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



General secretary John Hannett Mental health – an issue for all

It's clear our members are facing pressures in the workplace, falling living standards and a relentless attack from the Coalition on the in-work benefits they and their families too often have to rely on.

This not only affects their daily experiences of trying to make ends meet but often can trigger mental health issues from stress and anxiety to more severe problems like depression.

Mental health problems are likely to affect one in four of the workforce at some time in their lives and that's why this issue has become very important in the work your union does. This was debated at our annual conference and I know it's an important issue for both members and reps.

As a union we want to raise awareness of the issues facing staff and we also want to equip our reps to be able to support their members. We don't expect our reps to be counsellors – that's a specialist skill – but reps can speak up and represent members with mental health issues at work and ensure they are treated sympathetically, confidentially and fairly. Reps also have a role to play in pointing members in the right direction in terms of getting additional expert support.

I recognise this is a sensitive issue but if we can play a part in removing the stigma attached to mental health issues we will have played an important role in the day to day lives of working people.

Finally, a big thank you to everyone who made this year's Annual Delegate Meeting such a resounding success.

John Hannett
General Secretary



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Missing out

Workers earning less than £9,440 a year will gain nothing from tax changes

One in four women do not earn enough to benefit from the rise in the **income tax personal allowance**, which increased from £9,440 to £10,000 in April, according to a new report by the TUC.

It says that the Government's policy of raising the personal allowance – the amount someone can earn before they start to pay income tax – is an expensive and **poorly targeted policy** that doesn't do enough to help low-paid staff or parents on low to middle incomes.

The report cites recent analysis by the Institute for Fiscal Studies (IFS), which shows that rich families gain the most from the policy, while **the poorest gain the least**.

"From April a worker on £99,000 will enjoy a £195 tax cut, while four million of the **UK's lowest paid workers get nothing**. This shows the Government has got its priorities badly wrong," said TUC leader Frances O'Grady.

The report says that around



Image © Shutterstock/Twin Design

Low paid women gain little from changes to tax

one in six UK employees do not earn enough to benefit at all from this April's rise in the personal allowance. A further 333,000 employees – **almost three-quarters of whom are women** – will only partially benefit from the increase as they earn between £9,440 and £10,000.

"If the Government really wants to help hard-working families on low to middle incomes it should abandon further rises in the personal allowance and focus instead on **reversing damaging cuts to tax credits** and universal credit that will leave millions of families worse off."

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Parental pain

Cuts in key benefits make parents £450 worse off



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Years of below inflation rises – real-terms cuts – to child benefit, statutory maternity, paternity and adoption pay will leave expectant and new parents up to £450 a year worse off – enough to buy a year’s supply of nappies, baby wipes and babygrows, the TUC

has claimed.

The **four key benefits** for expectant and new parents – statutory maternity pay, statutory paternity pay, statutory adoption pay and child benefit – went up by one per cent in April, but **this is a real-terms cut** as the cost

of living as measured by the Retail Prices Index (RPI) inflation was rising by 2.7 per cent.

This is the **fourth successive** real-terms cut in the value of these benefits, which before 2011 used to increase in line with RPI inflation every year, says the TUC.

Discounters fill closed shops on high street

High streets have emerged the ‘unexpected winners’ after retail parks and shopping centres suffered more as a result of the 27 biggest administrations since 2009.

Of the high street shops that were shuttered as a result of the administrations, 20 per cent remain vacant, compared with 37 per cent of stores on retail parks and 29 per cent in shopping centres.

The data showed that discount stores accounted for nearly one in five of all relettings. Convenience stores accounted for 12 per cent as

supermarkets aggressively expanded in this sector.

One expert claimed that rather than taking shoppers away, the internet is pushing people back to shops. The evidence suggests that there may be a new era of ‘en route’ shopping, powered by mobile shopping and the demand for collection.

Retailers including Woolworths, HMV, Clinton Cards, Habitat, JJB and Land of Leather closed almost 5,900 shops in the last five years after calling in administrators.

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Data theft – arrest made

Action taken to prevent misuse of members' details after payroll data stolen at Morrisons

A Morrisons employee was arrested after the company's payroll data was stolen and put online in March.

As soon as the crime was revealed Morrisons said it had immediately ensured the information was taken off the website and that staff would not be 'financially disadvantaged' by the data theft.

The firm is also undertaking

an urgent review of its internal data security systems and has set up a **helpline** for its staff.

Morrisons has told UK banks about the data loss and is working with them to help colleagues protect their accounts.

Usdaw has been in talks with the company since the theft – the first of its kind – and will keep members informed of any developments

Tribunal fees block justice

The introduction of fees for employment tribunals has seen an almost 80 per cent reduction in the number of cases, new figures have shown.

Only 9,801 cases were filed in the three months from September to December last year compared to more than 45,700 in 2012 – before fees were introduced. It costs £250 to lodge a claim and £950 for the claim to be heard and while some very low paid workers may have to pay only part or none of the fees the majority will have to 'pay up' for fairness.

"These figures show that introducing fees has stopped thousands of people seeking justice. It's clear too many of Britain's bad bosses are getting away with treating staff badly," said general secretary John Hannett.

"This also reiterates the importance of workers being in Usdaw because only then will workers get the support they need and deserve to take a tribunal case."

TERMINATION OF EMPLOYMENT



Five years of austerity

Tory-led Coalition has hammered the low paid and hard-working families since 2010



News

The average household will be worse off by **£974** a year from April next year after new figures showing the overall impact of the Government's tax changes between 2010 and April 2015 were revealed.

The statistics, which were compiled by the impartial Institute for Fiscal Studies (IFS) after the budget in March, have been released by the Labour Party.

Families with children will be

hit even harder.

A couple with children, with one parent working, will be worse off by **£3,720**. A couple with children, with both parents working, will be worse off by **£2,073**.

Shadow chancellor Ed Balls said the Government is failing to acknowledge the impact of all its tax changes. The IFS figures include the affect of the VAT rise

from 17.5 per cent to 20 per cent in January 2011, cuts in tax credits and child benefit and the increase in the personal tax allowance.

Ed Balls added: "David Cameron is trying to tell working people they are better off, but he's not fooling anybody."

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The Budget bombshell

The March 2014 Budget surprised even pension experts – what does it mean for you?



Previous jobs

Q Over the years I've worked for three different companies and paid into three separate DC pension schemes. What happens to these small pension pots? Can I take the money out right now?

Subject to certain conditions you may now be in a position to 'cash in' the value of all your pension pots (not including your state pension), as long as the total value is under £30,000, (this was previously £18,000).

Also if you have any individual pension pots of less than £10,000 (previously £2,000) then again, subject to certain conditions you can take up to three of these DC pots as a lump sum.

Please remember the first quarter (25 per cent) will be tax free but the balance is subject to taxation.

Pensions make the headlines

Q There was a lot of coverage about the changes to pensions in the Budget, what does it mean for Usdaw members?

The changes made in this year's Budget were important because from next April the Government proposes to allow people with defined contribution *(DC) workplace or private pensions to 'cash-in' their pension pot at any time from age 55, rather than being forced into buying an *annuity.

Prior to the Budget the majority of individuals in a DC scheme were forced to buy an annuity once they decided to retire. This system has been criticised because when an individual retired and converted their pension pot into a regular income this didn't represent good value for money.

In a nutshell, there is no simple answer to this question because each individual's circumstances will vary. However, what can be said is that if your workplace pension is with Tesco, the changes won't affect you because Tesco operate a defined benefit *(DB) scheme.

If you are a member of the Sainsbury's Retirement Savings Plan, the Co-op PACE 'Essential' or PACE 'Extra' sections or the Morrisons Retirement Saver Plan, the changes could affect you.

For members in other companies the rule of thumb is that if your company operates a DB scheme your benefits will not be affected however if you are a member of a DC scheme they do.

If you are unsure what type of scheme you are in check with your pension department if the changes will apply to you so that you can understand the additional choices which may be available in the future.

* see Jargon Buster panel for brief explanation



know your Rights

Whose benefit?

Q I worked all of my life but illness meant I had to stop and I'm now on benefits. If I take all of my pension pot as cash will that impact on my benefits?

This is a possibility because some benefits are not allowed if you have savings. Therefore if you cash in your pension pot and you receive over £16,000 you could lose your right to benefits. That is why it is very important to take independent financial advice about how and when you access any cash from your pension.

Planning for the future

Q I'm 54 and looking to access some of my pension pot next year, what should I do?

Think carefully and take advice. The Government has said that it will provide up to £20m to give retirees face-to-face advice although at present it's unclear as to how this will be organised. You should think very carefully about how much of your pension pot you take. For example you can take up to 25 per cent as a tax free lump sum, but anymore than this and you may be liable to tax. You should also consider how much income you need to have to provide a reasonable retirement income when you decide to stop working.

Jargon Buster

Defined Benefit (DB) schemes:

Also known as a final salary scheme. This type of scheme provides a guaranteed pension based on earnings towards the end of your career and your length of service.

Defined Contribution (DC) scheme:

Is determined by contributions and investment returns. Savings would then be used to buy an annuity, or retirement income – until the proposed changes made in the Budget 2014.

Career Average Scheme:

Another kind of DB scheme. Your pension is based on your average salary during the time you are in the scheme rather than on your final salary at retirement.

Annuity:

Individuals save into a DC pension during their working life and build up a pension pot. When they are ready to retire they must usually convert their pension pot into a regular income-payable for the rest of their life-in other words they need to buy an annuity.



General secretary John Hannett said: "It's clear, on average we are all living longer and having to work longer too, so pensions are a vital issue. We want members to get the right and proper advice for their personal situations and to understand the consequences of cashing in their policies too early."

"Cashing in pension pots are not a quick fix solution for everyone and so we should not lose sight that annuity policies still need to be reviewed and improved so that individuals' pension pots go further and provide good value for money to sustain people in their retirement."

"Usdaw's position remains the same – good occupational pensions with contributions from both employee and employer are the best way to secure a reasonable retirement income for workers."



www.usdaw.org.uk/pensions

Workplace issues in the spotlight

The world of work throws up many complex questions – Usdaw can help

Usdaw has advice on all the important issues facing union members to find out more visit: www.usdaw.org.uk

Problem solving

Q A member has asked me to represent him at a hearing and expects me to ‘get him off’ even though he has clearly broken company procedure. What can I do?

First of all you have to be **honest** with the member and tell him the likely consequences if he knowingly broke the procedure. You should also insist that the member is completely honest with you and explains in full what happened, when and why. However, as a rep you should explore if there were any **mitigating circumstances** to the ‘offence’. Was the member under pressure or stress at the time? Was his behaviour out of character? Has he an otherwise unblemished **record**? Was it a genuine mistake? Is there an issue around training, or lack of it, which may explain the incident? All of these will give you a clearer picture of why the incident may have happened. Tell the member you will ensure that he is given a **fair hearing**. If the member accepts it’s a ‘fair cop’ and disciplinary action, short of dismissal, is likely to follow, you should argue that if it’s a one-off incident and taking everything else into consideration, the member should be treated fairly and perhaps leniently in light of his good record.



Zero-hours contracts

Q There’s been a lot of coverage about zero-hours contracts. I’ve heard people on these contracts don’t get any holiday pay. Is this true?

No it’s not. Recent research revealed that there could be more than a million UK workers on zero-hours contracts. However, these workers still have **key rights**, such as statutory annual leave entitlement and protection from discrimination. The difference is that zero-hours contracts may be more likely to include a break in the contract. This has to be for a full week when there is no work done from a Sunday to the following Saturday. This means that rights that depend on an ‘**accrual system**’, such as maternity pay, might take longer to be reached - or not be reached - under certain zero-hours arrangements.

Any worker or employee starts to accrue their annual leave from the moment they begin working. This includes anyone working on a zero-hours contract. If the zero-hours contract means that employment is continuous then a worker should arrange when they take the annual leave with their employer. If the zero-hours contract means that the employment will be broken on occasion, then a worker should receive a payment for any accrued but untaken annual leave.

know your Rights

Tribunals: More bureaucracy

The Tory-led Coalition has introduced yet another barrier to justice for workers seeking redress through the employment tribunal system.

Having introduced fees to submit an application, the Coalition has now added another obstacle by insisting workers contact the conciliation service ACAS to consider early conciliation and to 'register' their claim. This process will give both sides the opportunity to consider settling the case before tribunal.

However, neither side are legally obliged to take up this offer, and given that most companies run an appeal process, the likelihood of either side taking up this offer is small.

A worker looking to go to tribunal should contact ACAS giving their name, contact details and employer. Once this is done ACAS will contact the worker who, with union advice, can either accept or decline the offer of conciliation. If declined the worker will be given a **certificate** with a reference number, which then allows the tribunal claim to go ahead.

While this early conciliation process is on-going the time limits to apply to a tribunal are effectively frozen. For example the time limit for **submitting a claim** to an employment tribunal is usually three months less a day from the date of the dismissal or incident complained about. However, while reference to ACAS is made the time will only start to run again once the early conciliation certificate is issued.

For Usdaw members: If you are thinking of submitting an employment tribunal claim, you should contact your area organiser who can advise you on how likely you are to win your claim. (Take a look at Usdaw's factsheet pictured above)

If you want **Udaw** to represent you with a claim, you should obtain a Member Pack from your local office, complete it as fully as possible and return it to your local office with any supporting documents.

Your **Member Pack** application will be considered by the legal department who will advise you whether it is a claim **Udaw** can support and whether or not you should agree to early conciliation.



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Early
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you need
to know?*



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*Does Not Apply in Northern Ireland

Maternity cash

Q I've been on maternity leave now for almost ten months and fully intended to go back to work, but now I've changed my mind. Will I have to pay any of my maternity money back?



You certainly won't have to pay back any Statutory Maternity Pay (SMP) you have received. If you have been paid SMP topped up with your employer's contractual maternity pay this is only repayable on the rare occasion

where you had signed an agreement in advance and it was clear in your contract to repay this money under these circumstances. Therefore for most union members they do not have to pay back any maternity pay.

New scheme hits low paid

The Coalition's Universal Credit scheme will make thousands of low paid workers worse off, Usdaw wants it changed

Usdaw members could lose thousands of pounds when they are transferred to the Government's controversial Universal Credit scheme.

Under the new rules Child Tax Credits and benefits for disabled children will be cut drastically and any additional earnings will be cut by 76p for every extra £1 earned.

"This ill-judged scheme is a massive disincentive to work for members who are already struggling to make ends meet without having their in-work benefits cut," said general secretary John Hannett.

"While Universal Credit affects households differently, many of our members working long hours are going to be worse off when they are transferred onto Universal Credit. That is why the 76 per cent claw-back from additional earnings is incredibly unfair and will trap households in poverty. We want the Government to ensure that work does pay by lowering the claw-back to 55p in the pound."

Usdaw took its campaign to the House of Commons in April

and were supported by many Labour MPs. Three members who face losing hundreds, possibly thousands, of pounds once Universal Credit is introduced gave the campaign real-life examples of how the scheme will reduce their household income.

We could lose £2,500

Carrie Fineran and her husband Anthony live with their two daughters, aged 14 and 11 on the Isle of Wight. Anthony works full-time for 40 hours a week and Carrie works for 13 hours a week at a local supermarket, earning just over the minimum wage.

They currently receive Child Tax Credit of £49 per week. Under Universal Credit, when their transitional protection ends, this would be reduced to just £31 per week – a reduction of £943 per year.

As their daughter has a long-term illness they may be entitled to Disability Living Allowance. However, even if their claim is successful under Universal Credit the current award of £60 a week will be

halved. In this case Carrie and her family could lose more than £2,500 under the Universal Credit scheme.

"It's a very worrying time for us," said Carrie. "That's why I agreed to go to Westminster with Usdaw to highlight the potential problems working people face under Universal Credit. I was pleased so many Labour MPs came to support us, obviously none of the Coalition MPs were there!"

We could lose more than £660

Mark Payne and his partner Agnes live with their three children, aged 11, nine and two

Campaigners ... (l-r) Karen Whitefield, Sam Day, Carrie Fineran, Mark Payne and Ruth George





Julie Elliot MP with Sam Day at Westminster

in Port Glasgow. Mark is a driver for a supermarket's home delivery service. He works full-time and earns just under £14,000 a year. Agnes works 11.5 hours at a local supermarket each week where she earns £7.28 per hour. They currently receive Child Tax Credit of £180 per week. Under Universal Credit, this would be reduced by £12.80 a week – a reduction of £665.47 per year.

"We can't afford to lose £665 a year, who could?" said Mark. "If one of us works extra hours then for every £1 earned we'll lose 76p – so we'll be working for less than £2 an hour! Does

that make sense? Not to me it doesn't.

"It's time the Coalition stopped hammering working people. This Universal Credit isn't about so-called 'dole-scrungers', it will hit working people like me and you."

We could lose £1,800

Sam Day and her husband Derek live in Bordon, Hampshire, with their two children, aged eight and four. Derek normally works full-time – 38 hours a week, Sam works 22 hours a week in a local supermarket. They are currently entitled to Child Tax Credit of

£55 a week – £2,870 per year. Under Universal Credit, this would be reduced by nearly £1,800 to just £1,100 or £21 a week. "I didn't know Usdaw was involved in campaigns like these but they are so important because we are going to lose a lot of money," said Sam.

"The Coalition say they are on the side of the workers, well this Universal Credit policy proves yet again that they clearly are not.

"I don't think many people realise what's around the corner for them in terms of cuts in their household income under Universal Credit."

Scotland for the brave

Scottish Labour leader Johann Lamont on why she's backing the Better Together campaign and voting No on September 18

For Johann Lamont the question she asks of the independence debate is not about 'separateness' but 'what's in the best interests of the people of Scotland?'

Her answer is a resounding No to Scotland choosing independence and a determination to make sure proud Scots like herself concentrate on the big issues facing workers across the UK.

"People in Scotland face the same problems as their English, Welsh and Northern Irish counterparts," she said. "The cost of living, concerns for their families, ambitions and hopes for their children and security at work.

"The idea that you create a fairer society if you change the constitution relies on the idea that somehow in Scotland we're different – we're not.

"I want Scotland to stand strong in the UK with our friends and neighbours. Being part of a bigger country makes sense. Sharing risks, pooling resources and working together to provide a safe and secure

working environment. With independence that would be much more difficult. For me devolution offers us the best of both worlds."

Unlike many modern politicians Johann Lamont brings with her 20 years teaching experience to her role and sees communicating with voters as key not only to the current debate but to politics in general.

"The challenge for any politician is to listen to the voters. It's not so much what you did before you came into politics but how you do politics.

"Too often in Scotland we've had too much sloganising from the SNP and the big issues of health, education, and jobs have been marginalised by the focus on constitutional politics, the SNP's pet project, – that's very frustrating.

"What also concerns me is that too many supporters of the SNP see any criticism or questioning of their policies as scaremongering. I don't accept that you can only care about Scotland by voting Yes. I'm a proud Scot and care deeply

FAVOURITE:

- **Book...** Jane Austin's *Pride and Prejudice*
- **Film...** *12 Angry Men*
- **TV...** *Coronation Street* – I love it
- **Holiday destinations...** *Isle of Tiree* and *Isle of Lewis*
- **Life outside of politics...** organising the family, getting my son to swimming and daughter to netball, watching football and not talking politics
- **Most influential person...** My mother
- **Dinner table guests...** of course Nelson Mandela, any one of the suffragettes and the cast of *Coronation Street!*

about Scotland. Voting No is a positive step because I want a Scotland that is outward looking and cares about its neighbours and wants to work with them and does not see them as 'other'. Yes, there's an emotional connection for family and friends and for Scottish Labour and trade unionists it's also about solidarity.

"It's important we get the facts on the table. Asking questions about the consequences of independence on jobs, pensions and housing is very important. That's not scaremongering. This debate is not a game. It's a defining moment for Scotland.

"The SNP will have Scottish voters believe you can have



Johann Lamont is confident Scotland will vote No

FACTS:

- Elected Leader of Scottish Labour Party in 2011
- Previously deputy leader since 2008
- MSP since 1999 for Glasgow Pollok
- Worked as a teacher for 20 years
- Has a post graduate teaching qualification
- MA in English and History from Glasgow University
- Married with a daughter (18) and son (16)
- Born Glasgow, July 1957

independence and keep the currency, and membership of the EU and NATO, and the Queen but somehow everything else changes – that’s nonsense.

“I don’t believe Scots want to be in a separate country, with no common currency, unsure about where we’ll be in Europe and having to fund services from a smaller resource pool.”

Johann accepts the No campaign faces a challenge to ensure a big turnout on September 18 given the decline in voter participation in previous Scottish elections, although she welcomes the inclusion of 16&17 year-olds in the referendum vote.

“I can see from my own teenage children they are a lot

more worldly-wise than I was at their age,” she said.

“I think that’s partly down to changes in communications. Interestingly when schools, colleges and universities hold mock-referendum elections the majority of young people favour staying in the UK.

“In fact I find many of them are puzzled by the idea of ‘separateness’ as their view of the world takes in a much wider sense of community not confined by their Scottishness – so they are sceptical of independence.”

As the vote nears minds are being concentrated and Johann is looking forward to winning back Scotland for

Labour. “The future of our country is at stake on September 18, the future of progressive politics is at stake. It’s important it doesn’t degenerate into hostility or anything other than the main issue – jobs and security.

“It’s vital everyone uses their vote. It really matters. The polls are telling us the majority of Scots want to be part of the UK, but don’t leave it to chance your vote will count and as a proud Scot you can vote No. Ask yourself this – what is in the best interests of people in Scotland?”

For more on the campaign visit:

www.bettertogether.net



**People
like you**



Usdaw's teams of young reps are getting more active across the UK

In action

www.usdaw.org.uk/bearep

The Co-operative's **Alastair Turner** is just one of the union's 1,000 young reps and one of the 85,000 young members aged 26 and below who are helping make Usdaw the biggest and best union in the UK.

"Most young people I know have worked in retail and many have ended up making it their career just like I have," said the 23-year-old from Torquay in Devon.

"I was 16 when I started part-time with the Co-op, it was my first job, I've been full-time for the last two years.

"I joined Usdaw when I was 18 as a part-time worker and two

years ago I took on the role of shop steward and health and safety rep.

"My job is dealing with customers.

I'm definitely a people person and I guess that's why I enjoy being a rep.

"Getting more involved with the union has given me all kinds of opportunities, I'm certainly more confident and better organised.

"I'm a member of our divisional youth committee and we did

a leaflet drop in Cardiff town centre in March and made a big impact with young workers.

"Last year I spent a week at summer school in Sheffield and I went out on stand-down

visiting stores in my area. I made some good contacts with other reps and managed to recruit quite a few new members.

"I keep active outside of work too. Last year I ran a half marathon to raise money for children with Spina Bifida, and this year I'm raising money for a Parkinson's charity.

"It's important older workers encourage their younger colleagues to join Usdaw."

**WIN
£100**

Sign up a young worker and enter our 'Recruit A Friend' prize draw for your chance to win £100 see page 40 for more details

Alistair Turner is a busy rep and charity fundraiser



For more pictures go to:

www.usdaw.org.uk/gallery

Store changes under review

Usdaw in discussions with Tesco on pilot scheme expected to start in the Midlands

Usdaw moved quickly to reassure members at Tesco following reports of a pilot initiative in 12 stores in the Midlands that will look at managerial roles including **team leaders**.

As *arena* went to press the pilot had not started, although rumours and press speculation were rife. National officer Pauline Foulkes said: "A **consultation process** has started with the workers in the

12 stores affected. Usdaw is currently in discussions with Tesco on the options available to members that are affected, how to **support** those who may have to make the transition to new roles, and how to support members whose pay may be affected as a result.

"Our first priority is to support our members and reps. The pilot will go live once the

consultation process concludes in the 12 stores. During the pilot, our members, reps and Usdaw officials will be part of the review process in those stores. As the situation develops we will keep members **fully informed.**"

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**People
like you**

Active rep

Admin clerk **Foluke Moses** is keen to get more involved with Usdaw and use her experience to help make a difference at her Tesco Metro store in Battersea, London.

The 54 year-old has been a rep for four years and is a health and safety rep, union learning rep and is also a member of the southern division equalities forum.

"If you want to make a

Foluke Moses has spent four years as an activist and is enjoying every minute of it

difference and help make life better for people you have to get involved, it's as simple as that," she said. "It's no good sitting back and leaving it to someone else, if you feel strongly about something then it's up to you to do something about it.

"Being an active union member gives me the opportunity to follow this through.

"I realise being a rep gives me the platform to speak up on issues my colleagues feel strongly about.

"I promote all the union's campaigns.

We've run the Freedom From Fear campaign for the last

three years and it's been a real winner. Staff, management and customers alike all support what it stands for and what it's trying to achieve. As a result the union is well received in our store.

"I've attended many conferences, ADM, rallies, equality forums and federation schools. It's been fantastic, I'm learning all the time and my confidence has grown.

"I think members appreciate that getting more involved has made me a better rep and more able to help them."

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

www.usdaw.org.uk/bearep

**Getting involved . . .
Foluke Moses in-store
at Tesco in Battersea**





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Usdaw

April 2014

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TRUST USDAW FIRSTCALL

Usdaw's FirstCall and Legal Plus service recovered more than **£23m** in 2013 for members treated unfairly or injured at work. Compensation was also won for members injured in accidents outside of work.

Members' close family were also represented in road traffic accident claims. The free will writing service and advice on issues unconnected with work was again hugely popular.

"Our Legal service delivered another great result for our members last year," said **general secretary John Hannett**. "Our staff and our panel of solicitors offer a **professionalism and expertise** unrivalled on the high street. And remember our members get 100 per cent of their compensation, **no hidden fees, costs or deductions**."

"But don't take my word for it, **read our members' real life stories**. And don't forget if you have an accident anytime and anywhere contact our free direct claims line **FirstCall Usdaw** on **0800 055 6333**."

**– looking after you
and your family**

Legal Plus

Settlement delivers security for

M&S worker Tricia Short

Marks & Spencer customer assistant **Tricia Short** has always known the value of union membership.

So when she had an accident at work in 2010, further aggravated by another trip six months later, she called FirstCall. Three years later she was awarded £29,000 for both accidents.

"I joined the union as soon as I started working for M&S 18 years ago," said the 67 year-old from Orpington in Kent.

"I wanted security at work. I'd been a member and a rep before that, when I worked for Safeway so I was well aware of how important it is to join the union and the value of its support.

"After I tripped and injured my knee, a few days later I rang the number on my card, which I keep handy in my purse. From there on my solicitor took care of everything and I was kept fully up-to-date.

"You need to join the union so that your rights are protected. Everyone has the right to join, no matter who you work for. You can join online and pay your subs by Direct Debit just like I do."

Quick result after injury for

Michael Taylor at Tesco

Michael Taylor's case was settled within five months of calling the union's free accident helpline FirstCall.

He received 100 per cent of the £1,500 awarded to him after his case was taken up by a local union solicitor.

"I injured my thumb in an accident in the warehouse, it wasn't my fault," said 63 year-old Martin, who works for Tesco in Burton-on-Trent.

"I saw the FirstCall number on the in-store union noticeboard and thought I'd give it a call.

"I'm so pleased I did. I couldn't have asked for a more efficient service from start to finish.

"I've been a union man all my life. I tell everyone to join, take it from me it's worth every penny."



Usdaw sorts out locker room

calamity for Anne Walton

When 57 year-old **Anne Walton** was injured in a freak accident at work her union rep advised her to call FirstCall and 14 weeks later she received £4,000 in compensation.

The accident happened when a cupboard fell off the wall in the locker room onto Anne's foot.

"I was very lucky, it could have been worse," said Anne, who works part-time as a customer service desk operator for Tesco in Nottingham.

"We found out afterwards that the cupboard had been held on by one screw! It was an accident waiting to happen.

"Luckyly I had the union's backing to prove the accident wasn't my fault. Joining the union was the best thing I ever did."



Union support wins the day

for injured Lisa Brand

When 42 year-old cleaner **Lisa Brand** slipped on a greasy floor at work and injured her hand she 'didn't have a clue' what to do next.

Thankfully her union rep advised her to ring FirstCall, the union's free accident claim line. A union solicitor took up her case, and three years later, after three operations, she received £7,000 in compensation.

"My rep Val Bates was fantastic, she guided me through everything," said Lisa, who works for Morrisons in Telford, Shropshire, and was off work for around ten weeks in total.

"Val told me I was entitled to free legal advice for accidents at work and I was even covered by the legal scheme if I had an accident when I was away from work. I didn't know that either. It was great advice.

"I don't know what I'd have done without the union's backing. I certainly wouldn't have had the money to pay for my own solicitor to deal with it for me.

"It's been a very difficult time, but the help and support I've had from the union and the legal team and also my parents has made it bearable.

"I always advise others to join the union. You need the support, you can't deal with these things on your own."

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keep 100%
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Speedy turnaround for Co-op

team leader Alan Cromwell

FirstCall took the pain out of the claim for Co-op team leader **Alan Cromwell** after he sliced his finger on a damaged can.

The union's free legal service looked after his case and Alan received a cheque for £2,750 to settle his claim.

"I'd read about the legal cover for members and their families in the *arena* magazine so I had no hesitation picking up the phone after the accident," said the 53 year-old from Sheffield.

"And just like the other members I'd read about, I also had a first-class service. I was kept up-to-date every step of the way. Everything was done by phone and I couldn't believe it when my claim was all wrapped up four months later."



0800 055 6333

Had an accident?
Not your fault? Call
FirstCall Usdaw





Industrial injury settled in just

four months for Paul

It took FirstCall only four months to settle **Paul Broadbent's** accident case and present him with a cheque for £7,500.

The accident happened in November last year when Paul worked as a technical operator for Unilever in Leeds. He was working on the line when an aerosol can became stuck and exploded and a piece of the can hit him leaving a deep cut.

"I was really impressed with FirstCall," said the 46 year-old. "Everything was done over the phone, which meant I didn't have to miss any time off work.

"It was all dealt with very quickly and efficiently. I had a fantastic service. I can't believe it was all settled so promptly and with no fuss.

"I was wearing all my safety gear, including goggles, but a piece of the can bounced off my goggles and hit me on the forehead.

"Management were very good with me too, they accepted liability and were quick to make the necessary modifications to the equipment.

"I've always been a union member no matter where I've worked. Knowing I have the union's help and advice to hand makes me feel really safe at work."

LEGAL ROUND-UP

Kenny Rendle

- Age: 69
- Employer: Mitie Cleaners
- Injury: Finger
- Date of accident: April 2013
- Case settled: Feb 2014
- Award: £2,000
- Quote: "A first-class service from start to finish"

Angela Penman

- Age: 49
- Employer: Greggs
- Injury: Head
- Date of accident: March 2013
- Case settled: March 2014
- Award: £1,200
- Quote: "My solicitor was brilliant, real easy to talk to."

David Worthington

- Age: 59
- Employer: Muller Wiseman Dairies
- Injury: Back
- Date of accident: Aug 2012
- Case settled: Feb 2014
- Award: £2,000
- Quote: "I wouldn't be without the union, both my sons are members too."

Sandra Bellamy

- Age: 37
- Employer: Hammonds
- Injury: Foot
- Date of accident: Nov 2012
- Case settled: Feb 2014
- Award: £1,300
- Quote: "Usdaw helped me with an injury outside of work."

Full compensation award

after road traffic accident

It was FirstCall to the rescue for Tesco part-time checkout operator **James Martin** after he sustained minor injuries when his car was hit from behind on his way home from work.

The 80 year-old from Cambridgeshire called the number on his card and a union appointed solicitor looked after his claim. Four weeks later he received £1,000.

"I can't speak highly enough of the union's legal department," said James. "They took care of everything and in no time at all. And I kept every penny of my compensation. I was delighted."



"It was a fantastic service..."

for warehouse worker Keith

When Tesco baker **Chris Southern** injured his shoulder in a fall at work he rang FirstCall Usdaw. His case was settled within three months and he received a payout of £1,500.

"I'd read about the union's legal service in *arena*, never thinking I'd have to use it," said the 36 year-old nightshift worker from Kent, who injured his shoulder when he slipped and fell in the warehouse.

"It was a fantastic service. I can't believe it was settled so quickly.

"Everything was done by phone from home which meant I didn't have to take any time off work.

"Being in the union gives real peace of mind for me and my family. I tell all my friends and colleagues to join."

HAD AN ACCIDENT?

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The direct accident claims helpline –
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CALL

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Trust Usdaw Trust FirstCall

Members' issues top the agenda

Udaw activists spoke up for members on both the workplace problems they face and the impact of the Coalition's policies

More than 1,000 activists and officials met in Blackpool in early May for the union's own parliament – the **Annual Delegate Meeting** – to decide the policies and priorities for the next 12 months.

Rights at work, the NHS, equalities, politics, campaigns and much more were debated during the four day event, *arena* was there too and while it can only report on a fraction of the conference further coverage is available on the website and in the May/June issue of *Network*.

The conference was chaired by president **Jeff Broome**, the full executive council were also present and **Barbara Wilson** was chair of conference procedure as chair of standing orders. General secretary **John Hannett** and deputy general secretary **Paddy Lillis** presented the three

executive council statements and replied to all of the debates.

Mental health in focus

Delegates spoke as one in their determination to help workers faced with mental health issues and called for shorter waiting times for counselling services, increased resources for the NHS, and a government re-think on its strategy.

A special video including moving interviews with members who have had to deal with mental health issues was shown as part of the union's policy statement *Supporting Members with Mental Health Problems*.

Angela Thomas
(Swansea General) said:
"The Tories





General secretary
John Hannett at
the ADM rostrum

would take us back to Victorian times. We all know someone who is on antidepressants and on the waiting list for counselling. If you can pay you get seen straightaway – that’s disgusting. It shouldn’t be based on how much money you have. Early referral could save lives.”

Michael Green (Northern Morrisons) said that more than 1,700 mental health beds had been cut in the last three years. “This trend needs to be reversed, with more beds provided and better training for staff.”

Delegates also agreed that management should take a more understanding and sympathetic approach to workers with mental health issues. “It takes a lot of courage for members to say they have or are experiencing mental health issues because of the stigma attached to it,” said **John Hannett**. “That’s why we all should talk about it in an open and non-judgemental way.

“Yes, Usdaw is keen to help. But that’s not to say we expect our reps to be experts, we don’t. But reps can provide guidance. Stress, depression, anxiety and other mental health problems – that can affect any of us at any time – are on the rise and have been made worse by the Coalition’s austerity policies. This is an issue which we will continue to tackle over the coming months and years.”

Other contributors to the debate included: **Sheridan Saint, Colin Anderson, Helen Laverick, Kevin Dolan, Steve Ratcliff, Dolores Leeming, Wendy Temple** and many others.

ADM main players... (l-r)
Paddy Lillis, Jeff Broome,
Barbara Wilson and guest
speaker Andy Burnham MP

Zero-hours slammed

Usdaw wants workers on zero-hours given contractual rights to reflect their average working week after 12 weeks in employment, deputy general secretary **Paddy Lillis** told conference when he introduced the executive council statement on *Zero-Hours and Short-Hours Contracts*.

"No guaranteed income, no chance to budget for essentials, no job security that's the reality of zero-hours contracts," he said. "We welcome the Labour Party proposals but believe we can go further. The Coalition is clearly not interested in solving the problem so we have to work for a Labour Government in 2015."

David Watson (East of Scotland Morrisons) also called on workers to be paid holiday and sick pay based on the actual hours they work rather than their contractual hours. While **Sandor Varga** (DHL Logistics Dartford) wants the Swedish Derogation loophole, part of the Agency Workers Regulations, abolished.

Young deserve equality

Young people are facing discrimination because of the varying levels of the National Minimum Wage (NMW),

Demelza France

(Humberside Tesco) told conference.

"Workers doing the same job should be paid the same rate regardless of their age," she said. "There should be an equal pay structure and

this would stop employers exploiting young people."

Wendy Temple (North East Kent) agreed. "Paying young workers less just isn't fair. We want to see equal pay for equal work."

John Hannett said: "The NMW is one of the best achievements of the last 30 years but we know it's not the finished article. Usdaw has successfully negotiated an end to youth rates in Tesco, Sainsbury's and the Co-op.

"However, we believe that all young workers should have the right to be paid the full rate of the national minimum wage."

SOS for NHS

The NHS won't survive another five years of Tory-led government, shadow health secretary **Andy Burnham** MP warned conference.

"Did you know that since the election, companies whose shareholders have given £1.5 million in donations to the Conservative Party have benefited in £1.5 billion contracts from our precious National Health Service!" he said.

"It's a scandal and makes my blood boil. It's clear the Coalition is destroying the proudest ever achievement of the labour movement. For me

Four days of lively debate at the union's parliament



Speakers below: (l-r) Angela Thomas, Wendy Temple, Demelza France, Sandor Varga, Sylvia Bew and David Watson

the NHS represents a better way of doing things, where we all look after each other, where we put people before profits."

He pledged the Labour Party would re-connect with the electorate and introduce policies to tackle the 'modern-day epidemic of inequality and insecurity' faced by young workers, families





and the elderly.

“The reality for many people today is zero-hours contracts, under-employment and having two part-time jobs to make ends meet,” he said.

“We have to build a fairer country and Ed Miliband’s pledges on an energy freeze, a ban on exploitative zero-hours contracts, the Living wage and

regulation on landlords can inspire you and your members in 2015.”

Modest subs increase

Delegates voted overwhelmingly for a modest increase in subs which will see Scale A rise 4p to £2.29,

Scale B up 3p to £2 and Scale C rise 2p to £1.43 a week.

“We understand how difficult it is for our members that’s why this is a below-inflation rise which will allow the union to continue to invest in its reps and its staff and retain strong financial stability.”

Sylvia Bew (South East London) told conference how Usdaw had won her £6,000 after an accident at work.

“I’ve a lot to thank the union for and I think a small subs increase is worth it.”



Transport in focus

Get on the right road with Usdaw

Ushaw has more than 20,000 members in the transport sector and offers a comprehensive service to all drivers from dotcom to LGV

LGV driver and active rep **Eamonn Abbott** is aiming to get more members to sign up to the road transport distress fund.

The 55 year-old, who works for DHL on the NISA contract, at Harlow in Essex, has a wealth of experience in the sector. He has spent nine years in his current job and before that was a transport manager and prior to that he was a ramp manager at Stanstead airport.

"We have to promote the distress fund much more," he said. "Many members don't know about it and those that do think it's just for LGV drivers. It's not, it's for anyone who drives for a living – whether that's an articulated lorry, a dotcom vehicle, a white van or even if you drive a company car.

"For a fiver a year members can get protection from fines incurred while driving as part of their job. For me it makes perfect sense. I encourage all of my drivers to sign up."

Eamonn has witnessed the rapid changes in the sector over

the years. "The industry is evolving all the time," he said. "When consumer habits change so does the sector. We've seen the growth of internet sales, more local shopping and collection, and just-in-time scheduling.

"When you add in the cost of fuel, increased regulation, the growth in traffic and the influx of overseas drivers, you can get some idea of the transformation."

Eamonn's busy schedule also sees him combine his role with being a rep, looking after more than 200 members on site – a mixture of drivers, warehouse staff and agency workers. "There's plenty going on. From sorting out accident reports – thankfully usually minor reversing incidents – to scheduling issues for the drivers to picking rates and attendance problems for the warehouse staff.

"It's a busy time but I enjoy it. I'm passionate about fairness and consistency in the workplace and I think my experience and Usdaw training give me a solid grounding on how to solve problems and represent members."

Eamonn Abbott has spent nine years driving an articulated lorry



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ROAD TRANSPORT DISTRESS FUND

- All Usdaw members who drive as part of their job can apply to join Usdaw's Road Transport Distress Fund (RTDF).
- The RTDF helps to relieve hardship if you commit a work-related traffic offence, resulting in being issued with a fixed penalty notice or attending a driver improvement course.
- Last year the RTDF paid out more than £7,000 to assist members.
- It is a unique voluntary self-help scheme costing only £5 a year; payable by direct debit every October.
- Alcohol and drugs related offences are excluded.
- Get protected – join the Distress Fund now.

For further information contact your local Usdaw office on:



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DID YOU KNOW?

- At the end of 2013 there were 35 million vehicles licensed for use on the roads in Great Britain, of which more than 29.1 million were cars, **3.5m vans**, **380,000 large goods vehicles (LGVs)**, 175,000 buses and coaches, and 1.2m motorcycles.
- Since 1994, the number of licensed cars in Great Britain has increased by 37 per cent. Over the same period the numbers of vans/light goods vehicles have **increased by 57 per cent**. The numbers of LGVs have fallen since 2007.
- The number of LGVs increased by 1.8 per cent from 2012 to 2013, the first such increase since 2007, but **the total remains eight per cent below the peak in 2007**. However, there is some evidence of hauliers using fewer, larger vehicles (and more large vans), so this reduction in numbers does not necessarily indicate a fall in road freight carrying capacity.
- The number of vans registered for the first time in 2013 was up 13.4 per cent on 2012, to 274,000.
- The number of LGVs registered for the first time was 27.3 per cent higher than 2012 at 53,000, the highest level since 2006.
- Between 2012 and 2013 the **total vehicle stock increased by 1.5 per cent**, the first substantial year-on-year increase since 2007.
- The number of licensed vehicles in Great Britain has increased **every year** since the end of the Second World War, except 1991.





Driver Keith Smart has witnessed the rise in home delivery

Tesco dotcom driver **Keith Smart** has spent the last 11 years driving and delivering customers' shopping in and around Hattersley, Greater Manchester.

The 59 year-old who lives in nearby Glossop works 31 hours over a four day week and combines his job with being a rep for more than 200 members.

It is a far cry from Keith's previous career, which saw him travel the world as part of his managerial position with a multi-national American shipping company. He retired and moved back to his native North West in 2003 but was keen to remain active.

"I enjoy being a rep. It gives me an added interest at work and allows me to help my colleagues and solve any problems," he said. "The training courses have been very useful and I get a lot out of the role.

"I have a very good rapport with the management who are very supportive and positive –

and that's crucial. We have around 80 per cent membership density. I'm also the store forum rep and the store director rep so I'm busy and again it makes work more interesting."

Keith has witnessed first-hand the growth in the home delivery sector. His site operates with seven vans and 20 drivers over two shifts, seven days a week and covers both rural and urban areas. "Things have improved," he said. "The systems we use now are more sophisticated with automatic routing so it does make our jobs easier.

"There are some occupational hazards. Road works and congestion cause problems. I was badly bitten by a dog a few years ago. I picked up a speeding fine, but luckily I'm in the distress fund. I chose to do the driving awareness course – the fund paid the cost and I didn't pick up any points on my licence. I'd recommend the fund to all Usdaw drivers."

LOOKING AFTER ALL DRIVERS

- Usdaw has around 20,000 members who drive for a living and the union has a proud record of looking after the interests of all drivers.
- This includes representation on pay and conditions of employment, legal support, specific driver-related publications, an annual national transport conference, a distress fund and much more.
- Usdaw has agreements covering drivers in companies such as Palmer & Harvey, Tesco, Sainsbury's, Wincanton, Yodel, Hermes, Co-op, Norbert Dentressangle, Next Distribution, DHL and many more. Membership is available to all – from drivers of cars, small vans and LGVs.

Listen to John Hannett on the transport sector



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Claims myth rubbished

Workers more likely to miss out if they are not in a union – report



Claims that a ‘compensation culture’ exists in the UK has been once again debunked after a report revealed the number of workplace compensation cases has **fallen by 50 per cent** in the last decade.

The report by the TUC and the Association of Personal Injury Lawyers (APIL) said there were only 91,115 claims in 2012/13 compared to 183,342 in 2002/03. The report also

found that more than six out of seven (85.7 per cent) of workers who are injured or made ill at work get **no compensation whatsoever**.

General secretary John Hannett said: “It is common to hear stories that the UK is rife with a compensation culture and is becoming risk averse as a result of compensation claims – but this report shows this is just not the case.

“Usdaw members can be reassured they can call on FirstCall Usdaw our free legal service to make a claim whether they are injured at work or outside of work. However, without this we know many workers, who are not members of a trade union, miss out on both loss of wages and compensation for injuries.”

In another **myth busting** example the report showed that of the nearly 64,000 claims in 2011, the majority of workplace damages paid to injured workers was for less than £5,000, and around 75 per cent of cases are for damages of less than £10,000.

Usdaw calls for clarity at troubled Co-op Group

Usdaw has urged the Co-op Group to **put jobs first** as it looks to respond to losses of £2.5bn – the worst in its history – after a ‘disastrous’ year.

General secretary John Hannett said: “It’s important that the Co-op Group presents a **clear and coherent strategy** to address the growing anxiety our membership have over long-term job security.

“Over the last few months we have been in regular dialogue with the Co-op and sought reassurances that the problems at the bank and at Group board level will not have a detrimental impact elsewhere on the Group’s businesses.

“Usdaw has over 38,000 members who work

for the Co-operative Group in retail, distribution, funeral care, pharmacy and at Head Office. We are working closely with the Co-op to do everything we can to ensure these other parts of the business remain successful to protect our members’ jobs.

“The Co-op’s biggest asset has always been its **loyal hardworking staff**, many of whom have spent their whole working life in the business, and they will be the key to its future success.”

The Co-op Group has said it is **looking to offload** its farming and pharmacy interests and is looking to sell 60 per cent of its former Somerfield stores.



People
like you



The Artist

When it comes to dealing with the stresses and pressures of life **David Garvey** has his own coping mechanism – his passion for oil painting.

“I’m a great believer in the idea of a work-life balance and fully support the union and employers who are taking positive action to promote this,” said the 51 year-old driver, who works for Muller Wiseman Dairies in Droitwich in Worcestershire.

“I find painting very relaxing. When I’m staring at the blank canvas it’s pure focus, nothing else matters, when I paint, there’s a piece of me in every brushstroke.

“I hope that’s what people see when they view my paintings, something of me in every piece of work I do.”

David, like many other

workers, also spends a lot of his time away from work caring for his mother, helped by his wife Jean.

He has also recently successfully negotiated with his employer to reduce his hours of work to help balance his caring and work responsibilities.

“Jean has always been very

“ I find painting very relaxing – there’s a part of me in each one

supportive, we share the care. Again it’s all about work/life balance. We’ve been married 31 years.

“My father, who I worked alongside for 18 years, sadly passed away 15 years ago

Driver David brushes aside life’s pressures by using his gifts as a painter to unwind

and my younger brother was tragically killed at the age of 18. It’s been tough.

“Both my parents supported and encouraged me growing up, so I feel my paintings are for them too.

“In fact when I was

contacted by the arena team about doing this article, it brought back a lot of fond

memories of my Dad and inspired me to do the portrait of him I’d been meaning to do for years but never had the time to do it.”

artistsandillustrators.co.uk

Sign up a friend and **£100 cash** could be in your pocket

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Sign up and cash in

Anna Duda and Stephen Ballard

INTRODUCE A FRIEND TO USDAW AND YOU COULD WIN £100 BY USING THE FORM OPPOSITE TO ENTER OUR PRIZE DRAW

Last issue's winners

Five lucky members are celebrating after they each won **£100** in the Recruit A Friend competition.

- **Christopher Butler** from Princes Foods in Chichester recruited colleague Lee Rawlinson.
- Stocksbridge Co-op's **Jayne Fleetwood** signed up husband Kevin.
- **Stephen Ballard** signed-up fellow DHL/Exel Logistics worker Anna Duda in Long Eaton.
- **Jane Ball** from Tesco Totton recruited B&M Bargains' Robert Hallsworth.
- Marks and Spencer's **Lorriane Burville** recruited colleague Lynn Mew in Southampton.

By doing your bit for the recruitment drive you'll be **building the union**, helping your workmates get the many benefits of **Usdaw membership** and potentially putting some much needed cash into your own pocket.

The prize draw is **open to all members and reps**, all you have to do is recruit a friend, **relative or colleague** using the form opposite and send it in to: **Arena, Prize Draw, Usdaw, Freepost NAT19525, Manchester M14 7DJ**. The first five out of the hat will each **win £100** (terms and conditions apply).

The weekly rates are **£2.25 for Scale A** (applicable to full-time and part-time workers) and **£1.41 for Scale C** (applicable to part-time workers only)

Closing date is Fri 11 July



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

FOR OFFICE USE ONLY

Branch No. _____ Membership No. _____

Please use BLOCK LETTERS and complete this form as fully as possible.

Please tick the appropriate box

Ms Miss Mrs Mr Female Male

Surname _____

Forename _____

Member's Signature _____ Date _____

Full Postal Address _____

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

Email _____ Mobile No. _____

Age _____ Date of Birth _____

Company Name _____

Workplace Address _____

Location Number _____ Employee No. _____

Occupation _____

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Labour Relations
(Consolidation) Act 1992

Every member of the Union who does not object to contribute to the separate fund for payments in furtherance of political objects within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992, will contribute to that fund. Every member of the Union has the right to be exempt from contributing to it. A form of exemption notice may be obtained by or on behalf of any member either by application at, or by post from, the Central Office or any branch office of the Union. Copies may also be obtained on request from the Certification Office for Trade Union's and Employer's Associations. Such form, when filled in, should be handed or sent to the secretary of the branch to which the member belongs. An exemption notice given within one month after the date on which a new member is admitted to the Union will take effect as from the date on which it is given. Should a notice be given AFTER one month from that date it will operate as from the following 1st January.

Recruiter's Name _____

Recruiter's Membership No. _____

Please tick the appropriate box

Have you been a member of Usdaw before? Yes No

Please tick the appropriate box

Have you been a member of any trade union before? Yes No

If so please give details _____

Union _____

Date Joined _____ Date Left _____

Contribution rate per week _____

Please tick the appropriate box

If you do not select a scale of contributions you will automatically be entered as Scale A in order to take advantage of the full range of benefits

Scale A
Full or Part-time workers Amount per week _____
 Scale C
Part-time workers only Amount per week _____

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

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

DATA PROTECTION ACT (see overleaf)

M&C Received

arena Letters

Members can have their say right

here via email or post – but keep it brief!



Mention for men
I read the article on breast cancer in arena spring, which concerned mainly women and a small mention about male

breast cancer.
I was diagnosed with male breast cancer two weeks before Christmas.

I thought it was fatty tissue or a strain because I'd been doing a lot of lifting that week. Something was nagging at me that something wasn't right. I went to my local walk-in centre, the nurse who saw me wasn't happy and she started me to the breast clinic. I had a breast removal, plus lymph glands.

I am now having chemotherapy and my treatment will be the same as for women. I do think that making men aware that they could get breast cancer and

catching it early could save lives. It happened to me and I'm hoping that I've caught it in time, only time will tell.

Graham Homer (via email)
West Midlands

Open all hours

On the letters pages of the spring issue of arena I read the comments under the letter headed Late opening slammed at the Co-op. I strongly agree with every word that this person has written, as I said the exact same thing at the time. In addition I cannot see why stores can't be closed on New Year's Day too.

Name and address supplied

Active Midlands women



Here are a couple of our hard-working reps who held a promotional event during national women's day at the Tesco Redditch store in March. Rep Jane Lewis and union learning rep Sam Chandler were joined by prospective Labour candidate Rebecca Blake and me, Sarah Hughes. Thanks to everyone for their support. Sarah Hughes, area organiser, Redditch office

Lest we forget

It has been 100 years since World War I started. While there is still some debate on what day it actually did start because of the different warring

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YOUR
SAY**

You can have your say on the arena letters page, please keep it brief and no longer than 100 words

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countries and America's declared neutrality, we do know it ended on the eleventh hour of the eleventh day of the eleventh month in 1918.

I feel that we must commemorate the start for all the armed forces personnel who gave their lives so we could live today.

I feel there should be a two-minute silence in August and I hope this message will get out there.

Frank Dunaway
Retired committee member
Southern division

Charitable Co-op reps



Many thanks to the Mid Counties Co-op reps who were the winners of the National Team Recruitment & Organising Award at this year's annual event in Manchester. The talented trio donated their £100 cash prize to the Society's charity of the year the Teenage Cancer Trust. They are pictured above (l-r): Bernadette Connor, Sarah Groom and Michelle Whitehead.
Sarah Hughes, area organiser, Redditch office

Thanks for legal help



Can I say a big thank you to the union's legal team who looked after me after I was treated unfairly at work.

Usdaw helped me clear my name and I was reinstated after I was dismissed, allowing me the choice of then resigning and enjoying my retirement properly.

As a disabled worker with long service I don't know what I would have done without help from Usdaw. So, once again, a big thank you.

Christopher Stuart,
Southern division

Great weekend

I went to my first divisional conference in March. I must tell all union members, how enjoyable and informative it was.

It was well organised and the speakers were informative and well equipped to answer the

You can write or email your thoughts to;
the editor, arena, Usdaw,
188 Wilmslow Road, Manchester M14 6LJ or
arena@usdaw.org.uk

varied questions asked by the members.

There was also a lot of fun especially with the Dragon's Den presentations. Very serious topics were discussed but with the glint of humour throughout. The officials did a great job getting us all together and keeping the days running smoothly.

It was great to meet like minded individuals and share stories and anecdotes about our experiences as reps. I really enjoyed the experience.

Thank you to all involved with making this conference a resounding success.

Maria Sutton,
South Wales & Western division



Going on holiday? ... take arena!

You could **win £50** by taking arena on holiday with you this year and sending us your photo. The first five lucky members picked out of the hat and featured in arena (winter) will **win £50**. So don't forget to pack your arena summer issue and send your holiday pic to: arena@usdaw.org.uk

@ arena@usdaw.org.uk

arena Health

Send your health questions to the

arena team at: arena@usdaw.org.uk



Alone at work

Q I work in a petrol filling station and often I am left on my own in the evenings. This is beginning to stress me out. Last night one customer was very abusive when they did not have the right money to pay for their petrol. Is it illegal to make me work on my own?

There is no law that says you cannot work on your own in a petrol filling station (unless you are under 18). However, as with any lone working situation, your employer must assess the risks

and develop a safe system of work. As part of that process they will need to ensure that there is adequate supervision and systems which protect you from violence or abuse. If you feel unsafe you should raise your concerns with your manager and talk to your Usdaw rep.

Smoke signals

Q As a smoker, I recently bought an electronic cigarette device on the grounds that these are not covered by the smoking ban. However, when I tried to use it in the canteen at work, I was told I could not 'smoke that thing in here'. Is that right?

Electronic cigarettes (e-cigarettes) do not produce the tars and smoke of conventional cigarettes and do not contain tobacco. As a result their use in indoor public spaces is not covered by the current anti-smoking laws. However, the Welsh government has recently announced plans to impose a ban similar to the tobacco ban and others may follow.

Even where they are not banned by law, the owner of any premises still has the right to decide

whether or not they will permit the use of e-cigarettes on their property.

Many have chosen not to allow them because their use can cause confusion or because of uncertainty about their health effects. Reports of some e-cigarettes bursting into flames when being re-charged have also raised concern. Some employers have set aside a separate outdoor area for e-cigarette users away from the designated outdoor smoking area in recognition of the fact that some smokers are using e-cigarettes in an attempt to stop smoking.

Hep C concern

Q A friend at work has had a lot of time off with aches and pains and chronic tiredness. He has now been diagnosed as having Hepatitis C. His manager is threatening disciplinary action for his repeated absences but he is worried about telling our employer about his illness in case it affects his job. What should he do?

Hepatitis C is a viral infection of the liver which can be spread by contact with contaminated blood. Four out of five people who get infected develop a chronic form of the disease, which causes the symptoms you describe. It can be treated



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

www.usdaw.org.uk/healthandsafety





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

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

but the side-effects from the treatment can be unpleasant and may cause further absences. It is important that your friend does tell your employer. As the infection can only spread by direct blood-to-blood contact there is no risk to others in the workplace and no reason why he should lose his job. If he continues to have unexplained absences, however, his job could be at risk. Once your employer knows the reasons for absence they can make allowance for the condition. If your friend is worried about others knowing, your employer does have a duty to maintain strict medical confidentiality. The Hepatitis C Trust can offer practical help and support. www.hepctrust.org.uk

Vision in focus

Q Following an accident I recently lost the sight in my left eye. I drive a Fork Lift Truck (FLT) in a warehouse, my colleagues say I will not be able to drive my FLT now due to my condition, is this true?

Safe use of a lift truck requires good judgement of space and distance. Usually this means good eyesight in both eyes for depth perception. Some people with monocular vision do



find ways to compensate and can undertake certain kinds of lift truck work. Even if you have to stop fork lift work for a period, you may be able to return to it after a period of adaptation, subject to satisfactory completion of practical tests.

Rat catcher

Q We have had a few sightings of rats in the warehouse. I've heard they can spread dangerous diseases, is this true?

The disease you may have heard about is Weil's disease, which can cause

serious health problems and can be fatal. It is spread via rat's urine, which if swallowed or allowed to seep into an open wound can be very dangerous. However, it is not common.

You should report the infestation to management and your safety rep to ensure steps are taken to eliminate the rats. You should also make all other workers aware of the danger rats pose. A risk assessment should also be done.

If you have to clean up rat droppings you should ensure protective clothing is worn including disposable gloves, aprons and possibly goggles and face masks depending on the severity of the problem.

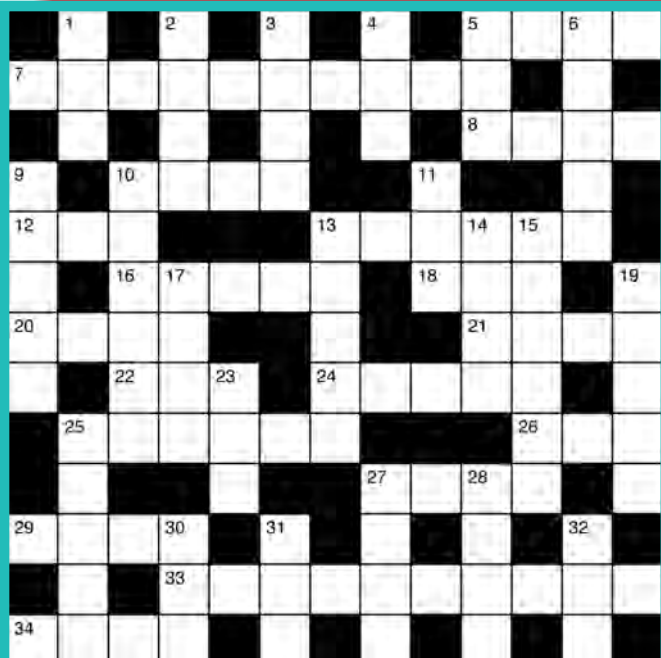


arena Crossword

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Three lucky members will win £50 each if they answer correctly the crossword clues below. Closing date 18 July 2014

(Not open to Usdaw staff)



Arena Spring crossword winners:

Luke Morrison, East Yorkshire & Humberside Co-op F88

Kenneth Fuge, North West Bakemark K143

Malcolm Monaghan, West of Scotland G149

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.

ACROSS

5. Picture card (4)
7. Large Australian kingfisher (10)
8. Repetitive electronic sound (4)
10. Leg joint (4)
12. Vase (3)
13. Place of worship (6)
16. Hibernian (5)
18. Candle substance (3)
20. Gargantuan (4)
21. Equipment (4)
22. Unpleasant or ugly old woman (3)
24. Item of bedclothes (5)

25. Angry or violent struggle (6)

26. Personal pride (3)
27. Male pig (4)
29. Desire (4)
33. Medieval instrument of torture (4,6)
34. Harvest (4)

DOWN

1. Male swan (3)
2. Flay (4)
3. Competent, talented (4)
4. Attempt (3)
5. Quick short punch (3)
6. Moderate coldness (5)
9. Japanese dish (5)

10. Chessman (6)
11. Uncooked (3)
13. Pursuit (5)
14. Leaf of a book (4)
15. English city (6)
17. Bring up, raise (4)
19. Person caring for horses (5)
23. Concert, informally (3)
25. Emit light (5)
27. Jolt (4)
28. Among (4)
30. Pelvic bone (3)
31. Foot digit (3)
32. Japanese monetary unit (3)

Communication

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E: morden@usdaw.org.uk

Andover
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Hampshire SP10 1DN T: 01264 321460
E: andover@usdaw.org.uk

Your contacts

Always speak to your rep first if you need advice or support.

If you don't have a rep at your workplace contact your local Usdaw office as shown on the map. Alternatively, you can ring our national helpline **0845 6060640*** to be connected to your local office.

*Calls charged at local rate.

The union's head office is:

188 Wilmslow Road, Manchester, M14 6LJ

Tel: 0161 224 2804/249 2400

email: enquiries@usdaw.org.uk

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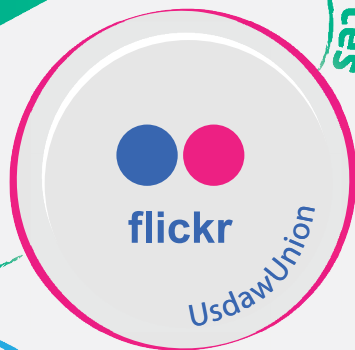
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