



## Season's Greetings



*Ann Breen*

**On behalf of the General Council, I'd like to wish you a very merry Christmas and a happy New Year.**

At this time of year, like many people I am sure, I find myself taking stock of the past 12 months and thinking ahead to the next. For me personally, 2010 was very rewarding, especially with being elected President of NACO. However, for many other people, and indeed the country as a whole, it has not been an easy year. Let's hope that the economy continues to recover and that the uncertainty facing many over job security recedes.

Christmas is always a time of reflection and behind all the festive rejoicing can be one of the hardest and loneliest times of the year for those that have lost loved ones, are in poor health, the vulnerable and the homeless. I am sure that we can all think of someone who is affected in this way and it is always worth considering if there is

anything extra special that we can do to help them at this time of year.

It is good to see that the co-operative movement as a whole is thriving and we should all be pleased about that. I am sure that many of you have played an important part in helping to make your co-operative a success and I do hope that you feel appreciated and rewarded for your efforts.

Life is full of ups and downs of course, so it's always good to know that NACO is there for us if the going gets tough at work. Don't suffer in silence – we're happy to help! And if you are pleased with the service we give,

please don't hesitate to spread the word to colleagues who are not yet members.

As usual, NACO won't be sending Christmas cards this year, but we will be making a donation instead to Help for Heroes, our President's charity. I hope you agree this is a worthy cause and I am sure our contribution will be gratefully received.

It just remains to wish you and your families a happy and peaceful Christmas holiday and all the very best for 2011.

Ann Breen  
NACO President

## Neil Buist Re-elected

**Neil Buist has been elected unopposed as General Secretary of NACO.**

"I'm delighted to have been elected and I look forward to working with our President, General Council, officials and members for five more years. I would like to thank everyone for their support and I will continue to serve NACO to the best of my abilities in the years to come.

"These are challenging times for everyone, but there are many opportunities for co-operatives and their employees, so I'm pleased to have the chance to help take NACO forward into the future."

Neil began his second term as General Secretary on 8 November and holds office for a maximum term of five years, when he will need to stand for re-election. It is a legal requirement that General Secretaries of registered trade unions must be elected to office and cannot continue for more than five years without facing election.

NACO President Ann Breen said: "Neil has played a very valuable role at NACO as General Secretary since 2005. On behalf of the General Council, I would like to congratulate him on his election and we look forward to working with him in future."



Neil Buist, General Secretary

# Welcome

2010 has been another busy and successful year for the co-operative movement, but without the upheaval of large scale acquisitions and mergers, which have affected many of our members in recent times. However, with the state of the economy still uncertain and spending cuts on a scale which hasn't been seen for a generation, 2011 will not be easy.

The formation of a new Coalition Government has of course changed the political landscape in this country and it has become clear that we are all going to suffer from the cuts agenda. No one really knows exactly what effect these cuts will have on the country but, from what we know so far, at least half a million people are set to lose their jobs, and changes to benefits, pensions and taxation will leave many others worse off. It is almost inevitable that the High Street will suffer, and add to that the VAT rise in January, and the impact could be devastating.

However, at NACO we believe that this is not the time for companies – or indeed the Government – to take advantage of employees by paying them less, reducing their rights or expecting them to do more because they are employing fewer workers. On the contrary, good employers – especially in the co-operative movement – should be using this as an opportunity to set an example to others by ensuring that salaries, benefits and training fully reward and invest in the abilities and dedication of their employees.

No doubt many of us are also holding our breath to see what the concept of the Big Society turns into on the ground. If it means giving individuals and communities a bigger say in how their services are delivered, through a co-operative or mutual organisation, it could be good news – assuming of course that the appropriate advice, support and funding are made available. If, on the other hand, it is a smoke screen for more cuts and a smaller state then it could be disastrous – not only for the country but for the reputation of co-operatives as well. Only time will tell of course, but it is reassuring to know that organisations such as Co-operatives UK are involved in the debate.

Recent news of the transfer of Co-operative Travel personnel to a Joint Venture with Thomas Cook has led to uncertainty for many of our travel colleagues, who are waiting to find out how the move will affect their terms and conditions. As we report on page 11, NACO has started discussions with representatives from Co-operative Travel and we will keep members updated through regular newsletters and via our website.

The advert on the back page outlines our new member recruitment campaign, and we hope you will be able to help us by getting involved and nominating your colleagues as new members. We'd really appreciate your support – and remember we'll give you £30 of Co-op vouchers for every new member you nominate and who joins NACO for a year, as explained in the advert.

Finally, I would just like to take this opportunity to say once more how delighted I am to have been re-elected as General Secretary. It is a very rewarding job, which brings me into contact with many people across the co-operative movement, and I looking forward to serving the members of NACO for another five years.

**Best wishes for Christmas and the New Year!**

## Highlights

- CFSMA CONFERENCE REPORT
- NACO IS GOOD FOR YOUR CAREER!
- BRINGING DOWN THE COST OF FUNERALS IN SOUTH AFRICA
- NACO AGM 2011
- ROUGH GUIDE TO NACO

## Highlights of 2010 Survey

Our latest member survey has given us the opportunity to consult with members on what really matters to you in terms of future collective negotiations and the performance of the Association.

Although the results are still being collated, NACO can confirm that 519 members completed the survey, which is over 21% of membership, with a good spread of returns from the Co-operative Group, CFS and other co-operative societies. 73% of respondents were aged 36 or over, 63% were male and 62% had been employed for 10+ years.

Full details will be posted on the website early in the New Year, but a taster of some of the highlights from the survey are:

- Pension provision, holiday entitlement, bonus, death in service benefit and sickness benefit were felt most strongly by members to be the most important areas of their total reward package
- Seen as less important to seek improvement

were London / location allowances and childcare vouchers

- Responses to maternity / paternity / adoption leave, parental leave and car parking were rated as moderate in importance
- NACO performance was perceived to be generally high with ratings of either "very well" or "acceptable" from between 80 to 92% of respondents, but room for improvement in terms of increasing perception of what is done "very well"
- Members gave feedback on a variety of ways that NACO can improve its service with more communication strongly recommended.

"The survey has given us some very strong feedback and areas for focus and has been discussed at the NACO strategy day held in November," says NACO President Ann Breen. "Thank you to everyone who took part and we look forward to sharing our findings with you in the New Year."

## NACO finds out more about the largest rural Co-operative Schools Trust



Jack Devers, Trevor Hayes and Neil Buist outside Queen Elizabeth Humanities College in Bromyard, Herefordshire

During their visit to Herefordshire, Neil and Jack visited the Group's Leominster offices as well as the Group's newly expanded Centre for Higher Education on the Queen Elizabeth Humanities College site in Bromyard.

NACO also took the opportunity to find out more about the newly established Education for Bromyard Co-operative Trust. Talking to Trevor Hayes from the lead school, Queen Elizabeth Humanities College, Jack and Neil found out about how the Trust was officially formed on 1 November 2010 and how it is the largest rural Co-operative Schools Trust, with the Co-operative Group and the Robert Owen Group as Trustees.

**Neil Buist and NACO Vice-President Jack Devers recently visited the Herefordshire based Robert Owen Group.**

NACO has a long standing partnership agreement with the Robert Owen Group, with NACO operating as the Group's staff union. The Robert Owen Group is perhaps unique in that it pays the NACO subs on behalf of their staff, giving all staff members the opportunity to be part of the union.

The Robert Owen Group is one of the largest education and training co-operatives in the UK offering services and support to local schools and colleges through teacher training, regeneration and social enterprise opportunities. The Group is based in Herefordshire, and operates throughout the Marches and West Midlands region.

www.robertowen.org  
www.queenelizabeth.hereford.sch.uk

## CFSMA Conference 2010: “Leadership, Building for the Future”



Steve Carty presents the President's Chain of Office to David Dernley

**“Leadership, Building for the Future” was the theme of this year’s Co-operative Funeral Service Managers’ Association (CFSMA) Conference, which took place in Manchester’s New Century Hall on Friday 17 and Saturday 18 September, following on from the Funeralecare Conference.**

The keynote speaker at this year’s event was Humphrey Walters. An expert in helping individuals perform to high levels, as well as helping to develop winning teams and leaders for organisations and professional bodies, Humphrey is a visiting fellow of inspirational leadership at Henley Management College. He worked with the England rugby team that won the World Cup in 2003 and is now working with Sir Clive Woodward and the British Olympic judo team. The topic of Humphrey’s speech was how ordinary people can achieve extraordinary results.

Three training sessions focusing on the theme of leadership were delivered by Acumen Development Consultants, led by Simon Cartwright. Acumen has worked with many public and private organisations to help them grow their leadership capability and the themes of the three workout sessions were: “Management and Leadership”; “Making Credibility Credible” and “Networking”.

In his address to the conference, National President of the CFSMA Steve Carty explained the importance of leadership in helping to deal with the challenges faced by businesses.

Steve said: “It is only through effective leadership that our teams and businesses will be flexible enough to adapt to change when it arrives and

ultimately capitalise when new opportunities present themselves.”

According to Steve, change-adept organisations share three key attributes, each associated with a particular role for leaders. Firstly, the imagination to innovate – to encourage innovation, effective leaders help develop new concepts, the ideas, models, and applications of technology that set a business apart. Secondly, the professionalism to perform – leaders provide personal and organisational competence, supported by workforce training and development, to execute flawlessly and deliver value to ever more demanding customers. Finally, the openness to co-operate – leaders make connections with partners who can extend the organisation’s reach, enhance its offerings, or energise its practices.

“These are just some of the attributes that we must aspire to gain so that we ensure our teams and our businesses are as dynamic as possible,” added Steve.

During the conference, £4,400 was raised for the President’s nominated charities, Motor Neurone Disease Scotland, Scotland’s only charity dedicated to serving the needs of people with MND and their families, and The Friends of Kuleana, which helps support a street children centre in Mwanza, Tanzania.

“I would like to thank everyone who contributed to these great causes, which mean such a lot to me and my colleagues at Funeralecare,” says Steve.

David Dernley, the new CFSMA President for 2010/11, was installed on the Saturday evening of the conference. David is Head of Funeral Services at Lincolnshire Co-operative – a post he has held since 1997. He joined CFSMA in the same year and was elected onto the Executive Committee in 2005.

In his inaugural address, as well as acknowledging the great privilege of representing the Association as its President, David spoke of his desire to engage non-participative members by ensuring the CFSMA has something meaningful to offer them. To help achieve this, David explained that he will be leading the Executive in a strategic review, following on from the one carried out in 2008.

Next year’s CFSMA Conference will once again be held in New Century Hall, on 16 and 17 September 2011, following on from the Funeralecare Conference. The theme will be “Developing and Maintaining Excellence” and further details will be posted on the NACO website in due course.

## Goodbye Carol ...



Carol Parkes

**Carol Parkes, NACO’s Membership Administrator, looks back on her time at the Association and ahead to her retirement.**

It’s time to hang up my boots!

I was made redundant from the Co-operative Group in 2003, after working there for almost 34 years as a Management Accountant. During my consultation period I was represented by Lindsay Ewing, who was NACO General Secretary at the time. I departed from the Co-operative Group in May that year, having resigned myself to retirement.

Then, one day in July 2003, I had a phone call from NACO asking me if I would be interested in covering for Lynne Higginbottom, NACO’s Finance & Administration Officer, who was going on maternity leave. I started working part time for NACO on 20 October 2003.

Lynne returned to work the following year and I was asked if I would consider a permanent position with NACO. I became the Membership Administrator – an entirely different position and a new challenge.

I have enjoyed my time with NACO, and have gained so much more knowledge with regard to the problems that arise in the working environment. It certainly does pay to belong to a trade union.

I am now looking forward to spending my retirement travelling with my husband Dave and to spending more time with my two grandchildren, Catherine and Matthew.

I would like to thank all my colleagues at NACO, not forgetting Lindsay Ewing, for all their help and kindness. I would also like to wish my successor Natasha good luck and best wishes – I am sure she will enjoy working for NACO.

## ... Hello Natasha

**Natasha Hallworth is the new Membership Administrator at NACO, taking over from Carol Parkes.**

Natasha was working in the transport department at EMR Ltd – a global leader in recycled products and environmental services – before she joined NACO.

“I just happened to be in the Job Centre with a friend who was looking for a job,” says Natasha, “when I saw an advert for Membership Administrator at NACO. It sounded really interesting, so I decided to apply. I had been working at EMR for two years and needed a change, so it was great to get the job at NACO.”

Working at NACO is also a lot closer to home for Natasha.

“My previous job was based in Salford, so working at NACO is much nearer to where I live in Hyde, which is really convenient,” explains Natasha.

When she is not working, Natasha enjoys going to the gym, spending time with friends, family and her boyfriend, and going to the cinema.

“I’m looking forward to doing my job at NACO,” says Natasha. “I’m really enjoying it so far and everyone is very friendly and helpful.”

All the team at NACO would like to wish Natasha well in her new role!



Natasha Hallworth

# It's Official... NACO is Good for Your Career!

Recent research by NACO has revealed that some of our longest serving members are employed in senior positions within the co-operative movement. In this article we speak to three of these stalwarts who explain why they joined NACO and the importance of the Association to their careers.



Tony Gudgeon

NACO has analysed the length of time its active members have been in membership of the Association. The results show that approximately 75% of members joined in the last 10 years, with the other 25% joining as long ago as 1974 – some 36 years ago. While this demonstrates that NACO has a dynamic membership with a regular intake of new members, it also highlights that many members have had long and successful careers in the movement.

Tony Gudgeon, CEO of Chelmsford Star Co-operative Society, is our longest serving active member, having joined in March 1974. Mervyn Wilson, Principal of the Co-operative College is our third longest serving active member, joining the Association in July 1974, and Jim Hopley, Chief Executive of Channel Islands Co-operative Society, the fifth longest, having joined in April 1975.

Tony Gudgeon says: "It is a big surprise to be the longest serving active member, but I have to say it has been a huge privilege to be in the Association."

"Over the years I have witnessed the work of the Association from both angles, i.e. being represented by them, and listening to their representations on behalf of others. The one thing that stands out for me is the Association's professionalism and sincerity and I am one of many hundreds who have reason to be grateful for the Association's support."

"The movement has changed beyond recognition in my (almost) 50 years' total service but, to the Association's credit, it has adapted and remained totally relevant."

Mervyn Wilson explains that, as the son of an active trade unionist (his father was a shop steward in the old Amalgamated Engineering Union), he was brought up to recognise the importance of trade unions.

"I joined NACO as soon as I was appointed Education



Jim Hopley

Organiser in the former London Co-operative Society in 1974," he says.

"I have always believed in playing an active part in the democratic life of the union, and over the years worked in a number of constituent associations, including helping to establish the Constituent Association for Member Relation Officers in the 1980s."

"Looking back, NACO has been remarkable in effectively representing its members throughout a period of enormous change within the co-operative sector. Being part of a small union means that members can always draw on a highly experienced professional staff to represent them. That is why I am proud to be a member of NACO, and encourage all members of the Co-operative College staff to do likewise."

Jim Hopley says that, as a young manager joining a co-operative society in the Seventies, gaining NACO status was always the driving ambition for him and his peers.

Jim explains: "In those days, this was a privilege awarded only to a limited number of individuals and always seen as a huge landmark in anyone's progress within the organisation."

"When I secured this ambition in April 1975, on my appointment as Assistant Grocery Buyer of what was then the Birmingham Co-operative Society, it probably cemented my lifelong career in retailing. What I learnt early on, however, was that the 'status' was one thing, but to then gain the benefits, one needed to become an active member of the organisation."

"Subsequently, after moving to the Channel Islands, this was a key driver in my managerial ethos, whatever role I was fortunate to find myself in, and having the constructive support of NACO behind me and my colleagues has always served us well."

Neil Buist says: "It is great to see that colleagues who have dedicated their careers to the co-operative movement have benefited from advice and guidance from NACO over the years. I hope that we continue to see members' career aspirations fulfilled in the co-operative movement and look forward to the opportunity to support them through the offices of NACO."

## Bringing Down the Cost of Funerals in South Africa

By Stirling Smith, International Programmes Manager, the Co-operative College

A project involving Funeralcare, the Co-operative College and CFSMA is trying to help families in South Africa enjoy the benefits of a low cost, co-operative funeral service. The project is funded by the Co-operative Enterprise Hub.

### The cost of a funeral

The project started by researching the cost of funerals in South Africa. Funerals for residents of South Africa's townships can be expensive, if not exorbitant. The average cost of a low income funeral in Soweto, for example, is about 6,700 rand (£600) in a community where more than half the households have annual income of less than 9,600 rand.

The opaque nature of funeral pricing can lead to low income funerals costing double the cost incurred by the municipality for the 'pauper burials' it provides. Breaking down the costs involved is difficult because funeral services businesses talk in terms of the total funeral package, but it is clear that there can be 200% to 300% mark ups on coffins, for example, which have a huge impact on total costs.

Funerals in Johannesburg townships may be provided by formal funeral services businesses, registered with and licensed by the municipal authorities, or informal funeral services, which are unlicensed.

### Burials

In general, most Africans prefer burials to cremations. Thirteen cemeteries in Johannesburg are operated by the City of Johannesburg, with a set tariff. However, lack of information about these tariffs in communities has led to manipulative pricing by unscrupulous funeral operators. There are also a small number of privately run cemeteries.

Tombstones are an important cost in African and township funerals. There is a tradition in the African community of waiting three to four years for the grave to settle before a tombstone is erected, an event which is like a final tribute to the person who has died. A granite tombstone can cost between 2,000 and 16,000 rand and is a major item of expenditure for low income families.

### Co-operative possibilities?

It is estimated that a co-operative could reduce the overall cost of a low income funeral by almost a third, to around 4,000 rand (compared with 5,695 rand at present). Colleagues in Zola, Soweto and Ivory Park – two townships – are very interested in the possibility of a co-operative funeral business. The City Council of Johannesburg is also providing support.

### Next steps

A delegation from the townships in Johannesburg is due to arrive in the UK on 20 November for a week long visit. The delegation will start in Manchester and then move to Glasgow to see the Shield Hall Funeralcare hub.

Following the visit, a team from Funeralcare will travel to South Africa to give hands on advice on how to run an effective, successful ethical – and economical – funeral business for some of the poorest communities in Johannesburg.

For more information and a copy of the research report into South African funerals email Stirling Smith: [stirling@co-op.ac.uk](mailto:stirling@co-op.ac.uk).



# NACO AGM 2011: A Date for Your Diary

The 2011 Annual General Meeting takes place on Wednesday 18 May at the Thistle Hotel, East Midlands Airport.

The event commences on the evening of Tuesday 17 May with the President's Dinner, to which all delegates are invited. The AGM will follow on Wednesday morning and will comprise of four main elements:

- NACO Awards
- A review of 2010 NACO performance, including adopting the annual report
- A presentation on the NACO strategic plans
- Motions to the AGM, including the presentation of a new Rule Book\*.

The AGM is followed by our Members' Meeting and we are delighted to confirm that Gareth Thomas MP, Member of Parliament and Chair of the Co-operative Party, will be speaking at the meeting. Gareth will be discussing the economic challenges of the future, the impact on the community of Government cost cutting and how the co-operative model may provide an alternative solution.

Full details of the AGM programme will be available on our website and in the next edition of *co-operative official*.

*\*The new Rule Book will contain details of revised membership categories for NACO. If you are unsure about which membership category you should be in, please contact NACO head office.*

## Launch of Kevin Yorath Award for Service to NACO

General Council has established a new award for members which amalgamates the former NACO "For Service" Award and the former Kevin Yorath Memorial Award.

The new award will be made in recognition of current or former members' support of NACO during their time in the co-operative movement. In considering worthy recipients, General Council will review members' commitment to NACO according to the following factors:

- Recruitment of members to NACO
- Individual representation of members in times of difficulty
- Pursuing members issues with the employer through collective bargaining
- Educational assistance to members via seminar and conference work

- Support of NACO through involvement in Constituent Associations and other NACO committees
- Sustained effort over many years service to NACO.

General Council will consider nominations for the award submitted by Constituent Associations, individual members or members of General Council, and the award will be presented at our AGM.

"The Kevin Yorath Memorial Award was originally established to commemorate the exceptional service given by the late Kevin Yorath to NACO, in his capacity as Assistant General Secretary over a period of 23 years," says Neil Buist. "The new Kevin Yorath Award for Service to NACO will help to perpetuate Kevin's legacy by rewarding members who have made an important contribution to the Association."

Nominations for this prestigious award are now open and members can submit nominations via their Constituent Association or directly to NACO on [info@naco.coop](mailto:info@naco.coop) by Friday 18 February 2011.

## General Council Elections 2011

Nominations are now being sought for the 2011 General Council Elections.

The General Council is made up of 16 members drawn from the two membership classes - the Co-operative Group Class (ten seats) and the All Others Class (six seats). In the 2011 election there are five seats in the Co-operative Group Class and three seats from the All Others Class available.

Full members (including Unity members and part-time members) are invited to stand for election. The existing members of the General Council are also eligible to stand for re-election.

For more details about General Council, its role and responsibilities, please visit the NACO website - and take a look at the article opposite.

Nomination forms can be obtained from NACO head office or downloaded from our website. The last day for nominations to be received by the General Secretary is Wednesday 9 March 2011. If a ballot is required, this shall commence on Wednesday 23 March 2011 and conclude on Wednesday 13 April 2011. The results will be declared at the NACO AGM.

## Rough Guide to NACO

Ever wondered exactly how NACO works? In this article we take a closer look at the way the Association is governed.

NACO is an independent certified Trade Union and a member of the Trades Union Congress (TUC), as well as being a dedicated management association.

NACO is governed by a General Council elected by and from the membership which meets four times a year to debate strategy and progress negotiations with co-operative societies. The General Council has full control of the business of the Association and has the power to apply the funds of the Association in pursuance of the objects. Every decision and order of the General Council shall be binding on the members and Constituent Associations, subject to appeal at the AGM.

Members of the General Council are elected for a two year tenure and the committee consists of a maximum of 16 members. The members are drawn from two classes of membership, ten from the Co-operative Group Class and six from the All Others Class.

From its number, the General Council appoints a General Purposes Committee that acts as a finance and audit committee to closely review NACO's finances. This committee meets with NACO's auditors to review accounting practices, provides insight to the General Council on financial matters and ensures that NACO complies with HMRC guidelines.

Similar to other trade unions, every member of NACO is allocated a branch - in NACO these are called Constituent Associations. These are of two broad categories - the first is based on geography, usually

upon a particular Society thus enabling members to meet together locally and the common interest is that they are employed by the same Society; the second category is organised nationally based on the trade or profession of the individuals in membership of it.

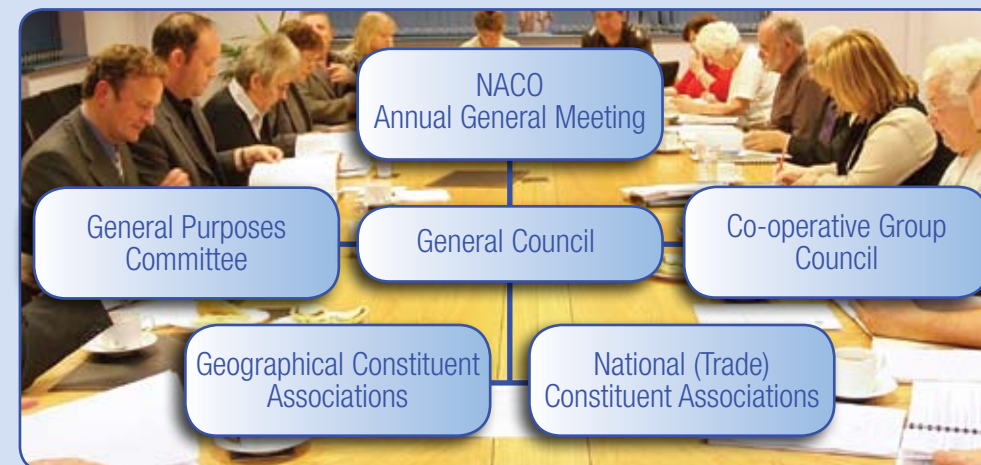
From the members of the Constituent Association, nominations are sought to create a committee which has discretionary powers to deal with local and domestic issues. Where issues would have an impact on members on a national basis, the recommendations of the committee would be subject to the confirmation of the General Council.

Constituent Associations meet as often as determined by local rules, but not normally more than four times a year.

In relation to negotiations with the Co-operative Group, the General Council authorises the Co-operative Group Council to handle negotiations directly with the employer. This committee meets four times a year and appoints a negotiating team from its number to pursue its claims with the Group. The Co-operative Group Council is established from NACO members employed by the Co-operative Group and nominated by the geographical Constituent Associations and their members. Members of the Council hold office for two years.

Negotiations for the National Agreement (NODMA) are undertaken by the members of the All Others Class of the General Council.

If you would like to get more involved in NACO, either at a local Constituent Association level or through the General Council or Co-operative Group Council, please contact NACO head office for further details.



# NACO Helps Secure Compensation for Work Injury

**NACO member Ray Lyons injured his shoulder while working for CIS in Manchester. The Co-operative Group denied responsibility, and so Ray was forced to issue court proceedings. With the help of NACO and Thompsons Solicitors, Ray won his case and was awarded compensation.**

Ray Lyons worked for the Co-operative Group for many years but in July 2006 he injured his right shoulder when he had to use a manual pulley system to open a roller shutter door giving access to the roof of the CIS building. A TV crew wanted to get on to the roof to film a news item, but the motor that normally operated the door wasn't working.

*"I am very grateful to NACO for supporting me throughout and would like to thank my lawyers for their planning, preparation and tenacity in dealing with my case."*

Ray thought that his shoulder would get better but it didn't and so last year he contacted NACO who asked Thompsons Solicitors to represent him.

A claim was made against the Co-operative Group alleging that the manual pulley system was unsuitable, the door was extremely heavy and the pulley system had not been maintained, all of which made it very difficult to open the door.

The Co-operative Group denied responsibility saying that there was nothing wrong with the roller shutter door and that Ray was responsible for its upkeep, even though he had only been in the job for less than six months.

Attempts were made to settle Ray's case but Thompsons were forced to issue court proceedings. Again, further proposals to settle the claim were made and rejected and no offers were made by the Co-operative Group who still insisted that the manual mechanism was suitable and did not present a risk of injury.

There was no choice therefore but to proceed to trial and on 6 October 2010 Ray won his case at Manchester County Court where His Honour Judge Holman found that the manual mechanism was unsuitable, had not been maintained and that no risk assessments had been carried out before Ray's accident. He awarded Ray compensation for his injuries and the Co-operative Group had to pay NACO's lawyers' costs.

A delighted Ray commented: "I never wanted to go to Court but I felt my employers gave me no choice as I had been injured at work through no fault of my own. I am very grateful to NACO for supporting me throughout and would like to thank my lawyers for their planning, preparation and tenacity in dealing with my case."

Ray added that he would particularly like to thank Bob Lister at NACO for all his help and support.

Phil Liptrot, Ray's lawyer from Thompsons, said: "Ray's case highlights one of the many benefits of being in NACO and obtaining expert legal advice. If you have a case, NACO and Thompsons will fight for the compensation that you deserve even if it means going all the way to court."



NACO has made every effort to ensure that the information in this magazine is correct, but we cannot accept responsibility for any omissions or errors. The views expressed do not necessarily reflect the views of NACO.  
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Tel: 0161 351 7900  
Fax: 0161 366 6800  
Email: [info@nacoco-op.org](mailto:info@nacoco-op.org)

# Co-operative Travel Transfer Update

**NACO has met with representatives from the Co-operative Group to commence discussion and consultation regarding the proposed transfer of Co-operative Travel personnel to the new Joint Venture with Thomas Cook – TCCT Holdings Limited.**

The Association is also seeking early discussions with Thomas Cook to ensure that NACO can continue to represent the interest of its members throughout the period leading up to the transfer and afterwards.

The consultation is still in its initial stages but some details, including information on pensions and terms and conditions of employment, are now available. Please see our website for the latest information.

The transfer and creation of the Joint Venture is expected to take place before the end of the calendar year subject to receiving clearance from the European Commission. Transferring employees will be employed by Travel & Financial Services Limited, which will be a wholly owned subsidiary and the employing entity under TCCT Holdings Limited – the holding company for the Joint Venture.

Whilst there has been no discussion in respect of any potential job losses as a consequence of the transfer to the Joint Venture, NACO has received a commitment from the Co-operative Group to consider the provision of outplacement support to Group employees that are displaced as a direct consequence of the establishment of the Joint Venture.

Neil Buist says: "NACO will continue to provide those members who are affected by the changes with regular newsletters to keep them updated of the latest developments. However, should any member wish to have a one-to-one consultation meeting with their NACO representative to discuss their own individual circumstances, they should not hesitate to contact NACO head office to arrange this."



**You could save your annual NACO subs by switching!**

Union Energy's free 100% impartial energy price comparison service will find the most competitively-priced gas and electricity providers in your area to help keep your home energy bills as low as possible. And if you register for our Lifetime Energy Monitoring Programme we'll contact you again when energy prices change to ensure that you continue to save money in the long term.

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NB: Union Energy's service can be used by households in England, Scotland and Wales (mainland only).

**GET THE LATEST NEWS FROM OUR WEBSITE...**

For the latest information on the Co-operative Travel situation - and lots more news about NACO - visit our website [www.naco.coop](http://www.naco.coop).

As well as regularly updated news, the site contains a wealth of information about the Association and what it can do for you.

From holiday offers to financial advice, legal assistance to saving money on phone calls, being a member of NACO is about more than just representation and negotiation.

Bookmark the website and click back often for all the latest from your Association...

# DO YOU BELIEVE NACO PROVIDES A VALUABLE SERVICE TO ITS MEMBERS?



***If so, why not nominate someone into NACO – and we will reward both you and the new member with £30 of Co-op vouchers!***

As a NACO member, you already recognise the benefits of NACO membership, so why not tell your colleagues about us too?

NACO is proving increasingly popular as a direct result of the professional and legal support that comes as standard from NACO's full-time officials and administration team. We now want our members to help us recruit new members.

To receive your vouchers all you have to do is encourage another NACO-status employee to join. Simply download the NACO application form and have the new member complete this and return it with your special Member Referral Application Form. Both forms are available on the NACO website. To be eligible to receive the vouchers, the application and Member Referral Application Form must be received by us no later than close of business on 31 May 2011.

We will send both you and the new member £15 worth of Co-op vouchers when that person joins NACO and a further £15 in vouchers if that person remains in membership for 12 months. Easy! And the more people you encourage to join, the more vouchers you will receive!

**For further information contact the NACO head office on 0161 351 7900 or via the NACO website [www.naco.coop](http://www.naco.coop).**

