



2024 Annual Report



Introduction



2024 was a momentous year for the Union, and for the country. On 4 July, Labour won its first General Election since 2005, bringing to an end 14 years of Conservative rule. This victory was the culmination of years of campaigning, and Usdaw activists played a crucial role in reaching voters with Labour's message of change.

The new Government quickly got to work, introducing the Employment Rights Bill, which was developed through close engagement with Usdaw and other Labour-affiliated unions, within the first 100 days of the Parliament. This represents a huge and groundbreaking shift in workers' rights, with new protections against fire and rehire, rights to guaranteed hours, stronger protections from unfair dismissal and new trade union rights on access and recognition.

The Government has committed to further changes which will help our members to feel safer at work, including a stand-alone offence of assaulting a retail worker, an end to the policy of not prosecuting for shoplifting under £200 and strengthened community policing.

Of course, change for our members cannot only come through a change in government. It must come through the strength of our collective voice in the workplace. Our voice became stronger in 2024, with a record breaking year for recruitment. The Union recruited more than 97,000 new members, beating the previous record of just under 94,000 members. This resulted in total membership growth of over 8,000 members. The contribution of Usdaw reps and officials in bringing the Union back into membership growth after the challenges of the pandemic has been exceptional.

Organising goes hand in hand with our collective bargaining and campaigning agenda. The Union exists to improve workers' lives and deliver for our members, and 2024 saw a number of significant wins. Usdaw achieved a landmark legal victory in the Supreme Court for Tesco Distribution members, who were facing the threat of fire and rehire. As outlined later in this report, the Union also achieved some substantial improvements to terms and conditions within our collective bargaining agreements.

Our campaigns continue to focus on the issues that matter to our members. The long-running 'Freedom From Fear' Campaign delivered on our goal of creating a specific offence of assaulting a retail worker, with commitments secured in Northern Ireland, England and Wales, following our previous success in Scotland.

Once again, our reps showed incredible support for campaigning events such as Parents and Carers Spotlight Day, national Mental Health Action Day, Pensions campaign days, Respect Week, and Young Workers Week.

The horrific scenes of racist violence seen in towns and cities around the country during the summer demonstrated just how important it is for us to stand together against hate. Anti-racist campaigning in the workplace is a key priority for the Union and 2024 saw record levels of engagement from reps and employers on Wear Red Day, in support of Show Racism the Red Card. Our Breaking Down Barriers Programme, which seeks to improve representation of Black members in our Union, completed a successful pilot year, and we are looking to build on this success further in the coming years.

The Union continues to campaign for more secure retail jobs, against a backdrop of continued closures, restructuring and redundancies. The Government's industrial strategy must reflect the essential role of retail at the heart of our communities, and that there must be more investment in skills and training for workers across our sectors, particularly in the context of rapid advancements in technology.

We have already seen the difference that a Labour Government can make. They are listening to Usdaw members. The Union has had intensive engagement with Ministers and civil servants since the general election, and we are putting members' priorities forward at every opportunity.

This has been an extremely positive year for the Union and, once again, we would like to thank the members, reps and staff whose support has made all of this success possible.

The last few years have been incredibly difficult for so many people in this country, but, as the Union continues to go from strength to strength, together we will work every day to make workers' lives better.



Paddy Lillis
General Secretary



Jane Jones
President

Important note

Delegates and Branch Secretaries who require information on the Annual Report or on the Financial Statements should send questions to Head Office at least SIX days prior to the Annual Delegate Meeting, so that a full reply can be provided.

Summary of Union Membership and Administration

Summary of Membership

Membership at 31 December 2024

Industrial Membership	368,563
Political Membership	292,790
Sata Membership	6,390

Membership Movement - 12 Months to 31 December 2024

New Members Enrolled	97,203
Increase in Membership	8,169
Number of Branches	368

Membership by Gender

	Membership	%
Female	190,819	51.77
Male	177,316	48.11
Mx	428	0.12
Total	368,563	100.00

Membership by Contribution Scale

	Membership	%
A	258,918	70.25
C	102,898	27.92
FM	3,294	0.89
SM	3,453	0.94
Total	368,563	100.00

Membership by Region

	Membership	Increase/(Decrease) 12 Months to 31 December 2024
South Wales and Western	45,389	1,495
Eastern	53,687	2,169
Midlands	49,526	1,362
North Eastern	51,761	1,414
Scottish	38,590	890
Southern	52,692	1,557
North West	76,918	(718)
Total	368,563	8,169

Membership by Country

Northern Ireland	14,238
Scotland	38,590
Wales	22,615
Total	75,443

Administration

Union's Staff

The Union's staff at 31 December 2024 totalled 329, of which 194 were women and 135 were men, as listed below:

Head Office	Men	Women	Total
Central Officials	4	-	4
National Officers	5	1	6
Heads of Department	3	3	6
Deputy Heads of Department	3	5	8
Designated Officers	13	7	20
Lifelong Learning Project Workers	-	2	2
Clerical Staff (full-time)	36	44	80
Clerical Staff (part-time)	-	11	11
DDH/Clerical	-	1	1
Ancillary Staff	4	6	10
Total	68	80	148

Regional and Branch Offices	Men	Women	Total
Regional Secretaries	5	2	7
Deputy Regional Secretaries	6	1	7
Area Organisers	53	32	85
Clerical Staff (full-time)	3	64	67
Clerical Staff (part-time)	-	11	11
Ancillary Staff	-	4	4
Total	67	114	181

During the year a total of 54 members of staff left the Union's employment for a variety of reasons.

The National Executive Council placed on record their appreciation for the long and conscientious service of the following members of staff who retired:

Name	Position
Neil Ashworth	Pensions Advisor, Legal Services Department
Mike Aylward	Regional Secretary, North West Region
Brian Baptiste	Area Organiser, Kegworth
Maggie Bennett	Administrator, Cardiff
Declan Byrne	Area Organiser, Warrington
Janet Byrne	Administrator, Leeds
Amanda Cadwallader	Work Study Officer, Management Services
Nikki Cross	Administrator, DCM
Eve Crowe	Area Organiser, Redditch
Andrea Davey	Administrator, Bristol
Cathy Godfrey	Deputy Regional Secretary, North Eastern Region
Liz Mason	Senior Administrator, Accounts
Joanne McGuinness	National Officer
Sidonie McShane	Area Organiser, Faversham
Andrew Nayler	Audit Officer, Audit
Jacqui O'Sullivan	Supervisor, DCM
Kim Paton	Senior Administrator, Glasgow
Corinne Ritaine	Regional Office Manager, Redditch
Moira Ryan	Administrator, Kegworth
Shirley Savage	Area Organiser, Leeds
Tracey Simpson	Administrator, Morden
Anthony Sneddon	Area Organiser, Edinburgh
Pam Thompson	Area Organiser, Warrington
Margaret Tod	Administrator, Edinburgh
Fiona White	Administrator, Edinburgh
Liz Williams	Supervisor, DCM

The following appointments were made during the year:

Name	Position
Amanda Bailey-Coll	Regional Secretary, North West Region
Tom Berger	Area Organiser, Redditch
Natalie Campbell	Area Organiser, Warrington
Tony Doonan	Regional Secretary, Scottish Region
Kevin Hart	Area Organiser, Glasgow
Jason Hill	Area Organiser, Waltham Cross
Danny Hook	Area Organiser, Newcastle
George Howard	Area Organiser, Bury St Edmunds
Matt Johnson	Deputy Regional Secretary, North West Region
Patrick Laughland	Deputy Regional Secretary, Scottish Region
Mark Malone	Area Organiser, Warrington
Kelly Pinkney	Deputy Regional Secretary, North Eastern
Ross Stewart	Area Organiser, Glasgow
Liam Sylvester	Area Organiser, Waltham Cross
Tom Williams	Political Officer, Research and Policy Department
Rhiannon Yardley	Area Organiser, Glasgow

Remembrances

During the year the National Executive Council noted with deep regret the deaths of:

William Donald Adamson	former Research Assistant, Research & Economics Department
Muriel Angus	former Branch Office Supervisor, Belfast
Pamela Fadai-Fouladi	former Shorthand Typist, Manchester
Graham Hughes	former Area Organiser, Manchester
Norma Massie	former Shorthand Typist, Aberdeen
Joseph Moroney	former Caretaker, Central Office
Sylvia Travis	former Shorthand Typist, Sheffield
Juraj Zilik	Area Organiser, Waltham Cross

References must also be made regarding the deaths of numerous members during the year, many of whom gave loyal service and devotion, not only to the Union, but also to the wider Trade Union and Labour Movement.

Environmental Commitment

Intent and Strategy for Usdaw

It is Usdaw's intent to be an environmental champion that makes a positive impact towards the global environmental commitment. Usdaw recognises that it shares a common responsibility in its operations to work towards the minimising of environmental impacts associated with the activities and services that are provided to the membership.

Strategic Oversight

The strategic approach for Usdaw is to reduce the organisational carbon footprint through various pragmatic and initiative-taking approaches that will protect the environment, whilst continuing to deliver excellent value for money to the membership and third-party stakeholders within the greater community where we operate.

Operational Review

Usdaw's operational impacts are regularly discussed at management and departmental levels. Consideration is given in how Usdaw can improve within its operations and the environmental impacts that Usdaw activities may have on the membership experience.

The review of the Usdaw energy supply portfolio takes place every three years. A balance of considering operational cost and that of striving towards a lower carbon footprint is at the forefront of Usdaw's strategic approach. Usdaw's current energy supplier is EDF who, in a report by HM Department for Energy & Net Zero, is Britain's largest generator of zero-carbon electricity. This approach is contributing towards the UK striving towards net zero by 2050.

Estates Management

Usdaw has considered its energy use on the Usdaw property estate. Operationally, Usdaw is currently undertaking an estate refurbishment and refresh where energy saving approaches are being actively implemented. Active implementation can range from energy efficient lighting to replacement of the physical environment such as windows and climatic control systems. Energy consumption on average across the estate has dropped, resulting in a reduced carbon footprint.

Delivery of Services

The Usdaw motor vehicle fleet has historically been powered by fossil fuel burning internal combustion engines (ICE). A program is currently underway to refresh the Usdaw vehicle fleet at the end of the vehicle economic and operational cycle. Cleaner and leaner burning Hybrid variants (where local constraints exist) or fully electrically powered motor vehicles are being commissioned, enabling the environmental delivery of frontline member services, delivering a CO₂ saving, whilst covering mileage that is equivalent to going around the earth four times.



CO₂e saving (kg)

22,864



Total electric miles

98,998

Procurement Strategy and Deployment

Usdaw has a refreshed approach to how the internal supply chain processes are managed. This has resulted in new ways of obtaining goods and services used for the day-to-day activities, avoiding multiple hand-offs throughout the operational delivery of member services. Green strategies, such as considering refurbished stock items, are adding value to Usdaw's environmental credentials of making a positive impact towards the global environment, whilst supplying the membership with value for money.

Industry Reports

Retail Crisis

The retail sector continued to face significant challenges throughout 2024 and while the cost of living crisis eased slightly, the majority of consumers remained cautious in their spending.

The Centre for Retail Research (CRR) highlighted a large number of retail job losses and store closures in 2024. The CRR reported that 13,479 stores closed down, with the loss of 169,395 retail jobs. This included a number of high profile retailers collapsing into administration such as Carpetright, Ted Baker and the Body Shop. However, figures from PwC show that the net closure rate has slowed by nearly two-thirds, despite a number of retailers falling into administration and announcing closures.

Retail staff both need and deserve to be given a much better, fairer deal and ultimately if the sector is to prosper, action must be taken to ensure that retail jobs are better jobs, by:

- The reform of business rates to tackle the uneven playing field between online and bricks and mortar retailers.
- The highest possible levels of protections for workers through the current Employment Rights Bill, including tackling the issue of retail crime.
- An industrial strategy for retail, including union representation of retail workers on the UK's Industrial Strategy Council.
- The full delivery of Labour's Plan to Make Work Pay.
- Support with retraining and upskilling, with a strong focus on ensuring the workforce is ready for future challenges including technology/automation and the transition to net zero.

Economy

The UK economy faced a number of significant challenges, although economic growth was better than expected, with the British Chambers of Commerce (BCC) upgrading growth expectations to 1.1% for 2024.

It was clear that the economic legacy inherited from the Tories continued to take its toll on working people. In October 2024, the Chancellor Rachel Reeves outlined a clear plan to protect working people and deliver growth and productivity with a Budget to help rebuild Britain by boosting public investment by over £100 billion over the next five years. This included additional investment to tackle retail crime.

Interest rates remained relatively high, although as inflationary pressures eased, the Bank of England was able to gradually cut rates with the first drop in more than four years from 5.25% to 5% in August 2024, and again in November to 4.75%. The gradual reduction in rates will relieve some pressure on borrowers who have faced elevated mortgage and loan costs since rates started rising three years ago.

Growing tensions in the Middle East pushed up oil prices, although prices were calmer towards the end of the year amid concern over weakened global demand, including from China, and by markets pricing in potential risks such as further disruption to shipping from conflict in the area.

Pay Bargaining

At the end of the year, the median pay settlement stood at 4.80%. The weighted average stood at 8.91%. The weighted average accounts for the number of workers covered in each settlement and is significantly affected by pay deals which cover a large number of members. It should be noted that these average figures represent the increase on the basic rate only, whereas pay deals are often more complex than this.

Many pay settlements are influenced by the National Minimum Wage (NMW) and National Living Wage (NLW). In April 2024, increases of between 9% and 21.2%, were applied to all NMW/NLW rates. The swift increase in the minimum wage increased pressures on negotiators as they sought to preserve the gap between Usdaw employers and minimum wage employers.

In July 2024, the Government announced an extension to the remit of the Low Pay Commission (LPC) and asked them to factor the cost of living into its recommendations on future rates. The Labour Government removed the previous government's instruction to hold the minimum wage at 66% of median wages. The Government has also asked the LPC to narrow the gap between the main rate and youth rates with a view to removing discriminatory age bands in the future.

Throughout the year, Usdaw gave significant evidence to the LPC. Emphasising that while inflation had eased, Usdaw members were still struggling with the cost of living and urging the LPC to recommend the highest possible increase to the minimum wage rates, that is above the level of inflation and above two-thirds of the median earnings. Additionally, strong recommendations were made for the removal of the age bands as soon as possible.

Following on from this, in November 2024, the Government accepted the recommendations of the LPC for a 6.7% increase to the NLW from £11.44 to £12.21 for workers, effective from April 2025.

Separately to the NLW, in October 2024 the Living Wage Foundation announced a 5% increase in the real Living Wage, making the new rates £12.60 per hour and £13.85 in London for over 18s.

The Tory years in government showed that their so-called National Living Wage is nothing of the sort. Labour's new remit has resulted in progress towards delivering a statutory real Living Wage.

Organising

While 2024 was another challenging year, the Union was able to recruit more new members than at any time since the 1980s. This was down to the fantastic work of our recruiters and organisers showing the incredible value of Usdaw membership. Over the course of the year, total membership grew by over 8,000 and we saw a noticeable increase in the number of Usdaw reps.

However, the number of non-members across all our agreements remains significant and there is more work to be done to build our collective strength. The Employment Rights Bill will see important rights that will help unions to recruit and organise workers, but the full benefits of these changes will take time. It is vital that focus continues to be on recruiting non-members within existing agreements, while also looking for opportunities to establish new agreements.

Key Issues in 2024

Cost of Living Crisis

Despite the decline of inflation, most household items still cost more than they did before the cost of living crisis took hold and there is no sign of the pressure on working people easing.

Our Cost of Living Survey highlighted the extent to which living standards have continued to impact working people:

- A staggering 73% of members felt worse off compared to five years ago.
- 73% cannot afford to take time off work when they are ill.
- Nearly two-thirds of respondents have taken out loans to pay everyday bills, with just under half struggling to keep up with repayments.

A New Deal for Workers

The announcement of the Employment Rights Bill in October 2024 should go some way to delivering a new deal for workers, with changes including:

- Employment rights from the first day of employment.
- A requirement for employers to offer guaranteed hours, a reasonable notice of shifts and compensation if those shifts are cancelled.
- A ban on fire and rehire in all but the most extreme circumstances.
- Removal of waiting days for Statutory Sick Pay (SSP) and ensuring that all workers can qualify through the removal of the Lower Earnings Limit.



Chemical and Pharmaceutical

Usdaw's Presence

Usdaw has a significant membership and collective agreements at a national level with a number of pharmaceutical companies. These include Alliance Healthcare, Well Pharmacy, Phoenix Healthcare, AAH Pharmaceuticals, and Boots Logistics.

At regional level, Usdaw continues to have considerable membership in large workplaces, such as Unilever's manufacturing sites at Port Sunlight and Leeds. The Union also has members at various smaller manufacturing sites.

Developments in the Chemical and Pharmaceutical Sector

There continued to be significant pressure in the pharmaceutical sector. The costs of the manufacturing of pharmaceutical goods were heavily affected by high levels of inflation, leading to higher costs to the pharmaceutical companies. However, the nature of the contract for providing drugs to the NHS meant that this cost could not be passed on to the customer. This has a big impact on the profitability of pharmaceutical companies in the UK. There has also been a shift in the ordering habits of pharmacy customers. Rather than ordering from one company, they are being smarter in their orders, buying different products from the cheapest sources. This again has a knock-on effect on pharmaceutical companies, with deliveries going out with fewer items, but still making the same number of stops, meaning higher costs per sale. The shortage of trained pharmacists has made it difficult for the industry, and significantly increased costs.

These pressures have led to a number of high street pharmacies being put up for sale as these companies try to consolidate their services. A large number of these have been picked up by independents and small chains. In the last quarter of 2024 there were a large number of reports of the situation being so dire that small pharmacists were being forced to take losses on providing medications to their customers.

Pay and Conditions

During the year, a number of pay settlements were agreed following negotiations with Usdaw and ballots of our members:

- **AAH Pharmaceuticals** – Warehouse day and Saturday shifts received £11.48 per hour (9.3%), warehouse night shifts received £13.31 per hour (5%), FLT rates (days and Saturdays) received £11.96 per hour (5%), FLT rates (nights) received £14.14 per hour (5%). Drivers received £12 per hour (5%), drivers working on Saturdays received £13.58 per hour (5%). LGV Drivers working on days and Saturdays received £15.03 per hour (5%), LGV Drivers working on nights received £16.70 per hour (5%). Salaried collective (Admin, Call Centre etc) received 5%.
- **Alliance Healthcare/Alloga** – Pay negotiations with the company began in early 2024. Following difficult negotiations the previous year, the company and negotiating committee adopted a new approach to talks. A deal was put to the members in May 2024 which was

accepted by 66% of the membership. The deal saw Alliance Healthcare drivers and Team Leaders get a 64p increase, Alliance Healthcare warehouse grades A/B/C received a 90p increase. Alloga UK warehouse A grade staff received a 90p increase and B grade received an 80p increase. In addition to these improvements to hourly rates, the drivers' overtime was increased from x1.25 to x1.33, and the unsocial hours premium increased to an extra £1.15 for each full hour worked between 18:00 – 22:00 at Alliance Healthcare.

- **Boots Logistics** – Following negotiations, an offer was accepted by 73% of the membership. The new pay deal saw a 10.9% increase for Warehouse Operatives to £12 per hour and an 8.53% increase to £14 for the Jambusters' pay.
- **Phoenix Healthcare/Rowlands** – There are three pay negotiations with Phoenix Healthcare who now own Rowlands Pharmacies. These are Phoenix Healthcare (for distribution), the Rowlands retail staff, and the Rowlands Pharmacists. The Phoenix Healthcare pay deal was for £12.19 per hour (8.56%) for Team Leaders, £12.13 per hour (8.61%) for Drivers, £11.83 per hour (8.85%) for qualified FLT Drivers, £11.73 per hour (8.93%) for CD Operatives, and £11.63 per hour (9.01%) for Warehouse Operatives. This deal was accepted by 72% of the membership at ballot. The Rowlands retail staff deal was for £11.63 per hour (9%) for delivery drivers, £11.63 per hour (9%) for trainee Healthcare Partners, £11.83 per hour (8.83%) for Healthcare Partner level 2, £13.01 per hour (7.88%) for Healthcare Partner level 3, and £14.79 per hour (7.72%) for accuracy checking Pharmacy Technicians. The ballot was accepted by 91% of the membership. The Rowlands Pharmacists deal was for a 3.75% increase and was accepted at ballot by 75% of the membership.

- **Well Pharmacy/Bestway Healthcare** – There are two ballots for Well Pharmacy, known as Bestway Healthcare. The pay offer to the members in the Warehouse and Retail Pharmacy colleagues pay bargaining unit were as follows: Home Delivery Drivers, Healthcare Assistants and Trainee Pharmacy Assistants was for £11.49 per hour (9.7%), with £11.70 per hour (9.5%) for Warehouse Operatives, £12.35 per hour (9%) for Chargehands, £11.56 per hour (9.7%) for Qualified Pharmacy Assistants, £13.03 per hour (9.8%) for Pharmacy Technicians, £12 per hour (6.4%) for Foundation Pharmacists and an 8% increase to other Healthcare Service Centre staff.

This pay deal was accepted at ballot by 67.7% of the membership voting in favour.

In the separate bargaining unit, Pharmacist and Pharmacist Managers received a percentage increase based on performance ranging from 5.2% and 3.2% with 0% for unsatisfactory performance. Grade 3 and below members received a percentage increase based on performance ranging between 4.2% and 2.2% with 0% for unsatisfactory performance.

This pay deal was accepted at ballot by 66.7% of the Pharmacist and Pharmacist Manager members.

The Co-operative Movement

Usdaw's Presence

At the end of the year, Usdaw had over 28,000 members covered by Co-op agreements. Membership in the Co-operative Movement includes those employed in retail, warehouse and distribution, funerals, travel, clerical, florists and pharmacy across different societies, of which the Co-op Group is the largest.

Developments in the Co-operative Movement

The Co-op Group strengthened their financial position in the first half of 2024. Debt improved by £55 million compared to the first half of 2023 and the Group achieved £47 million in underlying operating profit, up £4 million compared to the first half of 2023. Group revenue was up by £0.1 billion standing at £5.6 billion. The Co-op are also on course to reach 8 million members by 2030, as they achieved 20% growth in the number of active member owners to 5.5 million.

Midcounties Co-operative

For the first half of 2024, the business delivered gross sales of £782 million, an increase of 1.1% over the same period in the previous year. Gross profit increased to £118.5 million, representing a 7.2% improvement, and operating profit, before significant items, was at £5.6 million, an increase of £1.9 million, equivalent to 52% growth when compared to the first half of last year.

Central Co-operative

The Society posted gross sales of £484.4 million, which was a decrease of £14.3 million, equivalent to a fall of 2.9% compared to the same period in 2023. Trading profit was £4.1 million, a reduction of £2.2 million compared to the same period last year from continuing operations.

Lincolnshire Co-operative

In the first half of 2024, the society posted a strong trading performance, with sales showing an increase of 6.4% on the same period of the past financial year and trading above budget by 2.7%. Overall, the Society's trading surplus, though ahead of budget by £246,000, was £4.7 million, which was £1.3 million behind last year's position.



Pay and Conditions

Co-op Group

- **Customer Team Members and Post Office Counter Assistants** – Effective from 1 April 2024, colleagues received a 10.1% increase from £10.90 to £12 per hour.
- **Team Leaders and Post Office Supervisors** – Effective from 1 April 2024, colleagues received a 10.1% increase from £12.10 to £13.32 per hour.
- **Store Managers, Team Managers and Post Office Managers** – Effective from 1 June 2024, colleagues received a matrix based increase to individual salaries not based on performance ratings. The increase will be reviewed again in April 2025. Colleagues who were at or below band benchmark received an increase of 5.5% or more, which covered 80% of colleagues.
 - Colleagues who were above benchmark rate but not at the top of their salary band received an increase of 3.5%.
 - The salary range for Band 1 Store Managers increased by 9.5%, so the new Store Manager minimum salary is £30,000.
 - Colleagues who were above band maximum received a one-off lump sum of £500. The salary band was removed for Post Office Managers and moved to a spot rate of £27,500, resulting in an average increase of 7.8%.
- **Co-op Funeralcare – Funeral Directors, Embalmers, Funeral Arrangers, Admin Arrangers, Funeral Service Operatives, Driver Bearers and all other colleagues paid on a 'spot salary'** – With effect from 1 April 2024:
 - A 5% increase to the pay pot was distributed equally across Funeral Directors, Embalmers, Funeral Arrangers, Night Ambulance Crew, Funeral Service Crew, Florists, LDR Driver and Administrators, meaning the base hourly rate increased by 63p, the same amount for all colleagues.
 - All other roles (including the legacy roles of Driver/Bearer and Ceremonial Crew) received an increase to bring pay to the new base hourly rate of £12 per hour, as requested by Usdaw and in line with Co-op's commitment to the real Living Wage.
 - Standby rates for standby worked on or after 1 April 2024 increased by 4.5%.
- **Co-op Group Support Agreement** – Effective from 1 April 2024, colleagues received a matrix based increase to individual salaries based on a 4.5% pot and not based on performance ratings.
- **Co-op Retail Logistics – National Warehouse and Clerical Agreement/New Model Agreement (Carrickfergus)/ Ex-Portbury Agreement/Co-op Warehouse Agreement/National Transport Agreement/Co-op Transport Agreement** – Colleagues covered by the NWCA and CWA, including ex-Portbury Wincanton colleagues and

NMA/CWS (Carrickfergus), colleagues received a 5.3% increase over 10 months to basic rates of pay, shift premiums and overtime with effect from the anniversary dates below:

- 1 April 2024 for all NWCA/CWA colleagues.
- 1 July 2024 for all NMA/CWS colleagues.

Colleagues covered by the National Transport Agreement/Co-op Transport Agreement received a 5.3% increase over 10 months on basic rates of pay, with effect from 1 April 2024. This increase was applied to weekend and unsocial hours premiums within the Co-op Transport Agreement.

Midcounties Co-operative

With effect from 1 April 2024:

- Customer Service Assistants employed in food stores received an increase of 8.3%. The Team Leader rate is also paid to a Customer Service Assistant when they are responsible for the store.
- Team Leaders employed in food stores received an increase of 9.4%.
- Store Manager bandings increased by an average of 4.5% to a maximum of 8.69%.
- For Team Managers, an increase between 3% and 9.69% dependent on store banding.

Central Co-op

With effect from 1 April 2024:

- **Customer Service Assistants in food stores** – Received an increase to £12 per hour.
- **Team Leaders in food stores** – Received an increase to £13.62 per hour.
- **Funeral Advisors, Funeral Service Assistants, Funeral Administrators, Crematorium Officer, Crematorium Assistant and Customer Services Administrator (Coffin Factory)** – Received an increase to £12.64 per hour.
- **Driver/Bearer (Funeral Operations), Funeral Service Assistant Apprentice, Caretaker, Crematorium Services Driver, Factory Operative – Level 1, Florist Driver (Florist), Masonry Fixer and Masonry Admin** – Received an increase to £12 per hour.
- **Conducting Funeral Assistants and Senior Funeral Administrators** – Received an increase to £13.06 per hour.
- **Senior Funeral Service Assistants, Resources Co-ordinators, Care Centre Co-ordinators and Florist Team Leaders** – Received an increase to £13.62 per hour.
- **Factory Operative – Level 2, Driver (Coffin Factory), Sprayers and Lead Operatives** – Received an increase to £13.34 per hour.
- **CNC Operatives (Coffin Factory)** – Received an increase to £14.76 per hour.

For other roles covered by the agreement a 4% increase for colleagues who have exceeded or delivered in their performance and as confirmed at their annual review.

As part of the settlement, simplified sick pay arrangements were introduced for new joiners on or after 1 July 2024. Three waiting days were also introduced in some Funeral roles to be fair and consistent with other roles across the business.

Lincolnshire Co-operative

For colleagues covered by the Retail Agreement, with effect from 1 April 2024:

- **Customer Service Assistants in food stores and Post Office Counter Clerks** – Received an increase to £11.59 per hour.
- **Team Leaders in food stores** – Received an increase to £12.92 per hour.

For colleagues covered by the Specialist Agreement, with effect from 1 April 2024:

- **Managers in food stores** – Received a 3.75% increase.
- **Post Office Managers** – Received an increase to £12.92 per hour.

Co-operative Party

Effective from 1 July 2024, an increase of 4% to salaries.

Co-operatives UK

Effective from 1 April 2024, an increase of 3% across all grades.



Dairy Industry

Usdaw's Presence

Usdaw's membership in the sector remains strong and the Union continues to develop our relationship with major dairy employers such as Arla, Müller Milk and Ingredients and Saputo Dairy UK. These employers are significant producers of liquid milk and dairy products such as cheese, butter and spreads.

Developments in the Dairy Industry

After several relatively difficult years, the UK dairy industry enjoyed a more positive trading environment in 2024. With costs stabilising and inflation dropping, the sector moved on from a tumultuous 2023, during which farmgate prices, which are paid to farmers, were particularly volatile. Businesses benefited from new consumer trends such as a move to whole milk, a rise in the popularity of premium dairy products, and increasing demand for yogurts.

In a sign of rising confidence in the industry, more major strategic deals and investments were completed in the first half of 2024 than the whole of 2022. For instance, Müller reached an agreement to acquire Yew Tree Dairy and Arla committed to investing more than £300 million into its UK sites.

The Fair Dealing Obligations (Milk) Regulations 2024 came into effect on 9 July 2024.

This legislation was introduced with the aim of creating a more transparent and fair market for cow's milk, protecting producers from contract changes and pricing disputes. All new contracts offered to producers must be compliant with the regulations, with existing agreements having until 9 July 2025 to reach compliance. The enforcement of the new rules will be overseen by a new Agricultural Supply Chain Adjudicator (ASCA).

Pay and Conditions

- **Arla Foods (Logistics, Cheese, and MY bargaining groups)** – Effective from 1 April 2024, a 4.75% increase on all pay rates and allowances.
- **Müller Milk and Ingredients (MMI & MMID)** – Effective from 1 April 2024, a 5.5% increase to hourly base rates, hourly consolidated and annual consolidated rates. This flowed through into any premiums based on these rates ie, overtime.
- **Müller Milk & More** – Effective from 1 April 2024, a 2% increase to all basic rates of pay. In addition, a £500 lump sum payment, split into two payments; £250 payable in June 2024 and £250 payable in October 2024, to all colleagues covered by the bargaining unit employed on the 1st of each of these months.
- **Saputo Dairy UK** – Effective from 1 April 2024, a 4% increase across all basic rates of pay and associated payments.



Food Manufacturing

Usdaw's Presence

Usdaw's membership in the sector stood at over 10,000 at the end of the year.

Usdaw reps and members in food manufacturing have continued to work in difficult circumstances at sites, as the economic difficulties caused by the lasting impacts of the cost of living crisis continue to impact demand across the sector.

Developments in Food Manufacturing

2 Sisters

Usdaw currently has agreements at five 2 Sisters sites, with all sites undertaking local pay negotiations. Usdaw continues to push the company to re-establish the twice yearly National Joint Consultative Committee.

Pladis

Of the seven Pladis sites in the UK, Usdaw has recognition at two and holds quarterly joint consultation meetings with the company. The Pladis European Works Council continued to hold in-person meetings attended by all delegates from the UK and Europe.

The Union was pleased to have been able to negotiate a 5.8% pay increase on all pay rates and allowances.

Kellogg's

Usdaw has recognition at the Trafford Park and Wrexham sites. In August, it was announced that Mars had acquired Kellanova Manufacturing, the parent company, in a deal worth £28 billion.

The company confirmed that the news would not impact the planned 2026 closure of the Trafford Park site, which was announced in February 2023, with Usdaw negotiating a substantial compensation package for our members on-site. This included a £10,000 redeployment bonus for any members wishing to move to another part of the Kellogg's network, enhanced redundancy terms for anybody leaving the company, as well as securing funding for individual training and upskilling so members can find new alternative employment once the site closes.

In April, the Union secured a two-year pay deal at the Wrexham site, with a 4.75% increase on the base rate in year one, and between 2% and 3% in year two, dependent on the CPI inflation figure in March 2025. Members also received a £250 one-off payment and one lieu day to be taken in 2025. In October, the Union welcomed the company's £75 million investment to make the Wrexham site Europe's biggest cereal manufacturer, with at least 130 new jobs created.



Retail Food

Usdaw's Presence

Retail Food remains Usdaw's largest sector. The unprecedented increase in retail crime has continued to impact the sector. A significant growth in organised crime has led to retail workers increasingly feeling unsafe at work. Official figures show that during 2023 there were 1,191 recorded incidents of abuse against retail workers a day, an increase from 341 a day during 2019/2020. This issue continued to affect our members in 2024.

By the end of the year:

- Tesco membership stood at over 144,050, this figure covers all parts of the business.
- Morrisons membership stood at 33,942.
- Membership in Sainsbury's was 22,780.

Developments in Retail Food

Tesco

- **Business Performance** – Tesco released interim results on 3 October 2024, reporting very strong trading results, including gaining market share, and increasing the projected full year adjusted operating profit from at least £2.8 billion to £2.9 billion. UK like-for-like group sales were up 3.5%. Statutory revenue was £35.2 billion, up 3.1% at actual rates. UK and ROI adjusted operating profit was £1,649 million, up 15.6%. The Group's 2024 Annual Report and Financial Statements includes a section on the company's progress against its own set targets, described as 'Our Big 6 KPIs'. The KPIs are; Grow Sales, Deliver Profit, Improve Operating Cash Flow, Customers Recommend, Colleagues Recommend, and Climate. The company reported positive progress against all six metrics.
- **Store Structure Changes** – At the start of 2024, Tesco announced a series of structural changes across their estate, the most significant of which was the removal of dedicated hours for wage activities in large stores. The business took the decision to manage this by moving staff into alternative roles, with pay protection. The Union consistently pressed the business to adopt an alternative approach, including the option of voluntary redundancy. Members were supported by the Union on an individual basis in relation to any potential legal claims.
- **Head Office Restructures** – The business undertook a further restructure, impacting staff at its head office as part of the ongoing review of its head office functions. The Union entered into collective consultation with Tesco over the proposed changes and was able to secure a number of improvements to the terms originally proposed by the business.
- **Shop Steward Elections** – Elections took place in October for Shop Stewards. This was for Usdaw Reps in Tesco stores and Dotcom Fulfilment Centres and Sata Reps in all areas of the business, except Tesco Bank.

Sainsbury's

The company's first half year financial results covering March to mid-September show retail operating profit up 3.1% to £503 million. Total underlying operating profit before tax was up 4.7% to £356 million, however, profit after tax was down 51% at £76 million. Grocery sales were up 5%, with CEO Simon Roberts saying "Our food business is going from strength to strength and we're making the biggest market share gains in the industry, with continued strong volume growth."

The Union's relationship with Sainsbury's continues to progress, with an update to the partnership agreement following the first annual review in July. Improvements include:

- Each region to hold a two-day seminar once a year (paid release from Sainsbury's) with expenses and accommodation covered by Usdaw.
- New zonal structures, with processes formalised for zonal rep elections and NCC rep selection.
- An increase to the number of reps with paid release to attend ADM from 50 to 75.
- Agreement for the company to provide paid release for reps to attend regional conferences.
- Agreement for the company to offer paid release for reps to attend ad hoc Usdaw training courses that will support further development.

Following a restructure to the company's HR department in February, the Union supported the regions as Sainsbury's moved from four zones to three, realigning the zonal and National Consultative Committees to reflect the company's new structures.

The NCC met on three occasions, with the company engaging and responding to a number of the Union's requests, including supporting national reps with a session on employment relations in stores and the process for managing absences.

The Union also held three Membership Week campaigns throughout the year. These were again supported by the company in identifying non-members and facilitating access for reps in line with the updated agreement, and new guidance for managers and officials.

The company once again supported the Union's Respect for Shopworkers Week nationally, encouraging reps and members to set up front of store campaign stalls to boost the Union's profile. They also agreed to hold a further Respect for Shopworkers Week in the month of June across all their stores.

The company continue to support the Union in offering extra hours to colleagues and members first, as an alternative to recruiting new temporary staff where appropriate.

Morrisons

In 2024, 158 new reps were recruited, as well as 9,885 members.

Financially, Morrisons had another challenging year. Despite the drop in inflation, interest rates remain high driving up the payments on their debt. In response to this, Morrisons took several steps to reduce their debt, including selling most of their petrol forecourt business to Motor Fuel Group (MFG) for £2.5 billion. They also entered into a ground lease agreement on 76 stores. These measures have reduced the debt from £6.2 billion to below £4 billion.

2024 was Rami Baitieh's first complete year as CEO of Morrisons, taking over from David Potts in November 2023. Since taking over the position Rami made a point of meeting the Morrisons National Committee Reps at their quarterly meeting, as well as visiting stores, to speak to colleagues and customers.

The company announced that they would be changing the pensions contributions over two years from colleagues paying 3% and the company paying 5% to colleagues paying 5% and the company paying 3%. They also announced the complete removal of all long service award payments. In response to this, Usdaw lodged an industrial dispute with Morrisons. After several months of protracted negotiations between Usdaw and the company, the Union was able to secure an agreement from Morrisons for the business to pay 4% pension contributions with employees also paying 4%. In addition, three of the service award milestones were restored. After very careful consideration the National Committee voted to accept this deal and ended the industrial dispute.

Pay and Conditions

- **Tesco** - Following pay negotiations in January 2024, an increase of 9.1% was agreed and endorsed by the full National Forum. The increase took hourly rates from £11.02 per hour to £12.02, which was the largest ever increase in hourly pay at Tesco, and more than double the rate of inflation at the time of negotiations. This was a higher than average pay rise across the economy at the time and placed Tesco among the top food retailers for pay. This followed Usdaw securing three pay increases in 10 months in Tesco between July 2022 and April 2023 - additional increases beyond the standard annual pay cycle in response to the pressures of the cost of living crisis - meaning the hourly rate was negotiated up by over 25% in the space of two years. The Union was also able to secure improvements to paternity leave and pay, sick pay and the colleague clubcard, which have benefited thousands of members.

The 2025 pay review process began in August 2024 with the circulation of the pay survey. This was run in a different way to previous years, which successfully drove up engagement and broadened feedback significantly. Previously the pay survey was emailed solely to reps to complete, having gathered feedback from members on their priorities. Following agreement from the company, this year reps completed surveys directly with members in store. This allowed greater engagement with members, in addition to giving reps the opportunity to speak to non-members about the importance of joining Usdaw and giving them the opportunity to complete the survey. Over 3,200 responses were received, an increase of more than 500% on last year's response, as a result of this new approach.

The Pay Team met in November to discuss the items submitted through the survey and via the Store Director Forums, and agree the items to be submitted on behalf of the membership for the 2025 Pay Negotiations. Following the endorsement of the full National Forum, the pay claim was submitted to Tesco. Negotiations are to take place in February 2025.

- **Sainsbury's** - In March, Sainsbury's increased basic pay by 9% to £12 per hour. For employees in London, the base rate increased to £13.15 per hour. This was the equivalent of an extra £1,910 a year for employees nationally and £2,290 a year for employees in London. As a result, pay has increased by 50% since 2018.

In November, the National Officer and a group of national reps presented items for the company's consideration ahead of the 2025 pay review. Work was completed on new company policies, including Long-Term Ill Health, alongside new guidance for Workplace Adjustments and an updated Being There for Customer's policy.

- **Morrisons** - The National Committee was given a very strong priority from the membership through feedback from reps in the regions that members wanted the established rate to be £12 per hour. Negotiations continued until August when an offer was put to the membership for ballot. The offer was for an established rate of £12 per hour, and a reduction in the number of waiting days for company sick pay for those with three years' service. To ensure the highest possible rate as part of the offer, the implementation was delayed from April 2024 to October 2024. After the negotiating committee reflected on the views of members and reps, as well as the likely reduction in rate in any deal that included back pay, it was clear that the priority was to achieve a minimum rate of £12 per hour and the highest exit rate possible ahead of negotiations in 2025. This decision was vindicated by the membership with 79% voting for the deal.



Retail Non-Food

Usdaw's Presence

Membership stood at over 40,000 at the end of the year, making Retail Non-Food the Union's second largest sector.

The Union is committed to making progress in extending the remit and scope of existing agreements and strengthening relationships with companies across the Retail Non-Food Sector, and continues to put pressure on other companies to engage with Usdaw.

This has been another challenging year for our members in the sector, with rising prices, inflation, and the overall decline in purchasing power all impacting on growth and demand within the sector as a result of ongoing economic difficulties.

Developments in Retail Non-Food

Sainsbury's Argos

Progress in the Union's relationship with Sainsbury's Argos continues and following the merger of the two companies, the Union continues to support and represent members as the company moves to a more integrated business model.

Within the Argos arm of the business, the National Joint Consultative Committee (JCC) continue to meet regularly with the company to raise issues on behalf of members, and continues to raise issues that impact our members. The company have listened to feedback and responded to a number of the Union's requests.

Following the 2024 pay review, the basic rate of pay rose by 9% to £12 per hour for retail colleagues, matching the real Living Wage. In London, basic pay rose to £13.95.

This increase came about as a result of strong representations made by Usdaw, with the company having the best pay and benefits package for hourly paid colleagues in the 'Big 4' at the time of the announcement. The increase marks a total rise of 20% on basic rates since March 2022.

In March 2024, the Union supported members through the TUPE transfer process as the company outsourced their Contact Centre in Widnes to multinational firm Concentrix. After the completion of TUPE, it was disappointing that a number of redundancies were announced.

Following a review of Sainsbury's Bank in 2024, the company announced they were exiting the financial services market, with the Natwest Group purchasing the core banking business. Usdaw provided support to all impacted colleagues.

The Argos Joint Consultative Forum continued to meet throughout the year, with a representative from each Local Fulfilment Centre (LFC) meeting at a national level to address concerns specific to the LFC population.

B&M Bargains

The Union continues to grow and gain influence within B&M Bargains. New reps are welcomed and encouraged to help form a national network. The Retail JCC meetings continue to meet and raise issues for the membership across the regions.

Annual local pay negotiations were carried out for warehouse members at the Bedford site, resulting in a 4.35% pay rise to the basic hourly rate, as well as the addition of policies for compassionate leave, paid bereavement leave, service-related holiday increases, improvements to the New Year's Day and Boxing Day premiums, and a review of company sick pay.

At the Lesmahagow site, negotiations saw the weekday and weekend rates increase by 10% for transport members. There was also an increase in paid bereavement leave, a formalisation of double-time pay for Boxing Day and New Year, increases to overtime payments for time worked on an additional shift, weekend premiums, and the introduction of discretionary company sick pay.

Ikea

Usdaw continues to build a network of reps in Ikea to raise the Union's profile and membership with support from the company.

Nationally, the Union continues to keep in close contact with senior management from the company. Discussions have covered restructuring parts of the business and the ongoing cost of living pressures.

IKEA's commitment to continue as a Living Wage Employer, ensuring staff will receive Living Wage pay rates was also welcomed.



Marks & Spencer

Usdaw continues to support reps and members in workplaces and Union-side meetings remain an opportunity to link with members to discuss updates and key issues.

Poundland

The Union's relationship with Poundland continues to progress through regular Joint Negotiating Committee and Joint Consultative Committee meetings. National representatives play a key role, raising issues on behalf of members and working to strengthen the agreement between the Union and the company.

The Poundland Sata agreement provides for twice yearly JCC meetings. Work to identify reps to support the structure continues and it is hoped meetings will commence next year.

The Union has recognition at three Poundland Distribution sites and holds quarterly National JCC meetings between senior reps and management, with pay negotiated locally.

Primark

The Union continues its working relationship with Primark, both in Britain and Northern Ireland.

The Union continues to play an active role in the recruitment of new members and inductions. The Union will revisit discussions to set up a National JCC meeting next year as part of a wider conversation around updating the agreement.

Selfridges

The Union continues its working relationship with Selfridges, with positive discussions held around facilities for recruitment and a new agreement heading into next year.

Pay and Conditions

- **Argos Retail & Regional Fulfilment Centres** – Following the 2024 pay review, the basic rate of pay rose by 9% to £12 per hour for retail colleagues, matching the real Living Wage. In London, basic pay rose to £13.95.
- **Poundland** – At the 2024 pay review the basic rate of pay rose by up to 9.6% to £11.46 per hour, with the Supervisor rate increasing 6.8% to £11.71 per hour.
- **Ikea** – Effective from April 2025, £12.60 across provincial units, £13.25 in outer London units and £13.85 for London stores. This represents a pay increase of 5% for all hourly paid members.



Road Transport and Distribution

Usdaw's Presence

Usdaw remains one of the largest trade unions in the sector with over 20,000 members.

Developments in Road Transport and Distribution

It was a challenging year for the sector with increasing overheads and high interest rates resulting in a surging number of insolvencies. These wider national economic trends had a particularly large detrimental impact on the industry as firms operate on low margins.

As was the case in 2023, the primary focus of pay negotiations this year was achieving the biggest possible increase to base rates, to alleviate the ongoing effects of the historic cost of living crisis facing our members.

Pay and Conditions

- **AF Blakemore** – Effective from April 2024, an increase of 98p added to all rates of pay below £11.60. An increase of 85p added to all rates of pay from £11.60 and above. An increase of 5% added to all additional elements of pay. A commitment to work with Usdaw to review the current arrangements for paying unmeasured work and waiting time.



- **Evri**

Depots – Effective from 1 May 2024, a pay and One Way of Working review, standardising contracts by job role, including:

- Operative Days hourly rate increased to £11.60.
- Operative Twilights hourly rate increased to £11.75, a 15p differential from the new Operative Days rate.
- Operative Nights hourly rate increased to £12.76, a 10% differential from the new Operative Days rate.
- Van Network Drivers hourly core rate increased to £12.20.
- Drivers an average pay increase of 4.5%.
- The removal of the 42.5 hour threshold for overtime for the warehouse and van network.
- Standardising all warehouse, van network and drivers core hours to 40 hours per week, with 2005 and 2011 colleagues who transfer to any 'five from seven' and reduce to 40 hours, receiving compensation for loss of 16 hours for 12 months.
- An option for 2005 and 2011 drivers and 2005 warehouse colleagues to stay on 44 hours and any 'five from six' work pattern.
- Any 'five from six' rates based on the 2021 rate plus 2.25%.

Hubs – Effective from 1 April 2024, a range of increases dependent on site and role, with the alignment of Warrington's pay rates with the Rugby and Barnsley sites. Warehouse Operative AM, PM and nights rates increased to £11.70, £12.20 and £12.80 respectively.

- **GXO Logistics (Asda)** – Effective from 1 April 2024, a range on increases dependent on site from 4% to 6%.
- **GXO Logistics (Sainsbury's)** – Effective from 1 July 2024, a 4.10% increase on basic rates only.
- **GXO Logistics (Tesco)** – Effective from 1 March 2024, a 4.2% increase to basic and consolidated rates, including all elements which make up normal pay, which includes the following: any shift allowances, night premiums, overtime and weekend premiums and bank holidays.
- **GXO Logistics (Morrison's)** – Recognition Agreement signed in January 2024, providing sole recognition and collective bargaining for sites in Sittingbourne, Stockton and Willow.
- **Martin Brower** – Effective from 31 March 2024, a 5% increase to all basic rates and all elements that make up normal pay. The introduction of the weekend premium and bank holiday payment for Warehouse Supervisors at Coventry and Hemel Hempstead only.

- **Next Distribution (SATA)** – An eight month deal effective from 1 August 2024, with a range of increases from 50p to £1 per hour, dependent on role. Roles receiving a 50p increase were eligible for a one-off payment of £300, based on an employee's full-time contract (30+ hours), paid in their August salary. Any contracts below 30 hours a week received a £150 payment. In addition, from spring/summer 2025, a decrease to the pre-agreed overtime thresholds for grade three, four and five employees, the creation of a trainee team manager 'rate for the job', and a commitment to a joint working party to review the head office bonus parameters for grade three employees.
- **Next Distribution (Usdaw)** – Effective from 1 May 2024, all employees previously earning £12.70 or below received a £1.06 pay rise. Those employees earning above £12.70 received a 75p increase in their hourly rate.
- **Ocado** – Within Ocado, the Union has full recognition in all Customer Fulfilment Centre (CFC) sites, as well as all LGV and Service Delivery, Spoke and Zoom sites.
Pay negotiations for the CFC sites were conducted at a national level once again for the Andover, Erith and Purfleet regions. Dordon was conducted regionally.
Effective from 6 March 2024, Customer Service Team Members received an uplift of between 4.1% and 4.7% on basic rates. Ocado reinvested an additional 21p by changing the Sunday day and Sunday evening multiplier to 1.1x from 1.25x. Increases were also applied to the following premiums: Marshal Premium to 92p, Night Marshal Premium to 54p and Chargehand Premium to 96p.
Effective from April 2024, all hourly paid LGV colleagues received a 4% increase on all hourly base rates, whilst overtime rates increased to 1.25x.
In Ocado Zoom, there was an increase of 8.8% for Warehouse Team Members and 4.7% for Delivery Team Members. In addition to this the night premium rate increased by 4.2%.
- **Sainsbury's Distribution** – Within the Sainsbury's Distribution network, the Union has recognition at three sites supplying Sainsbury's food stores. The following pay settlements were reached during the year:
 - **Waltham Point** – Two year deal. 4.5% increase in year one (2024) and then an uplift of 3% or RPI, whichever is higher, in year two (2025).
 - **Rye Park** – 12 month deal with a 3.5% increase on basic rates for legacy contracts and fixers, 3.75% increase for 2G and clerical contracts.
 - **Haydock** – 12 month deal, with increases of 3.65% for legacy contracts, 3.75% for 2nd Gen contracts and 3.85% for clerical contracts. 2.6% increase on premium for hours worked between 18.00 and 06.00.
- **Tesco Distribution**
 - Salmon Book** – Effective from 1 July 2024, for warehouse colleagues on the 2022 contract and all drivers – a 4.4% increase to all hourly rates. For colleagues on all other contracts – 2% increase to all hourly rates plus a lump sum payment of £500. In addition:
 - Sick entitlement for the 2022 contract to increase to 18 weeks for 17 years' service. This is an increase from 16 weeks (implementation date to be confirmed).
 - Maintenance Standby payment to increase to 15% of the hourly rate, an increase from 10%.
 - Drivers Meal Allowance to increase by the above core award of 4.4%.
 - Stop the Clock to be introduced from week one of new Tesco year – 23 February 2025.
 - Five Book** – Effective from 23 June 2024, for warehouse colleagues on the 2022 contract and all drivers – a 4.4% increase to all hourly rates. For colleagues on all other contracts – 2% increase to all hourly rates plus a lump sum payment of £500. In addition:
 - Sick entitlement for the 2022 contract to increase to 18 weeks for 17 years' service. This is an increase from 16 weeks (implementation date to be confirmed).
 - Maintenance Standby payment to increase to 15% of the hourly rate, an increase from 10%.
 - Drivers Meal Allowance to increase by the above core award of 4.4%.
 - New Book** – Effective from 1 July 2024, a 4.4% increase to all hourly rates of pay for all warehouse and driver colleagues. In addition:
 - Sick entitlement for the 2022 contract to increase to 18 weeks for 17 years' service. This is an increase from 16 weeks (implementation date to be confirmed).
 - Maintenance Standby payment to increase to 15% of the hourly rate, an increase from 10%.
 - Drivers Meal Allowance to increase by the above core award of 4.4%.
 - Stop the Clock to be introduced from week one of new Tesco year – 23 February 2025.
- **Yodel** – Effective from 1 July 2024, a nine month deal with a 2.2% increase for front line workers or 25p equivalent for remaining Collective Bargaining Unit colleagues, a 2.2% increase on all fixed allowances (First Aid, FLT, OJT, Parcel Buster, Training & Fixed Shift), and the introduction of a Mental Health First Aider allowance. In addition, an increase in committed shifts from 1.25 to 1.5, the re-establishment of key role differentials, and the instatement of the Hatfield sortation differential to 70p.



Departmental Reports

General Note

This section of the Annual Report provides information about the work of the following Head Office departments:

- Administrative Services.
- Education and Training.
- ICT.
- Legal Services.
- Media and Communications.
- Research and Policy.

Administrative Services

Annual Delegate Meeting

The department was involved in organising the Annual Delegate Meeting (ADM), including preparing conference documentation, compiling, proofreading, producing and issuing the Preliminary and Interim Agenda Papers, along with the Annual Report, and proofreading and producing the three National Executive Council Statements that were presented to conference. The department also prepared and issued credentials for delegates, visitors and officials, arranged the End of Conference social event and dealt with enquiries about conference arrangements.

The department liaised with the office of the Mayor of Blackpool, the local Trades Union Council, the Winter Gardens staff, the local authority and several other external bodies in respect of conference arrangements. During conference itself, the department provided administrative support for compositing meetings and assisted the Standing Orders Committee (SOC) in preparing the Final Agenda Paper. The department also provided technical, clerical and administrative support to the SOC throughout conference. In addition, general assistance was provided to delegates and visitors through the General Office and information on speakers and debates managed via the visual display system.

Conference was attended by 494 delegates from 275 branches, representing 85% of the total industrial and political membership. Conference was also attended by the National Executive Councillors and Regional Councillors, 112 officials and over 320 visitors.

Branch By-Laws and Standing Orders

The department examined and advised upon draft by-laws and standing orders from branches to ensure that they do not conflict with the general Rules of the Union. The drafts were prepared for consideration and approval of the National Executive Council. In addition, the department provided advice and assistance to officials on branch matters as required.

Conferences

The department provided administrative assistance in connection with the registration of delegates, payment of expenses, submission of motions, nominations for elections and prior meeting arrangements in connection with Union representation at TUC and Labour Party Conferences at both national and regional level.

Data Protection

In conjunction with the Union's Data Protection Officer, the department assisted staff, reps and members with general data protection queries. Current practices and processes are continually reviewed for compliance with data protection.

Diary

The department worked with our supplier to prepare, proofread and produce the diary. This involved collating information on the Union's regional and branch offices, the Usdaw Parliamentary Group and on the services provided by Head Office departments. It also contained guidance on running branch meetings and on ADM, together with general information and UK maps. 12,500 copies of the diary were printed.

Elections and Ballots

The department was responsible for all administrative work associated with the conduct of the Union Elections for Standing Orders Committee and representatives to congresses and conferences.

The department was also responsible for overseeing the counting of numerous postal ballots and a scrutineered ballot connected with pay and terms and conditions at work.

Grant-in-Aid for Federations

No grant-in-aid applications were made. At the year-end, 12 federations were in operation.



Long Service Awards

The department issued a total of 594 awards to members who had attained 30 and 50 years' membership of the Union. This involved identifying the recipients, notifying their local officials, and producing and issuing the awards.

Property and Insurance

The department assisted the Executive & Administration Officer on a variety of property matters, including fixed and moveable assets, and liaised with the Union's property managing agents in respect of maintenance and refurbishment matters.

In addition, the department authorised payment of rents, rates and general services for Union property.

HR Matters

During the year the section provided support, advice, and guidance on a wide variety of HR issues, including the continued development of the HR database, health and safety matters, recruitment and selection of staff, disciplinary issues, performance management and supporting managers in applying the Sickness Absence Procedures.

Health and Safety

The section was involved in making the arrangements for the bi-annual Health and Safety Committee meeting, for which it produced statistical, technical, and other information and compiled the minutes and action points.

They also contributed to the content of a new Health and Safety rep training course.

During the year the section issued updated Managers HR Toolkit guidance on the Menopause and published new guidance on Domestic Violence and Abuse.

The section provided guidance and support on 19 in-house risk assessments including DSE, stress, and pregnancy.

E-Learning

During the year the section launched e-learning content for managers on the following topics:

- Refresher training on HR Policies and Procedures.
- E-learning on managing Health and Safety was also provided to new managers in the Union.

Occupational Health

The section has prepared and submitted 19 medical referrals for members of staff.

SelectHR

The major work on SelectHR has revolved around developing improved processes for sickness absence recording, including Fit Notes and absence reviews. The system requires ongoing maintenance to ensure all data is configured correctly and reporting systems are providing accurate information.

A major project was undertaken to produce a comprehensive scoping document for tendering for a new HR database. A new provider was selected and work was undertaken to clean the data in preparation for importing into new formats.

Staff Handbook

Changes were made to the following sections of the staff handbook:

- Childcare Vouchers.
- Maternity, Paternity, Adoption, Foster, Shared Parental Leave and Parental Bereavement Leave provisions.
- Right to request Flexible Working.
- Special Leave provisions.

A new Menopause Policy was also added to the Staff Handbook.

Training

During the year the section delivered classroom training on the following courses:

- Introduction to Management.
- Grievance and Disciplinary.
- Managing Sickness Absence.
- Recruitment and Selection.

Training on how to use the Union's HR database – SelectHR, was provided to new managers and new members of staff throughout the year.

Education and Training

During the year the department provided a varied education service to all members and staff. The department continued to develop and offer training online and produced a number of courses for both reps and members throughout the year.

Courses for Union Reps

The provision of three to five days' training for Shop Stewards and Safety Reps continued to be the most significant part of the service provided during the year. A total of 396 courses were held and these were attended by 4,130 representatives. This provision was made up of 255 Shop Stewards courses, of which 102 were introductory, 153 were advanced; 141 Health and Safety Courses, of which 54 were introductory, 87 were advanced. The details are as follows:

Sector		Gender		Ethnic Origin		Hours of Work	
Retail	Non-Retail	Men	Women	White	Black/ Ethnic Minority	Full- Time	Part- Time*
2,582	1,548	2,441	1,689	3,639	491	2,699	1,431

* Defined as working less than 34 hours.

Branch Officer Training

Five residential courses for newly appointed Branch Officers were held at Head Office. These were attended by 82 officers, details of whom are as follows:

Sector		Gender		Ethnic Origin		Hours of Work	
Retail	Non-Retail	Men	Women	White	Black/ Ethnic Minority	Full- Time	Part- Time*
47	35	45	37	71	11	52	30

* Defined as working less than 34 hours.



Online Training

The department offered a significant number of online bite-size courses for our members.

Some of these courses were aimed at new reps who had not yet completed their training. The table below shows the number of reps who completed each course this year:

Course Title	Number of Reps
The Role of the Rep	383
Organising and Recruitment Part 1	328
Organising and Recruitment Part 2	288
Representing Members Part 1	227
Representing Members Part 2	209
Health and Safety Reps Handbook Part 1	170
Health and Safety Reps Handbook Part 2	122
Health and Safety Reps Handbook Part 3	111

Other online courses available included Mental Health, Data Protection and The Equality Act.

Overall, over 4,000 reps and members engaged in our online courses this year.

Residential Summer Schools

The First Series and Second Series Summer Schools were held at Hillscourt, Birmingham. The First Series sought to develop awareness of trade union issues and was attended by 37 members. The Second Series had a common theme of developing organising in the workplace. Within the school, there were four separate strands concerning Trade Unions, Health and Safety, Politics and Women. This school was attended by a total of 29 members. The details are as follows:

	Sector		Gender		Ethnic Origin		Hours of Work	
	Retail	Non-Retail	Men	Women	White	Black/ Ethnic Minority	Full- Time	Part- Time*
First Series	31	6	18	19	34	3	25	12
Second Series	28	1	16	13	24	5	14	15

* Defined as working less than 34 hours.

The Usdaw Academy

The Usdaw Academy Programme ran successfully for another year with Academy1 training provided within the regions and Academy2 training delivered nationally. Academy1 provided activists with a six month development programme involving 12 days' classroom training, with the rest of the time in the field putting into practice what had been learnt, supported by a coach. Academy2 involved 20 days' classroom training.

This year 53 Recruitment Officers completed the Academy1 programme. As well as the development they underwent, the Recruitment Officers recruited 12,716 new members as of the end of the year in addition to identifying new activists and new Shop Stewards.

Likewise, 25 Organising Officers completed Academy2 who recruited 6,051 new members as of the end of the year whilst also identifying additional new activists and new Shop Stewards.

These additional 18,767 members equate to around 20% of all new members who joined in 2024.

Federation Educational Activities

During the year six Federation Schools were held and attended by over 120 members. Topics covered included Politics, Pensions, Disability Discrimination and Mental Health.

The Usdaw Home Study

Over 450 members completed various units of the Home Study Course – Unity is Strength, Democracy in Usdaw, Collective Bargaining, Understanding Pensions and Vulnerable Workers.

Staff Training

Staff training covered topics such as Collective Bargaining, Introduction to Management, Coaching Skills, Health and Safety, Supporting and Developing Reps, Tackling Discrimination, Managing Sickness Absence and Employment Law. In total, 68 members of staff attended training.

General

The number of members who received assistance from the Union in respect of Open University courses totalled 11, and the Union continued the practice of refunding course fees to those members who satisfactorily completed courses with the Workers Educational Association.

Lifelong Learning

Following the Government's decision in 2021 to withdraw financial support for the Union Learning Fund in England, we continue to receive lifelong learning funding for Scotland (SULF), Wales (WULF) and Northern Ireland (NIULF).

During the year over 750 members in Scotland, Wales and Northern Ireland returned to some form of learning, of these:

- More than 300 commenced a Functional Skills course.
- More than 50 commenced ESOL courses.
- More than 80 commenced IT courses at various levels.
- 8 members accessed Apprenticeships and National Vocational Qualifications at Levels 2 and 3.

The department continued to deliver learning for Usdaw members throughout the year via the Usdaw Learning Gateway. Several bite-size courses are offered covering topics including Maths, English, ICT and Mental Health. Along with this, we have worked in partnership with numerous providers including Litmos to provide a wide range of courses for members and reps.



The Role of the Department

The department is responsible for supporting the adoption of new technology while maintaining and optimising existing systems and equipment. A key responsibility is ensuring that robust cyber security measures are implemented, monitored and managed, safeguarding the organisation's data.

In addition to operations, the department plays a strategic role in shaping the development and management of Usdaw's information and communication systems. These systems include a diverse range of software applications across all departments and regions.

Microsoft 365

Building on last year's progress, the department has successfully completed its Microsoft 365 roll-out project, which included upgrading all Microsoft applications and rolling out mobile apps to all officials, providing more secure access to data for officials outside of the office.

The migration to SharePoint is halfway complete, focusing primarily on regional offices. This transition not only modernises the way information is stored and shared but also encourages the adoption of governance practices such as retention periods to ensure compliance and efficiency.

Additionally, the department has successfully developed and implemented Microsoft Power Apps technology to develop and launch a custom mobile expenses app. This new app simplifies the expense submission process for officials, making it more intuitive and efficient while reducing administrative overheads.

Building upon the existing implementation of Microsoft Forms, the department developed enhanced solutions

for receiving and collating data from employers. This included replacing the traditional method of collecting induction information from hundreds of stores with a new streamlined, digital forms solution. The new system has not only simplified the workflow but also successfully increased the return rate.

The AO Portal

The AO Portal is a web-based mobile application that offers Area Organisers real time information about their organising patch, including information about stores, members, reps and new starters.

The AO Portal was further developed in 2024, expanding the range of employee and store data accessible to officials.

The interface was redesigned and valuable rep training history added to support officials managing their patch.

Digital Transformation

Introducing Encompass

The central pillar of Usdaw's digital transformation project is to replace existing multiple membership systems with a modern, unified and fully integrated Customer Relationship Management (CRM) system. The department continued its partnership with the membership team as well as with external consultants in the tendering process for a new CRM. After a long and thorough selection process, a new solution named 'Encompass' has been chosen and scheduled to be rolled out across the Union during 2025-2026.

To guide the project, the team has enlisted professional consultancy services in addition to establishing a project steering group and numerous subject matter task groups.

A comprehensive communications plan has been developed to support the necessary change management involved.

Using a collaborative approach, workshops, departmental meetings and regional discussions have taken place and have been instrumental in gathering information about existing systems and processes.



The main strategic objectives of our Encompass project are as follows:

- Support and increase the membership.
- Provide a single source of truth – consolidating and integrating existing systems.
- Enhance processes and communication – take a fresh look at existing practices and procedures.
- Improve the quality and access to union data – supporting better informed decision-making.
- Digital self-service and improved digital communications – website, portals etc.
- Support and improve the training offer for staff, reps and members.

The implementation of the new Encompass membership solution is a unique opportunity to take a step back and see how the Union works as an organisation. It helps to identify what is not working, make things run smoother, and ensure everyone is on the same page. By collaborating, colleagues can share ideas and create a system that improves communication, decision-making, and the overall experience for our members and reps.



Legal Services

The Role of the Department

The department provides the Union, members and officials with expert advice and assistance on health and safety, pensions and legal issues.

In addition to cases taken up on behalf of individual members, the department supports full-time and lay officials on collective negotiating issues.

The department contributes to training courses and federation schools, and develops materials for use in electronic and print media, to raise awareness of legal issues for Usdaw members.

Legal Plus

A Valuable Service for Members

Legal Plus is a key recruitment factor as it demonstrates the value of Usdaw membership and continues to deliver excellent results for members.

Members made 9,585 applications for legal assistance in 2024. This means that 1 in 38 members called upon the Legal Services for advice and assistance. The total amount of compensation recovered on behalf of members this year was £14,617,756.

Compensation Recovered – Personal Injury

This year the Union won £13,043,022 compensation in personal injury claims for 1,491 members.

This includes £1,182,572 for 55 family members who were injured in road traffic accidents (RTAs), demonstrating that support provided to members by Legal Plus extends beyond workplace issues.

Cases Over £20,000

There were 105 accident claims where the injuries were serious enough to attract compensation of more than £20,000.

Slips and trips, and RTAs account for over half of these claims.

Chart A – Accident by Type

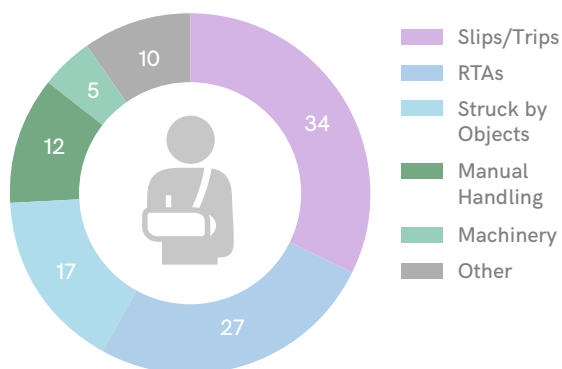
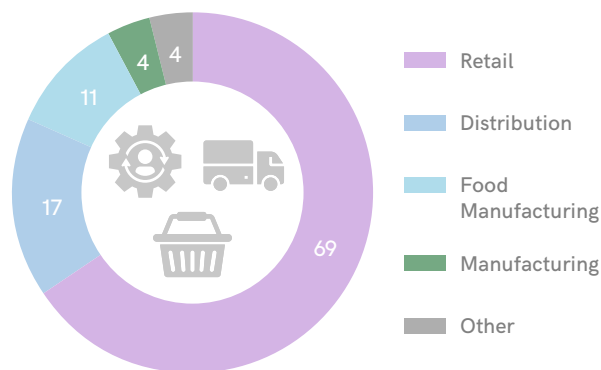


Chart B – Injuries by Sector



Analysis by sector shows that over 65% of serious injuries occur in retail.

FirstCall Usdaw

Our free accident claim line, FirstCall, continues to be a success.

Members who wish to start a claim call 0800 055 6333 to be put through to one of our expert Union solicitors. The service is available 24 hours a day, 7 days a week and calls are free from a landline and some mobile providers.

The FirstCall personal injury cover has been extended to include family that lives with the member for any non-work related accidents and accidents abroad covered by the Package Travel Regulations, and this has proved to be a popular move.

Our aim is to ensure that every member who has a potential claim makes their claim through FirstCall. The number of new claims in 2024 was 3,020.

Assault At Work Grant

Usdaw provides an ex-gratia award to its members who sustain an injury arising from an act of violence whilst in the course of their work, or on their way to or from their place of work, subject to the qualifying conditions.

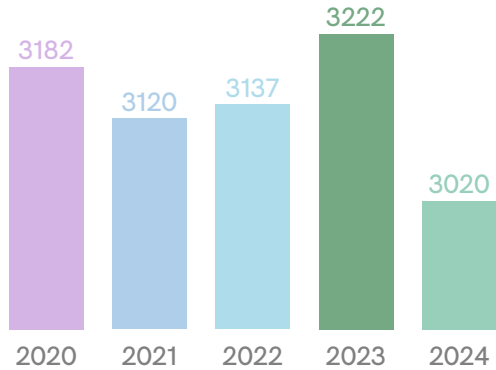
These payments are intended to provide financial support to members who sustain a crime related injury in the course of their employment. In the event that the member subsequently recovers damages from the Criminal Injuries Compensation Authority and/or a civil claim against their employer or another third party, then the amount paid to the member under this scheme will be repayable by the member to the Union.

To be eligible, the member applying for the award must register their claim through FirstCall Usdaw and their claim must meet set criteria.

The Personal Injury Section oversees all applications for the Assault at Work Grant. In the event that the decision is made to award the grant to a member, then the Union will obtain bank details from the member and will advise the member, where appropriate, of the repayable nature of the grant in the event that any subsequent claim is successful.

In 2024, 137 applications were received for an assault at work grant. 86 were closed due to poor prospects or because no further instructions were received from the member. Six grants have been offered for a total of £2,700 and 45 applications are under review.

Chart C - Number of New Personal Injury Claims



Free Wills and Non-Work Related Advice

During the year, there were 3,065 free will applications and 2,665 applications for non-work related advice. Demand for these additional services remains high and they are popular with reps and members.

Getting the Message to Members

In 2024, reps and officials organised 22 Legal Plus days in workplaces with the assistance of the department and the Union solicitors.

Employment and Industrial Cases

784 individual employment cases were referred to the department in 2024. The amount recovered for members was £1,579,734 compared to £1,434,583 in 2023.

Chart D - Number of New Employment Claims

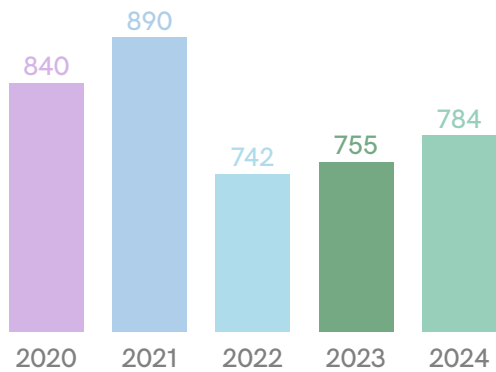
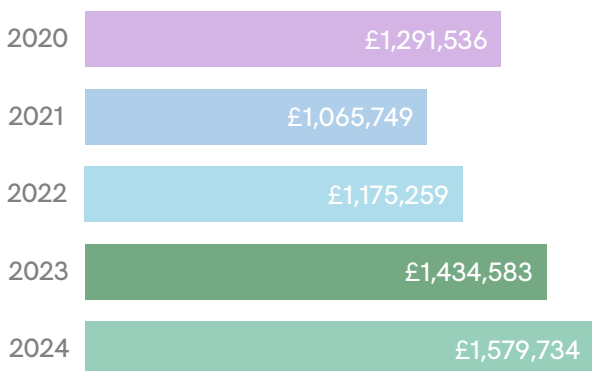


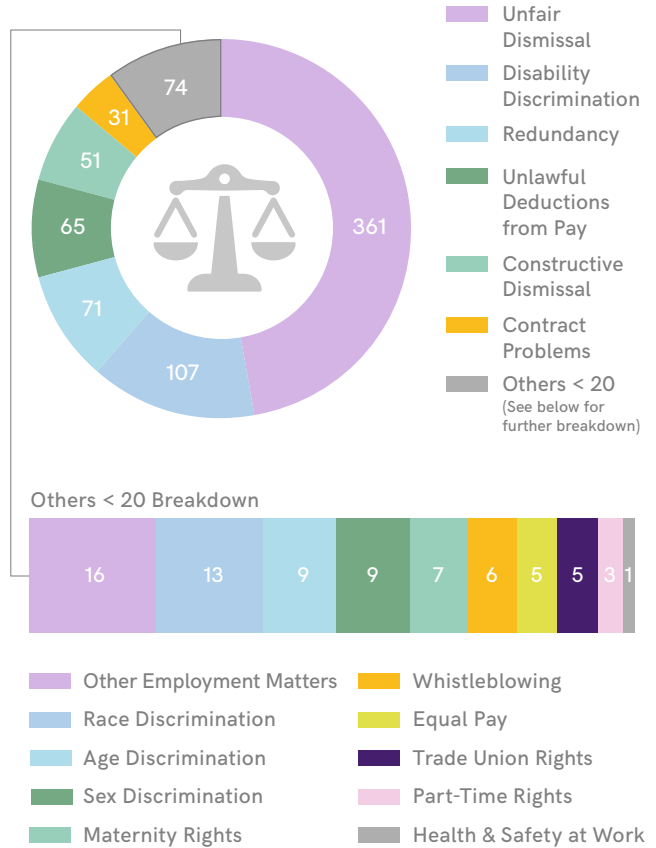
Chart E - Amount Won in Employment Claims



The Member Pack used for employment claims continues to work well. It speeds up applications for legal assistance and gives members an early decision on whether they qualify for representation. By focusing resources on the claims with reasonable prospects, the Union is able to achieve better settlements and tribunal wins for our members.

The chart below shows the breakdown of the employment claims by category. Most of these were claims for unfair dismissal, followed by disability discrimination.

Chart F - Employment Claims



The department supported and advised officials in relation to a number of collective and industrial matters.

In 2024, 149 settlement agreements were successfully negotiated by our Area Organisers and sent on to our panel solicitors for completion. The total amount recovered was £2,297,428.22.

In 2024, the Union won a historic victory in the Supreme Court for its members in Tesco Distribution. The Union had taken Tesco to the High Court to secure an injunction to prevent Tesco from using fire and rehire tactics to remove members' right to retained pay which Tesco had previously promised was a permanent feature of their employment contracts. However, Tesco appealed to the Court of Appeal which overturned the High Court's decision. Usdaw therefore appealed to the highest court in the UK, the Supreme Court, which restored the original verdict and ruled that Tesco were prevented from issuing notice to terminate the members' contracts only to re-engage them on new contracts without retained pay.

Health and Safety Section

The section supports the development of policy within Usdaw and works with the TUC and with Government agencies and employers. It advises members and officers of the Union, and produces guidance on a variety of health and safety topics.

Supporting Members and Officials

The section has continued with a health and safety strategy to explore how the Union can support and retain our Health and Safety Representatives. The section focused on improving engagement with the reps by piloting three approaches in South Wales and Western Region. Health and safety webinars and Elucidat courses took place for the reps to complete, focusing on workplace violence and working in cold temperatures. The webinars received positive feedback and will be rolled-out nationally in 2025. An online drop-in clinic was conducted with all slots filled and this was well received. A Health and Safety Reps Online Forum was set up which helps the reps connect and access support. During the year, 20 Health and Safety Newsletters were produced and reps requested copies for noticeboards. An introductory Elucidat course was produced and this was emailed to all new reps as part of their introduction.

The section produced a national health and safety campaign called Health and Safety Matters – Together for a Safer Workplace that will be held annually. The first will be on 26 February 2025 and will focus on Health and Safety Reps, explaining the functions of their role and undertaking a body mapping exercise in their workplace. The section measured the number of members for each Health and Safety Rep, and this has reduced from 143 to 138 with an increase in membership.

The section have been sitting on Tesco's Retail National Working Group and working collaboratively with Tesco's Retail Health and Safety managers to discuss feedback received and improve the inspection checklist. The next phase of our partnership is focused on how accident investigations can be improved, and this will be going ahead in the next Tesco year.

The section gave advice on a wide range of health and safety topics to members and officials.

Freedom From Fear

The section produced a workplace violence webinar for Health and Safety Reps and produced the Freedom From Fear Annual Report. The Health and Safety Officer attended an online seminar on retail crime hosted by The Grocer and attended the National Retail Crime Strategy Group and the Retail Crime Advisory Group.

International Workers Memorial Day

The theme was Climate Risks for Workers and the section produced a leaflet and poster for the reps to use in their workplaces to mark the event.

Other Organising Activity

The Health and Safety Officer presented and ran workshops on Safety Culture at the Industrial Conference and ran workshops at the Hazards Conference.

The section represented the Union at the Health and Safety Executive AGM and sat on a panel for work-related stress. They also attended the Food and Drink Manufacturing Forum to drive up health and safety standards in the sector.



Pensions Section

The section assists with the development of pension policy and organisation within Usdaw and provides advice and technical support to officials and members on the collective issues relating to pensions.

Advice and assistance is given to individual members and the section often takes up individual cases on behalf of members through company procedures, the Pensions Ombudsman and legal channels.

Pension Awareness Days (PADs)

These campaigns are carried out by reps in liaison with the Pensions Section and their Area Organiser.

As well as reps carrying out the traditional tabletop pension awareness campaign and the noticeboard campaign displaying information about the pension scammers, many reps have continued to support the 'PAD in a Bag' Campaign.

The campaign enables Usdaw reps to approach both existing and potential new members, by handing out a selection of pension guides, fact sheets and merchandise in environmentally friendly paper bags. This campaign has proved particularly successful in the smaller convenience stores.

Feedback from reps has indicated that the campaign is not only a great way to continue to raise awareness of the Usdaw brand, but they can promote the free guidance service as good value for money. It has also helped as a way of recruiting new members.

As a result, 185 individual campaigns across 20 different companies were completed throughout 2024.

Pensions Website

This remains an important means of communication for the section and our regular features and topical articles have been regularly refreshed throughout the year.

The new look website was launched in August, which has improved access for smart phone users.

The section continued to provide regular pension articles in both the reps' and members' e-news correspondence which have contained links and QR codes to encourage people to visit our webpages.

Pensions Home Study

Take up remained steady throughout the year regarding the online pension home study and completion rates remain high.

The course was promoted during Learning at Work Week in May.

The section focused on the module regarding Defined Contribution pensions, which is typically the type of pension arrangement Usdaw members will now be participating in.

A new module is currently in development following our analysis of the most frequently asked questions by our members. Many are concerned about their options at retirement and the processes around this. Our new module What to Expect at Retirement aims to provide some education to our reps and members to address these issues.

Company Pension Schemes

The Pensions Officer has supported officials in connection with various pension changes, consultations, and TUPE transfers throughout the year.

Political

The Pensions Officer has continued to attend virtual monthly meetings facilitated by the TUC and has contributed to responses to DWP pension consultations which will impact Usdaw members.

The Pensions (Extension of Automatic Enrolment) Act 2023 has received Royal Assent. The Act will introduce powers that will allow for the age of automatic enrolment to be reduced to age 18 and saving for a pension to start from the first pound earned.

On a positive note, the State pension 'Triple Lock Guarantee' will remain in place for the duration of this parliament.

Media and Communications

Media Coverage

Retail crime and the general election dominated Usdaw's news agenda. The 'Freedom From Fear' Campaign received coverage throughout the year, with focus on our survey results report, official statistics on the rise in shoplifting and Respect for Shopworkers Week.

Our media campaigning has contributed to securing government action, including a new deal for workers in the Employment Rights Bill, action on retail crime in the Crime and Policing Bill and steps taken by the Low Pay Commission towards a real Living Wage and an end to rip-off youth rates. The Union also secured agreement for a protection of workers law in Northern Ireland.

Restructures, redundancies and closures covered IKEA, Sainsbury's, Mars acquiring Kellonova (Kelloggs), Yodel, Studio Retail, Tesco Bank sale to Barclays, Kellogg's Trafford Park, Sainsbury's Bank, Concentrix and various retail store closures.

The following industrial issues were highlighted: Pay deals at Tesco, Co-op, Asda, Sainsbury's/Argos, Morrisons pension changes, Avonmouth Evri fire, Asda recognition, strike ballots at GXO (B&Q) and KP Snacks.

Our media work contributed to the Labour General Election victory by highlighting policies including: A New Deal for Workers, Universal Credit reform, repealing anti-trade union laws, real Living Wage and ending youth rates, community policing guarantee, wraparound childcare, skills and training revolution, high streets strategy, and green prosperity plan. Usdaw opposed Tory policies detrimental to our members including: Agency workers strike breaking law, refusal to back a protection of workers law, ongoing cost of living crisis, failure to improve workers' rights and strikes minimum service levels.

Media releases were issued supporting other Usdaw campaigns including: 'Save Our Shops', 'National Retail Workers' Day', 'Me, Work and the Menopause', 'Christmas is Not Working', 'New Year's Day in Scotland', 'Call It Out', 'Stand up to Racism', 'Time to Talk', 'Tackling Heat Stress' and 'Supporting Parents and Carers'. Other press releases included: Tesco fire and rehire win, International Women's Day, Boohoo recognition campaign, Young Workers' Week, LGBT+ rights, action on violence against women and girls, TUC Heart Unions Week, disability rights, Workers' Memorial Day, new technology and automation, International Workers Day, 50th anniversary of the health and safety at work act, Belfast Sunday trading, right-wing riots, and World Aids Day.

A total of 284 press releases were issued during the year and Usdaw featured 6,917 times in the national and local print media, as well as 619 times on television and radio. The department also responded to a large number of requests for individual quotes and information.

Website and Social Media

A new 'mobile-first' website went live in the summer and over three-quarters of visitors are using a mobile phone or tablet to access it. Feedback from members and reps has been positive and the search engine, online forms/surveys and general accessibility are much improved. Regular emails to reps and members about campaigns and news help drive traffic to the site.

The Union's social media accounts assist in amplifying campaigns. Highlights included the successful general election campaign, 'National Retail Workers Day', 'Supporting Parents and Carers' and 'Respect for Shopworkers Week'. Audiences continued to grow and at the close of the year total followers were 23,425 on Facebook, 13,480 on X and 2,982 on Instagram. A Bluesky account was opened, which had 1,258 followers by the end of the year.

Arena/Network Magazines

Arena puts Usdaw members at the heart of its four editions and features stories from a wide range of companies, sectors and regions of the country, along with updates on campaigns, political and economic developments and Union news.

In the run up to the general election, the magazine focused on outlining Labour policies that would improve the lives of Usdaw members. Campaigns were brought to life by members sharing their stories of violence in the workplace, the challenges of caring and the impact of disability on their working lives. The Know Your Rights feature covered maternity, holidays, debt and raised awareness of the latest scams. Benefits of being an Usdaw member, such as access to the Legal Plus service and Union learning, were regularly promoted. Features on branches explained how members could get more involved in the Union.

Network's six bi-monthly issues delivered in-depth resources, covering Usdaw campaigns like 'Freedom From Fear', 'New Deal for Workers' as well as promoting Membership Week, Respect Week and National Retail Workers' Day.

The magazine showcased the achievements of reps in the Activist in Depth and Organising Awards features. Other key topics included Usdaw's flagship Breaking Down Barriers Programme, Labour's proposed policies and features on the menopause, mental health, young workers, carers, drivers' safety and pensions. The magazine also celebrated Usdaw's victory in the Tesco fire and rehire case.

Rep teams who had successfully organised their workplaces were also highlighted and provided recruitment toolkits and best practice tips. There was also a strong focus on promoting the training Usdaw offers its reps and members with features on Summer Schools and the academies, alongside interviews with reps and members who have benefitted from Usdaw's first class training opportunities.

Both publications work hard to ensure a diverse range of people, from across all the regions, are given a voice in the magazines.

Campaigns

The Union's campaign activities had a major impact on the department throughout the year with a wide range of materials produced, order forms, general information and surveys emailed to reps and members. All the campaigns were heavily promoted on the website and in the media. The campaigns included 'A New Deal for Workers', 'Freedom From Fear', Respect Week, 'Supporting Parents and Carers', 'Mental Health Awareness', National Retail Workers' Day, 'Pensions Awareness', Pride events, 'Save Our Shops', 'Lifelong Learning', 'Young Workers', 'Wear Red to Work Day', 'Me, Work and the Menopause', 'Not all Disability is Visible' and Legal Plus/FirstCall awareness.

Conferences/Events

The department made arrangements for the stage set, technical equipment, videos, sound, lighting, exhibition area and branding of the venue for ADM. The various Agendas, NEC Statements and the Annual Report were printed and despatched. The document bags, lanyards and various other leaflets and documents were also produced.

The 2023 Organising Awards were held in January 2024 and arrangements were also made for the 2024 Organising Awards to be held in January 2025. The department produced the materials for the nomination process, as well as planning and liaising with the venue, regions and nominees for both the events.

Arrangements were made for exhibition stands and branding at the Labour Party Conference and the TUC Annual Congress. Both conferences were promoted via social media and in the media.

Arrangements were also made for the branding of the rooms for the Union's Retail Trades, Industrial and Political conferences.

Literature and Promotional Materials

Various new and revised leaflets, booklets, posters and briefings/fact sheets were produced during the year to support activities in the regions and campaigns. Materials were updated throughout the year with the new branding when items needed re-ordering or revising and by the end of the year most of the materials the Union has in stock were in the new branding.

New items were added to the Union's range of merchandise and stock items were updated and re-ordered. Many other materials were produced/revised/reprinted, including Education and Training materials, items for the new members' packs, various certificates and forms, campaign merchandise, Health and Safety and Pensions materials, advertisements for external publications and publicity materials to support regional activities. A variety of materials were also produced, including leaflets, postcards and posters, to support membership weeks and organising throughout the year.



Research and Policy

The Role of the Department

The department continues to provide a wide range of services and support for members and officials at all levels of the Union. Specialist research is conducted to aid Usdaw negotiators as part of the Union's Industrial Relations Strategy. This includes looking at pay and working conditions, examining company finances, and offering economic and social insights.

The department also supports the Union's efforts to recruit new members and organise workplaces, and to develop campaigns and policies by gathering input from members and creating campaign materials.

The department supports National Officers with negotiations and amendments to company policies and keeps members and representatives informed on company-specific developments. It also supports regional officials with queries around the workplace, government policy and social issues, as well as the practical support needed to manage campaigns.

The department provides information and support to the Central Officials and National Executive Council relating to industrial and policy issues throughout the year.

Industrial Relations Work

Researchers provided detailed information to support national and local wage negotiations led by both National Officers and Area Organisers respectively, as well as broader work on workplace issues and industry developments.

In 2024, the department prepared background information for more than 85 pay reviews and supported officials in drafting new or updated recognition and procedural agreements. Support was provided for officials and reps on disputes, including preparation for industrial action ballots.

This work included the maintenance of a departmental database of pay and conditions gathered from Usdaw agreements, allowing for comparisons across regions, industries, and nationally. Trends in collective bargaining and workplace issues are tracked to provide negotiators with useful and up-to-date information.

Policy Work

The department has drafted Usdaw responses to consultations, announcements and developments on issues including:

- Automation, Technology, Artificial Intelligence and Skills.
- Retail Sector and High Streets.
- Childcare.
- The National Minimum Wage.
- Flexible Working.
- Addressing and Preventing Sexual Harassment in the Workplace.
- Parental and Caregiving Leave and Pay Rights.
- UK Covid-19 Inquiry and the Scottish Covid-19 Inquiry.
- Business Rates.
- Non-Public Funds Negotiations.

The election of the new Labour Government has significantly shaped the department's policy work. A Government that is willing to listen to the needs and priorities of working people brings with it increased opportunities for Union engagement in public policy. For example, the introduction of the Employment Rights Bill has been a key focus area.

The Bill addresses a range of important topics, which have been assigned to individual staff members to ensure thorough analysis and detailed responses. Team members took responsibility for specific aspects of the legislation, developing policy positions, preparing briefings and providing advice. These topics include sick pay reform, enhanced trade union rights and the extension of day one rights.

The department provided policy advice and supporting materials for the Annual Delegate Meeting, as well as national and regional Labour Party and TUC conferences.

Campaign Work

A New Deal for Workers

Prior to the general election, the department was heavily involved in discussions with the Labour Party on the New Deal for Working People, including submitting policy papers and attending relevant meetings.

Post-election, the department was heavily involved in engagement on the Government's Make Work Pay Agenda, including by attending Ministerial Roundtables and meetings with civil servants on elements of the Employment Rights Bill, working with TULO to ensure comprehensive issue coverage, and collaborating with legal colleagues to address Usdaw members' concerns within the TUC and Labour Party.

The department, with support from Legal Services, provided a comprehensive response to a consultation on Employment Rights in Northern Ireland.

A member survey on employment rights was distributed and analysed, with the results used to inform and support the Union's responses to Government consultations on the Employment Rights Bill.

Retail Sector

The department supported the General Secretary's attendance at the Retail Sector Council and the Scottish Regional Secretary's attendance at the Scottish Industry Leadership Group with briefings and policy advice as required.

The department compiled findings and developed the Retail at the Heart of Our Communities Report, a strategy focused on supporting the workforce and the retail industry. The report was launched at a fringe meeting organised by the department during Labour Party Conference and distributed to MPs and local government representatives.

Sunday Trading

Following moves to deregulate Sunday trading in Belfast, as well as in Bangor and Newtownards, the department prepared relevant submissions for councils outlining the Union's strong objection to changes to the current Sunday trading restrictions.

Cost of Living

The department drafted Usdaw's Budget representations ahead of the Chancellor delivering the Spring and Autumn Budgets in the House of Commons, covering issues including the cost of living crisis and support for the retail sector. A member engagement activity was carried out in relation to the Budget, including an all member email and online poll on members' priorities.

The Cost of Living Survey was revised and re-launched during the year.

Freedom From Fear

The department assisted regions in organising campaign events, including visits from multiple MPs during Respect for Shopworkers Week. Collaboration with media colleagues ensured strong national social media coverage, helping to raise awareness of the issue of violence and abuse.

The department developed and promoted Usdaw's policing pledge.

The department produced briefings for Union officials on the campaign to assist with engagement with politicians and key stakeholders across the nations and regions of the UK.

National Retail Workers' Day

The department carried out organisational and administrative preparations for the event, and helped to secure support from employers.

Guidance and materials were produced for reps as well as content for social media and the website.

Recruitment and Organisation

The department supported the Union's recruitment efforts, including:

- Gathering and providing key information on new starters, inductions and store openings.
- Managing processes for member enquiries about becoming a representative.
- Overseeing rep elections and dealing with enquiries about becoming a rep.

The department organised and managed the administration for key events, including the Retail Trades Conference, Industrial Conference, Young Workers Week, National Retail Workers' Day and Road Transport Committee meetings. It further supported recruitment initiatives through planning, monitoring, reporting and managing agreements.

Tesco Support Team

The team delivers research and support to officials, reps and members regarding the Tesco agreements, covering areas such as:

- Supporting the National Officer with detailed pay claim documents, at negotiations, in review of site agreements, and at consultation, committee and forum meetings.
- Co-ordinating pay ballots and compiling information in preparation for the 2025 pay review.
- Advising Union officials and representatives on Tesco policies and recommending the most appropriate course of action when supporting members.
- Supporting the National Officer in discussions around updates to the partnership agreement.
- Regular communications, including emails to members, the Tesco Reps' newsletter and through the reps' area of the website.
- Continuing to manage a high volume of email and telephone enquiries, with a notable increase following the pay settlement announcement and the restructure announcements.
- Supporting collective consultations on restructuring, including transfers under TUPE.
- Supported TUPE discussions with Tesco Bank and Barclays, securing key protections for impacted colleagues. This included the transfer of collective agreements and bargaining rights.
- Assisted in the establishment of the first formal consultative forum following the recognition of Tesco maintenance colleagues under Sata.

Equalities

Women's Equality

The 2024 Spotlight Day theme was Stand up for Carers, raising awareness of a new right to unpaid carers leave and making the case for it to be paid leave. Survey evidence will be used to support calls for more investment in and support for unpaid carers including the reform of Carer's Allowance.

In March, reps supported the 'Me, Work and the Menopause' Campaign on International Women's Day. Now in its second year, the campaign is an effective way of raising awareness and highlighting the menopause as an occupational health and safety issue. Several employers have worked with the Union to introduce and improve menopause policies over the last few years.

Race Equality

The first group of members graduated from the Union's Breaking Down Barriers Programme in July and the impact of the programme on levels of activity and engagement is evident. Equality forums have been key to promoting and encouraging members to apply for the second year. Nineteen successful applicants took up their places in September.

The annual Black Members Weekend Workshop took place in October, with the theme of Strengthening Networks, Sharing Experiences. The event has a proven track record of encouraging activity and building the confidence of Black and Asian members.

The Union maintained its strong link with the anti-racism charity, Show Racism the Red Card, and reps organised record-breaking support for Wear Red Day on 18 October.

LGBT+ Equality

In July, the Union held its 11th annual LGBT+ Get-Together in Birmingham. The get-together is a valuable space to hear from LGBT+ members and it continues to provide a route into the Union for younger members and those new to Union activity.

Usdaw activists continued to raise the profile of the Union at Pride events, taking to the streets to show support and solidarity across the UK.

Disability Equality

Throughout the year the Union continued to raise awareness of the disproportionate impact of the cost of living crisis on disabled members and their families. Our 'Not All Disability is Visible' Campaign focused on the right to reasonable adjustments and the importance of embedding the social model, ensuring Usdaw reps are ahead of the game when it comes to representing disabled members at work.

The Union held its third co-ordinated Day of Action on Mental Health in October. The 'It's Good To Talk' Campaign continues to run all year round supporting reps organising around mental health as a workplace issue, and the Day of Action provides a useful focus to raise awareness of rights at work, challenge stigma and set out what the Union can do to help.



Politics

General Election

The UK General Election was held on 4 July. Whilst the announcement came at short notice, Keir Starmer, the Labour Party and the Union were prepared and welcomed the announcement. Following six weeks of campaigning, Labour were elected in a landslide.

Usdaw congratulates our Prime Minister, Keir Starmer, who led a transformed Labour Party to this election victory, and to all newly elected and re-elected Labour MPs. This election has changed the political landscape of the country, and after 14 years we have a Government that is genuinely responsive to our calls to action on behalf of our members to improve their lives. Under Tory rule, the Trade Union Movement had been excluded from the corridors of power, but Usdaw now meets with ministers and civil servants on a regular basis to make the views of members known.

Usdaw staff members Tracy Gilbert, Michael Wheeler and Connor Rand were all successful in their election bids, and Tracy and Connor's constituencies were vital Labour gains in the path to victory. All Usdaw-supported MPs are already working hard and will keep the campaigns and issues that matter to Usdaw members at the top of their agendas.

The Union is working with the Labour Government on delivering on the key issues that will bring meaningful and lasting changes for Usdaw members. These include:

- Implementing the New Deal for Working People.
- Making it a stand-alone offence to assault a shopworker.
- Addressing unequal business tax and additional support for high streets and town centres.
- Tackling violence against women and girls.
- Addressing the crises in the NHS, dentistry, and in the care sector.
- Tackling the cost of living crisis.

Key Seat Strategy

Usdaw had a Key Seat Strategy in place, supporting Labour Party candidates and working to mobilise members in 23 constituencies across the country long before the general election had been called.

Usdaw officials worked extremely hard on this strategy in the months running up to the election, laying the groundwork in anticipation of an election, which allowed activists to hit the ground running. This strategy paid off, as the Labour candidate won in all but two of the seats the Union supported.

This would not have been possible without the hard work of Usdaw officials, reps and members who went out and worked so hard on the ground. The Union received feedback from the Labour Party that our key seats were well organised and well run, and the results show that this approach was the right one.

Labour Party

Usdaw had a strong presence at Labour Party Annual Conference, including a fringe meeting to launch our report 'Retail at the Heart of Our Communities: A Strategy for the Workforce and Industry'. Usdaw moved a successful motion on infrastructure and industrial strategy which was passed unanimously by conference. The conference built on the success of previous years, demonstrating Labour is serious about the difficult tasks it faces now in Government.





Usdaw Committees/ Group Activities

General Note

This section of the Annual Report provides brief information on the activities of the following committees/groups during the year:

- National Equalities Advisory Group.
- Political Committees.
- Retired Members.
- Road Transport Section.
- Sata.
- Young Workers.

National Equalities Advisory Group

The Union's National Equalities Advisory Group (NEAG) met regularly throughout the year.

Elections were held at the end of 2023 with newly elected members taking up their places on Regional Equality Forums and the NEAG at the beginning of 2024. The three-year term runs to the end of 2026.

Activists who sit on the NEAG and Regional Equality Forums organised a range of activities to tackle inequality at work including:

- High profile campaign stands in workplaces and town centres on Spotlight Days, International Women's Day and Membership Weeks.
- Leading the Union's campaign activity on the Day of Action on Mental Health.
- Anti-racist campaigning, supporting Show Racism the Red Card and promoting the Union's Breaking Down Barriers Programme.
- Regional conference sessions and rep events on support for hidden disability at work and tackling racism.
- Workplace visits talking to members and non-members about equality issues including LGBT+ rights at work, sexual harassment and carers' rights.
- Equality sessions and stands at regional conferences, Pride festivals and other events.
- Newsletters highlighting the work of the forums and raising the profile of equality-related campaigns.



Political Committees

Regional Political Committees

The Regional Political Committees ended their term of office in 2024, and were due to be reformed in January 2025.

The role of the Regional Political Committees is to:

- Organise, take part in, and encourage other members in their region to take part in campaigning.
- Encourage and offer support to Usdaw members in becoming better engaged with the Labour Party, eg as activists, members or General Committee delegates.
- Liaise with members of the Usdaw Parliamentary Group in their region in support of the campaign and engagement work of the committee.
- Work with the Regional Political Co-ordinator to support Usdaw key seats at general elections and Usdaw candidates in local elections.
- Liaise with the Regional Council, Regional Equalities Forums, Young Workers' Committee and Retired Members' Committee, engaging in joint working and campaigns when possible.

National Political Committee

The National Political Committee met in June and October. The committee consists of the President (Chair), the General Secretary, the Deputy General Secretary, two National Executive Council members, the Political Officer, and the seven Chairs or Vice Chairs of the regional committees.

The work of the National Political Committee included:

- Co-ordinating Usdaw's campaigning work.
- Sharing best practice from the work done by the Regional Political Committees.
- Delivering campaigns in elections, both local and by-elections.
- Increasing the political engagement of members, including by increasing the number of Usdaw delegates to local Labour Parties.

Usdaw's Parliamentary Group

Usdaw members in the parliaments of the UK form the Usdaw Parliamentary Group and champion the Union's campaigns and the interests of members. There are now over 70 members of the group across the House of Commons, House of Lords, Scottish Parliament and Welsh Senedd. At the AGM in October, Michael Wheeler was elected Chair of the group, Connor Rand was elected Vice Chair, and Helena Dollimore was elected Secretary.

MP	Constituency
Douglas Alexander	Lothian East
Sadik Al-Hassan	North Somerset
Jess Asato	Lowestoft
Sarah Champion	Rotherham
Stella Creasy	Walthamstow
Judith Cummins	Bradford South
Anneliese Dodds	Oxford East
Helena Dollimore	Hastings & Rye
Stephen Doughty	Cardiff South & Penarth
Sarah Edwards	Tamworth
Chris Elmore	Bridgend
Kirith Entwistle	Bolton North East
Bill Esterson	Sefton Central
Emma Foody	Cramlington & Killingworth
Daniel Frances	Bexleyheath & Crayford
Tracy Gilbert	Edinburgh North & Leith
Becky Gittins	Clwyd East
Ben Goldsborough	South Norfolk
Nia Griffith	Llanelli
Sarah Hall	Warrington South
Carolyn Harris	Neath and Swansea East
Claire Hazelgrove	Filton & Bradley Stoke
Mark Hendrick	Preston
Gerald Jones	Merthyr Tydfil and Aberdare
Gen Kitchen	Wellingborough and Rushden
Siobhain McDonagh	Mitcham & Morden
Jim McMahon	Oldham West, Chadderton & Royton
Anna McMorrin	Cardiff North
Frank McNally	Coatbridge & Bellshill
Alice MacDonald	Norwich North
Ed Miliband	Doncaster North
Navendu Mishra	Stockport
Ian Murray	Edinburgh South
Alex Norris	Nottingham North & Kimberley
Dan Norris	North East Somerset and Hanham
Tristan Osborne	Chatham & Aylesford
Michael Payne	Gedling
Yasmin Qureshi	Bolton South & Walkden
Connor Rand	Altrincham & Sale West
Jonathan Reynolds	Stalybridge & Hyde
Tim Roca	Macclesfield
Matt Rodda	Reading Central
Sarah Russell	Congleton
Josh Simons	Makerfield
Jeff Smith	Manchester Withington
Gareth Snell	Stoke Central
Jo Stevens	Cardiff East
Gareth Thomas	Harrow West

MP	Constituency
Fred Thomas	Plymouth Moor View
Matt Turmaine	Watford
Liz Twist	Blaydon & Consett
Valerie Vaz	Walsall & Bloxwich
Chris Vince	Harlow
Christian Wakeford	Bury South
Andrew Western	Stretford & Urmston
Michael Wheeler	Worsley & Eccles
Katie White	Leeds North West
Rosie Wrighting	Kettering

House of Lords

Title
Baroness Anderson of Stoke-on-Trent
Lord Bassam of Brighton
Lord Cashman
Baroness Chapman of Darlington
Lord Coaker
Lord Hannett of Everton
Lord Hanson of Flint
Baroness Smith of Basildon

Scottish Parliament

MSP	Constituency
Jackie Baillie	Dumbarton
Mark Griffin	Central Scotland Region
Daniel Johnson	Edinburgh Southern
Anas Sarwar	Glasgow Region

Welsh Senedd

MS	Constituency
Jayne Bryant	Newport West
Vikki Howells	Cynon Valley
Sarah Murphy	Bridgend

Retired Members

A retired members' committee operates in every region and usually meets up to four times a year.

Retired Members' Conference

The 33rd Annual Retired Members' National Conference was held in Salford in May and was chaired by Usdaw's President, Jane Jones.

The guest speakers were Sasjka Otto, Senior Researcher at the Fabian Society and Jane Bevan, Marketing and Communications Manager, from Age UK.

Sasjka is the author of a report entitled 'When I'm 64'. The report highlights that the UK is facing a hidden poverty crisis among 60 to 65 year olds, and investigates the root cause of the issues and puts forward a strategy for solving them. Delegates were invited to interact with the recommendations within the report asking them to score which of the issues and remedies they felt were most achievable and relevant.

Jane Bevan gave some background to Age UK and explained that the local Age UKs provide free, impartial, and confidential information and advice about financial matters, health and wellbeing and options to make life more manageable. Conference discussed about scam awareness and how up to five million people aged 65 plus have now been targeted by scammers, and how distressing the impact has been not only from a financial viewpoint but on an emotional level as well.

Conference also discussed the important issue of digital exclusion amongst older people, the reasons why older people are not online and why it can be difficult if you are not digitally connected.

Both sessions were very interactive with delegates sharing their own invaluable experiences on these very topical subjects.

The conference gave each of the regional committee reps an opportunity to share the issues they had debated over the previous year and discuss the activities and campaigns they had been involved in.

The retired members appointed two delegates to be represented at the National Pensioners Convention (NPC) Trade Union Working Party meetings and a further two additional delegates to attend the NPC Annual Convention which took place in Blackpool in September.

Geoff Page, a member from Eastern Region, has continued to embrace his position on the Executive Council for the NPC. Geoff regularly shares correspondence and reports from his meetings and various articles of interest.

Retired Members' Quarterly Newsletter

The publication continues to prove extremely popular and featured numerous articles of interest throughout the year, including a regular feature on the latest scams, health issues, including how to spot dementia, and a reminder of the services and offers available to Usdaw's retired members.

Retired Members' Website

The website has been regularly updated throughout the year and has featured various articles including the State Pension errors which were reported by the DWP, how to claim pension credit and regular updates regarding the triple lock guarantee.



Road Transport Section

The section continued to focus on its set objectives, which are to:

- Raise Usdaw’s profile as a transport union.
- Co-ordinate road transport activities across Usdaw’s seven regions.
- Authorise claims to the Road Transport Distress Fund.
- Keep transport members updated on relevant legislation.
- Raise awareness among distribution workers of health and safety issues, forthcoming legislation etc.

The National Road Transport Committee met regularly during the final year of its term of office. The committee closely monitored developments in the sector, considering how they could affect the Union’s Road Transport members. The committee’s term of office ran until December 2024, and elections were held the final quarter of the year.

Key Developments

Road Haulage Decarbonisation

The electrification of the Road Haulage Industry is critical if the UK is to reach net zero by 2050. Heavy goods vehicles contributed 20% of all domestic transport CO2 emissions in the UK in 2021, despite only making up 6% of total vehicle miles travelled. In 2024, the industry continued to negotiate the significant challenges it faces if it is to meet the Government’s target of phasing out all new non-zero emission heavy goods vehicles by 2040.

Decarbonising the movement of freight by road is particularly difficult due to the long distance’s HGVs travel, the weight of the loads carried, and the intense utilisation of the vehicles. Challenges include the initial outlay cost, a lack of power grid capacity, and the heavy weight of electric vehicles. The committee is monitoring developments in this area to ensure the Union remains informed of any possible effects on our members moving forward.

Ongoing Work

Drivers’ Handbook

This continues to be a very popular publication, which is used regularly by officials and reps in recruitment exercises. The handbook was revised during the year to ensure that all sections are up to date. The Drivers’ Handbook is also available on the Usdaw website and is extremely popular with Union members.

Road Transport Distress Fund

The fund provides, in appropriate cases, for the relief of hardship suffered by any member of the fund as a result of incurring a fine and/or costs in respect of any traffic offence arising out of and in the course of the member’s employment. At the end of the year, membership of the fund stood at around 4,500.

Information and Advice

The section continues to offer support and advice to individual members, Shop Stewards, Regional Co-ordinators and Area Organisers on transport-related issues.



Sata

Membership

Sata (the Supervisory, Administrative and Technical Association) is the specialist professional section of the Union.

The Sata membership comes from a variety of Usdaw's sectors, but is mainly comprised of managers, supervisors, call centre staff and office workers.

Organisation

The Union continues to seek to increase the number of Sata members covered by our agreements, looking for new opportunities both within our existing agreements and by securing new agreements to strengthen our organisation and influence.

Developments

Membership of Sata increased to 6,390 with the section returning to growth as a result of the focus and commitment of reps to improve our density across the Sata population.

The Tesco Salaried Forum negotiated for all office and DC colleagues to be transferred on to the Stores/CEC/CFC salaried sick pay scheme which entitles them to a maximum of 16 weeks sick pay after 15 years' service. The forum has also established two joint-working parties with a view to reviewing rest day working in distribution and on-call working in stores for salaried colleagues.

Pay and Conditions

- **Next Distribution Sata** – An eight month deal was reached, effective from 1 August 2024, with a range of increases from 50p to £1 per hour, dependent on role. Roles receiving a 50p increase were eligible for a one-off payment of £300, based on an employee's full-time contract (30+ hours), paid in their August salary. Any contracts less than 30 hours received an £150 payment. In addition, from Spring/Summer 2025, a decrease to the pre-agreed overtime thresholds for grade 3, 4 and 5 employees, the creation of a Trainee Team Manager 'rate for the job', and a commitment to a joint working party to review the Head Office bonus parameters for grade 3 employees.
- **Well Pharmacy** – Effective from 1 October 2024, increases were performance-related. For role banded colleagues: 4.2% for outstanding performance, 3.7% for great performance, 3.2% for good performance, 2.2% for needs development and 0% for unsatisfactory performance. For Pharmacists & Pharmacy Managers, 5.2% for outstanding performance, 4.7% for great performance, 4.2% for good performance, 3.2% for needs development and 0% for unsatisfactory performance.
- **Lincolnshire Co-op Sata** – Effective from 8 September 2024, colleagues received a 3.75% increase to salaries.
- **Central Co-op Sata** – Effective from 1 July 2024, colleagues who have exceeded or delivered in their performance and as confirmed at their annual review received 4% increase. A 2% increase was paid to colleagues who have missed on their performance and as confirmed at their annual review.



Young Workers

During the year, the National Young Workers' Committee met four times. As well as helping to plan and run the National Young Workers' Weekend, the committee was involved in a number of other activities in the regions.

National Young Workers' Weekend

The weekend was held at Head Office on 2 and 3 November.

At the time of the weekend, there were 61,408 members aged 26 or under, constituting 17% of the total membership.

The weekend, which was organised by the Education and Training Department, was attended by 19 members, together with two staff members and Jo Crumplin and Michelle Whitehead, National Executive Council members.

Details of the delegates who attended the weekend are as follows:

Sector		Gender			Ethnic Origin	
Retail	Non-Retail	Men	Women	Gender Neutral	White	Black/Ethnic Minority
17	2	9	7	3	19	0

The weekend provided an opportunity for young Usdaw reps to find out more about the work of the Union and how to get more involved. At the same time, delegates were able to debate the issues that affect young people both in work and society. The National Young Workers' Committee helped in the running of the weekend which was based around a series of lively and interesting workshops, focusing on the anti-racism theme and the rise of the far right as seen in this year's riots, as well as improving engagement and support among young reps and activists. Once again, the weekend proved an ideal way for young members to participate in the Union and for many to take the first step on the road to greater involvement in activity on behalf of Usdaw.

Other Activities

During the course of the year, 263 Usdaw activists aged 26 and under attended training courses arranged by the Education and Training Department.

Usdaw was represented at the TUC Young Workers' Conference by:

- Morgan Eckersley (Norfolk Area Tesco)
- Charlie Gough (NW Tesco Retail No.6)
- Boriana Nacheva (Cheltenham and Tewkesbury)
- Joshua Swann (North Yorkshire Tesco)
- Viktorija Tamane (North West Kent Industrial)
- Dylan Welsh (Falkirk and Stirling)



Connections with Other Organisations

Affiliations

The Union continues to engage in international solidarity through our affiliation to the TUC, which in turn affiliates to the European Trade Union Confederation and the International Trade Union Confederation. In addition, the Union maintained affiliations to a number of international and national organisations, including the European Federation of Food Agriculture and Tourism Trade Unions (EFFAT), the International Union of Food and Allied Workers' Associations (IUF), the Involvement and Participation Association (IPA), the National Pensioners' Convention (NPC) and Unions21.

Trades Union Congresses/Conferences

British TUC

This year's British Trades Union Congress was held in Brighton in September.

An Usdaw delegation attended Congress, and a delegation pre-meeting was held to discuss the conference and motions.

Udsaw's motions on 'Training and Skills' and 'Universal Credit' were moved by the Union, and both were unanimously carried by Congress. Udsaw was proud to second a motion on 'Miscarriage Leave' from NASUWT and speak in support of a motion on 'End of the Hostile Environment Towards Workers'.

Udsaw rep, Syed Hadi Naqvi, received the TUC Congress Award for Organising.

Paddy Lillis, General Secretary, and Joanne Cairns, Head of Research and Policy, were re-nominated and elected to serve as Udsaw's representatives on the TUC General Council. Dave McCrossen, Deputy General Secretary, was re-nominated and elected to the General Purposes Committee.

TUC Women's Conference

This year's conference took place in London in March.

Udsaw's motions on 'Supporting Women Carers' and 'Women's Under-Representation in Policy and Decision Making', which formed part of the composite motions on recognising paid and unpaid care and women's rights and representation and safety respectively, were adopted by the conference.

Jane Jones, President, was elected to Section A of the Women's Committee and Lebo Phakoe was elected to Section B of the Women's Committee, the section specifically allocated for Black women.

TUC Black Workers' Conference

This year's conference took place in London in April.

Udsaw's motion on 'Black Women and Sexual Harassment' was adopted by the conference.

Janet Hankin, National Executive Council member, stood for Section A of the TUC Black Workers' Race Relations Committee and was elected.

TUC Disabled Workers' Conference

This year's conference took place in Liverpool in May.

Udsaw's motion on 'Adopting a Social Model Understanding' was adopted by the conference.

Val Cooke, National Executive Council member, stood for Section A of the TUC Disabled Workers' Committee and was re-elected.

TUC LGBT+ Conference

This year's conference took place in London in June.

Udsaw's motion on 'Ending HIV Discrimination' was adopted by the conference.

Debbie Wilson, National Executive Council member, stood for Section A of the TUC LGBT+ Committee and was elected.

Others

Delegations also attended the ICTU (NI) Biennial Conference, the ICTU Women's Biennial Conference, the Scottish Trades Union Congress, the STUC Black Workers' Conference, the STUC Disabled Workers' Conference, the STUC LGBT+ Conference, the STUC Women's Conference, the STUC Youth Conference, the Wales TUC Biennial Conference and various regional TUC Conferences held during the year.

Labour Party Conferences

Labour Party Conference

The Labour Party Conference took place in Liverpool in September. The conference was attended by an Usdaw delegation, who played an active role in the proceedings throughout.

The Union's motion on 'Infrastructure: Retail at the Heart of Our Communities' was accepted into a composite motion, which was moved by the General Secretary and agreed by conference.

The Union's motion on 'AI and Automation' was also accepted into a composite motion. The Union seconded this motion, which was passed by conference.

Udaw also hosted a fringe event on 'Retail at the Heart of Our Communities', where speakers included Paddy Lillis, General Secretary, Helen Dickinson OBE, Chief Executive Officer of the British Retail Consortium, and Joe Fortune, General Secretary of the Co-op Party. There was a thought-provoking debate on the issues faced by the retail sector and its workforce, as well as the opportunities for a Labour Government to support the workers and the sector through these challenges.

Attendees at the conference were able to get information about the work of the Union and our campaigns from the Usdaw stand in the exhibition area.

National Conference of Labour Women

The conference took place on the day preceding the Labour Party's Annual Conference on 21 September in Liverpool.

Udaw submitted a motion on the subject of 'Sexual Harassment in the Workplace', which was composited and adopted by conference.

Udaw's delegation played a full and active role in the conference sessions.

Others

Delegations also attended the Scottish Labour Party Conference, the Scottish Labour Women's Conference, the Welsh Labour Party Conference and various regional Labour Party Conferences held during the year.



National Executive Council Members

As at 31 December 2024

President

Jane Jones



General Secretary

Paddy Lillis



A - South Wales and Western Region

Mervyn Sterry



Debbie Wilson

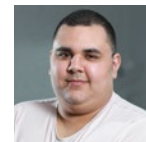


G - Scottish Region

Susan Donaldson



Paul Watson



C - Eastern Region

Val Cooke



Simon Vincent



H - Southern Region

John Barstow



Keith Jones



E - Midlands Region

Julie Haycraft



Michelle Whitehead



K - North West Region

Robert Bell



Janet Hankin



F - North Eastern Region

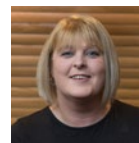
Jo Crumplin



Tracy White



Caroline Williamson



Regional Council Members

As at 31 December 2024

A – South Wales and Western

Name	Branch
Laura Crompton	Penwith Kerrier
Kenneth Kenny	Plymouth and District General
Tracey Lowther	Somerset General
Nick May	Magor Distribution
Tracy Millard	Gloucester General
Beverley Perkins	Newport and District
Raktima Sarkar	Cardiff Central
Kay Timbrell	Stroud, Cotswold and District
Gareth Tucker	Mid Glamorgan PT
Rebecca Webber	North Gwent

C – Eastern

Name	Branch
Maxwell Adu-Yeboah	North East London Retail
Amanda Fleming	Thames North West Retail
Richard Groves	Tesco Dagenham Distribution Centre
Brian Lewis	Norwich and Mid Norfolk
Ronak Masrani	Tesco West Herts
Stephen Peaty	Eastern Distribution No.1
Lebo Phakoe	West Essex Retail
Jacqui Thurgood	North Essex Retail
Steven Tribe	Ipswich & South Suffolk General
Jean Wonnacott	Home Counties Tesco Retail No.2

E – Midlands

Name	Branch
Simon Archer	Weetabix
Kelvin Blake	West Midlands General No.2
Gareth Coates	West Midlands Warehousing No.1
Michelle Dennis	Worcestershire Area Co-op and Tesco
Peter Farrant	West Midlands Morrisons No.2
Charmaine Finch	North Midlands Area Tesco
Nash Kumar	Ashby (United Biscuits)
Simon Willmott	Boots Logistics (Nottingham)

F – North Eastern

Name	Branch
Paul Barker	Malton Bacon Factory
Jane Campbell	Morrisons Grimsby Seafood
Charlie Johnson	North & East Yorkshire Co-op
Alexander King	NE Tesco North
Natalie Naisby	Sainsbury's Northern
Mandy Naylor	North Yorkshire Morrisons
Angela Partington	Leeds PT
Shavonne Sanders	Wincanton Sherburn-in-Elmet
Phil Shaw	West Yorkshire PT
Brenda Stephen	Northern Morrisons

G – Scottish

Name	Branch
Kelly Burr	Aberdeenshire North East
Elaine Dennis	Edinburgh West
Alex Irvine	Tesco Livingston Distribution
Robert Killin	Dunfermline
Jordan Mardon	Angus
Laura McLean	Dundee City
Neica McLorinan	Dundee Tesco Call Centre Sata
Karen O'Neill	Tesco Banking Glasgow
Scott Redpath	Borders
Rebecca Ross	Glasgow City South

H – Southern

Name	Branch
Andrew Coley	Bournemouth and South Dorset
Carrie Fineran	Isle of Wight PT
Vanessa Jackson	Basingstoke
Jiri Marek	DHL Logistics Dartford
David McCuish	North West Kent
Charles Odulana	South West London
Sujata Patel	West Surrey
Gillian Paterson	Mid Sussex
Uday Pandya	Croydon Metropolitan
Janette Thomas	South East London General

K – North West

Name	Branch
Terry Adair	NW Recognition
Donna Barton	NW Tesco Retail No.3
Ian Beesley	NW Co-op Group Distribution
Tommy Boyne	NW General
Elaine Cole	NW Co-op Group Retail
Elizabeth Davidson	NI Asda
Trish Elder	NW Tesco Retail No.5
Matthew Fairlie	NW Tesco Retail No.7
Kate Hill	NW Tesco Retail No.8
Colin Jones	NW B&M Distribution
Jackie McNeill	NI Co-op Group
Tony Penn	NW Evri

Central Officials

Paddy Lillis	General Secretary
Dave McCrossen	Deputy General Secretary
Brendan Duggan	Executive and Administration Officer
Nick Walker	Central Treasurer

Trustees

Robert Bell	Jo Crumplin
-------------	-------------

Auditor

Crowe LLP

Scrutineers

Susan Hallam	Amanda Owens
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Usdaw Group of MPs

Douglas Alexander	Sadik Al-Hassan
Jess Asato	Sarah Champion
Stella Creasy	Judith Cummins
Anneliese Dodds	Helena Doolimore
Stephen Doughty	Sarah Edwards
Chris Elmore	Kirith Entwistle
Bill Esterson	Emma Foody
Daniel Frances	Tracy Gilbert
Becky Gittins	Ben Goldsborough
Nia Griffith	Sarah Hall
Carolyn Harris	Claire Hazelgrove
Mark Hendrick	Gerald Jones
Gen Kitchen	Siobhain McDonagh
Jim McMahon	Anna McMorrin
Frank McNally	Alice MacDonald
Ed Miliband	Navendu Mishra
Ian Murray	Alex Norris
Dan Norris	Tristan Osborne
Michael Payne	Yasmin Qureshi
Connor Rand	Jonathan Reynolds
Tim Roca	Matt Rodda
Sarah Russell	Josh Simons
Jeff Smith	Gareth Snell
Jo Stevens	Gareth Thomas
Fred Thomas	Matt Turmaine
Liz Twist	Valerie Vaz
Chris Vince	Christian Wakeford
Andrew Western	Michael Wheeler
Katie White	Rosie Wrighting



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M50 3XZ

