

FirstCall Usdaw the direct claims helpline – No Forms No Fuss No Delay

arena

www.usdaw.org.uk

WINTER 2014



TUC LONDON RALLY IN PICTURES

Your Rights

*Questions
answered
on changes
to hours*

**PEOPLE
LIKE YOU**
LAURA
PEARCE

**FIRST CLASS
REPS DELIVER...**

Service with a smile



follow us @UsdawUnion



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



General secretary John Hannett Active reps give Usdaw its strength

It's been a tough year for Usdaw members and for reps who have had to deal with job losses, company restructures and changes in their working patterns. However, despite all of these problems our activists have stood up to the challenge and have done a magnificent job to defend members' rights.

Thanks to the efforts of members, reps and officials Usdaw continues to both weather the current storm and consolidate its position in the high street, and importantly in the distribution, food manufacturing, transport and the other sectors where we organise.

Our Academies too have made a significant contribution and while this year's intake have returned to their workplaces – a big thank you to them for their hard work and commitment.

Also a big thank you to all of those reps who attended one of the many conferences Usdaw arranges, both divisionally and nationally, to help us stay in touch with our activists. Usdaw, like any union, depends on its reps and it's because of their energy, enthusiasm and belief in fairness Usdaw is still in a very strong position.

Our Respect Week is always a great opportunity to promote safety for our members and Usdaw is currently campaigning to ensure violent customers are given stiffer sentences. We took the campaign to Westminster in October (details on page 6) and will continue to press for more protection.

On behalf of the executive council I wish you and your family a happy Christmas and a prosperous New Year.

John Hannett, General Secretary

Watch reps, officials and MPs on YouTube.com/usdawunion

Follow us on Twitter @UsdawUnion

Call the helpline 0845 6060640
Office details on page 47

To view the union's extensive photo gallery visit: www.usdaw.org.uk/gallery

arena

PUBLISHED BY

USDAW

188 Wilmslow Road,

Manchester M14 6LJ

T. 0161 224 2804

F. 0161 257 2566

E. arena@usdaw.org.uk

W. www.usdaw.org.uk

HEAD OF MEDIA & COMMUNICATIONS

Mike Glover

EDITOR

Peter Rees-Farrell

E. arena@usdaw.org.uk

REPORTER

Mairead Bradley

EDITORIAL ASSISTANT

Paula Barke

ADVERTISING & DESIGN

Century One Publishing

Alban Row, 27-31 Verulam Road,

St. Albans AL3 4DG

T. 01727 893 894

E. enquiries@centurypublishing.co.uk

W. www.centurypublishing.co.uk

ADVERTISING MANAGER

Jonathan Kight

T. 01727 739 193

E. jonathan@centurypublishing.co.uk

DESIGN & PRODUCTION

Heena Gudka

PRINT

Polestar UK Print

Paper produced from ecologically sustainable sources.

arena is the membership magazine of the Union of Shop, Distributive and Allied Workers (Usdaw).

Published quarterly, **arena** is distributed to Usdaw members.

Copyright: Reproduction in whole or part by any means without written permission of the publisher is strictly forbidden. The publisher accepts no responsibility for errors, omissions or the consequences thereof.

© arena 2014

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



Members march for a pay rise

Inside this issue

Legal Plus & FirstCall Usdaw

22 Winning for you Members keep 100 per cent of their compensation with FirstCall Usdaw.

People like you

08 Laura Pearce Learner rep Laura has inspired colleagues to get behind her book zone.

18 Bill Cawley Checkout operator by day, writer and TV and radio quiz player in his spare time.

29 Jan Haggis Charitable rep Jan had her long blonde locks cut off to raise funds for Macmillan nurses.

Features

12 Changes to hours Your questions answered on this thorny yet common problem for members.

32 Breast cancer awareness Cheryl Bates talks to *arena* 12 months after being diagnosed with cancer.

38 Want to be a rep? Follow our guide on how you can make a difference in your workplace.



Workers' health in focus

30 Respiratory problems... driving shifts, risk assessments and toilet trouble all feature.

Regulars

04 Latest News The general election looms large as the Parties vie for your vote.

40 Recruit a Friend Five prizes of £100 up for grabs if you sign up a colleague to Usdaw.

Letters

42 Have Your Say TV appearance for member's family and a holiday outing for *arena*!

Choices

The Parties are gearing up for next May's election

Ed Miliband at the Labour Party conference



Voters next May face a stark choice between the Conservatives who stand for the privileged few or Labour who fight for **workers and their families**, Ed Miliband told the Labour Party conference in September.

He pledged only Labour would protect and **support the NHS**, reduce the number of people on low pay and increase the number of young people taking apprenticeships.

"We will also be building as many homes as we need, we will **reform the banks** and we will **clamp down on tax avoidance**," he said.

"We won't borrow an extra penny or raise taxes on ordinary working families, but we will use the proceeds from a mansion tax on homes above £2 million and we will raise extra resources from

the tobacco companies.

"All working people should share fairly in the growing wealth of the country. That means the wages of working people grow at the same rate."

Ed Miliband also pledged to give the **vote to 16 and 17 year olds** in general elections.

"In the next eight months the British people face one of the biggest choices in generations. A choice between carrying on as we are, of being on your own, a country for the privileged few," he said.

"Or **Labour's vision** where together we can rebuild our country, we can reward hard work, we can ensure the next generation does better than the last, and together we can make our **NHS greater** than it has ever been."

Vulnerable targeted

Meanwhile at the Conservative Party conference, chancellor George Osborne chose to focus on **cutting in-work benefits** and freezing others in a move that could see working families lose hundreds of pounds a year.

Unions, charities and even Liberal Democrats have slammed the announcement, which the chancellor said would be introduced if the Tories win the next election.

The freeze (in reality a cut) will hit 10m households. Half of those hit by the policy are in work, with families with children set to **lose up to £490 a year** in child benefit and tax credits.

The prime minister David Cameron later announced that the threshold at which people will start to pay the top rate of tax will rise from £41,900 to £50,000. The 40p tax rate is currently only paid by the top 15 per cent of earners. Critics have said cuts and freezes to benefits are being used to fund **tax cuts for higher earners**.

A promotional banner for NutriBullet. On the left, there is a starburst graphic with the word "Win!". In the center, a NutriBullet blender is shown with a glass of orange juice and various fruits like oranges, lemons, and kiwis around it. To the right, there is a cluster of fresh berries including raspberries, blackberries, and blueberries. The text "Win a NUTRIBULLET®" is prominently displayed in green, with "with USDAREWARDS.COM" in smaller blue text below it. At the bottom, it says "sign up now at..." in blue, followed by the website "WWW.USDAW.ORG.UK/WIN" in large red letters. At the very bottom, there is small text: "Sponsored by Usdaw Rewards. Closing Date 5 Jan 2015. Terms apply. Website: www.usdawrewards.com" and "WEB ARN 1114".

GET PAID CASHBACK

for your online shopping

Includes a

**FREE
£10**

welcome bonus*



Littlewoods

Shop online at **hundreds of retailers** and get paid cashback! Exclusive to Usdaw members. Sign up **free** at
www.UsdawRewards.com

Terms and conditions apply. Range of brands, level of discounts and cashback are subject to change. *Your FREE welcome bonus is paid once you reach your first cashback total of £25.00. Your cashback will be paid automatically to your registered account each time you reach a cashback total of £25.00. Usdaw Rewards is a trading name of Union Income Ltd ("UI") who have arranged UsdawRewards.com in conjunction with VAC Media Ltd. UI is registered in England and Wales with register number 06595562.

Safety demand

Labour politicians line up to back Usdaw's campaign

Usdaw's award-winning Freedom From Fear campaign was given a Westminster launch in October as more than **70 Labour**

MPs turned out to support the union's annual Respect Week.

The MPs lined up with union activists and general secretary John Hannett behind the symbolic shield that summed up the campaign's aims. Usdaw also wants **stiffer sentences for violent shoplifters** and more legal protection for shopworkers.

"Our members are expected



For more on the Freedom From Fear campaign:

www.usdaw.org.uk/fff



to enforce the law, whether that is preventing **underage** purchases of products like knives, tobacco or alcohol, or detaining shoplifters until the police arrive, they can be put in real danger," said John. "Parliament has given shopworkers the duty to enforce the law, so Parliament should provide the necessary **protection**."

"I have been shocked by the leniency of some of the

sentences for assault of workers. Over 300 shopworkers are **assaulted** every day and it is time to say enough is enough. The Government must act to address this issue and act quickly."

Despite Labour's attempt to introduce legislation to protect shopworkers, and other workers who deal with the general public, the Coalition has **blocked** the proposals on four separate occasions.



Justice fight hearing draws closer

Usdaw's six-year fight for justice for workers sacked from small Woolworths and Ethel Austin stores moves a step closer in late November when the case is set to be heard at the

Court of Justice of the European Union (CJEU) in Luxembourg.

The case hinges on workers in stores with fewer than 20 employees who missed out on a compensatory award following the failure by the administrators to consult with the workforce. Under current UK law each store could be treated as a 'separate establishment'. Usdaw challenged

this and initially won but the Coalition Government appealed the decision and the case was referred to the CJEU.

General secretary John Hannett said: "Our case is morally and logically robust. It makes no sense that workers in stores of less than 20 employees were denied compensation, whereas their colleagues in larger stores did qualify for the award. These were mass redundancy situations where thousands of workers lost their jobs. How can anyone suggest that the redundancies should be treated on a store-by-store basis when the whole company was closing down?"



www.usdaw.org.uk/news

RELAX! WITH UP TO 4,000 USED CARS PRICE CHECKED
DAILY, COMPREHENSIVELY CHECKED & GUARANTEED

YOU'RE SURE TO FIND YOUR PERFECT CAR!

CALL
OUR TEAM
TODAY



HERE'S JUST A SMALL SELECTION OF OUR CURRENT

Usdawdrive OFFERS...



09 REG

CITROEN C1 1.0i VT 3 DOOR,
13084 MILES

**NOW
ONLY £4468**



10 REG

NISSAN QASHAI 1.5 DCI ASENTA
5 DOOR 41K RED

**NOW
ONLY £9491**

BRAND NEW

VAUXHALL CORSA 1.2 ecoFLEX
DESIGN 5DR (AC) START STOP

**ONLY
£115^{.63}
A MONTH***
48 MONTHS (9+47)



11 REG

MAZDA 6 2.2D (163) TS2
5 DOOR 20K BLUE

**NOW
ONLY £11378**



11 REG

KIA VENGA 1.4 CRDI ECODYNAMICS 2
5 DOOR 25K BLUE

**NOW
ONLY £7249**



11 REG

RENAULT GRAND SCENIC MPV 1.5 DCI
110 EXPRESSION 5 DOOR 23K GREY

**NOW
ONLY £8673**

FINANCE AVAILABLE

PART EXCHANGE WELCOME

NATIONWIDE DELIVERY TO YOUR DOOR

Hassle Free, Risk Free Car Purchasing for Usdaw Members and their Families

Usdawdrive

usdawdrive.co.uk

*Contract hire based on 9+47 payment profile. Finance subject to status, a guarantee may be required.
Cars for illustration only. Autosave, Trax Park, Doncaster, DN4 5PD

Or Call **0845 122 6916**

**People
like you**



**Learning together...
Laura Pearce with
Ailsa Aitken at Tesco**

**Laura Pearce's role as a
union learning rep is
bringing its own rewards**

In the zone

Laura Pearce is just one of the union's 1,800 Union Learning Reps (ULRs) making a difference to the lives of thousands of Usdaw members.

"I took on the role of learning rep eight months ago but I've been involved with the union for nine years," said the 42 year-old from the Tesco store, Bishop's Stortford, in Hertfordshire, who is also a branch secretary.

One of Laura's first workplace learning initiatives was to set up a designated reading area in the staff canteen where colleagues could sit, read and exchange books.

"Staff told me, while they enjoy reading, books are expensive, they don't have the time to browse charity shops and library opening

times didn't fit their shift patterns.

"Others said downloading e-books was not a possibility as they either couldn't afford a Kindle or computer or didn't know how to use them.

"This gave me the idea for the Book Zone. It's really taken off and we have the full backing of our manager Natascha Jesvant.

**“ Staff can't afford
Kindles so the book
zone works for them**

"Staff donated books and within weeks we grew from one bookcase to two and a box! It's an example of how a relatively informal learning activity can make a difference.

"One of our colleagues from overseas uses the books for

her children as it helps them with their English and also improves hers.

"I've recruited a new activist too, Ailsa Aitken, who has severe learning difficulties. Ailsa wanted to 'give something back' to the union for the help and support she's had. So she now keeps the Book Zone tidy and raises its profile.

"She also uses this opportunity to speak to non-members about the union and

how it can help them just like it's helped her.

"Watching Ailsa grow in confidence makes my role as a ULR very rewarding."



www.usdaw.org.uk/bearep

MEMBERS HAVE THEIR SAY

The vast majority of Usdaw members value their union and would recommend membership to fellow workers, an independent survey by the Insight company has revealed.

More than 15,000 questionnaires were sent out in the post or by email to a representative sample of union members with the majority of respondents saying they valued the protection, support and advice they received from the union when they needed it.

OTHER KEY REPLIES INCLUDED:

Campaigns: Usdaw's Pensions Awareness, Freedom From Fear and Supporting Parents and Carers campaigns were strongly endorsed and supported by members.

Communications: Almost 70 per cent of members said they received the right amount of information on campaigns, benefits and services.

SURVEY

arena magazine is the preferred choice for getting information for the majority of members with most preferring the paper version to the digital one. However, electronic/digital communications has also shown an increase in popularity.

General secretary **John Hannett** said: "This is the fourth survey we've held in the last eight years and it is an important part of our determination to listen to the members, many of whom are not involved directly with the union, but deserve to be consulted.

"I'm encouraged by the positive results but won't be taking anything for granted. Over the last few years we have overhauled the way the union works and delivers for members and we will continue to build on this and ensure we always provide a first-class service."

Pre-paid Funeral Plans

So you leave them with happy memories, not money worries

It's only natural that we want to look after our loved ones. A Funeral Plan can help, protecting you and your family from rising funeral costs. Unlike some Funeral Plan providers our Plans are fully guaranteed, which means no matter how much funeral costs increase there will be no more to pay when the time comes.

For a personalised Plan that's kept safe until you need it visit your local Co-op Funeralcare or call 0800 612 7444 or find us online at www.co-operativefuneralcare.co.uk

The **co-operative** funeralcare



SUMMER SCHOOL 1

Sainsbury's pharmacy assistant **Mavis Ayitey-Hammond** works in Merton, South London. "This is a very intense week but everyone works together and encourages each other. I'm glad I came, it was the ideal confidence-booster for me."

Morrisons customer assistant **Elaine Jaundrill** works at the Hull store. "I was told summer school would increase my confidence, help me communicate better and give me more knowledge – and that's exactly what it's done!"

Tesco Homeplus sales assistant **Malcolm Land** works at the Edinburgh store. "The week flew by. I feel I've made a lot of progress too and had positive feedback from my tutor, which I was really pleased with.

"Usdaw's training opportunities are fantastic and I'd certainly highly recommend summer school to reps."

Northern Ireland Asda rep **Stephanie Rogers** said: "There's a great mix of people here from all over the country, all walks of life and all dialects. It's a very supportive environment.

"Wortley Hall is a beautiful place. I came here on my own but I'll leave with many more friends. It's as if I'm part of a new family."

Summer schools

Skill centre for top reps

Usdaw's training programme for reps has a long and proud history of giving activists everything they need to do a great job

Active members added to their skill set at the union's popular summer schools held in September at the impressive Wortley Hall in Yorkshire.

The eight-day residential courses attracted more than 100 activists with summer school1 giving a broad overview of how the union works and summer

school2 allowing more experienced reps to choose to study in-depth, one of three subjects.

Presentation and communication skills are high on the agenda along with recruitment and organising methods. **arena** caught up with a cross-section of reps to find out what they thought of their summer school adventure...

SUMMER SCHOOL 2

Morrisons code checker **Caroline Williamson** was in the **Women and Organising** group. "This was absolutely fascinating and informed me about maternity rights in a really useful way.

"The talk on pensions we had was very useful too and I'll be looking more into this when I get home."

Morrisons cleaner **Alan**

Woodhouse was part of the **Politics** group. "I wanted to understand the philosophy and economics behind the political scene.

The week gave me lots of

healthy and constructive discussions and debate.

"I'm disabled and I'm keen to raise awareness of what the Coalition is doing to people like me. We have to get Labour back in power."

Morrisons café assistant **Jayne Longstaff** was in the **Unions and Organising** group. "I picked up a lot of knowledge from reps from other companies and different sectors and it's helped me appreciate their concerns and issues.

"This is a great way to learn, very supportive and full of friendly people."



Caroline Williamson



The class of 2014 at summer school 1 at Wortley Hall, Yorkshire...

... and the class of 2014 at summer school 2



For more information on summer schools visit:



www.usdaw.org.uk/training

Hours changes mean permanent headache

Usdaw wants to see members treated fairly as employers look to reschedule staff's hours as shopping patterns shift yet again

Introduction

Retail companies constantly monitor their customers shopping habits and similarly always review whether staffing levels adequately match these patterns. It is not something new but becomes particularly important when deeper **structural changes** in the sector have an impact on the stores. For example, everyone can see how **internet shopping** has increased over the last few years. There has also been a growth in the number of consumers using **convenience stores** and a move away from the 'big box' out-of-town hypermarkets. Add to this the rise of the **hard-discounters** Aldi and Lidl and the extent of **24-hour trading** and we can see the retail world never stands still.

For Usdaw members this means regular investigations in to whether their hours match with shoppers' needs. When companies announce these initiatives it can be a **worrying time** for the workforce, and while each company may go about this change in slightly different ways, Usdaw's approach remains constant ie to provide **advice and support** to its members.

Arena takes a look at some of the most common questions...



Who agreed?

Q My manager claims Usdaw has agreed to change members' hours. Is this true?

No. Usdaw has not agreed to change anyone's hours. These can only be changed by agreement between the individual and the employer, that is why every person has to be consulted on an individual basis.

Where Usdaw has an agreement with the company it will have been consulted usually at a national level. It will agree the **consultation process** for conducting the individual meetings to ensure these are carried out **fairly** and **consistently**, but never gives the company 'permission' to change any individual's hours.

HELP IS AT HAND
Always speak to your rep or local official for advice
Helpline:
0845 60 60 640

Who will help me?

Q Are Usdaw members entitled to have a rep present at these meetings?

Yes. All Union members are entitled to be accompanied by their rep during any informal or formal meetings throughout the process.



It's important to know the facts about possible changes to your hours. It is an issue tied up with your contract and the law and your own circumstances.

know your Rights

No-one can be available 24 hours seven days a week



“ Flexibility should work both ways

All the hours

Q My manager expects me to be available 24/7, this isn't fair is it?

No it isn't. Everyone has their own individual circumstances. You may be a parent with school-age

children. You may have caring responsibilities for an elderly or sick relative. You may have transport problems restricting your availability. You may be a student in full-time education. You may have health considerations. All of these come into play when discussing the hours you can work.



Hours cut

Q Can my hours be cut?

Only with your agreement. The company has to be reasonable in its requests for change. So for example it would be unreasonable for the company to cut your hours from 36 to 12. Similarly it would be unreasonable to expect you to work seven days a week for three hours when you currently work three days a week at seven hours.

More hours

Q Can my hours be increased?

Again only with your agreement. If you agree that's fine, but a request to increase your hours say from 16 to 34 could be considered unreasonable and all the factors mentioned earlier will come into play in determining what you can and can't do.

How much can change?

Q What are considered 'reasonable' changes?

'Reasonable' changes would include similar hours and working conditions. Little variation in pay and a similar skill set at the same location. It may help to consider 'unreasonable' changes; these include, significantly less pay, fewer/more hours, different location and/or significantly fewer/more skills required to do the job.



AGREE

Where do I stand?

Q What advice would you give to members going through this process?

Talk to your rep or if you don't have an in-store rep contact your local office.

Also discuss it with your co-workers because collectively you may be able to come up with a solution to the proposed changes between yourselves. Offer your own ideas.

Stand your ground. If you feel your manager is being unreasonable explain why you may not be able to 'fit in' completely with their proposals. Quite often managers themselves feel pressured into 'bulldozing' through any changes. As long as you remain 'reasonable' and seek advice when necessary you should not have to accept unreasonable changes.



know your Rights

www.usdaw.org.uk/legalplus



The last resort

Q I've been told the company can just terminate our contract if agreement isn't reached. Is this true?

Yes, but this is very rare and it is not something Usdaw supports. It must be the exception rather than the rule. However, if a mutual agreement is not possible the company may choose to serve contractual notice. This should only be served when all other avenues have been exhausted and there is a clear business reason for the proposed changes. You are also entitled to a notice period.

Generally speaking once the company has served contractual notice members have three options:

- Accept the change and work under the new terms and conditions.
- Work under the new contract but 'under protest'. However, members need to make this protest absolutely clear and should do it in writing to the company. They should also raise a grievance if they feel the changes being made are not reasonable.
- Ultimately a member can resign and claim constructive dismissal at an employment tribunal, but again this should be the final option.

Importantly members should not take this step before taking legal advice from Usdaw as constructive dismissal is notoriously difficult to prove.

If a member is served contractual notice it is very important that members and reps contact their area organiser at their local office to get more detailed advice on their options.



The company keep wanting more!

Q I'm sick of my company revisiting this issue time and time again. It seems we settle on one scheme and another follows soon after?

It certainly is a recurring theme among retailers and unreasonable if it happens on too regular a basis. Usdaw is clear in its stance:

- Employees should be fully consulted and any changes mutually agreed.
- Employers should be reasonable in their expectations.
- Members will be fully supported by Usdaw during the process of change.

Shopworkers: Law enforcers

Refusing to sell age-restricted goods all-too-often puts retail staff in the frontline

Understand the law with our leaflet



Intro

Refusing to sell age-restricted goods is often a trigger for abusive and threatening behaviour towards shopworkers.

While the sale of alcohol, cigarettes, knives, lottery tickets and other items is covered by the Licensing Act 2003, it is retail staff and delivery drivers who have to enforce the legislation.

arena takes a look at the law, offers tips and hears from members on what they think.



The law says

It is an offence to sell age-restricted goods to customers who are not old enough to buy them. This usually means anyone **under 18** but in the case of lottery tickets it applies to anyone **under 16**.

Penalties for knowingly making an underage sale include a **£90 on-the-spot fine**, or a court appearance and/or fine of up to £5,000. While rare, in some instances a prison sentence of up to six months can result.

If found guilty, employees can usually expect to be disciplined by their company and could be fired in some circumstances.

The police and trading standards can conduct 'sting' operations, these test shopworkers on their ability to spot an underage consumer attempting to buy restricted goods. This involves sending a **young person** in to the store to try and buy usually alcohol and/or cigarettes. If the shopworker sells the goods the authorities can then charge the employee with an offence under the Licensing Act.



What should you do?

If your job involves selling **age-restricted goods** always follow the letter of the law and:

- Ask anyone who you suspect to be too young to prove their age by asking for ID. Many companies operate a **Think 25** policy, which expects staff to ask the age of anyone who looks under 25 years of age. If appropriate ID (picture driving licence, passport) is not offered then **refuse the sale**.
- Keep a record of any refusals you make and **report them** to your manager.
- Report any instances of verbal or physical **abuse** or threats and intimidation.

know your Rights

What your company should do

Your employer has a **duty of care** to you and to ensure:

- Training is provided so all staff **understand the law** and its consequences.
- You have had **guidance** on how to deal with abusive customers and complaints.
- You are kept **safe** from threats and abuse.
- You are **supported** when you ask for ID and an irate customer complains.
- A record is kept to **monitor** the numbers and types of refusals and identify persistent offenders.
- Customers are clearly **informed** of the law by displaying posters and signage prominently.

What the union can do

- Usdaw has tailor-made **leaflets and posters** on underage sales, you can request copies via your local office.
- If you have been the target of a 'sting' operation call the legal department on 0161 224 2804 for **expert advice** and support.
- Your local rep or area organiser can also offer **information** on this issue.
- If you have been subject to threats or physical attack **report** it to your rep or local office.
- Remember Usdaw's award-winning Freedom From Fear campaign aims to eradicate abusive behaviour.



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

WHAT THE MEMBERS SAY...

“ I agree with Think 25 policy as I wouldn't want my kids getting served alcohol or cigarettes but when I refused a young woman cigarettes she became abusive and then her mother came in and did the same... they said they'd be waiting for me later... luckily I was met by a family member when I finished but I was scared...

I asked a young woman her age, she said she was 28, but didn't have ID. I refused the sale.... she left shouting and swearing at me...

It's not the Think 25 policy... it's all about having security guards in-store... they make a big difference... I think we lose more money to stealing than paying for a guard. I have been assaulted, punched, kicked, and had my hair pulled and had to take time off work which meant I lost earnings... when we had a guard none of this happened...

A young aggressive couple reduced me to tears after I refused a sale. I'm under 18 so had to ask a colleague who said 'no ID no sale'...

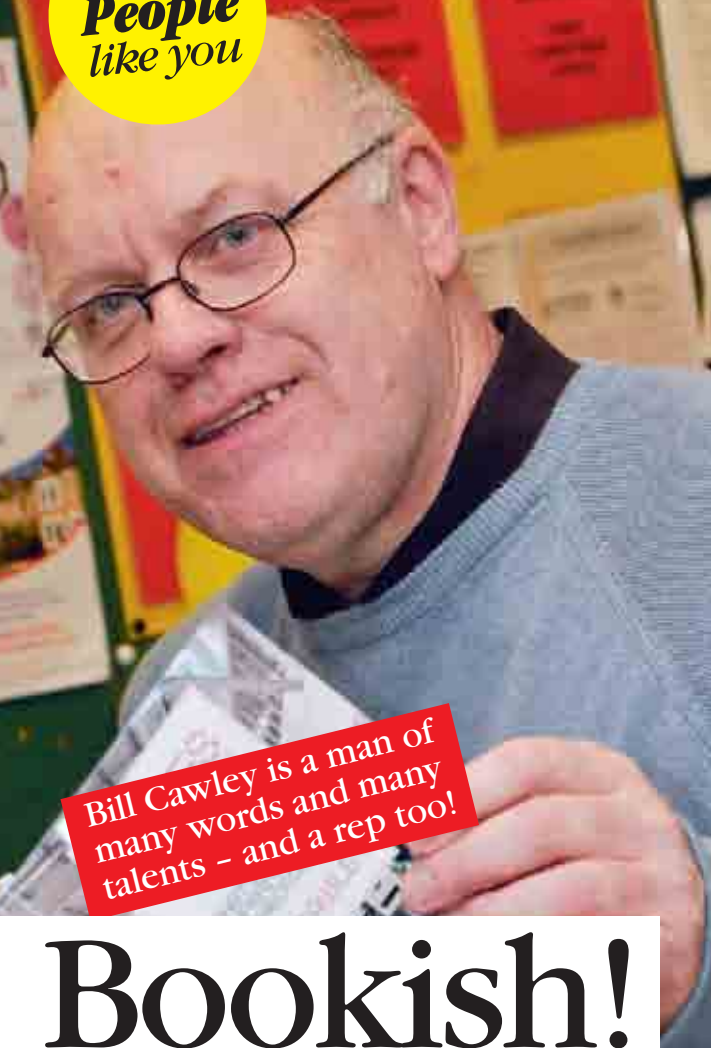
I've worked in retail for 18 years and been threatened by aggressive males... it can be very scary... being short staffed and no security guards doesn't help either...

I work in a charity shop and when I've refused to sell a film to a child the parent then just buys it and gives me a load of abuse... you wouldn't believe the amount of abuse we get...

Don't forget delivery drivers have to get a signature of an over 18 for age-restricted goods and some customers can be very rude and then complain to the company about the driver!



**People
like you**



Bill Cawley is a man of many words and many talents – and a rep too!

Bookish!

Usdaw rep **Bill Cawley** is not your average checkout operator and his new book *Tales From The Till* will prove it.

For the last five years the 59 year-old has been jotting down his brief conversations and his own personal thoughts of life at the supermarket checkout.

However, Bill who describes himself as ‘completely nuts’, has had a long and varied

career and this helps inform his observations. These take in not only the mundane, but

“Retail workers are as interesting as anyone you’re likely to meet

artistic, historical and philosophical connections, the full range of human

emotions and his own sprinkling of humour.

“The book was born out of the need to show that retail workers are as interesting as anybody you’re likely to meet in your daily life,” said Bill, who has been a contestant on the TV quiz show *Mastermind* and is also a semi-finalist in BBC Radio 4’s music quiz ‘Counterpoint’ which will be held in London in November. He has also served as a Labour Staffordshire County Councillor and used to organise ghost-hunts in his locality. He has a degree from York University in History and Politics.

“The book contains more than 300 of my own encounters with customers,” said Bill, who works for Morrisons in Leek in Staffordshire. “Some are witty, some are very moving, but every one of them is a true conversation.

“We all enjoy sounding off and sharing a bit of banter at the till. Usually the customer can say what they want, but in this book it’s the turn of the normally silent checkout operator who gets to speak or at least share my thoughts.

“I’ve labelled the chapters *Aisle one to four* and the final chapter is *Unexpected Item in the Baggage Area*.

“I’m hoping that after reading the book customers will look differently on the supermarket checkout operator.”

Tales From The Till is published by TMB Books and is available on Amazon.

www.usdaw.org.uk/bearep



Workers' cash loss

Talk of an economic recovery is not being felt in the pockets of workers

UK workers are **£50 a week** worse off since 2008, according to new analysis published by the TUC.

It shows that even using the Government's preferred inflation measure (the consumer price index), which excludes housing costs, workers are on average **£2,500 a year worse off** in terms of their spending power than they were before the 2008 crash.

The TUC analysis also shows how pay has failed to pick up during the recent economic recovery and says this is the seventh year that average **weekly earnings have been falling** – the longest period since records began in the 1850s.

Many people are £50 a week worse off nowadays



Image © filefoto/Shutterstock.com

We're cutting up to
40% OFF
our Home Insurance*

Here are more great reasons why you should call us today:

- ✦ 95% of people would recommend us**
- ✦ 80% of claims paid within one month†
- ✦ Interest-free monthly payments
- ✦ UK-based call centres

Call **0800 376 0300** or visit www.usdawinsurance.co.uk/home

Quoting ref: **ARENA414** (lines are open 8.30am-8pm Mon-Fri, 9am-1pm Sat)

*87% of new customers who purchased between 01.01.14 and 31.08.14 received a 40% discount. The discount applies if you have been claim free for 5 years or more. Other discounts are available and depend on your circumstances. Minimum premiums apply. This offer is subject to our usual acceptance criteria and is only available when the reference ARENA414 is quoted. Certain postcode restrictions apply. To be eligible for this offer, a quote must be requested before 31.12.14. Offer only available to new customers. **Research carried out by UIA (Insurance) Ltd, July 2014. †Research carried out by UIA (Insurance) Ltd, Sept 2013. We exchange information with other insurance companies and the police to prevent fraud. Usdaw Insurance is a trading name of UIA (Insurance) Ltd. Usdaw is an Introducer Appointed Representative of UIA (Insurance) Ltd, which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Usdaw
Insurance

Campaign TUC Rally

Tens of thousands of trade unionists including hundreds of Usdaw members took to the streets of London in October to demand a pay rise for Britain's workers.

The demonstration, complimented by similar marches in Belfast and Glasgow, came just days after new figures revealed the average UK worker was £50 a week worse off since the Coalition came to power.

General secretary **John Hannett** was one of the main platform speakers at the rally in Hyde Park.



[MORE PICTURES AT:
WWW.USDAW.ORG.UK/GALLERY]

Hundreds of Usdaw members joined 90,000 trade unionists at the march in October



USDAW MEMBER BENEFITS

**DO YOU WANT TO SAVE
ON YOUR INSURANCE?**

Usdaw
Insurance



**AS A VALUED USDAW MEMBER WE CAN OFFER YOU
COMPETITIVE RATES ON HOME, TRAVEL, PET AND CAR INSURANCE**

Call free for a quote on 0800 376 0300 or visit www.usdawinsurance.co.uk

(Mobile users can call 01438 761677) Lines are open 8.30am-8pm Mon-Fri, 9am-1pm Sat. Please quote ref Arena414.

Usdaw is an Introducer Appointed Representative of UIA (Insurance) Ltd and UIA (Insurance Services) Ltd. UIA Travel, Pet and Motor insurance are provided by third parties, see www.uia.co.uk/terms-conditions for details. UIA (Insurance) Ltd is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. UIA (Insurance Services) Ltd is authorised and regulated by the Financial Conduct Authority. Usdaw Insurance is a trading name of UIA (Insurance) Ltd.



Legal Plus

– looking after you and your family

Long legal battle won for Paul

after shop incident

Usdaw's persistence made sure former Somerfield night duty supervisor **Paul Butler** did not miss out on compensation when it won him £60,400 after he had to deal with two shoplifters in 2008.

After a six-year battle with the Criminal Injuries Compensation Authority and his former employer Usdaw's solicitors finally won his claim in July.

"The help, support and advice I had from my union solicitors was priceless," said 56 year-old Paul from Hailsham in East Sussex. "I was working for Somerfield at the time when I was asked to assist with two shoplifters.

"I damaged the tendon in my wrist holding on to one of the shoplifters as he tried to run away.

"I was off work for 18 months. In the meantime the company was taken over by the Co-op and when I returned to work my hours were cut.

"My case dragged on for six years but my solicitors were brilliant, they wouldn't give in and told me to stick with it.

"Joining the union is one of the best things I've ever done, without its backing and professional support I'd have given up a long time ago."

Paul was forced to give up his retail career last year and has since retrained and now works as an individual needs assistant in a local school.

Road traffic accident 'sorted'

for Co-op's Joanne

Co-operative Funeralcare's **Joanne Leadbetter** was amazed how quickly FirstCall Usdaw dealt with her road traffic accident claim and won her £3,600 in compensation.

The 46 year-old sustained injuries to her neck, back and wrist when her car was hit from behind while she was sat in slow moving traffic.

"I was shocked, dazed and in pain," said Joanne, from Hampshire. "The police arrived and took details of the crash.

"I went to A&E and was sent away with painkillers and later had sessions of physiotherapy. Within time my injuries did settle down.

"I rang FirstCall and within two hours I had a call back from a solicitor who had been assigned to my case. I was so impressed. I can't believe how quickly it was all dealt with.

"It was superb. You don't realise what an excellent service it is until you use it yourself.

"I tell everyone, especially young workers, to join the union, don't leave it until you have a problem, it will be too late then."



Sid put his trust in FirstCall

and was fully compensated

Good advice from his rep helped Co-op worker **Sid Fellows** avoid the 'ambulance chasing no-win no-fee merchants' and put his trust in FirstCall Usdaw.

The union's free direct claims line took up his road traffic accident claim and won him £3,100 with no deduction from his settlement.

The accident happened in 2012 when Sid's car was hit from behind and he suffered a whiplash injury.

"Within days of the accident I had two calls from 'No Win No Fee' firms. I haven't a clue where they got my details from," said the 77 year-old from Stourport-on-Severn, Worcestershire.

"Needless to say I wouldn't have used them as I knew they would take a big cut out of any compensation I might receive.

"I never thought about phoning FirstCall until my rep Bernadette Connor mentioned I could be covered. It was excellent advice.

"My solicitor took care of everything. It was all very efficient. Just a reminder to all Usdaw members if they or a family member has been injured in a road traffic accident – ring FirstCall.

"Don't trust the high street solicitors or ambulance-chasers. Usdaw members are entitled to free legal advice for themselves and their family from the minute they join. And members keep every penny of compensation."



follow us @UdawUnion



Brilliant service for Linda

after workplace injury

Usdaw rep **Linda Yule** uses her experience of FirstCall to help recruit members at her Tesco store in Falkirk.

The night shift worker fractured her toe when shelving fell on it in January last year. The union took up her claim and won her £2,800.

"I had an absolutely brilliant service," said Linda.

"I tell colleagues how Usdaw's FirstCall looked after me and that's why they should join.

"I was off work for seven weeks. I rang FirstCall and a year later my claim was settled.

"I didn't have to worry about a thing. My union solicitors, advised me all the way through. They sent me for a medical and even negotiated an improved settlement for me.

"Knowing I had a legal professional looking after my claim gave me one less thing to worry about. All I had to do was listen to the advice of the medical experts and concentrate on getting myself better and back to work.

"I can't emphasise enough how important union membership is, you are protected every minute of every day, it's something you shouldn't be without."

Cyclist hails FirstCall after

serious traffic crash

FirstCall helped put cyclist **Peter Hartt** back on track after he was knocked off his bike on his way to work.

Usdaw's panel solicitors handled his claim and he was awarded £7,500.

The accident happened in October 2013 as the pensions assistant was cycling to the union's head office in Manchester.

"I rode through a junction and had right of way as the lights were on green, when I was hit from the side and thrown in to the air and knocked unconscious," said Peter, 60, from Stockport.

"Luckily an off duty nurse was passing by and called an ambulance. I was taken to hospital and kept in overnight for observation. I was discharged the next day with no serious injuries just cuts and bruises and damage to my teeth.

"Thankfully I was wearing a helmet. I dread to think what my injuries would have been without it. I can't stress that enough to fellow cyclists – wearing a helmet is not an option it's a must.

"As an Usdaw member and also an employee of the union I knew to contact FirstCall and that's exactly what I did. And just like the thousands of Usdaw members who have used the free FirstCall service I was amazed how quick and easy it was. My case was settled in five months – excellent."





LEGAL ROUND-UP

Mario Trindade

- Age: 52
- Employer: Co-op
- Injury: Hand
- Date of accident: Nov 2011
- Case settled: Aug 2014
- Award: £2,500
- Quote: "I was very happy with the professional advice."

Dot Dickinson

- Age: 59
- Employer: Morrisons
- Injury: Foot
- Date of accident: Oct 2013
- Case settled: April 2014
- Award: £1,500
- Quote: "All very easy – settled within six months."

Steve Peaty

- Age: 59
- Employer: Tesco.com
- Injury: Shoulder
- Date of accident: March 2014
- Case settled: July 2014
- Award: £1,500
- Quote: "Really good service. Just four months to settle."

Alan Morgan

- Age: 54
- Employer: Norbert Dentressangle
- Injury: Hand
- Date of accident: Oct 2013
- Case settled: March 2014
- Award: £1,000
- Quote: "Rang FirstCall and it was settled in five months."

FirstCall helps Tesco's Alan recover from

knockout blow at work

Warehouse worker **Alan Jones** was knocked unconscious when a fork lift truck crashed into a cage that hit the 49 year-old on the head.

His rep advised him to contact FirstCall and five months later Alan's case was settled and he received £4,100.

The accident happened in March earlier this year.

Alan was taken to hospital and had nine stitches in the wound. "My union rep Phil Turner turned up and drove me home from the hospital and told me to ring FirstCall immediately," said Alan, who works at the Tesco distribution centre at Fradley Park in Lichfield.

"It was really sound advice, I made one quick free call and a solicitor rang me back later that day. I couldn't believe how fast and efficient it was.

"I answered a few questions and my solicitor arranged a medical for me in Birmingham. All my expenses including travel and outgoings were paid for. It didn't cost me a penny.

"Before I knew it my case was settled. It couldn't have been easier. My advice to colleagues and friends is; always join the union. You never know what can happen.

"With Usdaw you are protected every minute of every day."

FirstCall puts Bradley

on the right road

Co-operative Foods team manager **Bradley Donnelly** was injured in a road traffic accident so the 41 year-old put his trust in FirstCall, the union's free accident claim line for members and their families.

"I was delighted with Usdaw and FirstCall because my claim was settled in ten months and I was awarded £2,250," said Bradley, from Ashton Under Lyne, Greater Manchester.

"I was sat in my car in a row of traffic when suddenly I was hit from behind and my car was shunted forward. The driver failed to stop because he said 'he hadn't seen me'. I suffered a neck injury.

"I'd read in the magazine about others who'd been compensated for an injury as a result of a clumsy driver so I had no hesitation picking up the phone and making the call.

"It couldn't have been easier. I had a first-class service all the way, really quick and easy. My solicitor did everything for me, all I had to do was accept the cheque!"



Traffic accident claim settled

in just eight months

When **Andrew Henderson** was injured in a road traffic accident in October last year FirstCall settled his case within eight months.

However, for Andrew's workmate who was also injured in a traffic accident but not an Usdaw member he is still waiting for his high street solicitor to win him compensation.

More importantly Andrew kept every penny of his £2,900 compensation award.

"I couldn't believe how quickly my case was settled," said the 47 year-old, who works for the Co-op Group in Hartlepool.

"The accident happened when I was sat waiting in traffic on my way to work. I was hit from behind and sustained a whiplash injury. "I'm so pleased I called FirstCall. I can't believe how straightforward it was and I was very impressed with my union solicitor."

First Call *Usdaw*

0800 055 6333



AN ACCIDENT CAN TURN YOUR WORLD UPSIDE DOWN

TAKE THE PAIN OUT OF PERSONAL INJURY WITH OUR FREE ACCIDENT CLAIM LINE

- ✓ Any accident, anytime, anywhere in the UK.
- ✓ Expert solicitors to look after you.
- ✓ Keep 100% of your compensation – no 25% reduction.
- ✓ And family members living with you are also covered for road traffic accidents.
- ✓ Cover from day one.

FIRSTCALL USD AW 0800 055 6333*
VISIT WWW.USDAW.ORG.UK/LEGALPLUS

*Free, only if calling from a landline. Calling from a mobile will incur your contract rate charges. Alternatively ring 01455 255227 from your mobile

Scan here

to view all of the latest
Legal Plus news and resources†



www.usdaw.org.uk/legalplus

†to scan the code, download a QR reader app from your app store. A charge may be applied by your network provider.



Usdaw



Image © iStock/Shutterstock.com

Get ready to use your vote

Union elections in progress

The three-yearly elections for Usdaw's president and executive council (the union's ruling body) are now underway.

Nomination forms were sent out to branches in early October and have to be returned by November 17.

Postal ballot papers and election addresses will be sent out to all members from **Monday January 19, 2015** and these have to be returned by Friday 13 February.

The elections will be conducted by the independent **Electoral Reform Services**.

Any member who has **changed address** recently should notify the union's records section at central office (records@usdaw.org.uk) or call **0845 60 60 640** to ensure they receive their ballot papers.

Figures show reality

- Despite having fallen by almost 10 per cent since the crisis, real wages among the top 10 per cent are still over 20 per cent higher than in 1997.
- But wages for the bottom 20 per cent have fallen by almost 20 per cent since 2007 and are essentially back to where they were in 1997.
- The mid-tier is languishing in both employment and real wage terms.
- And for the lower skilled, employment is up at the cost of lower real wages for the group as a whole.
- **Who said that?** Andy Haldane, chief economist at the Bank of England.

Money maker

Research shows cash bonanza for top bosses

Britain's highest paid director, Simon Peckham, chief executive of Melrose, earned as much in an hour as a worker on the living wage earns in a year, according to new TUC research looking at directors' pay for Britain's top 350 bosses.

Simon Peckham – Britain's highest paid director in the financial year ending in April 2013 – received more than £31m or £119,836 a day. This is 2,238 times more than a worker on the living wage of £7.65 an hour who worked 35 hours a week.

The figures contained in **Executive Excess** were provided by independent researchers at the Incomes Data Services.



Earnings for directors have soared since the economic crash



Jan with colleagues at her Tesco store

Cash crop

Hair-raising exploits by fishmonger **Jan Haggis** have helped donate more than £3,500 to the Macmillan Cancer Support charity.

Jan volunteered to shave off her long locks as part of her goal to raise £5,000 for the charity in memory of her much-loved friend.

"My neighbour Sue Urquhart sadly died from cancer in May," said Jan, 52, who works at the Tesco Superstore, Cleethorpes in Lincolnshire.

"We developed a very strong friendship during the three years we knew each other. I just wanted to do something for Sue to let her know how much I loved her. The Macmillan nurses that visited her were so friendly, they are fantastic people."

Jan also organised an in-store raffle and a pyjama walk from

Jan Haggis was moved to raise funds for a cancer charity after her friend died

Cleethorpes to Grimsby. "It was great fun. We had a lot of families joining in for the four and half mile walk and everyone came together for a good cause."

Jan is also well known at her store as both a union and health and safety rep. She is out on stand-down at the moment and is hoping to go to the Annual Delegate Meeting for the first time next year in Blackpool.

"I've been a rep for two years. My fundraising and union work are very similar in that they both require the same kind of people and communication skills and are both worthy causes.

"Since doing the 'headshave' everyone knows me around the store and people

feel easier coming to me to chat about their own cancer experiences as well as ask for advice about the union too.

"And for myself, I feel much more confident approaching people now and chatting about absolutely anything."



Jan before the cut

arena Health

Send your health questions to the

arena team at: arena@usdaw.org.uk

COPD at work

Q My job involves lifting and carrying. I often have to take time off because my breathing difficulties make me unable to do my job. I have just been diagnosed with COPD. Could I be sacked?

Chronic Obstructive Pulmonary Disease (COPD) is the collective name for lung diseases such as chronic bronchitis and emphysema.

People with COPD have difficulties breathing, primarily due to the narrowing of their

airways. Typical symptoms include increasing breathlessness, a persistent cough and frequent chest infections. It is an illness that can seriously limit your ability to carry out day-to-day activities.

As it is a long-lasting serious condition COPD meets the definition of a disability under the Equalities Act. Your employer has a legal duty to make 'reasonable adjustments' to your work to enable you to continue.

This includes removing you from tasks or activities which may trigger your COPD, adjusting your hours and taking account of reasonable absences. However, if you are very ill and there is nothing your employer can reasonably do to help you carry on working, they may dismiss you on grounds of capability. It is important that the employer listens to all the medical advice from your doctors and from their own occupational health advisors before making such a decision.

You should follow the medical advice from your doctors and keep in touch with your local Usdaw rep.

“ I've had a couple of near-misses due to tiredness

Shift fatigue

Q I'm a delivery driver. Every Sunday I do a day shift, so I have to wake up at 5:30am to start my 8am shift as I live quite far from my workplace. But on Saturdays I don't finish my evening shift until 10 pm, so I don't get home until after midnight. Because of lack of rest I've had a couple of near misses due to tiredness. What are the minimum hours sleep for a driver between shifts?

The rules on drivers' hours are complicated but don't help with your particular problem.

If you drive a large goods vehicle over 3.5 tonnes you are covered by European regulations which do restrict driving hours and specify daily and weekly rest breaks. But they do not specify how much sleep you should get on your rest break.

Time spent commuting between home and work does not count as work time but as part of the rest break. The rules say you should normally have 11 hours rest between shifts but this can be reduced to nine hours three times a week.

Even on the Saturday night you are getting ten hours rest break. The fact that you have to spend 4-5 hours of that time driving between home and work does not count as far as



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

the rules are concerned.

However, if you feel it is affecting your ability to drive safely, talk to your union rep and to your manager to see if it is possible to rearrange your shifts to give you a longer break.

At risk?

Q I am pregnant and I told my boss about it three weeks ago. I am finding it difficult to do my usual job, which involves a lot of handling, twisting and stretching. Does my employer have to do a risk assessment on me?

A risk assessment should have taken place. The company is also required to identify any risks that could affect new or expectant mothers such as standing for long periods, heavy lifting, etc.

Once you notified your manager, he should have checked the work that you do against the assessment. If there are any risks that can't be controlled by other means, he should have looked at finding alternative work.

If there is no alternative, your employer should put you on paid leave for as long as is necessary to protect your health and that of your baby.

Your manager should also

review the risk assessment if your circumstances change as your pregnancy develops. For example, if you work on the checkout, as your pregnancy develops it may not be possible for you to reach to scan the goods.

Government advice is available on the HSE website at www.hse.gov.uk/mothers/

Toilet trouble

Q The water is off in the toilets at work. They are being repaired but I have a condition that requires me to use the toilet frequently. We have been told we can use the toilets nearby in the shopping centre but surely

they should send us home if we don't have these facilities on our own premises?

Regulation 20 of the Workplace (Health, Safety & Welfare) Regulations 1992 says that suitable and sufficient sanitary conveniences shall be provided at readily accessible places.

If the toilets are broken and the company is doing all it can to repair them as soon as possible and the management have made provision for alternative toilets then they will have satisfied the legislation.

However, if your manager is giving you a hard time because of the extra time you need to walk to the nearby toilets, speak to your union rep about it – common sense should prevail.



Image © Atelier_A/Shutterstock

Chilled out Cheryl talks breast cancer

In our spring issue we talked to clerical worker Cheryl Bates, who was diagnosed with breast cancer more than 12 months ago, now we meet her and partner Andy, for an update...

A life-threatening infection, numerous hospital admissions, chemotherapy, reconstructive surgery, hair loss, needles, cocktails of medication, swollen hands, blurred vision and 'feeling absolutely dreadful', Cheryl Bates is one tough woman.

The 48 year-old has endured everything the medical world can throw at her, and more than a year later has come through the ordeal a 'less stressed woman' who does not 'worry about the trivial things in life anymore'.

"I have changed," said Cheryl at her home in Stoke. "I appreciate the simple things in life much more, the sunshine, walking the dogs, having a laugh with Andy, friends and my work colleagues.

"It's been a hard year, no doubt about that. When I started my chemo it went well at first, but when I went on to the second phase of treatment it floored me. I was at my lowest point and midway through I cried to Andy and said 'I can't take anymore'.

"Thankfully he picked me

up and I continued with the treatment."

In between her treatment, which was often delayed because of Cheryl's low blood count, she contracted an infection – neutropenia – a potentially fatal condition if not caught early.

"I remember it well it was Friday 13 June. I was at work and felt really cold so I came home. I felt really ill. Phoned the hospital and they told me to go straight in. I vomited violently en route. By the time I got there I looked and felt awful and I was put on a drip. After the fourth day in hospital I began to feel a little better. I was told my kidneys might've failed and I could've died. I was very lucky.

"The consultant wanted me to stay in hospital for a month! But I couldn't face that so thankfully they let me out."

Again Cheryl's chemotherapy was interrupted but by early July it was complete. At home her two Bichon Frise dogs never left her bedside and by August she was back at work again.

"It was a slow recovery, I was off work for a month,"

added Cheryl. "I've been trying to get into a routine for the last couple of months. I went for my first swim in October, with my doctor's permission, I've signed up to do Tai Chi and hopefully Pilates in the future too – but one thing at a time for now.

"I've been back to the hospital a few times. The tablets can affect bone density so I'm being checked for that and I'm on calcium tablets. An initial scan has showed there is no cancer in my upper body and I'm awaiting further tests and results. I have some surgery planned to reconstruct my nipple and additional minor procedures for next year.

"I've had fantastic treatment and care. I couldn't have bought better. Andy's been there for me every step of the way and our family and friends have been great.

"I can't emphasise enough how important it is for women to seek early medical attention. Don't be put off and don't be fobbed off, insist on a scan. It's not been easy and there is a lot of pain but whatever you do, if you have any concerns – seek medical attention immediately."



It's been a very hard year - no doubt about it



For more on breast cancer visit:

www.cruk.org

www.breakthrough.org.uk



To read Andy's diary visit:

www.usdaw.org.uk/arena

Improving life chances now

Members can earn and learn as part of the Lifelong Learning campaign which continues to make inroads in the UK

Usdaw is opening doors for members who want to increase their skills and knowledge and improve their career prospects by offering on-site courses through the lifelong learning campaign.

Thousands of members have returned to learning to study basic maths and English, IT and introductory language classes. Courses in sign language, digital photography and others have proved popular too.

arena caught up with developments in the distribution and food manufacturing sector where Union Learning Reps (ULRs) have been instrumental in setting up on-site learning centres and enthusing members with opportunities to sign up to easy-to-access courses.

Unilever, Port Sunlight, Merseyside

Reps at the famous site have worked closely with management and a local college to provide the workforce with a

modern learning centre and a range of courses.

Senior rep Dave Randals said: "This has been a team effort and members have been keen to take advantage of the new facilities. Employees improve their skills and it's boosted morale around the site."

Tesco distribution centre, Middlesbrough

Teamwork has seen a new learning centre open at the huge site which employs almost 700 staff. Rep Gary Olsen leads the team and is delighted with the progress made over the last couple of years. "The partnership has worked well. It's a win-win situation for everyone. The courses have proved very popular and the reps' team have worked hard to make it happen."

Tesco distribution, Goole, Yorkshire

It is a similar story in Goole where Jamie Green-Hirst has progressed from being a one-



Unilever, Port Sunlight, Merseyside



Tesco distribution, Goole, Yorkshire

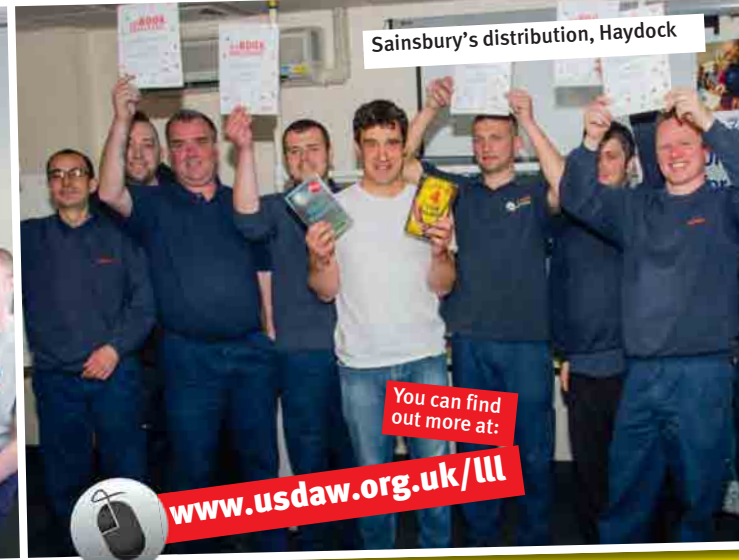
man-band to having a team of learning reps in place eager to deliver courses at the new learning centre. "I'm delighted to see learning take off. It's vital in helping to build confidence and makes a big difference to all aspects of your life. I'm dyslexic myself and understand how important learning is."

Sainsbury's distribution, Haydock, Merseyside

Learning has made a big



Tesco distribution, Middlesbrough



Sainsbury's distribution, Haydock

You can find out more at:

www.usdaw.org.uk/lll

impression on staff at the Sainsbury's site with lifelong learning co-ordinator Kev Callow and his team helping members rediscover the learning habit. "The Six Book Challenge has proved very popular," he said. "We've also had members go onto higher education too. These courses open doors for staff who are very keen to make the most of these potentially life-changing chances."

DID YOU KNOW?

- Usdaw's Lifelong Learning campaign was launched in 1998.
- It aims to provide members with the chance to get back to learning to help them both for their own personal development and to improve their career opportunities.
- Learning boosts employees' confidence and improves morale and gives employers a more motivated and skilled workforce.
- Since 2003 more than 74,000 members have returned to some sort of learning.
- More than 1,800 Union Learning Reps have been trained.
- Learning partnerships have been set up in Tesco, Sainsbury's, Morrisons, Wincanton, Next, DHL, CRL, McVities and Unilever.

Member services

Usdaw provides a range of services and benefits for members, from savings and tax refunds to insurance.

Find out now if your union membership can save you and your family money

Follow us @UsdawUnion

www.usdaw.org.uk/offers

Usdaw
Insurance

For a quote call 0800 376 0300
or visit: www.usdawinsurance.co.uk
to see our special member offers

Usdaw is an Introducer Appointed Representative of UIA (Insurance) Ltd. UIA (Insurance) Ltd is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority.

Usdaw members can make great savings at a variety of UK attractions and theme parks.

To find out more or to book call 0871 222 4001 and quote **REWARDS** for your special discount or visit www.usdaw.org.uk/merlin



LST LAST SECOND TICKETS

With Last Second Tickets you can get up to **80% off** spectacular events happening right now in your area!

To find out more go to www.lastsecondtickets.com/usdaw

Park Resorts
Creating Amazing Memories

Save up to an **EXTRA 10%** on UK family holidays

Call **0843 308 8823** or go to www.park-resorts.com/Usdaw and quote Usdaw

Calls cost 5p per minute plus network extras. Full terms and conditions apply – call or go online for details.

USDW HEALTH & DENTAL PLAN

Get 100% of your money back

Usdaw Health Plan

To apply online visit:

www.usdawhealth.co.uk
or call 0800 037 2094

Usdaw Dental Plan

To apply online visit:

www.usdawdental.co.uk
or call 0800 037 2092

Designed and administered by Protego Group Ltd. Registered Office: 260-268 Chapel Street, Manchester, M3 5JZ. Authorised and regulated by the Financial Conduct Authority (registration number 304363)

*Money back may differ on NHS dental plans in Scotland and Northern Ireland.



20% off!

Usdaw members are entitled to 20% off their total food bill when 2 main courses are purchased from the main menu on production of your membership card.

For terms and conditions visit

www.usdaw.org.uk/frankieandbennys

StepChange
Debt Charity

Are money problems keeping you awake at night?

Free confidential debt advice and solutions for usdaw members.

Call: **0800 980 8271**

Mon to Fri 8am to 8pm and Sat 8am to 4pm

or visit: www.stepchange.org/usdaw

TAX FREE SAVINGS PLAN

Save for the future with Usdaw Suresave, an affordable, tax-free savings plan available for adults and children.

Yours free

£25
annual
book token
conditions
apply

Usdaw
SUREsave

For more information visit

www.usdaw.org.uk/suresave

or call freephone 0800 781 6877

To find out if you are due a refund go to

www.ptstax.co.uk/ref/usdaw

Or to give us your details over the phone please call The PTS Customer service team on **0161 968 7345** and quote **USDAW**



NEW! EARN UNLIMITED CASHBACK

With the NEW Usdaw Prepaid Plus MasterCard® card you earn 2.5% to 6% cashback at over 40 major retailers!



Apply today at

www.UsdawPrepaid.com

This card is issued by Clydesdale Bank PLC pursuant to license by PrePay MasterCard International Incorporated. This card is an electronic money product. The electronic money associated with this card is provided by PrePay Technologies Ltd, a company regulated by the Financial Conduct Authority (FRN 900101) for the issuance of electronic money. PrePay Technologies Limited is a registered services provider of Clydesdale Bank PLC. MasterCard and the MasterCard Brand Mark are registered trademarks of MasterCard International Incorporated.

Risk-free, hassle-free car purchasing for Usdaw members and their families

To enquire online visit:
www.usdawdrive.co.uk
or call 0845 122 6916

Usdawdrive

SAVE WITH USDAW ENERGY

To see if you could save money simply visit our website, key in your postcode, your current supplier and charges and the site will do the rest for you.
It couldn't be easier.



usdaw.uchange4better.co.uk
or call **0845 652 2508**



Shop at your favourite listed retailers via **All4charities** and earn **100%** of all commissions for your chosen charity.

For more information go to
www.all4charities.co.uk

The co-operative funeralcare

Usdaw members and their families are entitled to a **£25 discount** on our funeral plans and **5% discount** on professional services fees on funeral arrangements.

Visit www.co-operativefuneralcare.co.uk for your nearest Co-operative Funeralcare or call **0800 083 6301**

Please see website or call for full terms and conditions

We have partnered with

SuperBreak
Make your short break a SuperBreak

to offer you a **10% discount** on hotel accommodation with optional rail travel, flights, concert & events, theatre & dining.

Visit www.usdaw.org.uk/superbreak or call 01904 436 002* and quote Usdaw

*calls charged at a standard rate



Complimentary initial financial planning consultation for Usdaw members.

To arrange your no obligation initial consultation call **08000 85 85 90**, email: appointments@lighthousefa.co.uk
Go to: www.lighthousefa.co.uk/usdaw

About to retire? You could get more retirement income by using our annuity service operated by Tomas.

To find out more call: **0845 863 0495**
www.tomasonline.co.uk/tomaspublic/quote.aspx

FREE £5,000
Accidental Death Cover

Cover lasts for 12 months
For UK residents aged 18-64



www.UsdawProtect.com/mag

Terms & Conditions apply Usdaw is an Introducer Appointed Representative of UsdawProtect. UsdawProtect is a trading name of Union Income Benefit Holdings Ltd (UIB) who arrange this insurance. The insurance is provided by ACE Europe Life Limited.

GET PAID CASHBACK FOR YOUR ONLINE SHOPPING

Shop online at 100s of retailers and get paid cashback! Plus loads of discounts and offers available.

FREE £10
WELCOME BONUS*

Signup **FREE** today at

www.UsdawRewards.com

*Your FREE welcome bonus is paid once you reach your first cashback total of £25.00. Your cashback will be paid automatically to your registered account each time you reach a cashback total of £25.00. Usdaw Rewards is a trading name of Union Income Ltd ("UI") who have arranged UsdawRewards.com in conjunction with V A C Media Ltd. UI is registered in England and Wales with register number 0639562.

Members

Get involved!

Workplace reps make all the difference

Any member can volunteer to become an Usdaw rep. It is a rewarding, challenging and often life-changing decision...

Arena answers your questions on what is involved and what it takes to be a rep and why you should think strongly about getting involved.

Q. I'm interested in being a rep, but I'm not sure, what do I need to do?

Firstly speak to one of the reps at your workplace who will tell you the procedure for being elected or appointed. They can also give you information on what the role involves.

If you don't have a rep at your workplace call your local office and speak to an area organiser – a full-time union official. Details of your local office are on page 47.

Reps share common characteristics which include: a commitment to fairness, a willingness to help others, and

an interest in learning about your rights at work. If this sounds like you – you're in the right place.

Q. Does Usdaw provide training?

Yes and it's very good too. Would-be and new reps are not expected to be experts in employment or contractual law, or experts in any other field for that matter.

Usdaw's training courses will give you all you need to know and you're legally entitled to time-off to attend these courses.

It's best to start with the home study course. This is an easy-to-read guide to the union, how it operates and the role of the rep.

After that, courses begin with a three-day introductory session held locally followed by a two-day follow-on course a few months later.



New reps are not expected to be experts and will be fully trained

Q. It's not easy to stand up to management, will they listen to me?

You're right it takes a certain amount of confidence and courage, but as a recognised rep in the workplace you have the right to be treated with respect by the company.

You'll find many reps started off tentatively. However, after their training gained a great deal of knowledge, and boosted both their confidence and self-esteem. Even the shyest of reps have seen their lives transformed by Usdaw's training courses and support networks.

Q. How much time will I have to devote to being a rep?

That depends on the type of workplace, and the number of reps and members at your



DID YOU KNOW?

- Usdaw has around **11,000** reps.
- Usdaw reps are among the **best trained** in the trade union movement.
- Usdaw reps acquire many **new skills** eg. How to prepare a case and represent members, how to **communicate** better with both members and management, how to plan a **campaign**, and how to **organise** their workplace.
- Usdaw reps also acquire **knowledge** on: workers' rights, employment law, health and safety, pensions, contracts and much more.

workplace. You could be part of a well-organised team of reps who look after lots of members or the only rep in a store but with fewer members.

Some weeks you may not have any issues to deal with but other weeks or days you could be busy. However, for most reps it's about being available to give advice and offer support as and when members need it.

Q. What type of issues will I have to deal with?

Again that varies, but it will include recruiting members and representing members in discussions with managers at a disciplinary or grievance hearing. You may have to deal with health and safety concerns or you may be called upon to

offer advice on issues like time off, holidays, pay, changes to hours, company policies and procedures.

Q. What if I'm asked a question and don't know the answer?

Tell the member you don't know but then seek advice from another rep or ring your local office and then get back to the member with the answer.

No-one knows the answer to every question and it's best not to pretend otherwise. Your knowledge base will build up over time but in the first few months be upfront with members but always seek advice from a rep or your local office.

Q. Does being a rep begin and end at my workplace?

Yes if you want it to. However, as a rep you can get involved in the wider work of the union by attending weekend schools, get-togethers and conferences in your area. You can also opt to get involved in national conferences where you can directly influence the union's policies. There are other activities too but how much you get involved is entirely up to you.

Usdaw has reps in retail, distribution, transport, food manufacturing, call centres and in supervisory and technical roles. For more information visit:

www.usdaw.org.uk/bearep



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

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

Cash for recruitment

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.

- **Jeanette Bell** from Nottingham recruited Co-op colleague Nitin Sumaria.
- **Muhamad Choudhry** signed up fellow Sainsbury's St. Clares worker Georgina Brenya.
- Tamworth's **Nicholas Edney** recruited Gerrard Costello, both work at Ocado.
- **Michelle Morley** from Sheffield Matalan signed up Toni Marie Morley who works at Boots.
- **Kajeytharaj Periyathamby** from Canary Wharf Tesco recruited colleague Mary Patrick Rajeeppirojan from Bexley Road store.

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 and all you have to do is recruit a friend, relative or colleague using the form opposite and send it in to:

FREEPOST RTES-YHEE-XKGB, Arena Prize Draw, Usdaw, 188 Wilmslow Road, MANCHESTER, M14 6LJ.

The first five out of the hat will each win **£100** (terms and conditions apply).

Closing date is Fri 9 Jan 2015

The weekly rates are **£2.29 for Scale A** (applicable to full-time and part-time workers) and **£1.43 for Scale C** (applicable to part-time workers only)



Jeanette and Nitin



Kajeytharaj Periyathamby



Jez and Nick Edney



Michelle Morley and daughter Toni



Please complete and return to **FREEPOST RTES-YHEE-XKGB**
Arena Prize Draw, Usdaw, 188 Wilmslow Road, MANCHESTER M14 6LJ

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) _____ Mobile No. _____ Postcode _____

Email _____

Age _____ Date of Birth _____

Company Name _____

Workplace Address _____

Location Number _____ Employee No. _____

Occupation _____

NOTICE
 Trade Union and
 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.

COVERED BY THE DATA PROTECTION ACT

M&C received

arena Letters

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



Loyal members from Fallowfield branch

Loyalty in abundance

Long serving Fallowfield branch members were honoured when they received their 30 and 50 year awards from the general secretary.

Above, (l-r) Pat Horsfield, Ann Ring, Tracey Gilbert, John Hannett, Stephen Rydzkowski, Piers Walker and Mike Francis. Michael Wheeler, Fallowfield K21

TV appearance

Many thanks to Mark Payne and his family who helped to highlight the problems faced by



Mark and partner Agnus on Panorama

low-paid workers in a special edition of BBC's *Panorama* programme shown on Monday 6 October.

Usdaw is often asked by the media for real-life case studies and not for the first time Mark volunteered. It is not an easy thing to do to have a film crew follow you round and delve into your personal circumstances, but Mark and his family did a great job to get across the message that Britain Needs A Pay Rise.

Mark and Agnus showed how tough it is for families to make ends meet nowadays. Lawrence Wason, Divisional officer

Scott hits 30!

Congratulations to Scott Garrod store manager at Tesco Swaffham who recently clocked up 30 years' membership.

Angie Dewing, area organiser Bury St Edmunds



Scott Garrod with his 30 year award

HAVE
YOUR
SAY

Send your thoughts
to: the editor, arena,
188 Wilmslow Road,
Manchester, M14 6LJ.
arena@usdaw.org.uk

★ £50 for the best letter

The award-winning arena magazine went all over the UK, Europe and as far afield as China and Mexico as part of our special holiday competition. Three lucky members **Geoff Bloomer** (on holiday in Majorca), **Heather Turner** (in Mexico) and **Sean Kennedy** (in Barcelona) are celebrating after **winning £50** after they were the first three picked out of the hat.



Palma, Majorca



Cancun, Mexico



Barcelona, Spain



Chengdu, China

QATAR CAUGHT OFFSIDE

The TUC has launched the campaign – **Playfair Qatar** – to draw football fans into the protests against Qatar’s treatment of the workforce building the infrastructure for its 2022 World Cup.

Please do anything you can to spread the word about the action and encourage people to send in photos. The campaign website is www.playfairqatar.org.uk

It would be very helpful if you could also like us on Facebook and follow & promote the Twitter feed [@PlayfairQatar](https://twitter.com/PlayfairQatar). Thank you.

Stephen Russell, TUC policy officer



World Cup campaign

Autumn crossword entrants **Carol Jones** and **Ann Bessell** were delighted with their £50 winnings. Carol will put it towards a meal with her husband to celebrate their 40th wedding anniversary, while Ann, who is recovering from a dislocated shoulder after a fall, had ‘a lovely surprise’ when she found out she had won. This issue’s competition is on p46.

Festive misery for majority

Coalition's grim austerity record

Usdaw members have little reason to expect a happy Christmas for their families this year as the Tory-led Coalition hammers the low-paid to cut taxes for the rich

The Coalition has presided over four miserable Christmases for Usdaw members and this year's won't be any better. It has been a long hard slog for UK workers and the Coalition is promising more of the same if it wins in May 2015. *arena* looks back at the last four years...

Pay

Wages in the UK, with the exception being people at the very top of the pay scale, have failed to keep pace with inflation leaving the average worker almost £1,600 worse off since the Coalition came to power.

Meanwhile, it cut taxes for the very rich by reducing the highest band of taxation from 50 per cent to 45 – the millionaires' tax cut.

In-work benefits

Tax credits, introduced by the last Labour Government to help low paid workers and their families, have been consistently cut by the Coalition. At the last Tory Party conference chancellor George Osborne announced even more cuts.

Other work-related benefits have also been frozen so once inflation is included this means a real-terms cut to the household incomes of millions of workers

who have lost hundreds of pounds since 2010.

More bad news is on the horizon as the Conservative Party's already discredited Universal Credit scheme is set to make tens of thousands of workers worse off when it is introduced next year.

Housing

The Coalition introduced the so-called bedroom tax that penalised council tenants with a spare bedroom, cutting their housing benefit and forcing many of them into arrears.

Home ownership is out of the reach of the majority of low paid UK workers, especially the young, while there is also a massive shortfall of council housing available.

Value Added Tax

During the worst recession in 100 years the Coalition permanently increased VAT to 20 per cent, which penalises the low paid the most.

Labour leader Ed Miliband with John Hannett

SAFER WORKPLACE





LABOUR'S OFFER

Labour has pledged to introduce a freeze on energy bills if it wins power.

It has also promised to:

- Invest in the NHS with more than 36,000 doctors, nurses and midwives
- Build 250,000 new homes
- Increase the National Minimum Wage
- Introduce additional taxes on properties worth more than £2m
- Abolish the Bedroom Tax
- Crack down on tax avoidance
- Regulate the banks
- Increase tax on bankers' bonuses

Rights at Work

The Coalition has cut your rights at work. It has:

- Introduced fees of between £250-£1,200 to take a case to an employment tribunal. Since these fees were introduced claims to tribunals have fallen by almost 80 per cent.
- Increased the length of time you have to be with an employer from one year to two – the qualification threshold – to be eligible to take a claim for unfair dismissal to a tribunal.
- Cut the length of time an

employer has to consult with its workforce when making redundancies from 90 to 45 days when 100 or more employees face the sack.

- Stopped sacked workers at Woolworths, Ethel Austin and other retailers getting compensation because they worked in small stores.

Usdaw won a number of legal battles to secure compensation for these workers but the Coalition stepped in to stop them getting the same award as their colleagues. *(For more see page 6 of this issue).*



John Hannett:

“The general election is May 7 next year, not that far away. Usdaw members have had to endure almost five years of falling wages, higher utility bills and cuts to in-work benefits. If the recovery is underway our members haven't seen it.

“Meanwhile, the Coalition has cut taxes for the very rich and slashed workers' rights. It has also demonised the most vulnerable for the country's economic problems. This has to be one of the most vindictive and hostile governments the UK has ever seen. The Coalition doesn't speak for or understand the vast majority of workers and that's why come next May we have to get rid of it.”

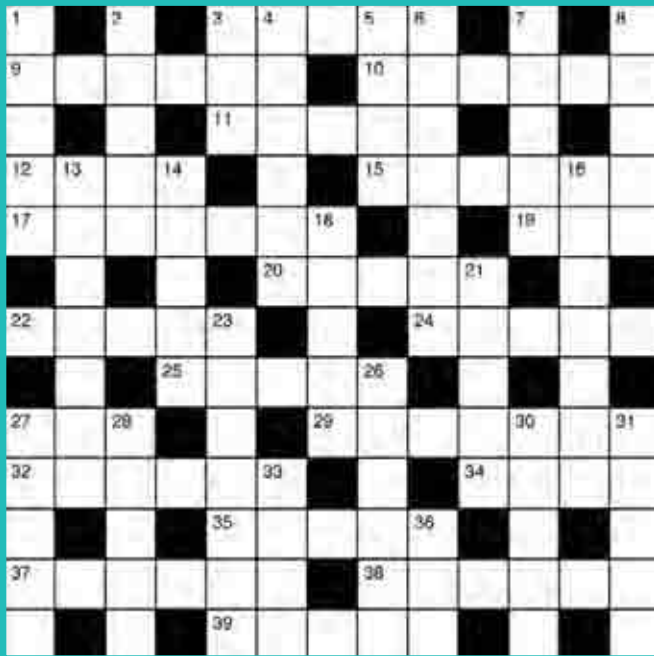
arena Crossword

Sponsored by



**WIN
£50!**

Three lucky members will win £50 each if they answer correctly the crossword clues below. Closing date **09 January 2015**
(Not open to Usdaw staff)



Arena Autumn crossword winners:
Jane Ellerby, Humberside Tesco F19.
Ann Bessell, Weston-Super-Mare A216.
Carol Jones, NW Tesco Retail K139.

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

- 3. Talk (5)
- 9. Green, for example (6)
- 10. Sluggish (6)
- 11. Legendary king (5)
- 12. Paradise (4)
- 15. Walking poles (6)
- 17. African country (7)
- 19. Consume (3)
- 20. Ignored person (5)
- 22. Desires (5)
- 24. Jumps vigorously (5)
- 25. Pry (5)
- 27. Fizzy drink (3)
- 29. Chatters (7)

- 32. Adequate (6)
- 34. Cumberbund (4)
- 35. Type of lizard (5)
- 37. Wax stick (6)
- 38. Mr Hemingway, novelist (6)
- 39. Chosen few (5)

DOWN

- 1. Units of land measurement (5)
- 2. Foreign (5)
- 3. Total (3)
- 4. First or original (6)
- 5. Unfortunately (4)
- 6. Small falcon (7)
- 7. Confuse (5)

- 8. Acute anxiety (5)
- 13. Ten-sided figure (7)
- 14. Small amphibians (5)
- 16. Meddles (7)
- 18. Type of fruit (5)
- 21. Puts one's feet up (5)
- 23. Nestle (7)
- 26. Small parcel (6)
- 27. Freedom from war (5)
- 28. Unit of weight (5)
- 30. Artist's stand (5)
- 31. Closes (5)
- 33. Shoe part (4)
- 36. Mineral (3)

Communication

From Aberdeen
to Plymouth
Usdaw has
offices across
the UK

Channels

Glasgow
Muirfield,
342 Albert Drive,
G41 5PG
T: 0141 427 6561
E: glasgow@usdaw.org.uk

Aberdeen
1 Queens Lane North,
AB15 4DF
T: 01224 652820
E: aberdeen@usdaw.org.uk

Belfast
First Floor, Unit 2, 41
Stockmans Way, BT9 7ET
T: 028 9066 3773
E: belfast@usdaw.org.uk

Preston
First Floor, Units 6 & 7,
Eastway Business
Village, Olivers Place,
Fulwood, PR2 9WT
T: 01772 704003
E: preston@usdaw.org.uk

Warrington
5 Ibis Court,
Centre Park, WA1 1RL
T: 01925 578050
E: warrington@usdaw.org.uk

Kegworth
3c Market Place,
Derby DE74 2EE
T: 01509 686900
E: kegworth@usdaw.org.uk

Redditch
1 Oak Tree Park, Burnt
Meadow Road, Moons
Moat North,
Worcestershire B98 9NW
T: 01527 406290
E: redditch@usdaw.org.uk

Cardiff
Unit 10, Oak Tree Court,
Mulberry Drive, Cardiff
Gate Business Park,
Pontprennau CF23 8RS
T: 029 2073 1131
E: cardiff@usdaw.org.uk

Plymouth
First Floor, Rhin House,
24 William Prance Road,
PL6 5WR
T: 01752 765930
E: plymouth@usdaw.org.uk

Bristol
Unit D Abbey Wood
Business Park,
Emma Chris Way,
Filton BS34 7JU
T: 0117 931 9730
E: bristol@usdaw.org.uk

Morden
Meldrum House,
89-91 Middleton Road,
Surrey SM4 6RF
T: 020 8687 5950
E: morden@usdaw.org.uk

Andover
The Priory, 6a Newbury Street,
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
www.usdaw.org.uk

Let us know if your
details change...

www.usdaw.org.uk/update

Edinburgh
39 York Place, EH1 3HP T: 0131 556
5242/557 9109 E: edinburgh@usdaw.org.uk

Newcastle
2 Hedley Court, Tyne & Wear NE29 7ST
T: 0191 296 5333
E: newcastle@usdaw.org.uk

Leeds
Unit 2 Temple Point Business Park,
Bullerthorpe Lane LS15 9JL
T: 0113 232 1320
E: leeds@usdaw.org.uk

Bury St Edmunds
The Anderson Centre,
6 Olding Road,
Suffolk IP33 3TA
T: 01284 775700
E: burystedmunds@usdaw.org.uk

Waltham Cross
Unit 12/13 Regent Gate,
83 High Street,
Hertfordshire EN8 7AF
T: 01992 709280
E: walthamx@usdaw.org.uk

Faversham
11 Jubilee Way,
Kent ME13 8GD
T: 01795 532637
E: faversham@usdaw.org.uk

London
Ground Floor,
Congress House,
Great Russell Street,
WC1B 3LS
T: 020 7323 5550
E: london@usdaw.org.uk

NEW EDITIONS ONLINE NOW

ORGANISING &
RECRUITMENT

SPEAKING UP
FOR MEMBERS

SPEAKING UP
FOR MEMBERS

TRAINING FOR
MEMBERS

LISTENING &
ADVISING ME

EXPERT
TRAINING

REPRESENT
MEMBERS

CAMPAIGNING
FOR USDAW

EXPERT
TRAINING

REPRESENTING
MEMBERS



ORGANISING &
RECRUITMENT

WINNING FOR
MEMBERS

CAMPAIGNING
FOR USDAW

LISTENING &
ADVISING MEMBERS

To browse all the latest Usdaw
leaflets, posters and merchandise go online at

www.usdaw.org.uk/eMerch

&

www.usdaw.org.uk/eCat



YOUR SERVICES | YOUR SUPPORT | YOUR PROTECTION | YOUR VOICE | YOUR UNION