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



## General secretary John Hannett The Coalition just won't listen

**T**he electorate gave its damning verdict on the Coalition in May and it was no surprise that between them the Tories and Lib Dems lost more than 740 council seats and Labour won more than 820.

We warned the Government that cutting working tax credits, raising VAT, and cutting taxes for millionaires was just plain wrong, but the out-of-touch Coalition took no notice.

Two years into this Government our members are being battered with higher prices, low wage rises, and the threat posed by mass unemployment. It's clear the austerity policies are hurting but they are clearly not working.

**“ The austerity policies are hurting but our members know they are not working**

The Coalition has also ignored our members, retailers, and religious groups on its decision to force through legislation to deregulate Sunday trading hours for the Olympics. We are in a double dip recession and companies do not want additional and unnecessary costs on their business. More importantly our members do not want extra pressure put on their time with their families at the weekend.

Tourists do not come to the UK to go to supermarkets, they have very similar ones of their own back home. Tourists come for the history and culture and this year obviously for the Olympics. Coalition MPs won't be working in the House of Commons on any of these Sundays – they never do.

So once again the Coalition rules against the majority and in favour of its own very narrow political agenda.

**John Hannett**  
General Secretary

02 arena

Usdaw Members'  
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# arena

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# Coalition snub to workers

Sunday trading laws have been suspended for the duration of this year's Olympics

The Tory-led coalition has forced through emergency legislation that will suspend the Sunday trading laws in England and Wales for eight weeks this summer starting from 22 July.

MPs voted through the Sunday Trading (London Olympic Games and Paralympic Games) Bill at the end of April, after just nine hours consideration and debate in both the House of Commons and House of Lords.

Coalition MPs were subject to a three-line whip, meaning

all Conservative and Liberal Democrat MPs were compelled to back the Bill. Usdaw said the Government's decision to deny its MPs a free vote reflected the shambolic way the issue had been handled and the failure of the Government to make a convincing case for the suspension.

Responding to the vote, general secretary John Hannett said: "The Government again failed to make a coherent and convincing case for the Bill and it became clear during last night's debate that only a

handful of large commercial interests who would prefer a permanent deregulation of Sunday trading backed the temporary suspension.

"The vast majority of shopworkers are against longer Sunday opening hours and they will be bitterly disappointed by the vote. Thousands of our members contacted their MP to ask them to vote against this Bill and they will feel let down by the many MPs who failed to recognise the importance of shopworkers having time off with their families.

"While the Government has said this Bill is only a temporary measure, Usdaw will monitor the situation very closely and we will campaign hard against any further deregulation should the Coalition fail to live up to its commitment."

## Overwhelming opposition to deregulation

A survey of over 20,000 Usdaw members conducted since the Chancellor's Budget in March found that:

- 78% oppose the suspension of Sunday trading laws for eight Sundays during the Olympic Games this summer. Just 11% say they are in favour of suspension.
- 51% say they come under pressure from their employer to work Sundays.
- 73% say they would come under more pressure to work Sundays if shops were allowed to open for longer.

A similar survey conducted by Usdaw in 2011 found that 47% of members have caring responsibilities for children, elderly relatives or others that make it difficult to work on a Sunday.

A Gfk/NOP survey carried out in 2010 found that 89% of the public were opposed to any relaxation of the Sunday Trading laws.



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## Election boost for Labour

The Tories and Lib Dems took a massive hit from voters while Labour surged ahead

Labour made big gains on 3 May after voters went to the polls in 128 English councils, all 32 Scottish councils and 21 Welsh councils.

In Scotland they gained a majority in Glasgow, while in Wales their results were the best

since 1996 and in England they gained 22 councils.

Overall Labour gained 823 councillors. The Tories lost 405 and Lib Dems 336. The Scottish National Party gained 57, and Plaid Cymru lost 41 councillors.

In other developments:

■ The estimated turnout was 32 per cent, the lowest since 2000. The projected national share gave Labour 38 per cent, Tories 31 per cent and Lib Dems 16 per cent.

■ Labour made substantial gains in Wales, including taking Cardiff

■ The Lib Dems were the big losers in Scotland, where Labour and the Scottish National Party made big gains

■ Labour's Joe Anderson became Liverpool's first elected mayor while Labour's Ian Stewart won the mayoral vote in Salford

■ Voters in Birmingham, Sheffield, Newcastle, Wakefield, Manchester, Nottingham, Bradford, Leeds and Coventry rejected the mayoral system - but Bristol voted in favour and Doncaster voted to keep theirs

■ The British National Party lost all six council seats it was defending.

## Minimum wage to increase

The Government has accepted the independent Low Pay Commission's recommendations for this year's national minimum wage, which will see the following rates come into effect on 1 October 2012:

- The adult rate will increase by 11p to **£6.19 an hour**
- The rate for 18-20 year olds will remain at **£4.98 an hour**
- The rate for 16-17 year olds will remain at **£3.68 an hour** and
- The rate for apprentices will increase by 5p to **£2.65 an hour**.





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And better still, this offer is in addition to the savings that you could already make with our competitive prices and members can spread the cost with easy monthly installments by direct debit at no extra cost.

There is also an extra 5% discount if you buy buildings and contents insurance together. Plus as a mutual company we are owned by our policyholders which helps us to keep premiums low, provide excellent products and employ highly trained staff to give the best service possible.



\*30% off Home Insurance Offer is subject to our usual acceptance criteria. Certain Postcode restrictions apply. To be eligible for the offer a quote must be requested before 24.09.12. Offer only available to new customers.

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Sponsored by Fitness First [www.fitnessfirst.co.uk](http://www.fitnessfirst.co.uk) Closing date 30 July 2012. Terms apply.

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10% discount applies to funeral director professional services fees only (as detailed on price list and estimate form provided at the time of arranging a funeral) and excludes discounts on supplementary services, coffin/casket selection, additional services and payments made on your behalf (e.g. clergy, doctors fees, crematorium/burial charges). The funeral plan offer applies to new cremation and burial plans purchased through a Co-operative Funeralcare home. The offer does not apply to funeral plans paid for by the fixed monthly payment option. Offers cannot be used in conjunction with any other offer and are valid until 31/10/2012. All offers are not retrospective. Our business terms and conditions apply. This does not affect your statutory rights.





## Unilever pension dispute settled

Members at Port Sunlight and Leeds went on strike to save their final salary pension scheme

Members employed by Unilever at its sites in Leeds and Port Sunlight have voted 'reluctantly' to accept changes to their pension scheme.

Following talks in February, Unilever agreed to make a number of significant improvements to the new scheme

rules but maintained that the existing final salary scheme was unsustainable.

General secretary John Hannett said: "While we have achieved some important improvements, our members remain angry and bitterly disappointed by Unilever's

decision to close the final salary pension scheme.

"Our members can be proud of the way they have conducted themselves throughout this dispute and for the determination, and unity they have shown in resisting the attack on their future living standards."

## Closure announcement rocks workforce



Members at Kerry Foods were left shocked after the company announced it intends to close its food processing factory in Durham putting more than 350 jobs at risk.

The company made the announcement to stunned workers in April, and intends to transfer all production from Durham to other Kerry Foods sites.

The factory, Durham's third largest private sector employer, supplies sliced meats for a range of major and own label brands.

General secretary John Hannett said: "This is absolutely disastrous news for everyone who works at Kerry Foods, for their families and for the whole community. Many of our members have worked at the site for years and a number even work alongside their parents or sons and daughters so any closure could destroy the incomes of entire families."

**People  
like you**

**Usdaw has lots of opportunities for reps under 27, arena talks to one of them - Dean Wilson**

# Activist



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

**T**esco general assistant **Dean Wilson** isn't your regular union rep. For a start he is only 20, has been a rep for 16 months, is vice-chair of his Usdaw branch and has recently taken on the role of Union Learning Rep (ULR). If that's not enough he is also involved in his local Labour Party and was recently elected membership secretary.

Quite an achievement since he left school at 17 after deciding 'the academic route was not for him', started work in the electrical department at the Tesco store in Royston, Hertfordshire and joined Usdaw in 2008.

"The union has given me another type of education and opened my eyes in more ways than one," said Dean. "I've been on the rep's introductory training course and I'm part way through my ULR course.

These have been fantastic, very informative and very useful when dealing with work-related issues.

"We have a team of five in-store reps and all of them have helped me along the way

**“ I've had another type of education - it's opened my eyes**

especially Sandra Ridley, one of the most experienced reps in the team.

"I've also had great support and encouragement from my local official Paul Walker and I'm working with organiser Adam Skwierawski to activate the divisional youth committee.

"I went to the Annual Delegate Meeting this year - another part of my education - and thoroughly enjoyed it. It was fascinating to see how

it works and interesting to meet people from other divisions.

"Membership at our store is around fifty per cent so we have some work to do on that score. It's important we target young workers because many don't know their rights, and need union protection more than their more experienced colleagues.

"Union and political involvement? I'd recommend it!"

**Dean Wilson is active in-store and in the wider community**



# know your Rights

## Job security hit by Coalition

Individual employment rights are under fire  
making union membership even more important

**T**housands of people every year find themselves seeking justice in front of an employment tribunal - often after months of failed attempts at company level, *writes Ian Murray MP.*

But in April the Government restricted the right to claim unfair dismissal to those who had worked for the same employer for two years or more - doubling the current qualifying period. That means that anyone starting a new job on or after April 6 this year could be dismissed by their boss at any point until April 2014 and would not have the right to claim unfair dismissal at tribunal. And it means fewer employment rights for many Usdaw members across the UK who work hard, pay their taxes and contribute to the economy.

Of course when you start a new job the last thing on your





mind is that it may end badly, but for a significant number of people it can, through no fault of their own.

It's important our employment regulations protect employees from exploitation and ensure they are fairly treated. This change - which has already been criticised by the legal community, trade unions and advice organisations - will directly affect ten per cent of employees.

**Backwards step**

The Government estimates that the change in legislation will benefit employers to the tune of £4.7million and will reduce the number of employment tribunals by 2,000 a year.

They imply a reduction in the number of tribunals is a measure of success - and indeed this would be the case if the reduction was as a natural result of improved employment practices or if these were spurious claims that lacked merit.

But there is no evidence to suggest cases brought by those who have been employed for less than two years are any less strong because of the length of time they have been employed.

So this is a backwards step that risks allowing rogue employers to sack staff with less than two years service with impunity.

While the Government says it will encourage employers to create jobs, there is in fact no evidence to suggest these changes will have a positive impact

on employment levels. This Government needs a strategy for growth, but this is not it.

The qualifying period was last reduced - from two years to one year by Labour in 1999 - and despite this more than 1.75m extra jobs have been created since then in the UK.

This 'hire and fire' culture will increase the job insecurity that already hangs over millions of hard-working families. After all it is only when people feel secure that they spend money in the economy, creating jobs and growth.

**Threat to jobs**

It will pile the pressure onto those who are already among the hardest hit - young people and women who work part-time. Currently the majority of young people (aged 18-24) who have managed to secure employment (59 per cent) have been employed for less than two years. And women in part-time work are twice as likely to have been employed for less than two years than their male counterparts.

These changes are likely to be the first of many changes that could threaten job security for workers. I know Usdaw will continue to work tirelessly to ensure members are treated fairly in the workplace, and the Labour Party will support you in that.

**Ian Murray is MP for Edinburgh South and Shadow Minister for Employment Relations, Consumer and Postal Affairs**



# Changes to pensions are on their way soon

If you're not already in a company pension scheme then chances are you'll be put into one soon as a result of new legislation

## Diary date

# [OCTOBER]

### Q When does it start?

Auto-enrolment starts with the biggest companies in October this year. That means that thousands of Usdaw members at the Co-op, Morrisons, Sainsbury's and Tesco will be among the first to go into the new system.

Auto-enrolment will then be phased in over the next five years until it covers every employer by 2017.

## Saving deficit

### Q What's happening?

Britain isn't saving enough for retirement. Eighty six per cent of workers have no access to a company pension scheme. For those that do only one in three choose to join it – even if their employer offers to pay into it too.

Right now it's up to you to apply to join your employer's scheme but new laws coming in later this year mean that employers will have to start automatically entering workers into their scheme – this is called auto-enrolment.



## Pension provider

### Q Who is affected?

To qualify for auto-enrolment, all of the following must apply to you:

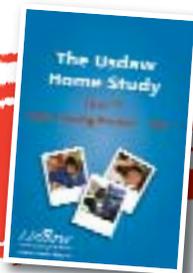
- you're not already in a company pension scheme
- you're 22 or older
- you've not yet reached state pension age
- you earn £8,105 a year or more from one job



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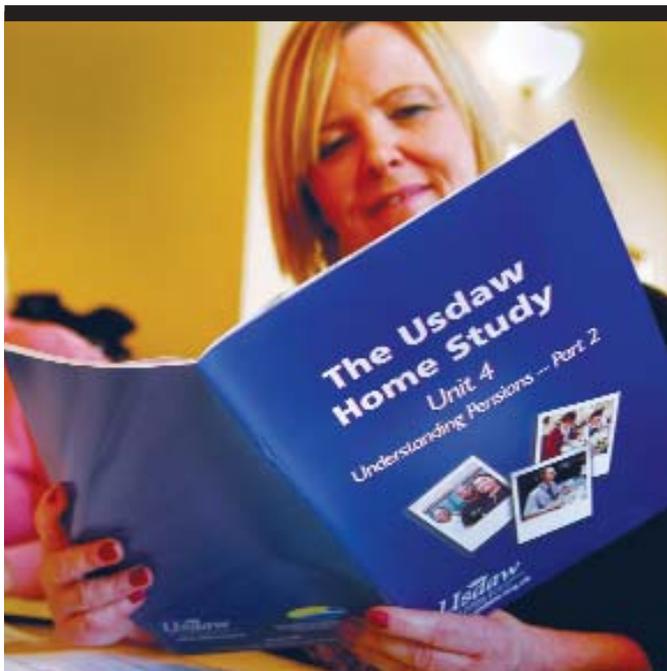
Visit Usdaw's pensions website at [www.usdaw.org.uk/pensions](http://www.usdaw.org.uk/pensions) and download or order copies of our auto-enrolment guide book and leaflet or give the team a call on 0161 224 2804



You could also sign up for the union's **Home Study Pensions Course**, which is free and will help you understand the complex world of pensions.

Arena looks at the forthcoming changes on pensions auto-enrolment and how it will affect you. It's one of the most important issues for workers and Usdaw is out to raise awareness in the UK

# know your Rights



## Forward plan

### Q Can I opt out of auto-enrolment?

You can opt out although your employer will have to re-enrol you every three years until you reach your state pension age.

Usdaw wants our members to **think twice** before they opt out.

We know that saving for a pension can be an added financial burden but if you plan to get by on state retirement benefits – where someone else decides how much you get and when you get it – you could end up struggling to make ends meet. **You're better off saving for a pension in your own right.**

### Three good reasons not to opt out. You get:

- a contribution from your employer
- a tax-free pension savings
- a chance to build up a pension in your own right

Think twice before you opt out and encourage other people to do the same.



## Who pays

### Q What are you entitled to?

Employers will have to pay minimum pension contributions towards workers' pensions for the first time.

The new minimum employer contribution starts at **one per cent of your wages** and will increase to **three per cent by 2018**.

Minimum employee contributions – what you have to pay in – start at one per cent of your wages and will increase to five per cent by 2018. Your own pension contribution is **tax free** so that every £1 into your pension only costs you 80 pence.



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

# Olympic trading hours

## Opting out - How it works

Arena looks at the Olympic Sunday Working Opt-Out for Shopworkers: 22 July to 9 September and answers your questions

**U**sdaw opposed the changes rushed through by the Coalition which allows large stores to trade for extended hours on the eight Olympic Sundays.

Usdaw negotiators are meeting retailers to make the case against extending Sunday opening hours during the Olympics. Some retailers will decide to trade for longer hours and Usdaw will argue that any extra hours should be staffed by volunteers.

Any member who feels under pressure to work longer hours on Sundays should seek advice from their rep or area organiser.

While the Tory-led Coalition ignored shopworkers' concerns over extended trading hours, they agreed to a slightly shorter notice period to legally opt out of Sunday working during the Olympics.

Many Usdaw members will have access to trade union agreed policies that are better than the basic statutory rights.

The legal right to opt out of Sunday working will be important especially for members who work for retailers who refuse to recognise Usdaw.

The following Q&As explain some of the key basic rights relating to the Olympics Sunday opt-out:

### **Q. Will I have a right to opt out of working on Olympic Sundays?**

Shopworkers who work in large stores (over 280sqm) in England and Wales will have the right to opt out of working on Olympic Sundays. You cannot opt out if you are a Sunday-only worker or if you are required to work in a shop on a Sunday when it isn't open to customers.

### **Q. How do I opt out of working on Olympic Sundays?**

You must give written notice, signed and dated to your employer, two months before the first Sunday you do not wish to work, saying that you



To check the impact on your tax credits call .....

**0345 300 3900**



do not want to work on the Sundays between 22 July and 9 September. The normal notice period is three months, but it has been reduced for the Olympic period to two months.

**Q. Is this opt-out just for the Olympics?**

Yes. If you state it is for the Olympics only in your written notice letter. You will need to agree with your employer new Sunday working arrangements after that period.

**Q. I have already opted out of Sunday working, do I need to do anything for Olympic Sundays?**

No. Your existing Sunday working opt out covers you for the period of the Olympics.

**Q. Will I be penalised if I opt out of Sunday working?**

Opting out offers shopworkers protection on Sunday working. It means that:

- You can refuse to do Sunday work, but there is no duty on the employer to offer you alternative hours. That is a matter of negotiation and you should seek advice from your rep or official.
- If you opt out of Sunday working just for the period of the Olympics, you will need to agree with your employer new Sunday working arrangements after that period. They may not be the same as they were before.
- You cannot be dismissed, disciplined or treated less favourably, if the reason for such treatment is your refusal to work on a Sunday.

- If you are treated less favourably, you can complain to an employment tribunal whatever your length of service. A grievance should be lodged and you should discuss the matter with your rep.

**Q. What if I'm unhappy with my work arrangements for Olympic Sundays?**

If you are being asked to work longer hours on a Sunday and you are unhappy with management's proposals you should speak to your rep and try to resolve the matter with your manager informally at first.

If you don't currently work Sundays and management are proposing some of your hours be switched to Sundays, again get advice from your rep.

If you are contracted to work on Sundays and your contract does not specify your hours of work on a Sunday it will be more difficult to refuse to work the hours requested unless you opt out of working on Olympic Sundays.

**Q. How do I enforce my rights?**

You should firstly try to resolve them informally with your employer with the help of your rep.

If matters cannot be sorted out informally, then you should raise a formal grievance in writing with your employer.

**Q. Will working different Sunday hours affect my tax credits?**

You will need to make sure that you still work enough weekly hours to qualify for your tax credits. To check call 0345 300 3900.

Thinking of opting out?

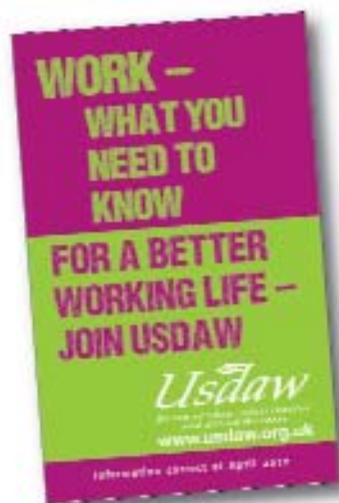


[www.usdaw.org.uk/278](http://www.usdaw.org.uk/278)

# Young Workers – do you know your rights?

Whether you're a full-time worker or you only work one day a week, you still need to know your rights at work.

Make sure you download the latest *Work – what you need to know (leaflet 360)* for all the information you need on your rights at work. Alternatively you can order a copy through your local office.



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People  
like you

# First lady

History-maker Danielle McCusker has seen her efforts in Northern Ireland pay off handsomely



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

**T**he first member from Northern Ireland to serve on the union's governing body – the executive council (EC) – is **Danielle McCusker**, a mother and part-time worker at Tesco's Belfast store.

The 32 year-old is also the youngest member of the recently elected EC and will spend the next three years as part of the 15-strong team of top lay officials.

"I was shocked and delighted to win," she said. "I'm particularly proud of being Northern Ireland's first EC member and I'd like to thank everyone for supporting me.

"I've been a union member since 1996 when I left school but started to get really involved in 2006. I became active because I come from a strong trade union

background, and unions have always played a role in my life. I wanted to make sure our members were treated fairly within the workplace and I wanted to highlight the issues that effect them.

**“ Being active in Usdaw has changed my life massively**

"Since then my involvement has made me a Tesco divisional rep, a forum rep and divisional councillor in the North West.

"I've done loads of union courses and was on the 2008 Academy and to top it all off I won the National Individual Recruitment Award for 2009.

"One of our biggest achievements over here was winning recognition for workers at Ladbrokes in Northern Ireland.

Membership is also very strong across NI, which goes to show just how hard the reps work over here.

"Being in Usdaw has changed my life massively. I've had great training, met

lots of lovely people and learn something new virtually every day.

"My family and friends have been a great support and I'd like to thank them for that. I couldn't have done it without them.

"I hope my place on the EC will put NI on the map even more and promote Usdaw in the Irish Congress of Trade Unions."

Outside of her union work Danielle, a mother to daughter Ciara, spends her time with friends and family, going to music concerts, and keeping an eye on current affairs.

*Recruit a friend*

# Members matter



## Five lucky members

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

- **Georgina Humphries** from Croydon recruited her colleague at Argos, Angela Sharpe.
- **Nicola Jenkins** signed-up Tesco Express workmate Sharbani Das in London.
- Newport's **Lynda Morgan** recruited her Co-op colleague Sara Morgan.
- **Kim Glover** signed-up fellow M&S worker Carol Smith in Bournemouth.
- **Keri Ann Howard** from Nottingham recruited her colleague at Boots, Tracey Raynor.

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

**WIN £100!**  
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The weekly rates are **£2.18 for Scale A** (applicable to full-time and part-time workers) and **£1.36 for Scale C** (applicable to part-time workers only)

**Closing date 20 July 2012**

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Arena Prize Draw, Usdaw, FREEPOST NAT:9525, Manchester M14 7JD

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 \_\_\_\_\_

Postcode \_\_\_\_\_ Tel. No. (inc. STD) \_\_\_\_\_

Email \_\_\_\_\_

Age \_\_\_\_\_ Date of Birth \_\_\_\_\_

Company Name \_\_\_\_\_

Workplace Address \_\_\_\_\_

Location Number \_\_\_\_\_ Employee No. \_\_\_\_\_

Occupation \_\_\_\_\_

**NOTICE**

Trade Union and Labour Relations (Consolidation) Act 1992

Should a notice be given AFTER one month from that date it will operate as from the following 1st January.

**Data Protection Act Notice**

Usdaw collects and maintains personal information in order to carry out its functions as a trade union, provide membership services and comply with certain statutory obligations. All personal information is treated with the utmost confidentiality and with appropriate levels of security. By joining Usdaw you agree that we may use the information about you which we hold on our records for the purposes of the union's business as set out below; this is called processing and includes what is classed as sensitive personal information such as the fact that you are a trade union member. The personal data will be used for a range of union-based activities relating to the running of the union, including the maintenance of records, monitoring for equal opportunity purposes, assisting with employment disputes, ballots, injury claims, etc and other services and benefits. All information (updated as appropriate) will be kept throughout membership and, to the extent necessary, for such reasonable period after membership as may be necessary to enable the member to access any post-membership benefits. It will be available to our employees, officers and officials, both at headquarters and branch regional offices and other associations all associated with the union, including our strict instructions. From time to time we may wish to use the information together with any other for analysis and/or marketing purposes. In particular, this may benefit you as the union can use its collective bargaining strength to negotiate attractive terms and the provision of a wide range of additional member benefits and to contact you with details of any that we feel may be of particular interest. Members have the right to object to and stop direct marketing in any form by organisations contacting them on behalf of the union. If they wish to exercise their right to stop such direct marketing then they should write to Central Treasurer requesting that such mailings be stopped, or alternatively, write to the organisation in question direct. Please, however, understand that this may preclude you from receiving details of any of these additional member benefits and offers in the future. Under the Data Protection Act 1998 you also have the right to ask for a copy of your information (for which a small fee can be charged of £10) and to request correction of any incorrect information held. This notice will be amended from time to time and will be regularly published by the union in Arena, Network and the Usdaw website.

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.**



M&C Received

A woman with red hair and glasses is smiling. She is wearing a dark, patterned top. The background is a plain, light-colored wall.

**Legal**

Plus

FirstCall *Us & Law*

0800 055 6333

# Legal Help

*— you can always trust*

Trading manager **Rebecca Lee** nearly lost out on £3,500 after she went to a 'No Win No Fee' company who told her she would have to pay to fund her claim after she fell outside work.

"I didn't realise my union membership gave me 24/7 cover for personal accidents," said Rebecca, 64, who worked for the Co-op in Clacton-on-Sea

in Essex. "I fell over a pothole in the staff car park and broke two ribs and fractured my hand in June 2010. I couldn't afford to pay so was pleasantly surprised when the union agreed to take on my case."

FirstCall took care of her claim and she received a cheque for £3,500 when it was

settled 14 months later.

"I'd never used the union before and didn't even think to contact them for an accident that happened outside of work. It was real peace of mind having the union on my side. I'm retired now but I've kept hold of my membership, I wouldn't hesitate to call next time I need help or advice."

**Bakery assistant Elizabeth Bailey was off work for two months** after a faulty chair collapsed and sent her sprawling on to the concrete floor at her West Midlands Co-op store in Bridgnorth, Shropshire.

The 51 year-old sustained severe injuries to her back and arm in October 2010 and still

has problems lifting heavy or awkward objects.

“When I went back to work I couldn’t do my previous job so I’m on the checkout now,” said Elizabeth. “I hurt my shoulder and my left arm is weak due to damage to the nerve endings. I wasn’t interested in making a claim, I just wanted to get back to

work and get better. However my husband was insistent and I called FirstCall Usdaw. I was given an Usdaw solicitor who was fantastic and my case was settled 14 months later. I was really pleased with the compensation I received. I had a brilliant service from the union – I couldn’t have asked for a better one.”

## FIRSTCALL USDAW

- Had an accident at work?  
Ring FirstCall Usdaw  
0800 055 6333
- Had an accident travelling to and from work?  
Ring FirstCall Usdaw  
0800 055 6333
- Had an accident anytime and anywhere in the UK?  
Ring FirstCall Usdaw  
0800 055 6333

**No Forms, No Fuss, No Delay**



“ Thanks to Usdaw for a great service



**Legal**  
Plus

First Call *Us Law*

0800 055 6333

“It was very  
frightening and  
still haunts me

Team leader **Victoria Cupitt** was left shocked and traumatised after an armed robber burst into her Co-op store and threatened the staff then ran off with the day's takings.

The incident happened in August last year just before the store was set to close. "A masked man ran in shouting 'get on the floor'," said Victoria, 56. "We were all so shocked we didn't know what was going on. It was very frightening and something you just don't expect. Nothing like this had ever happened before.

He pointed the gun at us and demanded all the cash, once he had it he ran off."

The police were called although the raider was never caught. "We later found out it was an imitation gun but we didn't know that at the time. The incident still haunts me – it never leaves you.

"We try and be extra vigilant these days especially late at night. You do feel very vulnerable in the convenience stores more so than in the big stores."

Coincidentally Victoria had not long attended a

training course that dealt with robberies. "I was pleased about that because you're taught not to resist, and we didn't and this may have saved us from further injury." Victoria and her two colleagues were treated for post traumatic stress disorder.

"I didn't want to go back to work I was so nervous. I had counselling and saw my doctor. I was so upset I forgot all about asking the union for help. Luckily a colleague reminded me later and the union looked after me really well. I was awarded £1,000 from the CICA in January this year."

**A drunken customer hit checkout operator Susan Hutchinson** over the head with a bottle after she was stopped from buying alcohol in line with company policy.

Susan, 48, was working at the Morrisons Leeds store in February last year when the attack happened. It left her shocked and dazed and she was off work for two weeks.

"It was around 9pm and I noticed the female customer was clearly drunk from her speech and demeanour but she

had put four bottles of lager on the conveyor belt," said Susan. "I explained I couldn't serve her and she started swearing and shouting at me. The supervisor and manager were called who explained the company's policy further. I turned to move the bottles but the customer picked one up and hit me with it.

"I was taken to the first aid room. After a while I tried to carry on working but the pain and subsequent headache was too much and I went home. Even now I'm still very wary

and nervous about serving customers when asking for ID"

The incident was reported to the police and captured on CCTV. Usdaw took up Susan's case with the CICA and she was awarded £3,300 in October last year. "A colleague advised me to contact the union and I was provided with a local solicitor," she said. "My case was settled very quickly. I was really pleased with the service and as result my daughter, who also works in retail, joined the union because of the help I had."



“ My case was settled very quickly

## WHAT IS THE CICA

The Criminal Injuries Compensation Scheme (CICA) is a state funded scheme to compensate people who have been the innocent victims of a criminal assault or injured in connection with a crime.

### Remember:

- The CICA application must be submitted within two years of the date of the incident.
- You must report the incident personally to the police within two days of, or as soon as possible after, the incident.
- If you suffer a criminal injury in the course of your work, you should record it using your employer's reporting procedures.
- You should go to see your GP about your injury as soon as possible.
- Ring FirstCall Usdaw on 0800 055 6333



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

# Coalition hammers parents & carers



Usdaw reps were busy in March to advise members both on the cuts to tax credits and how to deal with reductions in hours

**W**hile chancellor George Osborne was ignoring the plight of hard-working families and instead cut the tax rate for people earning more than £150,000 a year in his March Budget, Usdaw reps were busy telling members about forthcoming cuts to working tax credits.

The union's Supporting Parents & Carers Spotlight Day focused on the cuts, which means working couples will have to increase their hours from 16 to 24 to qualify for working tax credits. Failure to do so will cost some families as much as £3,870.

General secretary John Hannett said: "Our members are at the sharp end of the Coalition's cuts and are seeing their household budgets squeezed to breaking point.

"The chancellor offered no help to our hard-pressed members as he refused to

withdraw the attack on families' tax credits, in particular his tax credits bombshell of £3,870.

"Contrast his approach to that of our reps who were out on Spotlight Day raising awareness of the forthcoming cuts and helping our members cope with reductions in their working hours. We continue to press employers to think seriously about staffing levels, hours allocation and shift patterns.

"Working parents and carers need all the help they can get to juggle work and their family responsibilities. I'm convinced the information we have put out will go a long way to putting members in the picture.

"The Budget proved our campaign must continue until we get justice for hard-working parents and carers."



For more pictures of the Spotlight Day visit the website



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



# Expecting? **know your Rights** Expect your rights

Q Does Usdaw publish any other help for expectant mothers?

Maternity leave and pay can be complex...  
...arena answers some frequently asked questions\*

## Cash in pocket Who pays?

### Q What maternity pay will I get?

The maternity pay you get depends on how much you earn and how long you have been working. If you earn at least the lower earnings limit, £107 a week, and you have worked for your employer since before you got pregnant, you will probably be entitled to Statutory Maternity Pay (SMP). You can get this as long as you are still employed in the 15th week before your baby is due (roughly week 25 of your pregnancy).

SMP lasts for up to 39 weeks from the start of your maternity leave. It is worth 90 per cent of your average earnings for the first six weeks, then a flat rate or 90 per cent of your average earnings if that is less. Average earnings are based on your wages in roughly weeks 18-25 of your pregnancy, and must be at least the lower earnings limit. If you don't qualify for SMP you will probably qualify for Maternity Allowance (MA). The rules are complicated and the department of work and pensions, who pay MA, will be able to work out whether or not you qualify.

## Maternity leave 52 weeks

### Q I've heard all women are entitled to 52 weeks maternity leave, regardless of length of service. Is that right?

Yes – the first 26 weeks of leave is known as Ordinary Maternity Leave and the second 26 weeks leave is known as Additional Maternity Leave.

Employers will assume you are taking the full 52 weeks entitlement. If you want to return to work before the end of your 52 weeks entitlement, you must give eight weeks notice of the date you wish to return.

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

## Staying home

### Q Do I have to pay back my maternity pay if I leave my job?

If you do not return to work after your maternity leave, you never have to pay back any Statutory Maternity Pay (SMP).

If you are getting more than SMP, or you are getting payments from your employer even though you are not entitled to SMP, this is contractual or occupational maternity pay. You could also look in your contract or maternity policy to see what that says about maternity pay.

Your employer can attach conditions to contractual/occupational maternity pay, including requiring you to pay some money back if you do not return to work for a certain length of time. Check your contract.

## REMEMBER

These are the legal minimum entitlements. This feature is not a definitive guide to the law. Always check your contract/staff handbook for a full contractual explanation of your employment rights where you work.



## Knowledge bank

Yes, Usdaw's award-winning Maternity Rights pack has just been updated and is available online or can be ordered from the stationery department at central office on 0161 224 2804.



The Maternity Pack is full of useful advice for mums-to-be

0161 224 2804



[www.directgov.co.uk](http://www.directgov.co.uk)

## Cause for concern

**Q** What happens if I can't do my job because I'm pregnant?

If you are too sick to work because of your pregnancy, follow your employer's normal sickness procedure. Sickness which is pregnancy-related should not affect your records, for example, when reviewing your work, they have to ignore pregnancy-related sickness. It is sex discrimination if you lose out because of time off with a pregnancy-related sickness.

Once your employer knows you are pregnant they must carry out a risk assessment. This should be done in conjunction with your Usdaw health and safety rep. This is a chance to find out whether there is anything about your job that now needs to change to protect you and your baby. Lifting heavy loads, working night shifts or sitting on the checkout for long periods can all cause problems. Your employer must remove any identified risks. If this is not possible you can be offered suitable alternative work or given paid leave.

## Disappearing jobs

**Q** What are my rights if my employer does not give me my job back?

It is sex discrimination to dismiss a woman for reasons connected to her pregnancy or maternity leave. You have a right to return to work following your maternity leave, and not allowing you to come back, or not giving you your old job back, could be unfair dismissal and sex discrimination.

## Health check

**Q** Can I take time off for antenatal appointments?

All pregnant employees have a right to 'reasonable' paid time off to attend appointments for antenatal care. You should not be asked to make up the time later and should receive your normal rate of pay.

## Motherhood options

**Q** Can I work part-time/a different pattern after my maternity leave?

You don't have an automatic right to work part-time or change to a different pattern after your maternity leave. But you do have the right to request flexible working and your employer should consider your request seriously. Depending on what rights apply, they may only be able to refuse if they have strong business reasons.



\* Excerpts taken from registered charity: [www.workingfamilies.org.uk](http://www.workingfamilies.org.uk)

# Democracy in action as reps decide policies

More than 1,100 activists and officials gathered at the Winter Gardens in Blackpool to debate all the vital issues

**T**he Annual Delegate Meeting (ADM) is the union's parliament and is made up of elected activists from branches across the UK who decide the policy and priorities for the coming year.

Everything under the Usdaw sun is discussed from wages, working conditions, pensions, the NHS, education, crime, employment rights, transport, equality, fairness, the economy and many more.

## Support for victims cut

Victims of violent crime will lose out on thousands of pounds of damages under Coalition plans to cut the Criminal Injuries Compensation Authority – a state funded scheme which pays compensation to innocent victims of crime.

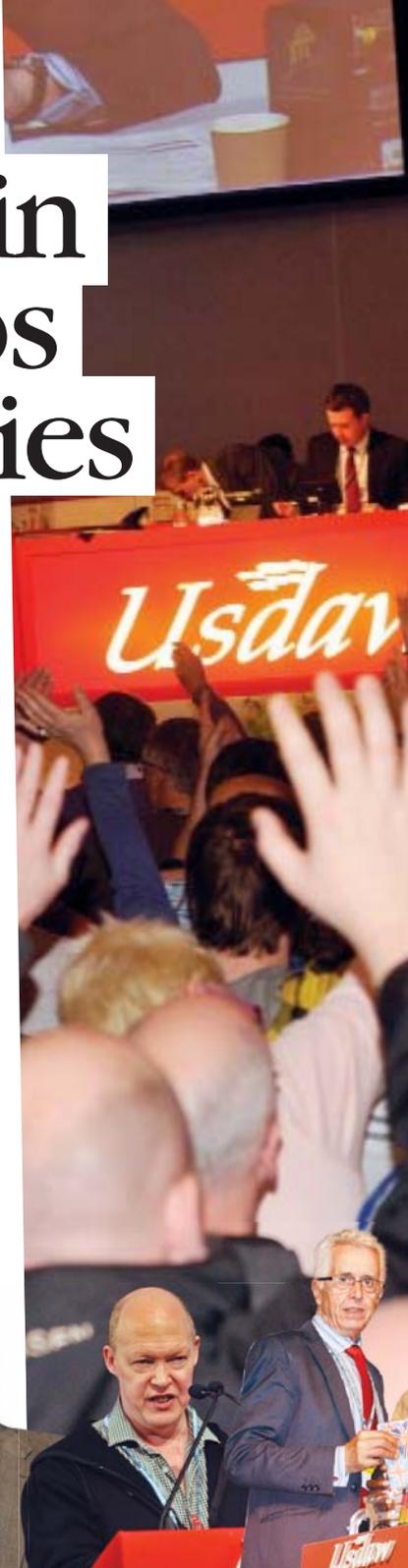
The proposed changes will see awards of between £1,000 – £2,000 cut completely and

higher awards to be cut by up to 76 per cent.

"Workers who sustain a fractured nose or cheekbone, temporary mental anxiety, and fractured ribs for example will receive nothing," said **Emily Rowles** from Fallowfield. "These proposals if carried out will have a direct effect on our members who are subjected to armed robberies, threats of violence and till snatches. We have to lobby MPs and start a vigorous campaign to oppose these cuts."

**Alan Woodhouse** from Yorkshire Morrisons agreed. "Money spent on being soft on crime should be spent on the victims," he said.

"We need to re-examine this and





Speakers below: (l-r) John Hannett, Paddy Lillis, Alan Woodhouse, Jeff Broome, Bones Skulu, Yvette Cooper, Barbara McAllister, and Emily Rowles

## WHO'S WHO AT ADM

- General secretary **John Hannett** and deputy general secretary **Paddy Lillis** replied to all of the debates on behalf of the executive council – the union's governing body.
- President **Jeff Broome** chaired the conference for the sixth time and can look forward to another three after he was re-elected to the post for the third time.
- **Bones Skulu** – international visitor and general secretary of South African trade union **SACCAWU**.
- Executive councillor and chair of standing orders **Barbara McAllister** was responsible for the smooth running of the ADM.
- The Rt Hon **Yvette Cooper** MP, shadow home secretary, addressed conference and attacked the Government's cuts in working tax credits, the increase in VAT and its disastrous economic policies.





make sure the victims get the right amount of compensation."

## Contract conflict

Flexible and minimum hours contracts are making it impossible for workers to get a decent work/life balance, conference heard.

**Val Cooke** North Herts Tesco Retail said: "Our members need real jobs and a living wage to provide food and shelter for their families. Many workers have to take on second jobs to make ends meet. These contracts are unfair, exploitative and leave our members in fear for their jobs. Too many people on flexi contracts are missing out."

First time speaker **Mitch Pressnell** from Medway Towns urged reps to tell their members they could say 'no' to shift changes at short-notice. "We always hear 'needs of the business' but we can say 'no' and don't let anyone else say otherwise," he said.

**Pia Sands** from Sussex No.1 wants companies forced to provide more permanent full-time jobs and reverse the trend away from over use of temporary part-time jobs. "This is hitting young people very badly," she said. "Flexible part-time workers often miss out on holiday pay because they only get their contracted hours. It's no wonder some people choose to stay on benefits. People need the opportunity to earn a living wage."

General

secretary **John Hannett** said: "Flexibility has to work both ways and while we know part-time work suits many these contracts have to have clear limits so our members' work/life balance is protected. Part-time workers do have legal protection but we have to make sure these rights are enforced."

## Lone workers at risk

Cuts in police numbers and longer response times are putting shopworkers at more risk, especially if they are working alone late at night and early in the morning, ADM heard.

As part of the Freedom From Fear debate, **Susan Stoddart** from Midlands Co-op Society spoke out against the use of lone workers. "If we have sensible staffing levels our members would feel more secure at work," she said. "Lone workers feel vulnerable and stressed and are more likely to be off work. Staff face verbal and physical abuse, which is very traumatic. Our members need to be protected."

**Carole Robins** from Sussex No.1 told conference: "Our members are looking after cash and stock worth thousands of pounds and they are at risk. It should be safety first."

**Anne Watkins** from NE Tesco North wants the union to launch a campaign to stamp out bullying in the workplace. "Bullying and harassment should not and will not be



Speakers below: Pia Sands, Val Cooke, Anne Watkins, Ellen Shaw, Susan Stoddart, John Barstow, Michael Green, Sylvia Bew and Rachel Goodwin

tolerated," she said. "Turning to your Usdaw rep is the first step to stamping it out. This type of abuse is not part of your terms and conditions of employment."

She was supported by **Ellen Shaw** from NW Tesco Retail No.4. "The convenience sector stores need more staff and security guards," she said. "There are too many stores where there are only one or two members of staff on duty."

## Olympic trading slammed

The Government's plans to deregulate Sunday trading during the Olympics will have a



ADM: The Empress Ballroom, Winter Gardens, Blackpool

## DID YOU KNOW

- The ADM runs over four days and has been held in Blackpool for the last 22 years.
- More than 600 delegates, plus 350 visitors and 185 officials attended this year.
- Usdaw is one of the few unions to hold its 'parliament' every year.
- The ADM is open to elected members, who meet the criteria for being a delegate or visitor, from every union branch.
- Expenses are paid by central office and branches.

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



detrimental effect for workers in shops, transport and distribution and could pave the way for a permanent change in the law, delegates were warned.

Speaker after speaker condemned the Coalition for scrapping the current Sunday trading restrictions for the eight weeks before, during and after the Olympics. **Michael Green** from Northern Morrisons urged members to lobby their local MPs, to get the plans overturned. "No extra staff will be employed and those already working will be expected to do extra hours and without getting

any premium pay," he said. "This could also be the tip of the iceberg and will eventually see the change brought in on a permanent basis."

**John Barstow** from Mid Sussex agreed. "There is no economic case for it as any extra tourist money will be spent in the restaurants, bars and other attractions not in the big shops," he said. "There's enough pressure on members and these plans will only add to that and have a knock on effect on other sectors."

**Sylvia Bew** from South East London General said:

"Deregulating the Sunday trading laws is not about tourists it's about companies making a fast buck. We don't need these extra shopping hours and there'll be traffic chaos, the emergency services will be overstretched and our members will be put at even more risk."

**Rachel Goodwin** from North East Kent also opposed the plans. "Why let big stores open if they're nowhere near an Olympic venue? I fully support the union's call to lobby the Government to withdraw the legislation."

General secretary **John Hannett** replied to the debate. "These plans are ill-thought out. More than 77 per cent of workers are against deregulation."



# Communication

From Aberdeen  
to Plymouth  
Usdaw has  
offices across  
the UK

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## Your contacts

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

If you don't have a rep at your workplace contact your local Usdaw office as shown on the map. Alternatively, you can ring our 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](mailto:enquiries@usdaw.org.uk)

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

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# Latest digital arena



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THE CODE USING YOUR  
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**A**s part of the union's evolving communications strategy you can now **view arena online** at anytime via your computer, mobile or tablet. Just click to flick through the issue and take yourself on your very own Usdaw journey. The online version comes with additional photographs, graphics and live links to other websites. It's a one-stop shop for everything that is happening in Usdaw, how you can get involved and what's coming up.

# SAVE ON YOUR INSURANCE

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- 40% discount on RAC breakdown cover<sup>†</sup>
- Trade union business cover included as standard
- Up to 65% no claims discount
- £100,000 of Legal Expenses Cover



## TRAVEL INSURANCE

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# arena Letters

Members can have their say right

here via email or post – but keep it brief!



“ Sharon Booth -  
one of life's great  
inspirations

## ★ Cruel Coalition

I am quite appalled at the Government's wish to lower the pay for public sector workers as it will affect predominantly the workers in Wales and the

HAVE  
YOUR  
SAY

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

★ £50 for the best letter

North/North East of the country – traditional Labour supporters.

This is a clear assault on the working classes so they can then fund and lower the tax rate from 50 per cent to 45 per cent for the very rich in society. The promises by the Tories that the private sector will replace job cuts in the public sector clearly is just not happening; the unemployment rate is at a 17 year high.

The overwhelming majority of universities are charging the full amount of £9,000 in fees, not to mention they have also put up the interest rate that has to be paid back on top.

The Government is walking all over the people in this country and, as usual under a Tory Government, it is the least well off who are

suffering the most. The Labour Opposition and the unions really need to get this message across.  
Sharon Hopson, H106

## £9,000

Fees charged to students by the majority of universities

## Help appreciated

I would like to say a big thank you to Usdaw for the support you have given us all since our first contact in September 2011, with regards to the change in Working Tax Credits from 16-24 hours for couples, including those with disabled children, as from 6 April 2012. I am a carer to our son, and these changes would have meant a loss of around £3,800 per year. Usdaw's endeavours in showing the Government the negative impact on our family and thousands of other families in the same position, proved successful, and the Government have agreed to make concessions for families, where one is a full time carer, within these changes. The stress and worry since the Government announced these changes have weighed heavily on our minds, and now we can continue with our lives without the worry of losing this money and that will make a huge difference.

Once again many thanks for your support, we couldn't have done it without you.

Gina Mayers,  
North West division

## End of an era

The end of branch G85 has been the end of 34 years, to which I have had the privilege of being shop steward and branch secretary.

The branch was formed as a works depot branch in 1978 as Glenrothes HDS G85 (Littlewoods) I joined the branch in '79 and became shop steward in 1980; I have been branch secretary on and off for the last 30 years.

I would like to thank all members, area organisers and officers of Usdaw that helped me do my job, they will not be forgotten for without that help, the work could not be done.

I'm now in branch G330 so look forward to meeting my new colleagues. I have met so many people that as much as I would like to name you all (there are too many to mention), thank you all for being my friend.

All the very best to you all.  
**Gordon Elliot, branch secretary G85 (last time)**

# 1978

The year Glenrothes branch was formed, it is now set to merge

## Parking tax

I would like to warn the Usdaw members of Bristol not to ignore the threat of the Workplace Parking Levy. In Nottingham many of our lowest paid workers have found themselves with bills in excess of three hundred pounds or the risk of disciplinary action if they continue to park at work, while some of the city's top earners pay nothing due to the number of people at their place of work. The people of Nottingham have never been given a vote on what amounts to a tax on working. Don't let this happen to you.

**Mancel Wood, shop steward, E192**

## Sharon Booth

It is with great sadness I have to inform you of the passing of our friend and colleague Sharon Booth (previously Newson). After a long battle with a rare cancer she died on Monday 26th March 2012 with her family and friends present.

Sharon, (pictured far left) was an activist with Usdaw for many years becoming a rep and, after completing Academy1&2, started tutoring for both Usdaw and the TUC. This is the role she excelled at, teaching many of our great team of reps in the area.

She was one of life's great inspirations. Speaking from personal experience, when I was on the Academy, I was ready to quit but a chat with Sharon put me back on course and gave me a new spark.

She married her new partner, Gary, three weeks before she died and had a wonderful wedding. She leaves two children Megan and Jordan.

I am sure your readers would join us in sending our condolences to Sharon's family and friends.

**Ben Baldwin (branch chair C97) Norfolk Area Tesco**

## Looking for a rep

I note your articles in previous editions of Arena, regarding branch reps and the sterling work they perform.

This is no doubt true of 99 per cent of reps, but I have been a member of Usdaw for five years and still do not know who my rep is.

He/she has never made any

You can write or email your thoughts to; the editor, arena, Usdaw, 188 Wilmslow Road, Manchester M14 6LJ or [arena@usdaw.org.uk](mailto:arena@usdaw.org.uk)  
Send all photos to: [pictures@usdaw.org.uk](mailto:pictures@usdaw.org.uk)

attempt to introduce themselves or contact me. This is not a particularly good advert for the union.

When I joined ASLEF back in 1973 the ASLEF rep was after you dead quick, before the NUR man got you – I know there is only one union involved here but a bit of local contact would be appreciated.

**S.C.Cooper, Isle of Wight**

# 99%

The percentage of reps doing a sterling job says one reader

## A big thank you

Just wanted to say thank you to the union for fighting for parents who work 16 hours and the other parent is a full-time carer.

I have just phoned the tax credit helpline and because of this I now don't need to add extra hours as we now keep our payments.

Thank you so much this is a massive relief to our family as our daughter is registered disabled.

I can't thank the union enough as my workplace are not giving extra hours or overtime, plus extra hours are hard to fit in with having a family.

**Mrs Adrienne Bradshaw K148**

# Member services



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

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



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It is free to register and will not cost you a penny more than the advertised price of the item that you are buying. The charity you nominate will earn 100% commission from all the retail sites when you shop through All4charities.co.uk

**Unisaver:** The union no longer offers the Unisaver savings product as advertised on the member services pages of previous Arenas. Any members who have taken out a policy with Unisaver will not be affected by this change and existing policies will carry on as normal. If you have any queries please contact **Coventry Assurance Society** on 024 7622 3683.

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

## THE CO-OPERATIVE FUNERALCARE

Our caring staff are on hand to give you individual support, care and reassurance when it matters most. Usdaw members and their families are entitled to a £25 discount on our funeral plans and 10% discount on professional services fees on funeral arrangements.

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*Terms and conditions: 10% discount applies to Funeral Director professional services fees only (as detailed on the price list and estimate form provided at the time of arranging a funeral) and excludes discounts on supplementary services, coffin/casket selection, additional services and payments made on your behalf (e.g. clergy, doctors fees, crematorium/ burial charges). 10% discount is not applicable on funeral plans. Both offers cannot be used in conjunction with any other offer. Offers valid to Usdaw members and their families until 31 December 2012. All offers are not retrospective. Our business terms and conditions apply. This does not affect your statutory rights.*

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The Tax Refund Co. 43-47 Middle Hillgate, Stockport, SK1 3DG.

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\*Our lines are open 8am-8pm weekdays and 9am-12noon Saturdays. Calls may be recorded and/or monitored. Calls from landline phones are free however mobile providers may charge.  
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## FREE DEBT ADVICE

Uswdaw and **Consumer Credit Counselling Service (CCCS)** are to continue their successful service providing debt advice and solutions for all Usdaw members

CCCS provides free and immediate debt advice and solutions to individuals and families in times of financial distress. In addition to its unique online counselling service, Debt Remedy, CCCS offers a free telephone counselling service available Monday to Friday.

If you are an individual struggling to repay your debts use the CCCS Debt Remedy on-line assessment of your financial circumstances: [www.cccs.co.uk/usdaw](http://www.cccs.co.uk/usdaw)

Telephone debt counselling  
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Simply key in your postcode, your current supplier and charges and the site will do the rest for you. **It couldn't be easier.**

To see how much money you can save visit: [usdaw.uchange4better.co.uk](http://usdaw.uchange4better.co.uk) or call **0845 652 1683**

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## President and Executive Council Elections **results of voting**

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

### LEGAL STATEMENT

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

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

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

Yours sincerely,

Alex Lonie

Manager of Trade Union Sector, Electoral Reform Services

### **President**

Number of eligible voters: **398,761**  
Total number of votes cast: **34,064**  
Turnout: **8.5%**  
Number of votes found to be invalid: **2,391**  
Total number of valid votes to be counted: **31,673**

#### **Result (1 to elect)**

BROOME, Jeff: **20,677 Elected**  
HICKSON, Anne: **10,996**

### **Executive Council**

#### **SOUTH WALES AND WESTERN DIVISION (A)**

STINCHCOMBE, Dennis **Elected Unopposed**  
WILSON, Barbara **Elected Unopposed**

#### **EASTERN DIVISION (C)**

Number of eligible voters: **57,112**  
Total number of votes cast: **4,581**  
Turnout: **8.0%**  
Number of votes found to be invalid: **54**  
Total number of valid votes to be counted: **4,527**

#### **Result (2 to elect)**

WOOLFORD, Barbara: **2,307 Elected**  
VINCENT, Simon: **2,057 Elected**  
NEWMAN, Debbie: **1,268**  
ABBOTT, Eamonn: **1,454**  
BALDWIN, Benedict: **615**  
COTTON, Edward J: **384**

#### **MIDLANDS DIVISION (E)**

Number of eligible voters: **55,011**  
Total number of votes cast: **5,291**  
Turnout: **9.6%**  
Number of votes found to be invalid: **56**  
Total number of valid votes to be counted: **5,235**

#### **Result (2 to elect)**

McALLISTER, Barbara: **2,450 Elected**  
BOWEN, Maureen: **1,775 Elected**  
DAVIES, Kelvin: **1,395**  
NASH, Dennis: **1,332**  
LOCKLEY, Karl: **1,120**  
GEARY, Kevin: **799**

#### **NORTH EASTERN DIVISION (F)**

Number of eligible voters: **53,620**  
Total number of votes cast: **5,147**  
Turnout: **9.6%**  
Number of votes found to be invalid: **83**  
Total number of valid votes to be counted: **5,064**

#### **Result (2 to elect)**

CHADWICK TAYLOR, David: **2,875 Elected**

FITZGERALD, Pat: **2,315 Elected**

LOUGHHEAD, Brian: **1,345**

DILLON, Peter: **1,210**

#### **SCOTTISH DIVISION (G)**

Number of eligible voters: **42,313**  
Total number of votes cast: **3,088**  
Turnout: **7.3%**  
Number of votes found to be invalid: **28**  
Total number of valid votes to be counted: **3,060**

#### **Result (2 to elect)**

COUTTS, Susan: **1,655 Elected**  
DEVINE, Peter: **846 Elected**  
CUMMING, Kate: **733**  
KENNY, Brian: **638**  
MARTIN, Jacqueline: **542**  
SNEDDON, Tony: **370**  
McKIE PEAR, Tracy: **264**

#### **SOUTHERN DIVISION (H)**

Number of eligible voters: **55,059**  
Total number of votes cast: **4,536**  
Turnout: **8.2%**  
Number of votes found to be invalid: **75**  
Total number of valid votes to be counted: **4,461**

#### **Result (2 to elect)**

MURPHY, Amy L: **1,704 Elected**  
BARSTOW, John: **1,106 Elected**  
HUGHES, Margaret: **1,086**  
ALDRED, Maria: **903**  
THOMAS, Janette: **902**  
KING, Peter: **838**  
PATEL, Sujata: **656**  
CHALKLIN, Peter: **575**

#### **NORTH WEST (K)**

Number of eligible voters: **89,841**  
Total number of votes cast: **6,606**  
Turnout: **7.4%**  
Number of votes found to be invalid: **151**  
Total number of valid votes to be counted: **6,455**

#### **Result (3 to elect)**

McCUSKER, Danielle: **2,712 Elected**  
JERVIS, Jan: **2,626 Elected**  
CRAVEN, Linda: **2,178 Elected**  
OWENS, Amanda: **2,127**  
DOLAN, Kevin: **1,993**  
BARNES, Michelle: **1,840**  
WOLFE, Peter: **1,651**



People  
like you

# Team player

Active rep Karen Cummings has made rapid progress and is urging others to follow her lead



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

**S**ainsbury's Karen Cummings thought she couldn't be a rep until a chance meeting with an official informed her otherwise and since that fateful day in 2009 the admin support worker has not looked back.

Just three years later the 37 year-old has been on training courses including Summer School1, two annual delegate meetings, and spent six months last year on Academy1 recruiting and organising outside of her Ladbroke Grove store in London.

"I've learned so much and enjoyed meeting new people, helping them and persuading staff to sign up and get involved," she said. "We have around 60 per cent membership at our store and that's down to a combination of a great team of reps and a good working relationship with management. I'm a great believer in the power

of knowledge – it gets you a lot more success than just shouting – and being a trained rep we have all the information at our fingertips including what to do, and more importantly, what not to do.

“ I'm a great believer in the power of knowledge, it works

“It was interesting to contrast how different companies operate and to learn from that while I was on the Academy. Once you've had some success then more follows. Different groups have different issues like women, students, and ethnic minorities and dealing with these was very rewarding. I put into practice much of what I experienced on the Academy to good use in my own store. It all boils down to team work

and if we can recruit and organise members we are much more influential.

"I love being a rep and looking ahead I'm particularly interested in the learning agenda as I think the union and

employers working together can deliver a great deal for staff."

Outside of work Karen loves art and is a frequent visitor to the Tate Modern.

Karen Cummings at this year's annual delegate meeting



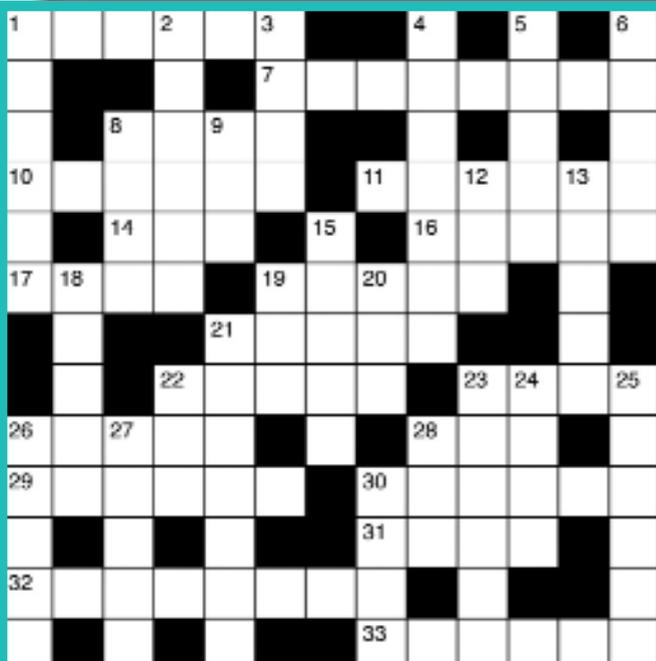
# arena Crossword

WIN  
£50!

Three lucky members will win £50 each if they answer

correctly the crossword clues below. Closing date **27 July 2012**

(Not open to Usdaw staff)



The winners of the Arena Autumn crossword were:  
**Janice Coe**, Anglia Co-op No.1 E60  
**Gay McCallum**, West Midlands  
Morrisons E100  
**Pamela Hutter**, Bristol A34

## Have fun

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

1. Water ice (6)
7. Counteracting remedy (8)
8. Wound seriously (4)
10. Chewing gum ingredient (6)
11. British river (6)
14. Mountain pass (3)
16. Evaluates (5)
17. Cooker (4)
19. Deadly (5)
21. Relating to the kidneys (5)
22. Filleted (5)
23. Quarry (4)
26. Merges (5)
28. Dove's call (3)
29. Missive (6)

30. Picture made up of small stones, etc. (6)
31. Water jug (4)
32. Comparative (8)
33. Osculates (6)

### DOWN

1. Decorative plaster (6)
2. Signal fire (6)
3. Domesticate (4)
4. Word for word (7)
5. Group of nine (5)
6. Denims (5)
8. Small rodents (4)
9. Unwell (3)
12. Mr Kilmer, actor (3)

13. Entertainment with sketches and songs (8)
15. Natives of Denmark (5)
18. Worth (5)
19. Flat marshy land (3)
20. Small bit or piece, informally (3)
21. Flower-shaped badge (7)
22. Wager (3)
23. Baffling questions (6)
24. Lion's cry (4)
25. Sailing vessels (6)
26. Toy with another's affections (5)
27. Motionless (5)
28. Farm animal (3)
30. Humble (4)

# Health Check

People  
like you

Despite needing a kidney transplant Rehana Kosar remains upbeat and positive



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

**T**esco customer assistant **Rehana Kosar** is on a mission to raise awareness of the need for members of the Asian community to think about becoming a kidney and blood donor to fill the gap currently being faced by the health service.

The 40 year-old mother-of-two is acutely aware of the shortage in donors as she now faces an anxious wait for a future kidney transplant following an almost 20 year battle with kidney infections.

"I'm now in the process of being assessed for dialysis treatment and will be put on the waiting list for a kidney transplant," said Rehana, who works at the Express store in Bradford. "It's common knowledge that the Asian community are less likely to be on the donors list, and to give blood, because of religious

reasons. What I want to do is raise awareness of the issue because kidney disease is far more common in our community. My father had a transplant and it worked very well for him.

**“ I want to raise awareness in the Asian community**

"The family is very important in the Asian community and often play a key role in helping out each other, but we have to go beyond this and raise awareness of these issues on a bigger scale."

Despite her worsening condition, it has not stopped Rehana from living a full and active life. "I did the Academy1 last year and being a rep has really helped me to

do what I love doing – helping others. I'm a very positive person despite having to fit in my medical treatment around my role as a rep. I've learnt so much and met some great people. I really want to

breakdown the barriers and get more people from the Asian community to come forward and

get involved in the union. "

Rehana with colleagues at the Tesco Express in Bradford



# Membership boxed off by busy activists

Usdaw is a union of many trades as the team of reps at the Wincanton site in Sherburn-in-Elmet can testify

**H**ard work combined with team work has seen the reps at a Wincanton depot in Yorkshire achieve almost 85 per cent membership, good rates of pay and a newly launched learning centre.

Despite the massive upheaval in the transport and distribution sectors the magnificent eleven have steadily built membership, improved health and safety and signed up almost 70 people for a learning apprenticeship scheme.

The massive site is home to around 900 core staff and 220 agency workers and serves both Sainsbury's convenience stores and supermarkets in the North of England.

Convenor Aidan McCarthy (pictured centre) heads up the team and is rightly proud of their achievements so far. "We have a fantastic team of reps

and combined with a positive attitude from senior management we have grown rapidly over the last 24 months," he said.

### Learning centre

Union learning rep Steven Carr (far right) is keen to emphasise the importance of providing learning opportunities on site. "Setting up the apprentice programme as part of our learning centre has given everyone a real boost," he said. "It's given the place a new lease of life and generated massive interest among staff who can now work towards an NVQ Level 2 or 3 in business administration or team leading and management skills."

The team have been helped both by the company and Unionlearn who have provided support for the courses and

equipment. There are plans to introduce maths, English and IT courses in the future. "We had an unprecedented level of interest once we relaunched the learning centre," added Steven.

### Boost profile

"It has reinvigorated workers' lives and has given the place a real buzz. While many staff have the warehousing and driving NVQs there was a gap at our site for the apprenticeship schemes. Lifelong learning project worker Martyn Warwick has also been instrumental in guiding us through the funding





Five of the 11-strong team at the Wincanton site

and other issues.”

“It’s very much a work in progress for the team here,” said Aidan. “Yes we’ve made progress but we’re looking to push on. The company is still recruiting and during their inductions I usually sign up around 80 per cent of the new starters. We also want to recruit some new reps to share the workload, boost the union’s profile and generally improve the site.

“All the reps have had lots of Usdaw training and again we couldn’t have achieved this

without support from Wincanton.

“This positive relationship works for both sides and I think you can see that on the warehouse floor. Problems are sorted out quickly on site and we recently negotiated a two year deal on wages which offers competitive rates.

“However, we won’t stand still. We’re always looking to improve things.”

## Service centre

The Wincanton site at Sherburn-in-Elmet, in Yorkshire delivers to Sainsbury’s convenience stores and supermarkets in the north of England and is one of the biggest of its kind.

### The Wincanton site:

- Has 126 Loading bays and 12 Recycling bays
- Delivers 1.4m cases to 155 convenience stores and 40 supermarkets
- Covers 550,000 sq ft
- Operates 24/7 and 364 days a year
- Uses various shift patterns
- Opened in 2008

## Safe journeys to work

# Many members feel vulnerable getting to work

Usdaw's in-depth survey of its members revealed a worrying trend of anxiety and fear among women workers across the UK

**O**ne in seven of Usdaw's women members have safety concerns about their journeys to and from work, a new union report has revealed.

In its report *What's happening on your journey to work?* Usdaw has published the results of a survey of 1,714 of its members which shows:

- One in seven women workers sometimes **feel unsafe** travelling to and from work.
- Women members are **twice as likely** to feel unsafe on their journeys to and from work as men.
- Women aged **over 60** are twice as likely to feel very unsafe when travelling as women aged under 24.
- More than half of all women **express concern** about walking across dark car parks compared to less than a third of men.
- Women are twice as likely as

men to **feel at risk** driving alone at night or travelling by bus or train when dark.

■ Over half of all women **feel anxious** about their personal safety when walking in the dark.

The union has launched a campaign to provide its members and reps with advice and support to make journeys to and from work safer, including how to raise concerns and negotiate with employers.

General secretary John Hannett said: "It is of great concern to Usdaw and it should be for employers and policymakers that such a significant number of workers, whether they are women or men, can feel unsafe on their way to and from work.

"It's clear we need to campaign to reduce any fear of travelling to and from work and do all we can to try and make those journeys safer. This issue is not going away."

What's happening on your journey to work? is available at: [www.usdaw.org.uk/safe](http://www.usdaw.org.uk/safe)



# PROBLEM SOLVING

## What are the important issues?

- **Bad or no lighting** or lights being dimmed or switched off after customers have left the store.
- Staff car parking spaces being **too far away** from the store.
- **Personal safety** while walking in the dark.
- Driving alone at **night**.
- Waiting in the dark to be let into work and isolated, **badly lit staff entrances**.
- **Difficulties** getting away from work on time and travelling by bus or train when it's dark.

## What some reps have done:

- Set up **car share** schemes.
- **Negotiated** start and finish times that fit with travel arrangements.
- Distributed **personal alarms**.
- Negotiated **stronger security measures** such as improved lighting and arranging escorts by security guards.
- Arranged for staff to use **customer exits** and entrances.
- Arranged for bushes and overgrowth to be **cleared**.
- **Lobbied local transport executives** to ensure large workplaces are on bus routes.
- Arranged for staff to move their cars **nearer to store** after a certain time.
- Encouraged members to **'buddy' up** when leaving work late at night or early morning.



# arena Health

Freezing temperatures, first aid boxes,  
chemicals and sore throats all feature

## Very cold hands

**Q** I have been assigned to the chilled goods section in my store. My work involves long periods of an hour or more working inside the chiller and handling chilled goods. I find that my hands are going white and sore and are very cold even though I wear gloves, what can I do?

It could be that the gloves you have been issued are not suitable for the task you are performing. They should be insulated and lined to ensure

maximum protection from the cold. But it might also be that you have a medical condition that means you may not be suitable for work in the cold. There are a number of medical conditions that can affect blood circulation in the hands in cold conditions. Raynaud's syndrome, for example, is a condition where the blood vessels constrict on exposure to the cold causing whitening of the finger tips and pain, but other conditions such as diabetes can also cause problems. It is best to get this checked by your GP to make sure this working environment is suitable for you. If the gloves are not providing enough protection talk to your health and safety rep in store.

## No first aid

**Q** I work in a small convenience store with four other people though not all at the same time. Last week I cut my hand and we didn't even have a plaster to put on it and the manager said we aren't required to have one. I thought there were laws covering first aid in work, is there?

Yes there are laws covering first aid provision in the workplace, the Health and

Safety (First Aid) Regulations 1981. Employers have a legal duty to provide first aid. The minimum is a suitable first aid box and having arrangements to provide assistance if an worker is injured or falls ill at work.

That does not mean there has to be a qualified first aider in a small store such as yours. But it does mean that there should be an 'appointed person' who takes care of the first aid box and who would take charge if one of you was injured or fell ill.

There is no mandatory list of contents of a first aid box. It may be different in some workplaces, depending on the risk assessment. But HSE guidance suggests that it should include things like individually wrapped sterile plasters, sterile eyes pads and wound dressings and disposable gloves. More information can be found in HSE's free leaflet 'First Aid at Work – your questions answered' - [www.hse.gov.uk/firstaid/index.htm](http://www.hse.gov.uk/firstaid/index.htm)

## Cleaner hazard

**Q** In the meat processing factory where I work, the hygiene team have been told to use a new disinfectant when washing down machinery between shifts. The label on the container has a



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

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





**scary symbol and warnings that it is corrosive and warnings about not breathing fumes or getting it on your skin. How do we know that it is safe to use?**

European laws on chemicals in the workplace require the supplier to produce a safety data sheet. This should identify any significant occupational or environmental risks, and should also give advice on safe storage and disposal as well as suitable protective equipment.

It is not unusual for cleaning chemicals to carry health warnings. They are designed to remove grease and germs from equipment so they can damage natural oils in the skin. However simple precautions such as the right type of waterproof gloves and goggles to protect the eyes from splashes are usually all that is needed.

Your health and safety rep is entitled to have a copy of the safety data



sheet and can raise any concerns you may have about the way it is used or the protective equipment provided.

## Vocal problem

**Q I recently started work in a busy call-centre which handles accounts for several clients. I enjoy the job, but I have started to get a sore throat and my voice does get hoarse. Could it be connected to my work?**

It is certainly possible. Recent research commissioned by the Institution of Occupational Safety and Health found that one in four call handlers suffered voice problems and more than one in three said that their voice was often hoarse. New starters and women workers were more at risk. ([www.iosh.co.uk/default.aspx](http://www.iosh.co.uk/default.aspx))

The research identified that there are things that the call centre can do to prevent serious damage through vocal training and work-environment changes. Measures as simple as making sure workers sip water often to keep their throats lubricated can make a difference.

Talk to your colleagues to find out if anyone else is having problems and raise your concern with your health and safety rep.

Usdaw has its own health and safety section full of useful information, advice and a reps' forum at: [www.usdaw.org.uk/forum](http://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](mailto:arena@usdaw.org.uk)



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## What Usdaw members have said...



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*"Uzdaw and its solicitors took care of everything and provided real peace of mind for me and my family."*



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