the time to install the appropriate security measures.
- Remember to use secure passwords with numbers, characters and upper and lower case letters.
- Don't repeat the same password for numerous online accounts.
- Don't allow shopping sites to save bank card details, as it is possible for hackers to access these.

## Social Media

Very little information is needed by fraudsters to steal someone's identity. Social media makes it all too easy for anyone to find out an individual's name, where they're from, date of birth and even their likes and dislikes.

### To avoid this:

- Make sure social media profiles are private.
- Check the security settings and monitor who can see the information on sites such as Facebook.
- Try to reveal as little personal information as possible online.
- Turn off mobile phone GPS.

## If you think you have been scammed report it!

Scammers rely on the fact that people who have been scammed will be too embarrassed to report the incident. No-one should be embarrassed to report a crime. Scammers use incredibly sophisticated psychological and technological techniques to carry out their crimes and millions of people fall for these scams every year. The only way to address this is by reporting it.



To report a scam or an attempted scam please contact Action Fraud on 0300 123 2040 or at:

[www.actionfraud.police.uk](http://www.actionfraud.police.uk)



# Know your Rights

## Additional Precautions

A lot of fraudulent activity could be nipped in the bud by keeping a close eye on bank statements and purchasing records. These should be scrutinised for any unexpected transactions, bills or receipts.

### Make sure:

- Personal information is carefully disposed of.
- Shred personal documents before throwing them out.
- When moving house set up a Royal Mail redirect for post.

For more information  
please go to the Take Five  
To Stop Fraud website:

[takefive-stopfraud.org.uk](http://takefive-stopfraud.org.uk)

Most people think they're too smart  
to be scammed. Here's a test to see  
whether or not you can spot a fraud:

[takefive-stopfraud.org.uk/takethetest](http://takefive-stopfraud.org.uk/takethetest)

## Remember!

### Genuine organisations will never:

- Phone and ask for an individual's PIN or full banking password.
- Ask the individual to withdraw money to hand over to them for safe-keeping.
- Ask the individual to transfer money to a safe account with the same name.
- Send someone to collect cash, PIN, cards or cheque books.
- Ask the individual to purchase goods and then hand them over for safe-keeping.

# Leading the way

Six of Usdaw's top young activists travelled to London in March to represent the union at the annual TUC young workers' conference

Usdaw's activists joined reps from unions across the country for the annual two-day event held at the TUC's Congress House.

The union called on the TUC to develop a positive social media strategy given the emerging evidence that excessive use of social media can lead to mental health issues such as anxiety and depression.

## Social networking

Social media plays a big part in modern society with nearly 40 per cent of the population using apps like Facebook, Twitter, Instagram and Snapchat. It keeps people connected and is a window to events happening around the world. But research shows that those who use social media for more than two hours a day are more likely to report mental health issues, such as anxiety and depression. There is also evidence to suggest that social media can effect sleep and lead to a poor body image.

In a recent survey Usdaw

found that only 19 per cent of respondents felt that social media had a positive impact on their mental health.

Usdaw rep **Will Durant**, who was attending conference for the first time, took to the stand to deliver the motion.

"While social media can be very useful, it can also be damaging to a person's mental well-being," said Will, 23, who works at Tesco in London. "As avid users of social media, young people are particularly at risk. My own experience of sites like Facebook has at times been a negative feedback loop, in which images of other people's nights out make me feel isolated, leading me to use the site more in order to feel connected to other people, only to see more of the same kind of images. But I've also used apps like WhatsApp to

keep in touch with Usdaw and Labour Party activists, which has opened many doors for me socially."

## Understanding the risks

"Part of our motion called for the TUC to lobby government and industry to introduce an alert on social media platforms informing the risks of excessive usage," said Will. "Our motion was passed at conference, but some feedback from other delegates included comments that the meaning of 'excessive' and how such an alert would work was unclear. For some people using social media is



## REFLECTING ON CONFERENCE

**Twenty-five-year old Christina Distefano works at Tesco in Sheffield and is a member of Usdaw's national young workers' committee.**

"I think it's brilliant that the TUC have a young workers' conference because it gives all the unions the chance to integrate and learn from each other's experiences. I found the conference very beneficial and thoroughly enjoyed it."

**Graham Menzies, 26, has been a rep for three years and is a member of the national young workers' committee. He also sits on the STUC young workers' committee.**

"The conference was really well run by the TUC. You're sat around a table with your own union. It's a paperless conference so you're encouraged to use laptops and tablets. You're also encouraged to take part in workshops. The 'organising through social media' workshop was very interesting."

**Northern Ireland's Sorcha Ni Heara works for Tesco in Belfast. She became a rep in 2016.**

"I enjoyed the conference and found it really useful to meet other Usdaw reps from around the country. It was also interesting to see what approach other unions take when addressing young workers' needs. Young workers can be under represented and having events specifically for us can help us to get our voices heard."



Usdaw's young activists at this year's TUC young workers' conference (L-R: Will Durrant, Alexandra Serdean, Sorcha Ni Heara, Usdaw area organiser Dave Thom, Christina Distefano, Graham Menzies and Bryony Hamblin)

part and parcel of their job. "I think the solution is to understand how and when social media is useful for trade unions, young workers and young people more generally, which will help us to know when there is a risk."

Fellow activist **Sorcha Ni Heara** was also attending the conference for the first time.

"Mental health and social media is an important subject and overlooked by society even though it's a part of everyday life," said the 26-year-old. "There's a need to educate people on the negative aspects of social media.

"I also don't think there's enough support for young people when it comes to mental health. Over the past year I've seen an increase in the need for mental health services. Unfortunately, the NHS can't provide these services on time and many people are slipping through the net. It's important that people get the right help without waiting months or even years to access support.

"I'm lucky enough to work for a company that provides counselling to all their employees but there are many young workers who don't have that."



# Legal Plus

If you have any health and safety concerns in your workplace speak to your Usdaw rep as soon as possible

*“I was lucky – it could’ve been fatal!”*

## **Legal case special: Darren Finn**

Delivery driver **Darren Finn** was awarded substantial compensation thanks to FirstCall Usdaw after he contracted Weil’s disease – a deadly infection spread by coming into contact with the urine of infected animals.

The 43-year-old father of two spent a traumatic week in hospital followed by three months off work when a cut above his left eye became infected with the rare disease, while he was working at a Tesco distribution centre in Harlow in November 2012.

“I’d cut my head on a piece of plastic from a crate and removed my glove to rub the cut with my hand,” said Darren. “At the time I didn’t think

much about it. It wasn’t uncommon for me to come into contact with rat urine. I was making night deliveries of fresh produce to stores and removing cages filled with bags of food waste. The bags would often be split and spill their contents which attracted vermin. I was used to picking up bags that were covered in rat urine which often soaked through my gloves as they weren’t waterproof. I had no idea about Weil’s disease or that I was at risk.”

### **Admitted to hospital**

It was two weeks later when Darren started to feel unwell, and what he thought was a bout of the flu

became very nasty, very quickly.

"I came home from work and felt strange, like my head was floating above my body. I also had an ache in my neck and shoulders which moved to my back. I waited for it to pass but a week later my symptoms were much worse. My skin had turned yellow and I was in so much pain I could barely walk.

"By the time I arrived in hospital it felt like every part of my body was bruised and my head was going to explode with the pain.

"I gave a urine sample to the doctors and it was black – that's when I really started to worry. The doctor's asked if I had been on holiday or a fishing trip recently, or anywhere that I could have come into contact with rat urine. I knew then that it had to be from the rats at work.

"After more tests I was diagnosed with Weil's disease and jaundice. I was put on a course of intravenous antibiotics to treat the infection. I was also taking liquid morphine for the pain.

"The doctors told me that if I had waited another day for treatment the disease would have spread to my heart and lungs. They also said it was lucky that I was already in good shape before contracting the disease or the consequences could've been fatal."

### **Long road to recovery**

"I went back to work three months later but it took around six months until my skin turned back to its normal colour and I felt well again. The whole experience was very distressing and it was a while before I could come to terms with what had happened to me. Thankfully I made a full recovery and there won't be any long-term effects.

"I decided to put a claim in against the company because I felt I had been treated unfairly. I hadn't been given appropriate personal protective equipment or training about the risks of infection.

"The case took five years to complete and was a very long and traumatic time for me and my family. In the end the company admitted 90 per cent liability and we agreed to settle out of court.

"I will always be grateful for the support and guidance from Usdaw and I'm so pleased I can finally put this awful experience behind me."

*The Tesco distribution site in Harlow closed in 2013 following restructures within the company. Darren now works as a driver at DHL logistics in Harlow.*

## **What is Weil's disease?**

Leptospirosis, more commonly known as Weil's disease, is a rare infection caught by coming into contact with the urine of infected animals – most commonly rats, mice, cows, pigs and dogs.

You can catch it if soil or freshwater (eg from a river, canal or lake) containing infected urine gets in your mouth, eyes or a cut – usually during activities like kayaking, swimming and fishing. Or if you touch an infected animal's blood or flesh – usually from working with animals or animal parts.

It is very rare to get leptospirosis from pets, other people or bites.

### **See your doctor if you might have been exposed to infected urine and you have the following symptoms:**

- A high temperature or you feel hot and shivery
- A headache
- Feeling and being sick
- Aching muscles and joints
- Red eyes
- Loss of appetite

### **Seek urgent medical advice if you have:**

- Yellow skin and eyes
- Swollen ankles, feet or hands
- Chest pain
- Shortness of breath
- Coughing up blood

### **To reduce your chances of catching**

#### **Leptospirosis:**

- ✓ Wash your hands with soap and water after handling animals or animal products.
- ✓ Clean any wounds as soon as possible.
- ✓ Cover any cuts and grazes with waterproof plasters.
- ✓ Wear protective clothing if you're at risk through your job.
- ✓ Shower as soon as possible if you've been in potentially infected water.
- ✓ Check your dog is vaccinated against Leptospirosis.
- ✗ Don't touch dead animals with your bare hands.
- ✗ Don't drink water from places like rivers, canals or lakes that hasn't been boiled.



## **Substantial payout for Mark**

**FirstCall delivered 100 per cent compensation for customer delivery driver Mark Palin after he broke his leg when he was hit by a car at his Tesco store in Crewe.**

The accident happened in June 2016. Mark was wheeling a dolly of crates through the car park towards the store when a customer failed to stop at a zebra crossing and knocked him to the ground.

"As I was looking left the driver hit me on my right side," said Mark who has been an Usdaw member since March 2012. "I was more in shock than pain to begin with. An ambulance came and took me to Leighton hospital where the doctor told me my leg was broken. I had surgery the next day to try and fix it but it was unsuccessful so I was sent to a specialist in Liverpool. A few weeks later I went into surgery again where a permanent

metal plate and eight screws were implanted into my leg to support the broken bone.

"Recovery was a long process. I couldn't really walk and was off work for 20 weeks. Thankfully I had the support of family and friends.

"My rep told me about FirstCall when he visited me in hospital. It wasn't something I had even thought about, I was more worried about getting better. My rep put the call in and I was contacted by a union solicitor straight away.

"I was really impressed by the service. The solicitor explained everything, booked all my appointments and kept me informed every step of the way.

"Following negotiations with the driver's insurance company a settlement was reached earlier this year and I was awarded loss of earnings and substantial compensation. I'm really happy with the result."

## ***Usdaw backed Patricia all the way***

Sales advisor **Patricia Greaves** was awarded £13,400 in compensation after she broke her kneecap at work. The accident happened in February 2014 while she was working as café manager at Bellini's petrol station in Ilkeston.

"I slipped on something on the floor and my knee took the full force of my fall," said the 58-year-old who now works at a local retailer. "There's a community hospital across the road so I was taken there straight away. The doctors told me it was likely that my knee was broken. I was sent over to Queens hospital in Nottingham for an x-ray where I discovered that my kneecap had actually broken into three pieces. I went into surgery the next day to staple the pieces back together and wiring was also added to aid recovery.

"After the surgery I was told I would be off work for at least three months so I phoned Usdaw for some advice about sick leave and pay. The union was very supportive and gave me lots of information. That's when I found out I could also make a claim through the union's legal service.

"The company were particularly difficult throughout the case but thankfully I had the backing of Usdaw all the way. I was really pleased when we settled out of court earlier this year.

"I'm so grateful to Usdaw for sorting everything out, I'm always telling people to join. You never know when you might need the support."



## ***Accidents outside of work covered***

**Usdaw members are protected for any accident, anytime, anywhere with FirstCall Usdaw, as Yvonne Bewley discovered in July 2014.**

A hole in the pavement caused Yvonne to trip resulting in more damage to an existing injury on her foot.

"I was walking into my local village when it happened," said the sales assistant who works at Sainsbury's in Cambridge. "I immediately realised I had jarred my back and felt a pain beneath my right foot. I'd had an operation on the same foot a month earlier and was in recovery.

"Over the next few weeks my foot became very swollen and painful so I went back to see my surgeon. An x-ray showed that the screws that had been inserted during my operation had been dislodged because of the fall and as a result I needed another operation to remove them.

"I reported the accident to the local council but they refused to take any responsibility.

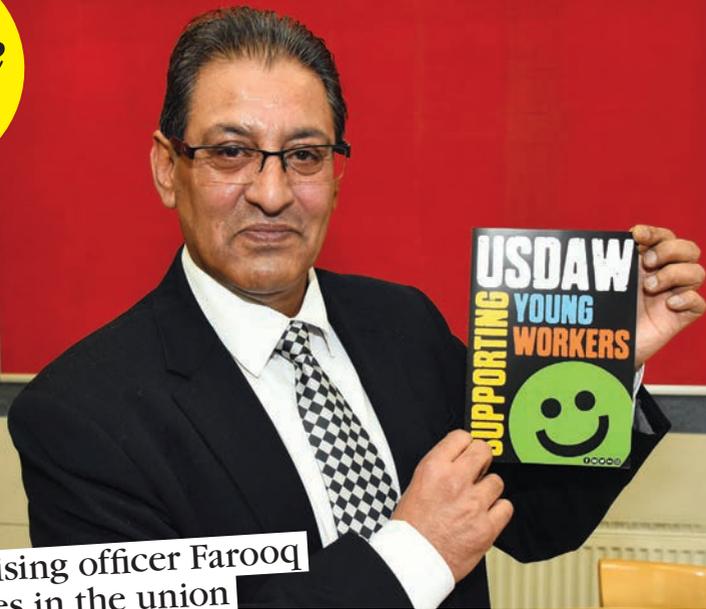
"It was the following March when I contacted Usdaw and I was pleasantly surprised to find that members are also covered for accidents that happen outside of work.

"The case was settled out of court four years later and I was awarded £4,200. I was very pleased with the service and grateful that I could keep all my compensation – unlike with 'no win, no fee' high street solicitors who take a cut.

"I wouldn't be without my union membership, it's my protection 24/7."



**People**  
like you



Organising officer Farooq believes in the union

# Working for members

**K**een Salsa dancer **Farooq Hussain-Dad** makes all the right moves when it comes to promoting the union. He's recruited an impressive 383 members in the past four months alone and he's hoping to build on that success during a six-month secondment onto the union's Academy programme this year.

A butcher by trade, Farooq started his career working in the abattoirs in Bradford with his dad. He now works as a warehouse worker at B&M Bargains distribution centre in Middlewich.

"I decided to sign up to be a rep last year because I wanted to become informed about workers' rights in order to help and support my colleagues," said Farooq, 55, who also sits on his divisional equalities forum.

"There was a lot of inequality in my workplace and I wanted everyone to be treated fairly and enjoy their jobs."

Farooq has spent the last three months working closely with his area organiser on stand-down. He's been visiting different workplaces across the North West division, taking part in campaign days, offering advice and encouraging non-members to sign up.

"I've spent a lot of time speaking to those who work unsociable hours such as nightshift and weekend workers, making sure they don't get left out," said Farooq. "It's so important for all workers to be in the union and to have that extra support. I always say your union membership is your insurance policy at work – you

shouldn't be without it.

"If you're going to be a rep you've got to be enthusiastic and work to the best of your ability. I believe in Usdaw 100 per cent, that shows when I'm promoting the union.

"My ultimate goal is to be in a position where I can help and support Usdaw reps and give them the confidence to endorse the union and recruit new members. We've all got the tools, we just need to be shown how to use them.

"I would definitely recommend becoming a rep. Not only will you expand your skills and see your confidence grow immensely but you'll be helping others to have better working lives."

Visit the  
union's website:

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

## Unions and councils

Representatives from trade unions and trade councils met in April to discuss issues affecting workers across Ireland

The biennial ICTU conference took place on the 11 April 2018.

Delegates from 24 trade unions and 10 trade councils took part in the two-day conference to discuss a range of issues from defending the Good Friday Agreement to harassment in the workplace, as well as celebrating the 70th anniversary of the NHS.

### Mental Health

The Usdaw delegation spoke on the underfunding of mental health care in Northern Ireland and in particular the negative affect that social

media has on mental wellbeing. The motion asked for unions to use social media as part of their recruitment and organising strategies and to ensure there is an increased awareness of the impact of social media on mental health.

The motion on the future

of retail was moved by Usdaw. The motion wants to ensure that retail workers are in decent jobs, that they are properly trained in new technology and that their job security, safety and well-being are not put at risk by new working models and automation.



ICTU delegates were united in their opposition to extend Sunday trading in Belfast. Over 94 per cent of Usdaw members are opposed to longer Sunday trading hours. Usdaw believes that the current Sunday trading arrangements are a fair compromise, which has worked well for over 20 years and gives everyone a little bit of what they want.

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

### Sexual Harassment

Usdaw moved the motion on sexual harassment. The retail sector in Northern Ireland relies on women workers. In public facing roles, women are exposed to harassment not only from colleagues but also from customers. The motion called for sister unions and the ICTU to make tackling sexual harassment at work a priority. To confront it, to call it out and to campaign to make workplaces safe from sexual harassment for the women who work in them.

# Decision makers

Activists debate vital issues and put democracy into action at the union's annual conference

**U**sdaw activists and officials gathered in the Winter Gardens in Blackpool for the Annual Delegate Meeting (ADM). Over 1,000 delegates voted on propositions to decide the union's policies and priorities for the next 12 months.

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

With Brexit around the corner delegates heard from Keir Starmer the Brexit Shadow Secretary. Keir updated the delegates on the Brexit negotiations and reiterated the message that Brexit should not make working people poorer, nor should it give the Conservatives a license to eradicate hard won employment and human rights.

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

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

*arena* was there too and reports on a cross section of main debates.

**John Hannett** moved the executive council's statement on insecure work and underemployment.



# ADM AGREES SUBS RISE

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



**John Hannett**

General Secretary

Insecure Work and Underemployment Debate



Keir Starmer

Jeff Broome

Jane Jones





“Over the last eight years, the UK has seen a massive increase in the number of vulnerable workers,” said John. “This has been caused not only by new forms of exploitation linked to the so-called gig-economy, but also by the Government’s continued refusal to tackle issues such as zero-hours contracts, short-hours contracts and underemployment. Workplace insecurity can lead to significant financial problems as well as causing stress, anxiety and other mental health conditions.

“Usdaw has been pushing all of our major employers to increase contractual hours where individuals regularly work overtime. We have successfully ensured a commitment in the last Labour manifesto to ensure that the problem of short-hours contracts would be addressed.”

Delegates also heard from **Paul Foot C045**. “I’m on an eight-hour contract. In four and a half years I have always done more. In January and February my hours are cut back to eight hours yet I can’t

claim anything. An eight-hour contract is not enough to put food on the table. We cannot allow zero-hour and short-hour contracts to continue. We have to come together to fight this.”

**Ryan Aldred A088** said: “The Tories laughably say they are the party of workers. We have Victorian style employment practices where zero-hour contracts are the modern equivalent of working on the docks. We need to take the Government to task on this and demand good quality sustainable jobs.”

### **Shop Direct**

**Carl Sutcliffe K101** received a standing ovation in a show of solidarity as he and his colleagues fight to save their jobs at Shop Direct. “We were shocked by the news that Shop Direct were relocating their fulfilment operations from Greater Manchester to the East Midlands. This will have a life changing impact on members, families and the wider community.”

John Hannett said: “Delegates today rightly extended their heartfelt

support and solidarity to each and every one of our members affected. Shop Direct members have stayed with us through thick and thin therefore it is only right the union comes to their aid and does everything it can to support them.”

### **Wages and conditions of work debate**

The wages and conditions debate attracted a number of propositions from self-service tills to understaffing.

**Karen Linforth A184** was a first-time delegate and speaker. She called for companies to comply with their own policies on staffing of self-service tills. “Self-service must not be done at the detriment of our members. There are not enough people staffing tills. It is impossible to watch eight tills in a busy time. This makes it a target for walk offs. It’s impossible to apply Think 25 and this can leave staff unfairly open to disciplinary action.”

**Caroline Nash H075** works for Sainsbury’s and spoke about the problems of understaffing. Her store was a smiley store and well-liked



by customers. "In the last few years we have lost half our workforce," Caroline told conference. "We are no longer a smiley store. There is more abuse from customers, longer queues and more disciplinaries. How can this be good for business?"

## Crime and justice debate

During the Crime and Justice debate **Tammie Bussell A073** made an impassioned speech that moved conference to tears. "A lorry driver was using his mobile phone whilst driving at 68mph," said Tammie. "He drove into six cars and killed a girl in her early twenties. He got a four-year sentence but was out in two. His seven-year driving ban was reduced to five years after he appealed. The girl he killed was my niece. She was on her way to work." Conference supported her call for tougher sentences for drivers using mobile phones.

## Health and services debate

The health and services debate attracted many propositions with speakers showing that investment in the NHS was a top priority for most Usdaw members.

**Bill Lynch G319** spoke on the health and social care crisis. He told conference, "There are so many patients who are fit to be discharged but there is no care package for them. Much of this has been sub-contracted out and has resulted in care workers only having 15 minutes to take care of the patient's needs. In the top 15 EU countries we are 13th in terms of GDP spend on health care, despite having the fifth largest economy in the world. Is it too much to ask for us to have the fifth best health care in the world?"

## Housing debate

Ushaw members are still concerned about the lack of affordable housing. They want rent controls and more regulations that would deliver rights for tenants.

**North Eastern divisional councillor Pat Buttle** made a rallying cry for more housing. "We need more family housing," said Pat. "And we need more of them to be council houses. This isn't about money. It's about political will. If there's political will then it will happen. Conference, don't

just pass this proposition. Go back to your communities and do something!"

## Welfare and benefits debate

Improved rights for fathers and grandparents were top of the agenda in this debate.

"Paternity leave in the UK is far too short and poorly paid," said **general secretary elect Paddy Lillis**. "In order to take paternity leave, dads are expected to take a pay cut and most simply cannot afford to do so. We want to open up the conversation with employers and government about removing financial barriers that are preventing dads from taking up paternity leave.

"Grandparents play an important role in families. They make up an army of hidden carers in the UK, enabling parents of young children to return to work without paying unaffordable childcare costs. This year the Union's Equality Statement is about 'Getting It Right For Older Workers' and the action we can take with employers and government to support and extend rights for grandparents in work."



Tammie Bussell

Bill Lynch

Pat Buttle

Karen Linforth

Download  
Usdaw's  
leaflets at  
[www.usdaw.org.uk](http://www.usdaw.org.uk)

# Supporting you at work

*arena* takes a closer look at the causes and effects of the neurological condition stammering...

### What is stammering?

Stammering (also called stuttering) is a speech/fluency difficulty where the person has speech blocks (getting stuck on one sound), a silent block (where nothing comes out) prolongations (stretching sounds out) or repetition of sounds.

One per cent of adults in the UK stammer. Men are four times more likely to be affected than women.

People who stammer can work in any profession from actor to teacher to doctor. Famous people with a stammer include Marilyn Monroe, Lewis Carroll, Tiger Woods and Winston Churchill.

### What causes stammering?

Research suggests that stammering is a neurological condition but the cause is unknown. It is not a personality or intellectual disorder and is not caused by nervousness or uncertainty.

### What effect can this have?

Stammering can cause individuals to be embarrassed and very self-aware. It can affect their confidence, career progression and relationships. Many will avoid social situations, talking to people in authority, asking questions, and speaking on the telephone.

Individuals who stammer can also develop involuntary movements like eye blinking, grimacing and tapping their fingers.

Many will adopt strategies to hide their stammer by deliberately avoiding saying certain sounds or words that they typically stammer on, pretend they have forgotten what they were saying when they have trouble speaking or staying silent.

### Stammering and the Equality Act

Most members with a stammer will not think of themselves as disabled. However, it may be

## MORE INFO

For more information on how the Equality Act can help please see the following leaflets available to download from [www.usdaw.org.uk](http://www.usdaw.org.uk)

- Supporting Disabled Members (383)
- Hidden disabilities (D007)
- Reasonable adjustments (D010)



in the interests of members to show they are disabled because they would then be protected under the Equality Act.

Very few disabilities are automatically covered by the Act with the exception of HIV, Cancer, Multiple Sclerosis, severe disfigurement and being registered blind or partially sighted. Everyone else will have to show that they fit the following definition:

*'A person is disabled if they have a physical or a mental impairment which has a substantial, long term, adverse effect on their ability to carry out day-to-day activities.'*

Stuttering is a neurological condition and therefore clearly



For more information on stammering please go to the British Stammering Association and the NHS websites at

[www.stammering.org](http://www.stammering.org)

[www.nhs.uk/conditions/stammering](http://www.nhs.uk/conditions/stammering)



physical. The severity of the condition differs between individuals. The individual would have to show that the impact on their life is more than trivial or minor, and that condition has or will, last for more than 12 months.

The individual will also need to show that the stutter has a substantial effect on how they carry out normal day-to-day life. To assess this, they should work through their typical day from travelling on public transport to interacting in shops.

If an individual can meet this definition they will have a much stronger case in arguing that the employer

should support them and make reasonable adjustments.

### Reasonable Adjustments

The individual will be the best judge of what they need but examples of adjustments include:

- Awareness training for managers and colleagues.
- Allowing more time, if necessary, at interviews/presentations etc.
- Allowing written responses for interviews, oral tests or presentations.
- Amending duties to reduce stressful situations that can exacerbate the condition.
- Time out to help deal with situations that exacerbate the condition.

### Additional support from reps, colleagues and managers

A positive attitude from managers and colleagues can go a long way in helping a person with a stammer. The following should be considered:

- Be patient. Wait for the person to finish. Don't finish their sentences.
- Don't equate hesitant speech with uncertainty, confusion or lack of intelligence.
- Good communication is not the same as fluency.
- Do not assume what role might be appropriate for someone who stammers.
- Always give people the chance to tell you what might help.



# Usdaw Publications

Usdaw regularly updates its publications and issues new leaflets and posters. These publications provide vital information and guidance for members on a wide range of subjects from pensions to flexible working. Below is a list of the most recent updates and latest additions to the union's publications catalogue.



10 reasons not to opt out of an Occupational Pension Scheme

[www.usdaw.org.uk/10reasonspensions](http://www.usdaw.org.uk/10reasonspensions)

Pensions Online Home Study (A4 Poster)

[www.usdaw.org.uk/POHSA4](http://www.usdaw.org.uk/POHSA4)

Sainsbury's Retirement Savings Plan (Factsheet)

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

Member Offers (Leaflet 398)

[dtp.usdaw.co.uk/398](http://dtp.usdaw.co.uk/398)

Parents and Carers - A Better Deal for Dads (Leaflet 426)

[dtp.usdaw.co.uk/426](http://dtp.usdaw.co.uk/426)

Working Parents Know Your Rights (Leaflet 381)

[dtp.usdaw.co.uk/381](http://dtp.usdaw.co.uk/381)

Drivers' Handbook

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

Know Your Rights at Morrisons

[dtp.usdaw.co.uk/morrisonsa7](http://dtp.usdaw.co.uk/morrisonsa7)

The Open University - Your questions answered (Leaflet 367)

[dtp.usdaw.co.uk/367](http://dtp.usdaw.co.uk/367)

LGBT Rights at Work (Leaflet 337)

[dtp.usdaw.co.uk/337](http://dtp.usdaw.co.uk/337)

Flexible Working (Leaflet 346)

[dtp.usdaw.co.uk/346](http://dtp.usdaw.co.uk/346)

You can view the full **publications catalogue** here:

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like you

Award-winning rep  
Marie is taking on the  
organising challenge

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

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# Dedicated activists

**S**hopworker **Marie McCallion** found her calling when she became a rep three years ago at her Tesco store in Callington. Since taking up the role she has been devoted to helping others and ensuring that those who are less fortunate are supported and respected. Marie's dedication was recognised by the union in January when she won most promising new activist at Usdaw's national Organising Awards in Manchester. She's now taking the role to the next level as she starts a six-month secondment with the union's organising Academy.

"I initially became a rep because I wanted to expand my knowledge and upskill myself in terms of policy and procedures," said Marie, 25.

"But the role has also given me an outlet to contribute to wider society and give a voice to those who can't necessarily speak up for themselves."

Marie's passion for helping others led her to the Calais migrant camps last year where she volunteered for two weeks. "I worked in the kitchens where we would prepare 2,600 meals from scratch every day. We would then go out twice a day to distribute the meals to up to 700 refugees at any one time.

"Volunteering changed my perspective and made me realise the importance of helping those who have no rights, giving them the means to survive and most of all giving them respect."

Since returning from Calais Marie has continued to be active within her branch and

has also joined her division's young workers' committee. In April she attended the union's ADM as a first-time delegate and spoke passionately about refugee rights.

"I was watching delegates go up to the rostrum to speak and thinking how incredible and courageous they were. I was so eager to get up and speak myself and I'm really glad I did. It's such an amazing experience and everyone was very supportive.

"ADM takes everything that you do as a rep and brings it full circle. It gives you a greater understanding of the union and you get to have a say towards policies and priorities for the coming year.

"I'm really looking forward to the next six months on the Academy, I'll do the best I can to make a difference."

# Usdaw member



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purchases were made  
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\*in 2017

# arena Letters

Send your thoughts to:  
**The Editor, arena,**  
**Usdaw,**  
**188 Wilmslow Road,**  
**Manchester, M14 6LJ**  
or email: [arena@usdaw.org.uk](mailto:arena@usdaw.org.uk)

**HAVE  
YOUR  
SAY**

Members can have their say right here  
via email or post – but keep it brief!

**30 years  
membership  
awards**



**Caroline Rose –  
Tesco Ferndown**



**Merelda Bent –  
Tesco Eastville Extra, Bristol**



**Morag MacKenzie –  
Co-op Killin Scotland**



**Nick Graham –  
Tesco Cardiff**



**Dean Smith –  
Boots Industrial, Nottingham**

## Obituary – Bill Hall



It is with much sadness that we have to report the recent passing of a member of seventy years' service and a longstanding and well known activist from the Midlands division – Bill Hall. Bill was an active member of Usdaw for many years starting as a rep and then branch chair when employed by Derby Co-op, carrying on well into retirement with his involvement in Eoo4 Midlands Co-op branch.

In addition to his Usdaw roles, Bill held many elected positions within Midlands Co-op, the Co-operative Party and the Derby Trades Council. Bill was also a very active campaigner on behalf of the Labour Party within the region.

His funeral at Markeaton crematorium was attended by family, friends, trade union and work colleagues along with local politicians and MPs.

Many tributes were paid to Bill who prided himself on being a robust and well-read debater, mixed with a good sense of humour and an uncompromising approach when it came to looking after the best interests of the many people that he helped and represented whilst in his numerous roles.

**Gavin Dudley, divisional officer,  
Usdaw Midlands division**

# Statement to members issued in connection with the Union's Annual Return for period ended 31 December 2017 as required by section 32A of Trade Union and Labour Relations (Consolidation) Act 1992

The total income of the union for the period was £43,813k. This amount included payments of £37,752k in respect of membership income of the union. The union's total expenditure for the period was £39,782k. In respect of the union's political fund, its total income was £2,145k and total expenditure was £2,023k. The General Secretary of the union was paid £106,708 in respect of salary and £47,448 in respect of benefits including employer National Insurance contributions, employer pension contributions and the provision of a Union car.

## AUDITOR'S REPORT

We have audited the financial statements of the Union of Shop, Distributive and Allied Workers for the year ended 31 December 2017. The financial reporting framework that has been applied in their preparation is applicable law and UK Accounting Standards (UK Generally Accepted Accounting Practice), including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland.

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

## RESPECTIVE RESPONSIBILITIES OF EXECUTIVE COUNCIL AND AUDITOR

The Executive Council is responsible for the preparation of financial statements which give a true and fair view. We have been appointed as Auditor under Section 35 of the Trade Union and Labour Relations (Consolidation) Act 1992 and report in accordance with the Act. Our responsibility is to audit, and express an opinion on, the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

## SCOPE OF THE AUDIT OF THE FINANCIAL STATEMENTS

A description of the scope of an audit of financial statements is provided on the Financial Reporting Council's website at [www.frc.org.uk/auditscopeprivate](http://www.frc.org.uk/auditscopeprivate).

## OPINION ON FINANCIAL STATEMENTS

In our opinion the financial statements give a true and fair view in accordance with UK Generally Accepted Accounting Practice of the state of the Union's affairs as

at 31 December 2017 and of its surplus for the year then ended.

## MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

We have nothing to report in respect of the following matters where the Act requires us to form an opinion as to:

- whether the trade union has kept proper accounting records in accordance with the requirements of Section 28;
- whether it has maintained a satisfactory system of control over its transactions in accordance with the requirements of Section 28; and
- whether the accounts to which the report relates agree with accounting records.

## ANTHONY WHITTLE (Senior Statutory Auditor)

For and on behalf of KPMG LLP, Statutory Auditor  
Chartered Accountants  
1 St Peter's Square  
Manchester  
M2 3AE

19 March 2018

## IRREGULARITY STATEMENT

A member who is concerned that some irregularity may be occurring, or have occurred, in the conduct of the financial affairs of the union may take steps with a view to investigating further, obtaining clarification and, if necessary, securing regularisation of that conduct.

The member may raise any such concern with such one or more of the following as it seems appropriate to raise it with: the officials of the union, the trustees of the property of the union, the auditor or auditors of the union, the Certification Officer (who is an independent officer appointed by the Secretary of State) and the police.

Where a member believes that the financial affairs of the union have been or are being conducted in breach of the law or in breach of the rules of the union and contemplates bringing civil proceedings against the union or responsible officials or trustees, he should consider obtaining independent legal advice.

## POLITICAL FUND NOTICE

Every member of the Union has a right to be exempt from contributing to the Union's Political Fund. A form of exemption notice can be obtained by or on behalf of any member either by application at, or by post or email from, the head office of the Union or from the Certification Office for Trade Unions and Employers' Associations, Lower Ground Floor, Fleetbank House, 2-6 Salisbury Square, London EC4Y 8JX. This form, when filled in, or a written request to the like effect, should be sent to the Central Treasurer at the Union's head office or emailed to: [politicalfundnotification@usdaw.org.uk](mailto:politicalfundnotification@usdaw.org.uk).

# arena Health

Send your health questions to the  
**arena team at: [arena@usdaw.org.uk](mailto:arena@usdaw.org.uk)**

If you have any questions for arena's health experts write to: **the Editor, arena, Usdaw, 188 Wilmslow Road, Manchester, M14 6LJ** or email: **[arena@usdaw.org.uk](mailto:arena@usdaw.org.uk)**

## Heat hazard

**Q I work in the bakery at a large supermarket. In the warm weather the heat is stifling and I often feel faint. What can I do?**

Your employer has a duty to maintain a 'reasonable' temperature in the workplace at all times but this can be difficult in circumstances such as yours. Unfortunately, there are no maximum reasonable temperatures in UK law. Guidance says that temperatures above 25 degrees celsius are likely to start causing discomfort. Above 30 celsius heat stress can start to cause health problems. If you are doing heavy physical work or if there is high humidity the problems can be worse. Your employer should do everything possible to maintain reasonable temperatures by using ventilation, fans

or air-conditioning where possible. If temperatures are uncomfortably high then job rotation, more frequent rest breaks and access to cold drinks can help. Usdaw has a short leaflet with more information, *Keep your cool! – Tackling Heat Stress at Work*. There is also a section on the HSE website on thermal comfort: [www.hse.gov.uk/temperature/thermal](http://www.hse.gov.uk/temperature/thermal)

## Water bottles

**Q I work on the deli counter at a large store. Other people in the store, on the checkouts for example, can have spill-proof water bottles with them but we have been told we can't. I am on medication which makes my mouth very dry and need to drink often. Why are we not allowed to have bottles?**

The answer is likely to be because of food hygiene rules. When you are handling fresh unwrapped products it is important to avoid any accidental contamination. If you carry a water bottle with you there could be traces of saliva around the neck of the bottle which you could touch and transfer to the produce. Therefore,

the rules are stricter in areas such as the deli. However, your employer still has a legal duty to make drinking water available at a conveniently accessible point and you are still entitled to go and get a drink when you need one.

## Chemical case

**Q I work on the hygiene team in a food factory. Recently the chemicals we use for cleaning down the machines were replaced. The new chemicals make my eyes water and make it difficult to breathe. Are they safe to use?**

Recent research has shown that some cleaning chemicals can aggravate pre-existing breathing problems. Cleaners are also found to have higher levels of asthma than average, possibly as a result of breathing in the chemicals they use. The symptoms you describe could be a sign of something more serious. A risk assessment should identify the precautions that are needed. These may include making sure chemicals are diluted to the correct strength before use, avoiding mixing certain types of chemical, providing face protection where there is a risk of splashing in the eyes, etc. If there is a risk of inhaling

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

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



DANGER  
ASBESTOS



DANGER  
ASBESTOS



chemical fumes or spray that might include respiratory protective equipment. If your safety rep at work needs help in checking the employer's risk assessment, the health and safety section at central office can provide technical advice.

## Asbestos risk

**Q** A forklift ran into some panelling in the warehouse and damaged it. A couple of weeks later an asbestos removal firm was called in and the area was sealed off while they took away the damaged material. I worked in the area after the accident and even swept up some of the damaged panel. How can I tell if I was exposed?

It seems likely that you could have been exposed to higher than normal levels of asbestos dust. Asbestos is a serious hazard. Over 4,000 people a year die of asbestos-related cancer. But most of them were exposed to high levels of asbestos for long periods over 20 years ago. It is possible, although extremely unlikely, that a short-term exposure now could result in cancer in the future. There is no test that can be done at this stage to show how much asbestos you were exposed to or whether it

has increased your chance of developing cancer. Talk to your union rep or area organiser and make sure that a written record of the exposure is kept on your personnel record. You may also want to tell your GP about the incident. Although there is nothing the doctor can do about it at this stage, a record on your NHS notes is unlikely to be lost.

## Hay fever

**Q** I work on the fresh meat counter. At this time of year I suffer from hay fever and I'm forever sniffing and coughing. Is it safe to work on fresh produce with hay fever?

Fortunately hay fever is very common but despite its debilitating effects it is specifically excluded from the disability discrimination requirements of the Equality Act (unless it contributes to other conditions such as asthma). Hay fever is an allergy and is not infectious but working on the counter when you are coughing and sneezing all the time may raise hygiene concerns. There are likely to be practical difficulties if you need to use tissues and frequently wash your hands. Although it is safe to work there, it might be more practical for your manager to

find you alternative work when your symptoms are bad.

## Delivery danger

**Q** I work in a dairy loading milk containers onto lorries for deliveries. I am having problems with back pain due to pushing and pulling these heavy containers through the warehouse and loading bay, any suggestions?

The movement and loading of Milk Roll Containers (MRC) results in about 25 per cent of injuries in the milk sector. A full MRC can weigh 225kg and can be difficult to move. Strain injuries can result from pushing/pulling, especially up slopes. Injuries can also be caused if a container falls over or if you trap your hands or legs against doors or walls. The condition of the castors on containers is very important and any faults should be rectified immediately.

Dairy UK, the milk industry trade association, has published guidance for the safe handling of MRCs which covers moving, safe picking and loading and unloading from vehicles. Ask your rep to check the practice at your dairy against the industry guidelines. [www.dairyuk.org](http://www.dairyuk.org) and search 'trolleys'.

# President and executive council elections 2018

The report of voting for the above elections is as follows:

**C**urrent executive council member **Amy Murphy** will serve her first term as Usdaw president after she was elected in the union's all-member ballot in February. Amy is from Sussex, works for Tesco and has been on Usdaw's executive council for six years.

Amy took over from Jeff Broome who retired after ADM having served four terms. She will head up the union's governing body for the next three years joined by eight sitting members who were re-elected (Jane Jones, Chris Winwood, John Barstow, Jean Hession, Mike Dixon, Brian Loughhead, Andrea Watts and Simon Vincent) and seven newly elected members (Brenda Shaw, Debbie Randall, Richie Venton, Kate MacLeod, Jacqui Thurgood, Elliot Osborne and Debbie Wilson).

Usdaw general secretary John Hannett said: "Congratulations to both Amy and the rest of the executive council. I look forward to working together to strengthen our union and deliver for our members. I would also like to pay tribute to Jeff Broome for his many years of service.

"I want to say a big thank you to those members, who did not stand again or who were not re-elected, for their valuable time and support."

## President



**A. MURPHY**

### RESULT (1 TO ELECT)

MURPHY, Amy: **9,566 ELECTED**  
WILSON, Barbara: **9,466**

Number of eligible voters: **422,183**

Total number of votes cast: **20,631**

Turnout: **4.9%**

Number of votes found to be invalid (blank/spoiled): **1,599**

Total number of valid votes to be counted: **19,032**

## Executive Council

### SOUTH WALES AND WESTERN DIVISION (A)



**D. WILSON**



**E. OSBORNE**

### RESULT (2 TO ELECT)

WILSON, Debbie: **1,537 ELECTED**  
OSBORNE, Elliot: **929 ELECTED**  
ROBSON, Pete: **797**  
PETRIE, George: **787**

Number of eligible voters: **49,548**

Total number of votes cast: **2,718**

Turnout: **5.5%**

Number of votes found to be invalid (blank/spoiled): **81**

Total number of valid votes to be counted: **2,637**

### EASTERN DIVISION (C)



**S. VINCENT**



**J. THURGOOD**

### RESULT (2 TO ELECT)

VINCENT, Simon: **1,058 ELECTED**  
THURGOOD, Jacqui: **805 ELECTED**  
WOOLFORD, Barbara: **774**  
ALLEN, Alexander: **633**  
COOKE, Val: **533**  
SULTAN, Abu: **452**  
GRIMSHAW, Simon J: **234**

Number of eligible voters: **60,358**

Total number of votes cast: **2,778**

Turnout: **4.6%**

Number of votes found to be invalid (blank/spoiled): **56**

Total number of valid votes to be counted: **2,722**

### MIDLANDS DIVISION (E)



**A. WATTS**



**K. MacLEOD**

### RESULT (2 TO ELECT)

WATTS, Andrea: **1,463 ELECTED**  
MacLEOD, Kate: **1,072 ELECTED**  
McDERMID, Richard R: **929**  
YASIN, Mohammed: **628**  
KUMAR, Nash: **569**

Number of eligible voters: **56,138**

Total number of votes cast: **3,006**

Turnout: **5.4%**

Number of votes found to be invalid (blank/spoiled): **59**

Total number of valid votes to be counted: **2,947**

## NORTH EASTERN DIVISION (F)



**M. DIXON**



**B. LOUGHHEAD**

### RESULT (2 TO ELECT)

DIXON, Michael P: **1,251 ELECTED**  
LOUGHHEAD, Brian: **1,226 ELECTED**  
HAGGIS, Janet: **922**  
MAGER, Laurence: **716**  
GARLAND, Paul: **309**

Number of eligible voters: **58,317**  
Total number of votes cast: **2,938**  
Turnout: **5%**  
Number of votes found to be invalid (blank/spoiled): **51**  
Total number of valid votes to be counted: **2,887**

## SCOTTISH DIVISION (G)



**J. HESSION**



**R. VENTON**

### RESULT (2 TO ELECT)

HESSION, Jean: **727 ELECTED**  
VENTON, Richie: **608 ELECTED**  
REID, Daniel: **490**  
REILLY, Susan: **436**  
ANDERSON, Michael: **420**  
DONALDSON, Norman: **365**  
McCARTNEY, Jonathan: **239**  
WILSON, Frank: **227**

Number of eligible voters: **42,207**  
Total number of votes cast: **2,202**  
Turnout: **5.2%**  
Number of votes found to be invalid (blank/spoiled): **16**  
Total number of valid votes to be counted: **2,186**

## SOUTHERN DIVISION (H)



**J. BARSTOW**



**D. RANDALL**

### RESULT (2 TO ELECT)

MURPHY, Amy\*: **1,986**  
BARSTOW, John: **997 ELECTED**

RANDALL, Debbie\*: **808 ELECTED**  
GOODWIN, Rachel: **793**  
BAMODU, Agnes: **585**  
POULTER, Kevin: **350**

\*as Amy Murphy is elected President, Debbie Randall is the second elected candidate for this contest.

Number of eligible voters: **63,935**  
Total number of votes cast: **3,442**  
Turnout: **5.4%**  
Number of votes found to be invalid (blank/spoiled): **66**  
Total number of valid votes to be counted: **3,376**

## NORTH WEST DIVISION (K)



**B. SHAW**



**J. JONES**



**C. WINWOOD**

### RESULT (3 TO ELECT)

SHAW, Brenda: **1,147 ELECTED**  
JONES, Jane: **1,113 ELECTED**  
WINWOOD, Christopher: **908 ELECTED**  
McNEILL, Jackie: **860**  
TURNER, Carl: **695**  
OWENS, Amanda: **658**  
BARNES, Michelle: **624**  
QUICK, Ryan: **556**  
McLAUGHLIN, Stephen: **543**  
BELL, Robert: **537**  
KIRKBY, Martin: **341**

Number of eligible voters: **91,680**  
Total number of votes cast: **3,547**  
Turnout: **3.9%**  
Number of votes found to be invalid (blank/spoiled): **42**  
Total number of valid votes to be counted: **3,505**

# LEGAL STATEMENT

As Scrutineers appointed in accordance with Section 49 of the Trade Union and Labour Relations (Consolidation) Act 1992 (as amended), we are satisfied as to each of the matters specified in subsection 52(2) with regard to the election. The following points should be noted:

- The person appointed under section 51A to carry out the storage and counting of voting papers was Electoral Reform Services Limited.
- The person appointed under section 51A to carry out the distribution of voting papers was Electoral Reform Services Limited.
- A copy of the register of voters (as at the relevant date) was examined in accordance with section 49(3). The examination took place at our own instance and did not reveal any matter that should be brought to the attention of the trade union.

We would draw your attention to sections 52(4), 52(5), and 52(6). Section 52(4) requires that a copy of this report be published and made available to all members of the union within a three month period from today. This does not, however, mean that every member has to be notified individually.

Yours sincerely,

**ALEX LONIE**

Associate Director and Manager of Trade Union Sector  
ELECTORAL REFORM SERVICES

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

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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. \_\_\_\_\_

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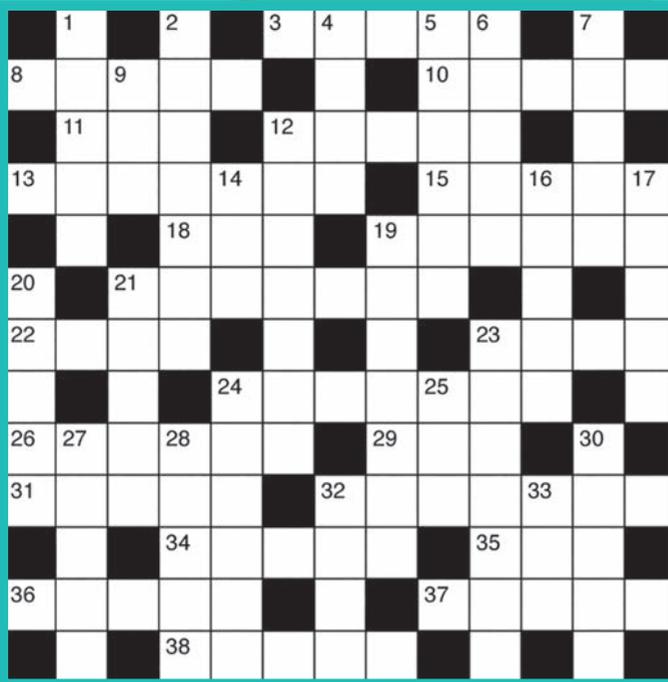
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Three lucky members will each win £50 if they correctly answer the crossword clues below.

Closing date 3 July 2018

(Not open to Usdaw staff)

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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 Spring £50 winners:**

Jane Ellen Alvy  
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William G Williams  
NW Tesco Retail No.2 K139

### ACROSS

- 3. Jewelled headdress (5)
- 8. Exclude (5)
- 10. In motion (5)
- 11. Groove (3)
- 12. Big cats (5)
- 13. Eight-sided figure (7)
- 15. Spanish man (5)
- 18. Spitz, e.g. (3)
- 19. Revolve or spin (6)
- 21. Small amount (7)
- 22. Secure a ship (4)
- 23. Encircle (4)
- 24. Fairground ride (7)
- 26. Country (6)
- 29. Impudent talk, informally (3)
- 31. Girl's name (5)
- 32. Down payment (7)
- 34. Assumed name (5)
- 35. Manipulate dishonestly (3)
- 36. Slumbered (5)
- 37. Undress (5)
- 38. Express gratitude to (5)

### DOWN

- 1. Game fish (5)
- 2. Principal bullfighter (7)
- 4. Boy's name (4)
- 5. Kidnap demand (6)
- 6. Thing of value (5)
- 7. Fulcrum (5)
- 9. However (3)
- 12. According to reason (7)
- 14. Deity (3)
- 16. Lowest point (5)
- 17. Be sovereign (5)
- 19. Steals cattle (7)
- 20. Electronic message (1-4)
- 21. Grieve over (5)
- 23. Accounts (7)
- 24. Riches (6)
- 25. Fastening device (3)
- 27. Foolish (5)
- 28. Adjust (5)
- 30. Finger or toe (5)
- 32. Daybreak (4)
- 33. Knight's title (3)

# Communication

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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:**  
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Let us know if your  
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