

GMB@ASDA

NEWSLETTER SUMMER
2014

GMB

GMB@WORK

ZERO TOLERANCE TO ABUSE AT WORK



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GMB: YOUR VOICE IN ASDA

UNIONLINE

YOUR TRADE UNION LAW FIRM
0300 333 0303
www.unionline.co.uk

LOOKING FORWARD

Recently we held a very successful GMB ASDA Retail stewards conference, at Wortley Hall, near Sheffield. Lots of enthusiastic new GMB stewards came from all over the country. A good two days of discussions took place and a number of senior ASDA Retail management made presentations and answered questions.

Since early 2013, over 100 new GMB store stewards have been elected and they are taking up daily representation in the workplace, dealing with and helping resolve Health & Safety issues, and meeting with local store managers on behalf of GMB members. It is great to see how new GMB stewards are equipping themselves and learning from the expertise of our more established GMB stewards.

MICK RIX:
GMB,
NATIONAL
OFFICER



I have been visiting a number of stores and getting round to meet with GMB members and listen to the issues that they raise. It was a pleasure to meet with so many colleagues. I am always impressed with the knowledge, dedication and hard work they put in on a daily basis.

Many colleagues will have seen our GMB regional organisers recently as they have planned recruitment drives at numerous stores, which will continue under the new agreement GMB have with ASDA. We will be visiting stores every quarter where we have been recruiting since 2012. In just over a year, around ten thousand ASDA colleagues have joined GMB.

Colleagues are entitled to have 20 minutes paid release to meet with their GMB organiser to discuss joining GMB.

Our growing GMB membership and GMB stewards are winning influence. GMB now jointly meet with senior ASDA management in two new national retail forums. Helping to meet our growing membership demands as we enter into a new relationship with the company.

Colleagues from Securitas (already a GMB recognised employer) have recently been TUPE transferred to ASDA Retail, joining a new in house ASDA retail security team. GMB will shortly have meetings with the company regards the TUPE transfer.

Become a GMB steward for security colleagues, contact my colleague Bob Crosby, national lead organiser at bob.crosby@gmb.org.uk.

There will be over one thousand security colleagues employed by ASDA Retail. You need GMB to ensure security colleagues voices are heard.

Welcome to our new GMB stewards, and to the thousands of new GMB members recently recruited.

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DO YOU CARE FOR A CHILD OR AN ELDERLY RELATIVE?

Many ASDA workers care for a child or an elderly relative at home and may need help or time off work to deal with their caring responsibility.

For example

- when a child is taken ill at school
- after school or holiday care or
- when an elderly relative needs to go to the doctor or hospital

Caring support for ASDA staff is not an added bonus or a special case, GMB believe that it is as fundamental as health and safety, sick pay, training or pensions.

It is difficult juggling family commitments and work. GMB wants to make sure you get the support that you need, but there is no single answer to your caring needs and it depends on your particular circumstances. It may be flexible working arrangements or basic information that can make life easier.

GMB wants to secure agreement with ASDA management that is best for you and your family.

ASDA have the 'ASDA Flex' policy – GMB wants to improve it, make it accessible and bring it to life.

TELL GMB WHAT YOU WANT

Please complete the survey below and hand it to your store's GMB rep or post it to: Freepost RSTL-ULCH-JBET, GMB, 22 Stephenson Way, London NW1 2HD

- 1** Do you care for:
- a child
 - an elderly relative
 - a disabled relative

- 2** Have you had to take time off work to look after a child, an elderly or disabled relative?
- Yes
 - No

- 3** Were you granted time off?
- Yes
 - No

- 4** If yes—did you have to make up the time?
- Yes
 - No

- 5** If no—How did the company react towards you?

Survey continues overleaf →



CARING SURVEY continued from previous page

6 Which of the following would you like ASDA to adopt?

- Flexible working times
- Time off for emergency care
- School term time working
- After school care
- Neighbourhood nurseries
- Information and advice on Tax Credits
- Access to childcare provider
- Respite care

Others:

7 Has ASDA told you about the law on flexible working?

- Yes
- No

8 Do you know of 'ASDA Flex' policy?

- Yes
- No

9 If yes, have you had any training on 'ASDA Flex' policy?

- Yes
- No

10 Any other comments?

GMB FACT FILE



On average
union members are
16.4% better paid than
non members*

FACT

GMB membership
covers you wherever
you work

FACT



No one
can stop you
joining GMB

FACT



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*Source: Trade Union
Statistics 2013 from
Department for Business,
Innovation & Skills.

Join GMB the voice of ASDA colleagues at www.gmb.org.uk/join

CANTEEN HOT

ASDA recently proposed to stop the hot food served in the canteens in Supercentres and Superstores and to retain the breakfasts only in the Home Shopping Centres. Canteen colleagues may be displaced if the company moves forward with its proposals, many are GMB members.

GMB, through your National Forum, have had a number of consultations with the company. Due to a number of detailed questions and presentations which GMB Forum colleagues raised with the company. The company have now extended the consultation period. GMB have conducted a number of listening forums with GMB members and affected colleagues. A GMB survey showed breakfast was the most popular meal in the canteens.

As a result of the extended consultation with GMB, a sub group of GMB national reps went to view the trial stores, and visited colleagues. A counter proposal has now been completed which can demonstrate savings of around £10.7m which has been presented

to the company. The counter proposal demonstrates that the breakfast option can be saved, and with flexibility of opening hours to suit individual stores, this could benefit more colleagues.

We are pleased that the company reversed a decision to keep the Head Office canteen open, even though they are subsidised. We are also pleased that the company have decided to keep the canteens open for a hot food serve in the Home Shopping centres. We believe our counter proposals have great merit, and that our counter proposals demonstrate enough savings to hopefully persuade the company of retaining a viable hot food serve for breakfasts.

FOOD CLOSURE



“Our canteen is the hub of the store, it makes coming to work pleasurable”

Denise, West Yorks

“I have worked in the canteen for over twenty years. Our canteen makes a profit. Why are they keeping ASDA House canteen open that is subsidised and not ours?”

Name withheld on request

“The hot food serve is sometimes the only hot meal colleagues have that day due to the cost of living crisis”

Sandra, London

“I work hard in the warehouse, and a good breakfast by our great canteen staff keeps me and my workmates going

Steve, North West

NEW PARTNERSHIP WITH

NEW MEMORANDUM OF UNDERSTANDING

The company and GMB have recently signed a new agreement called a Memorandum of Understanding (MOU). This paves the way for a new recognition and collective bargaining agreement for ASDA Retail in 2015. This is great news and demonstrates the changing relationship that is now taking place between the company and GMB as the changing world of retail gathers pace. The centre piece of this new agreement is to try and provide as much security of employment for colleagues as possible.

NEW NATIONAL HEALTH & SAFETY FORUM

Along with the two new Consultation and Information forums, ASDA/GMB have established a new National H&S Forum for ASDA Retail. There are now 9 National Senior GMB H&S stewards that sit on this new forum, assisted by the National Officer and the National H&S policy officer.



Join GMB the voice of ASDA colleagues

H ASDA, NEW AGREEMENT

NEW ASDA/GMB CONSULTATION & INFORMATION FORUMS

As a result of the new MOU the company and GMB have created two new National Consultation and Information Forums, one for colleagues in Supercentres/ Superstores/Home Shopping formats, and another Consultation and Information Forum giving a voice for the growing GMB membership in the Supermarkets and Living formats. There are a total of 18 National Senior GMB Stewards that have been elected to sit on these bodies giving an effective and meaningful voice for ASDA Retail colleagues in these formats. And we look forward to developing a new relationship with the company, ensuring GMB members views are at the centre point of any discussions.



colleagues at www.gmb.org.uk/join

UNDERPAID?

**CHECK
YOUR PAY
SLIP**

1

SOME STORES ARE CURTAILING THE NIGHT TIME SHIFTS AND MOVING REPLENISHMENT TO TWILIGHTS INSTEAD.

Your GMB full time officials met with Asda RPMs and local managers and told them about your worries and fears this change is causing. As a result the company has committed to work through the issues identified, and to try and avoid the problems.



2**NO PAYMENT FOR WAITING TIMES.**

GMB members working on tills report having to wait as long as 30 minutes for their relief to arrive to take over the till at the end of their shift. This time should be counted up by the management and added to their working hours additions sheet and paid as overtime. GMB members report that this does not always happen and can cost members between £30 and £40 a week.

3**HOLIDAY PAY – ARE YOU BEING PAID IN FULL?**

Last year many of you took part in a GMB survey and reported that you are working more hours than your contract states. If you are regularly working more than your contracted hours and are not being paid these hours when it comes to your annual leave, then write to your GSM asking for a breakdown of your hours. You are also entitled to ask why you are not being paid the extra hours when it comes to your holiday pay. GMB has provided pay query forms: see yellow panel below.

WHAT TO DO

- Note down and keep your own record of all additional time you work.
- Check that this time has been recorded by your manager and signed off.
- Check your pay slip every time to make sure you have been paid for all the time you have worked.

IF YOU HAVE NOT BEEN PAID FOR ALL THE TIME YOU HAVE WORKED

Give your manager a pay query form asking for your missing hours money to be paid, and for an explanation for the delay in payment. You can download a copy of the forms at www.gmb.org.uk/payqueryholidaypay and www.gmb.org.uk/payqueryrelief or get them from your GMB Workplace

Organiser or local GMB Officer listed on page 15.

RETURN THE FORMS TO YOUR STORE MANAGER NOT GMB.

HEALTH AND SA



We have reports of fire exits being blocked in a number of stores temporarily due to a build-up of goods for home shopping or other activities. This is a dangerous practice, which can have a huge potential impact on colleagues and customers alike. GMB's advice is that if you see a fire door exit being blocked for whatever reason, report it to your manager straight away so that appropriate action can be taken.

If this persists **contact your GMB steward/safety rep.**

Personal Protective Equipment (PPE), or lack of, is another burning topic for a number of colleagues. GMB has reports about safety footwear and colleagues being told to buy their own. For those that work in areas where safety footwear is mandatory, or for those who have to regularly visit areas such as the warehouse as part of their normal duties local managers have a legal obligation to ensure their colleagues are provided with the relevant safety footwear free of charge. That includes replacement footwear.

If colleagues are refused proper PPE they should contact their GMB steward/safety rep so that this matter can be progressed formally on their behalf.

SAFETY ROUND UP

There are a number of good practices now developing at some stores, where monthly health and safety inspections are taking place with GMB stewards/safety representative. Local management and the GMB safety reps then agree remedial actions plans to improve any potential hazards making the work place safer for colleagues and customers. This is the type of good practice at work that helps protect everyone, and should be encouraged as the norm throughout all stores.

H&S is good business sense, and GMB stewards/safety reps are there to help.

RADAR

ASDA nationally places great emphasis on colleagues and customers safety. Safety is not a conflict issue between GMB and ASDA. We have a shared desire to make each workplace safe. However we are aware that sometimes cutting corners, turning a blind eye, or the old fashioned attitudes “**if you complain nothing happens**” is not supported by either ASDA or GMB. It is everyone responsibility to ensure safety is paramount. If GMB stewards/safety reps are not being taken seriously when trying to resolve safety issues locally, you can now raise the issue with your Region’s GMB National H&S forum representative. These reps can raise issues through a joint ASDA/GMB procedure known as RADAR and the matter can be raised with a senior company representative from the Trading Law Department. Proof will be sought by the GMB National Safety steward that the issue was raised locally formally, but has failed to be satisfactorily resolved. GMB advice is that this is a last resort and issues should be resolved locally in the first instance.

When an accident happens in your workplace phone GMB's own law firm UNIONLINE immediately on 0300 333 0303 and register the details of the accident.



ABUSE AT WORK

**GMB CAMPAIGN
FOR ZERO
TOLERANCE**

There are many examples where colleagues are facing unwarranted abuse at work, by either verbal, or in more extreme cases physical abuse. GMB has a clear policy regards abuse whilst at work – ZERO TOLERANCE

GMB is developing ideas on how we can, jointly with ASDA, tackle an unfortunate growing trend of staff being abused at work. No one should come to work in fear of being abused. There is no payment that can adequately address the discomfort, stress and fear that abuse brings to colleagues. The vast majority of ASDA customers are decent, and can be a pleasure to serve. Some are not. Abuse has no place in the workplace and should not be tolerated. Mick Rix National Officer GMB said:

“Colleagues being subjected to rude and aggressive behaviour by customers has to be stamped out. Abuse is not part of your job description and never will be.”

Join GMB the voice of ASDA colle

GMB reps have given some shocking examples where colleagues have been badly abused, subjected to foul and abusive language, degrading insults, and physical abuse. GMB is determined to stamp out such behaviour and encourage customers to be more aware of their behaviour, or face the consequences for their actions.

Employers who fail to properly protect their staff from abusive behaviour can be subjected to litigation for failing to adequately protect their colleagues. GMB nationally through the new ASDA/GMB National H&S forum will discuss how we can jointly tackle this growing problem. We also feel there is now a need for posters at stores warning customers of the consequences of their actions if they dare to abuse colleagues. GMB will happily provide our logo alongside ASDA to this type of campaign.

Posters will not stop certain customers from abusing colleagues, they serve as a public warning. GMB also wants to develop jointly with ASDA an action plan,

a robust policy for tackling abuse and protecting colleagues from abuse. GMB also wants to see inbuilt into colleagues/mangers training robust and modern techniques on how to deal with abuse.

There are times now on certain days when ASDA runs customer promotions that draw in large crowds, such as Black Friday. It is not uncommon in the retail sector where usually decent people can behave in the most bizarre way to obtain a bargain. GMB is not opposed to ASDA running promotions that help bring in extra revenue. We are not in favour of behaviour that can cause abuse.

We will keep colleagues advised on how our campaign for zero tolerance progresses. What well thought actions result from developing this joint work with ASDA, that can properly benefit colleagues from this growing problem. Colleagues can help too.

**IF YOU
DON'T
REPORT IT
WE CAN'T
SORT IT!**

colleagues at www.gmb.org.uk/join

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**YOUR FAST ROUTE
TO COMPREHENSIVE
LEGAL ADVICE**

**CALL US, WE'LL SEE
IF WE CAN HELP**

**EVERY
LEGAL SERVICE
YOU NEED
- WHEN YOU
NEED IT**

£300 WINNER

Congratulations to John Warcup at ASDA Sunderland store who scooped the jackpot in the £300 prize draw



GET IN TOUCH

1. Speak to your **GMB local steward** first if you need advice, support and help.
2. Or you can speak to your **Regional GMB Lead Organiser** as shown on the map.
3. Or you can ring our **national helpline on 02073916700** and ask for Bob Crosby, you can email Bob at GMBmembersinAsda@gmb.org.uk or info@gmb.org.uk.

GMB Scotland Barry Fletcher 07921 885775 or 0141 332 8641

GMB North West & Irish Region Giovanna Holt 07740 804058 or 0151 727 0077

GMB Birmingham & West Midlands Region Justine Jones 07834 416067 or 0121 550 4888

GMB Wales & South West Region Ruth Bennett 07980 753115 or 029 2049 1260

GMB Northern Region Mick Hopper 07870 176736 or 0191 233 3930

GMB Yorkshire & North Derbyshire Region Lynn Brook 07958 053286 or 019 2488 2255

GMB Midland & East Coast Region Rachele Wilkins 07966 327970 or 01159 607 171

GMB London & East of England Region Shaun Graham 07885 706556 or 020 8202 8272

GMB Southern Region Kevin Brandstatter 07813 207374 or 020 8397 8881

UPDATE YOUR DETAILS: Tell GMB about any change to your personal details like a new address or change of name.

Step 1: Go to www.gmb.org.uk

Step 2: Select 'GMB members login'

Step 3: Enter your GMB membership number and a password of your choice

HOW TO JOIN GMB



Join now at www.gmb.org.uk/join

or just fill in the form below and hand it to your local GMB representative, or post it to:
Freepost RSTL-ULCH-JBET GMB, 22 Stephenson Way, LONDON NW1 2HD (you do not need a stamp).

FOR GMB USE ONLY	Section <input type="text"/>	Branch number <input type="text"/>	Membership number <input type="text"/>	Date of joining <input type="text"/>
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GMB membership application form PLEASE USE BLOCK CAPITALS

1 TELL US ABOUT YOU

Surname <input type="text"/>	First name <input type="text"/>	Title Mrs / Miss / Ms / Mr	Date of birth <input type="text"/>
Home address <input type="text"/>	Postcode <input type="text"/>	Home phone number <input type="text"/>	Mobile number <input type="text"/>
Email <input type="text"/>			
We ask for your ethnic origins as part of our equal opportunities policy of improving services to all members Bangladeshi <input type="checkbox"/> / Black African <input type="checkbox"/> / Black Caribbean <input type="checkbox"/> / Black British <input type="checkbox"/> / Chinese <input type="checkbox"/> / Indian <input type="checkbox"/> / Irish <input type="checkbox"/> / Pakistani <input type="checkbox"/> / White <input type="checkbox"/> / Other: <input type="text"/>			
National Insurance number <input type="text"/>	I agree to abide by GMB rules Signed <input type="text"/>		Date <input type="text"/>

2 TELL US ABOUT YOUR JOB

Employer <input type="text"/>	Your job <input type="text"/>
Address where you work <input type="text"/>	Postcode <input type="text"/>
How many hours a week do you work? <input type="text"/>	Pay number <input type="text"/>
Work phone number <input type="text"/>	Pay date <input type="text"/>

CHOOSE EITHER 3 AUTHORISATION OF DEDUCTION OF YOUR UNION CONTRIBUTIONS FROM YOUR PAY

Section 68, Trade Union and Labour Relations (Consolidated) Act 1992 as amended

- I authorise my employer to deduct from my pay each week/month the sum of

£ or other amounts as may be fixed by GMB from time to time.

- Please start the deductions immediately and pay the amounts to GMB. Cash
- I note that this agreement may be cancelled by one month's notice in writing.
- I give permission to my employer to notify GMB of any future change of address.

Signed Date

OR 4 INSTRUCTION TO YOUR BANK OR BUILDING SOCIETY TO PAY BY DIRECT DEBIT



Please fill in the form below and send to: Freepost RSTL-ULCH-JBET, GMB, 22 Stephenson Way, LONDON NW1 2HD

Service User Number

Name and full postal address of your Bank or Building Society branch

To the Manager of <input type="text"/>	Bank/Building Society <input type="text"/>
Address <input type="text"/>	Postcode <input type="text"/>

Instructions to your Bank or Building Society: Please pay GMB Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with GMB and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s) Date

For GMB official use only. This is not part of the instruction to your Bank/Building Society. If your A/C number is not available fill in your address below.

Name(s) of account holder(s)

Bank/Building Society account number

Bank/Building Society Sort Code

Banks or Building Societies may not accept Direct Debit instructions for some types of account

Reference number (GMB use only)