

**Co-operative Retail Employees
National Agreement**

1 April 2019

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Section 1

Scope of Agreement & Procedural Issues

- 1.1 This Agreement is effective from **1 April 2019**. Pay rates provided for in this agreement which are stated to apply from 1 April 2019 apply from the next pay reference period which falls immediately after that date. This Agreement is reviewed annually and the review date is April in each year.
- 1.2 The Agreement is binding on the Societies for whom the Negotiating Committee of the Co-operative Employers Association is empowered to act, and on all employees in roles covered by the Agreement. The Societies that utilise this agreement are:
- Co-operative Group
 - Central England Co-operative
 - The Midcounties Co-operative
 - Lincolnshire Co-operative
 - Chelmsford Star Co-operative Society
 - The Radstock Co-operative Society
 - Heart of England Co-operative Society
- 1.3 The Agreement is not legally enforceable. It has been freely entered into and the parties agree to take all practical steps to ensure its enforcement.

Exceptional Circumstances

- 1.4 Any Society which claims it is not in a financial position to pay any increases under this Agreement may request the CEA Secretary and the National Officer USDAW to consider its situation. Until the situation is resolved the Society shall continue to observe its existing rates.

Local Arrangements

- 1.5 Where Societies have agreed terms with USDAW at a local level which are different to those contained in the Agreement, the locally agreed terms will apply. Where no local agreement exists, the terms contained in this Agreement provide a minimum standard.

Trade Union Membership

- 1.6 The Co-operative Employers Association recognises USDAW as the sole representative and negotiating body for all employees within the scope of this Agreement.
- 1.7 USDAW undertakes to grant membership, subject to the union's rules, to all employees covered by this Agreement.
- 1.8 Societies shall encourage employees to join and remain in the relevant recognised trade union.

Termination of Agreement

- 1.9 The Agreement may be terminated by either side giving three months' written notice.


Application of this agreement

- 1.10 Any dispute over the application of this Agreement within a Society will be resolved by discussion between USDAW and Society management, with involvement of the CEA Secretary and the National Officer USDAW as required. Any dispute which is not resolved by discussion between the parties at National level will be referred to an independent arbiter for non-binding arbitration.

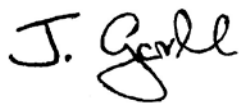
Part-Time Employees

- 1.11 All conditions relating to pay rates and holiday entitlement apply to part-time employees on a pro rata basis.
- 1.12 Rest breaks normally given to full-time employees shall apply equally to part-time employees who work four hours a day or more.

Signed



TJ Knowles, CEA Secretary

Signed 

J Gorle, USDAW National Officer

Dated 1 April 2019

Section 2

Hours of Work

- 2.1 The standard working week for full-time clerical employees is 37.5 hours.
- 2.2 The standard working week for all other full-time employees is 39 hours.
- 2.3 Societies shall contact their employees at the earliest opportunity, and no less than six weeks before Christmas, to advise employees of their anticipated stores' opening days and trading hours. Shift arrangements to be confirmed no later than 3 weeks before Christmas.

Section 3

Job Definitions

3.1 Retail Employees

Customer Services Assistant - Food Stores

To provide an essential part of the store's frontline customer service, including the highest standards of customer care and the promotion of Co-operative Values and membership through understanding member benefits and Society activities.

The job holder will, at all times, provide a friendly, knowledgeable and efficient service to customers and colleagues, demonstrating high standards/awareness of health and safety, personal appearance and store operating standards.

The job holder may be required to undertake primary duties focusing on a specific section, or undertake other operational activities across the whole store but will be part of a multi skilled team and will receive training in a number of store activities to support colleagues.

Examples include: checkout operations, stock control, replenishment, in-store bake-off, news & magazines, ambient, chilled and fresh food, scanning, cash, non-food, petrol forecourt, warehouse and all the associated record-keeping.

In supporting the team with these activities the job holder will be encouraged to develop a range of skills and may from time to time be asked to share the skills with others to assist their development.

Customer Services Assistant - Non-Food Stores

To provide an essential part of the store's frontline customer service, including the highest standards of customer care and the promotion of Co-operative Values and membership through understanding member benefits and Society activities.

The job holder will, at all times, provide a friendly, knowledgeable and efficient service to customers and colleagues, demonstrating high standards/awareness of health and safety, personal appearance and store operating standards.

The job holder provides customer service, including sales advice as required and maintains appropriate standards of presentation in the department. Payment transactions and customer orders are dealt with. Stock is ordered to maintain pre-set levels.

The job holder may be required to undertake primary duties focusing on a specific section, or undertake other operational activities across the whole store but will be part of a multi skilled team and will receive training in a number of store activities to support colleagues.

In supporting the team with these activities the job holder will be encouraged to develop a range of skills and may from time to time be asked to share the skills with others to assist their development.

Non-Food Sales Advisor - Non-Food Stores

To provide an essential part of the store's frontline customer service, including the highest standards of customer care. To actively promote sales through the continual development and use of extensive product knowledge and selling skills, including financial arrangements, which meet customer needs. To promote Co-operative Values and membership through understanding member benefits and Society activities.

The job holder will, at all times, provide a friendly, knowledgeable and efficient service to customers and colleagues, demonstrating high standards/awareness of health and safety, personal appearance and store operating standards.

The job holder provides customer service and actively seeks to give sales advice including advice/completion relating to payment options. The job holder ensures that customer orders are dealt with effectively from point of order to delivery, including liaison with suppliers and the handling of customer queries and complaints. Stock is ordered to maintain pre-set levels and displayed to appropriate standards.

The job holder will normally undertake primary duties focusing on a specific section, however they may be required to undertake other activities across the store as part of a multi skilled team and will receive training in a number of store activities to support colleagues.

In supporting the team with these activities the job holder may, from time to time, be required to share their skills and knowledge with others to assist their development.

Other Roles Paid at Customer Services Assistant Rate

Butchery Packer

The job-holder wraps and prices cut meat and displays in chilled cabinets. Involves weighing, wrapping, boxing, sealing and pricing meat and displaying to a pre-set layout. Also rotates stock, checks dates, monitors temperature, reduces prices to pre-determined levels, records wastage and cleans display cabinets, machines and surfaces.

Security Officer (In-Store)

The job-holder patrols the store, observes for, and deters theft. Also monitors store security precautions. Provides a visible security presence and apprehends suspected offenders.

Store Detective

The job-holder observes and monitors security by visiting different stores on a random rota. Approaches and deals with suspects. Also checks till receipts, staff purchases and deliveries.

Design/Display Assistant

The job-holder designs and implements attractive window and in-store displays on a predetermined programme using merchandise to its best advantage. Will typically have a relevant qualification. Little guidance is given. Uses a wide range of tools and materials, and creative skills.

Fishmonger

The job-holder determines orders, prepares and presents fish and seafood for display using knives and machines. Customers will be served. Job training will be more than one year. The job-holder will have a good knowledge of the range of fish and seafood available. Advanced cutting and preparation skills will be used.

Non-Food Sales Adviser

The job-holder actively seeks to make sales to customers and provide advice. Maintains appropriate standards of presentation in the department. Deals with all transactions, completes finance arrangements and determines and places orders. Liases with suppliers regularly. Maintains displays and has considerable product knowledge and 'selling ability'.

Skilled Butcher's Cutter

The job-holder cuts meat from carcasses and primal cuts ready for display, using knives and machines. Also displays meat in chilled cabinets, rotates stock, checks dates, reduces prices and checks temperatures. Determines quantity, quality and type of meat to order. Will typically have had three years' relevant experience/training using advanced cutting skills.

Florist

The job-holder maintains, displays and arranges flowers and plants in an attractive manner. Determines and places orders, liaising with suppliers daily. Experienced in the care and display of flora.

Grades Above Customer Services Assistant equivalent

Supervisor

To contribute to the success of the store, through the effective supervision and development of the team in order to achieve the highest standards of customer care and operational practice. To ensure the team has a thorough understanding of Co-operative Values, membership/benefits and Society activities and are able to effectively promote them to customers.

The job holder will supervise a number of staff and will be directly responsible for all of the following:

Allocating tasks/work breaks - Delegating specific tasks to individual job holders working on the section/department and monitoring how these are carried out and ensuring multi-skilling is effectively practiced. Organising work breaks in order that adequate cover is maintained on the section throughout the day.

Organising and/or giving job related training/induction - Ensuring that new members of staff are provided with adequate training in procedures, systems and the operation of equipment in the section. The supervisor will either carry out this training or delegate it to an experienced member of staff. The supervisor will then monitor this training and the new members of staff's performance and decide if the required standard has been met or if additional training is necessary.

The supervisor is responsible for communicating standards and targets, monitoring individual and team performance against these standards and giving feedback to members of the team of both individual and team performance and how this relates to the section/store performance.

Coaching or advising others on work related issues - Supervisors provide guidance to members of staff in the section on an ongoing basis. This guidance would be of a technical, product, procedural and/or operational nature.

3.2 Store Management Employees

Store Manager

The person with overall responsibility and accountability for the effective operation and development of the store and its employees.

Deputy Store Manager

The person who has responsibility for assisting the store manager in all aspects of his/her role.

Duty Manager

To assist the Store Manager or Deputy Manager in the effective running of the store and deputise for the Manager when required.

3.3 Clerical Employees

Clerical Assistant

This role is responsible for carrying out a range of administrative/clerical duties such as data collection, production of reports, reception work. An experienced Clerical Assistant may also be responsible for more complex administrative/clerical duties such as the analysis of data and development of spreadsheets.

Administration Team Leader

This role is responsible for supervising a clerical team.

3.4 Pharmacy Employees

Pharmacist Managers

Qualified pharmacist with overall responsibility for managing pharmacy undertaking.

Pharmacist

Qualified pharmacist in undertakings where Pharmacy Managers are also employed.

Dispensing Assistant

One who is wholly or mainly engaged in dispensing and who has passed the final examination of the City and Guilds of London Institute; or other nationally recognised certificate; or has completed no less than 3 years' continuous experience in pharmacy, has undertaken appropriate training in dispensing and is wholly or mainly engaged in dispensing. Such competence in dispensing shall be evidenced by the employing Society.

Section 4
Wage Rates

Minimum wage rates are set out in the Appendix.

Section 5

Premium Payments

5.1 All premium rates are calculated using the employee's basic hourly rate.

Late Night Working

5.2 Employees required to work between the hours of 10 pm and 6 am inclusive (Monday to Saturday) will be paid time-and-a-third.

5.3 This applies only when an overtime rate is not payable for those hours.

Overtime

5.4 Approved overtime is payable for all time worked over 39 hours in any week (37.5 hours for clerical employees).

5.5 Overtime is paid at time-and-a-half.

5.6 Alternatively, management and employee may agree to the equivalent time off in lieu (i.e. for every hour of overtime worked, 1.5 hours to be given as time off in lieu).

Christmas and New Year's Eve Payments

5.7 All Customer Services Assistants and all Supervisors (whether hourly paid or not), and all other hourly paid employees, shall receive time-and-a-half for all work after 6.00 pm on Christmas Eve and New Year's Eve. The Society shall in the first instance seek volunteers to work after 6.00 pm on Christmas Eve and New Year's Eve, but reserves the right to require any employee to work where insufficient volunteers come forward.

Call Out Payment

5.8 Employees required to attend premises out of hours shall receive a payment of a minimum of £20 per hour per call-out, plus £10 per hour for each hour above 2 hours, up to a maximum of £60.

Generally

5.9 Premium payments shall not be compounded. Where more than one premium may apply, only the higher premium shall apply.

Section 6

Sick Pay

Introduction

- 6.1 Co-operative sick pay is paid to employees who are absent from work due to sickness or injury. It is intended to complement Statutory Sick Pay (SSP). For employees who qualify for SSP, Co-operative sick pay is paid in addition to SSP up to the normal wage.
- 6.2 Customer Services Assistants and Supervisors will not receive Co-operative sick pay for the first three working days of any period of sickness absence. By local agreement with USDAW, Societies may extend the categories of employee to which these waiting day arrangements shall apply.

Entitlement

- 6.3 All employees are entitled to Co-operative sick pay, as soon as they have completed 12 month's service.
- 6.4 In situations where employees are facing a disciplinary investigation or disciplinary proceedings, and a period of sickness absence occurs at that time, the Society will investigate the reason(s) for the sickness and the decision could be taken to withhold Co-operative sick pay. Societies will consider the application of relevant legislation concerning disability, maternity and pregnancy before any decision is taken to withhold Co-operative sick pay. The Society shall review any decision taken to withhold Co-operative sick pay should new information come to light.
- 6.5 Individual entitlement is based on length of service as shown in the table below. The entitlement applies to any rolling 12 month period.

Service	Period of Co-operative Sick Pay (Weeks)
Less than 1 year	0
1 year but less than 2 years	1
2 years but less than 3 years	2

3 years but less than 4 years	4
4 years but less than 5 years	6
5 years but less than 6 years	9
6 years but less than 7 years	13
7 years but less than 8 years	18
8 years but less than 9 years	22
9 years but less than 10 years	26
10 years or more	30

- 6.6 Individual entitlement is updated on the anniversary of the employee's start date. If, however, an employee is absent due to sickness on the anniversary the new entitlement will not apply until the first day of the return to work.
- 6.7 In all cases where the entitlement has been exhausted a minimum of 13 weeks' active employment must elapse before Co-operative Sick Pay is paid again.
- 6.8 When Co-operative and statutory sick pay is exhausted, the Society will send a changeover form to employees so that they can claim incapacity benefit.

Amount of Co-operative Sick Pay

- 6.9 Where an employee qualifies for SSP, Co-operative sick pay entitlement is the difference between SSP and the normal wage.
- 6.10 Where an employee does not qualify for SSP, Co-operative sick pay is the normal wage less a weekly 'deductible element' equivalent to the current rate of SSP of £94.25.
- 6.11 The hourly deductible element is £2.51 for employees whose normal working week is 37.5 hours and £2.41 for those with a normal working week of 39 hours. The deductible element shall be applied on a pro rata basis for part-timers or those absent for part of a week.
- 6.12 The 'deductible element' will not be applied in respect of:
- a) the first 3 days of sickness absence in any rolling 12 month period.
 - b) absences of up to 3 days duration resulting from, and immediately following, an industrial injury with the Society provided that the accident has been properly recorded in accordance with the Society's procedures.

Compulsory Absence

- 6.13 Where an employee is compelled by a medical authority to be absent from work following contact with a notifiable disease, this will be classed as special leave with pay, rather than sickness absence. If any benefits are paid under any statutory or local authority regulations, the Society shall pay the amount necessary to make up the normal wage.

Freedom from Fear

- 6.14 Where an employee is absent from work as a result of a physical or psychological injury sustained due to conflict with or abuse from a member of the public, and where the Society considers the incident to be sufficiently serious to warrant a period of absence, the Society will recognise the severity of the situation and allow a period of paid leave of absence without such absence being taken into account for the purposes of calculating future entitlement to sick pay.

Conditions

- 6.15 An employee who is sick must inform the Society on the first working day of absence in accordance with the Society's rules governing absence. Such notification should include the anticipated duration of sickness. Failure to inform the Society on the first working day of absence in accordance with the Society's rules governing sickness absence may result in Co-operative sick pay not being processed, and could lead to disciplinary action.
- 6.16 On returning to work, (or earlier if required) an employee must complete a self-certification form. If the employee is absent for more than seven calendar days, a medical certificate must be submitted on the eighth day of absence. These must continue to be submitted at such intervals as the Society requires.
- 6.17 It is a disciplinary offence to knowingly give wrong information on the self-certification form.
- 6.18 The Society has the right to insist upon a medical certificate in addition to self-certification if it deems this to be necessary.

- 6.19 The Society may require an employee to undergo a medical examination during a period of incapacity. Any expenses shall be met by the Society.
- 6.20 In cases where an employee receives payment by way of damages or compensation against a third party (either from the third party or the Criminal Injuries Compensation Board) any payment received under the terms of the Agreement will be repayable up to an amount not exceeding that of the damages or compensation paid.
- 6.21 Where damages are awarded and repaid, the relevant period of absence shall not be regarded as sickness absence for the purposes of this Agreement.
- 6.22 An employee in receipt of Co-operative Sick Pay shall not undertake any other employment or do anything that could prejudice recovery.
- 6.23 No sickness allowance shall be paid if incapacity arises as a result of working for another employer.

Hospital and doctor's appointments

- 6.24 In respect of hospital medical appointments time off with pay should be granted for such appointments if they fall within the employee's normal working hours. The procedure for seeking authorisation for such time off is a matter for Societies to determine. With regard to appointments to see GPs or dentists, these can often be set outside normal working hours. However, there may be instances of exceptional circumstances where this is not possible, but these are the exception rather than the rule and in such circumstances Societies will no doubt exercise their discretion.

Grievances/Disputes

- 6.25 In the event of any grievance or dispute arising from this agreement, these should be pursued through the individual Society's grievance procedure.

Section 7

Holiday Leave Entitlement

- 7.1 Annual holiday entitlement for full-time employees is set out in the table below. The holiday year runs from 1 April to 31 March.

Length of Service	Total
0 - 2 years	30
2 - 3 years	31
3 - 4 years	32
4 - 5 years	33
5 - 10 years	34
10 -15 years	35
15 - 20 years	36
20 years or more	37

- 7.2 Holiday entitlement for employees joining or leaving the Society's employment during the holiday year shall be calculated on a pro rata basis.
- 7.3 Holiday entitlement for part-timers is calculated on a pro rata basis.
- 7.4 All holiday dates shall be mutually agreed between manager and employee. An employee may be required to work on any day, including a public / bank / customary holiday.
- 7.5 Holiday entitlement is inclusive of any and all public / statutory / bank / customary holidays. The Society may require employees to take annual leave on days where their workplace is closed.
- 7.6 Where it is agreed between the employee and their line manager that it is not practicable for an employee to take his/her full entitlement and provided the employee receives advance written approval from their manager, the remaining days shall be carried forward into the following holiday year. However, carry-over of holidays is only permitted when an employee has already taken their statutory minimum holiday entitlement of 28 days' leave (which may include time off for public holidays).

Section 8

Holiday Pay

Annual Leave

- 8.1 Holiday pay is calculated using the greater of: EITHER average earnings (including employee pensions contributions) OR current basic pay (including any late night working payments).
- 8.2 NOTE: When calculating average earnings all sickness payments should be excluded, as should the period(s) for which such payments were made.
- 8.3 Employees with less than 12 months service at 31 March shall be paid the current basic weekly rate (including any late night working payments).
- 8.4 Average earnings may be calculated by using a 12-week or 12-month reference period, or where available by P60 average earnings, or as may be required by law.
- 8.4 Employees ceasing to be employed by the Society are entitled to accrued holiday pay. The level of accrued holiday pay is calculated in the same way as for normal holiday pay as outlined in the 'holiday entitlement' section above.

Christmas Day, Boxing Day and New Year's Day

- 8.5 Employees required to work on Christmas Day, Boxing Day or New Year's Day will be paid time-and-a-half for all hours worked on those days. This premium payment shall not be compounded with other premium payments.

Section 9

Death Benefit Scheme

- 9.1 The object of the Scheme is to provide a benefit for the spouse or dependent(s) of an employee who dies from any cause while covered by this Agreement.
- 9.2 Employees become eligible after one year's continuous service.
- 9.3 Payment of the benefit shall be made at the absolute discretion of the Society in accordance with the under mentioned provisions.
- 9.4 The Joint Parties to the National Agreement shall be responsible for interpretation of the Scheme.
- 9.5 The operation of the Scheme may be terminated at any time by agreement of the National Parties.
- 9.6 A sum equal to one year's wages (or such lesser sum as the Society may determine) will be paid to the spouse or dependent(s) of an employee who dies in service.
- 9.7 Only the basic wage is taken into account when entitlement is calculated. All premium, bonus and unsocial hours payments are to be excluded.
- 9.8 The payment will be fully funded by the employing Society.
- 9.9 Subject always to the rules of any discretionary death benefit schemes and/or the rules of a Society's pension scheme, a Society may provide additional death benefit payments. The minimum entitlement provided for under this agreement may not, however, be funded in any way by the employee.
- 9.10 A claim for benefit must be initiated by the spouse or dependant(s) in a manner to be prescribed by the Society. Notification that a claim is to be made should be notified to the Society within three months of death.
- 9.11 Employees shall be encouraged to record in writing their intended nominee to receive benefit in the event of death. It is not mandatory for the Society to follow this nomination process. An example nomination form is available to Societies from CEA upon request.

Section 10

Redundancy

- 10.1 The statutory limit on a week's pay will not be applied when calculating redundancy terms for employees covered by this agreement.

Model Redundancy Policy

- 10.2 A model redundancy policy is appended. Societies are encouraged to adopt this procedure but are not obliged to do so and may instead agree alternative procedures locally with USDAW.

Section 11

Bereavement Leave

- 11.1 Employees will normally be allowed one day's paid leave to attend the funeral of family members and other people close to them
- 11.2 When employees are responsible for arranging the funeral and/or dealing with the affairs of someone close to them, up to four days paid leave may be granted.
- 11.3 It is stressed, however, that the aim of this section is to not be overly prescriptive. The parties recognise that the death of a family member or close friend is a very emotional time for employees and due consideration will be given to this fact. There is a need for flexibility in allowing additional paid leave, annual leave, or unpaid leave to respond to particular situations, such as family funerals abroad.

Section 12

Emergency Leave

- 12.1 Societies recognise that employees may occasionally have to deal with an emergency at home, such as an unforeseen breakdown in childcare arrangements, an accident to a dependent, a burglary or a flood. Societies understand that, by its very nature, such leave will be required at extremely short notice.
- 12.2 Societies will consider every way possible to ensure that employees are given a reasonable amount of time off to deal with the situation, and although this time off is unpaid, they will endeavour to make sure that pay remains unaffected, wherever possible. This may include making arrangements for employees to make up the time they were away from work, by arrangement and agreement with their manager.
- 12.3 Societies may extend or supplement these provisions through local arrangements developed through discussions with USDAW.

Appendix – Pay Schedules

A.1 Retail Employees

Rates applicable	April 2019 £ per hour	April 2019 £ per week
Customer Services Assistant – Food Stores	8.38	326.82
Customer Services Assistant – Other	8.21	320.19
Supervisor – Food Stores*	8.88	346.32
Supervisors - Other	8.38	326.82

Protective Clothing and Laundry Allowance

Arrangements for the provision and laundering of protective clothing is a matter to be determined at Society level.

A.2 Store Managers

Food Store Managers

Average Sales (£ per week)

April
2019 Rates
£ per week

Under		1,640	£352.19
1,640	and under	1,743	£354.63
1,743	" "	1,845	£357.20
1,845	" "	1,948	£359.71
1,948	" "	2,050	£362.18
2,050	" "	2,306	£364.74
2,306	" "	2,563	£367.50
2,563	" "	2,819	£369.99
2,819	" "	3,075	£375.38
3,075	" "	3,331	£380.71
3,331	" "	3,588	£386.05
3,588	" "	3,844	£391.37
3,844	" "	4,100	£396.70
4,100	" "	4,356	£402.04
4,356	" "	4,613	£407.36
4,613	" "	4,869	£412.68
4,869	" "	5,125	£420.68
5,125	" "	5,638	£428.71
5,638	" "	6,150	£436.66
6,150	" "	6,663	£444.58
6,663	" "	7,175	£452.56
7,175	" "	7,688	£460.62
7,688	" "	8,200	£468.54
8,200	" "	8,713	£476.56
8,713	" "	9,225	£484.60
9,225	" "	9,738	£492.56
9,738	" "	10,250	£500.52
10,250	" "	11,019	£519.11
11,019	" "	11,788	£527.24
11,788	" "	12,556	£535.17
12,556	" "	13,325	£543.15
13,325	" "	14,094	£551.14
14,094	" "	14,863	£559.10
14,863	" "	15,631	£567.06
15,631	" "	16,400	£575.10
16,400	" "	17,169	£583.10
17,169	" "	17,938	£591.10
17,938	" "	18,963	£599.09

18,963	" "	19,988	£607.03
19,988	" "	21,013	£614.97
21,013	" "	22,038	£622.99
22,038	" "	23,063	£631.01
23,063	" "	24,088	£639.01
24,088	" "	25,113	£647.01
25,113	" "	27,675	£654.98
27,675	" "	30,238	£662.96
30,238	" "	32,800	£670.95
32,800	" "	35,875	£678.94
35,875	" "	38,950	£686.94
38,950	" "	42,025	£694.90
42,025	" "	45,100	£702.87
45,100	" "	48,175	£710.88
48,175	" "	51,250	£718.85
51,250	" "	54,530	£726.79
54,530	" "	58,238	£734.75
58,238	" "	62,432	£742.71
62,432	" "	67,176	£750.60
67,176	" "	72,551	£758.60
72,551	" "	78,645	£766.59
78,645	" "	85,566	£774.52
85,566	" "	93,438	£782.47
93,438	" "	102,408	£790.48
102,408	" "	112,658	£798.34
112,649	" "	123,913	£806.28
123,913	" "	136,305	£814.16
136,305	" "	149,935	£822.10
149,935	" "	164,929	£829.98
164,929	" "	181,422	£837.91
181,422	" "	199,564	£845.80
199,564	" "	219,521	£853.71
219,521	" "	241,474	£861.66
241,474	" "	265,621	£869.51

Butchery Store Managers

Average Sales (£ per week)

April
2019 Rates
£ per week

Under		1,025	£367.49
1,025	and under	1,128	£369.99
1,128	" "	1,230	£372.78
1,230	" "	1,333	£375.38
1,333	" "	1,435	£378.07
1,435	" "	1,538	£380.71
1,538	" "	1,640	£383.38
1,640	" "	1,743	£386.05
1,743	" "	1,845	£388.73
1,845	" "	1,948	£391.37
1,948	" "	2,050	£394.01
2,050	" "	2,306	£396.70
2,306	" "	2,563	£399.36
2,563	" "	2,819	£401.84
2,819	" "	3,075	£407.46
3,075	" "	3,331	£412.64
3,331	" "	3,588	£417.99
3,588	" "	3,844	£423.36
3,844	" "	4,100	£428.71
4,100	" "	4,356	£433.96
4,356	" "	4,613	£439.33
4,613	" "	4,869	£444.85
4,869	" "	5,125	£452.56
5,125	" "	5,638	£460.62
5,638	" "	6,150	£468.54
6,150	" "	6,663	£476.56
6,663	" "	7,175	£484.60
7,175	" "	7,688	£492.56
7,688	" "	8,200	£500.52
8,200	" "	8,713	£508.48
8,713	" "	9,225	£516.50
9,225	" "	9,738	£524.55
9,738	" "	10,250	£532.49
10,250	" "	10,793	£540.54
10,793	" "	11,416	£548.48
11,416	" "	12,129	£556.44
12,129	" "	12,943	£564.49
12,943	" "	13,872	£572.43
13,872	" "	14,933	£580.45

14,933	" "	15,961	£592.00
15,961	" "	17,533	£599.98
17,533	" "	19,121	£607.98
19,121	" "	20,944	£615.95
20,944	" "	23,038	£623.91
23,038	" "	25,342	£631.85
25,342	" "	27,876	£639.80
27,876	" "	30,664	£647.74
30,664	" "	33,731	£655.71
33,731	" "	37,104	£663.64
37,104	" "	40,814	£671.61

Non-Food Stores Other Than Pharmacy Managers

Average Sales (£ per week)

April
2019 Rates
£ per week

Under		1,025	£349.62
1,025	and under	1,128	£352.18
1,128	" "	1,230	£354.63
1,230	" "	1,333	£357.20
1,333	" "	1,435	£359.71
1,435	" "	1,538	£362.18
1,538	" "	1,640	£364.74
1,640	" "	1,743	£367.50
1,743	" "	1,845	£369.99
1,845	" "	1,948	£372.78
1,948	" "	2,050	£375.38
2,050	" "	2,306	£378.07
2,306	" "	2,563	£380.71
2,563	" "	2,819	£383.38
2,819	" "	3,075	£386.05
3,075	" "	3,331	£388.73
3,331	" "	3,588	£391.37
3,588	" "	3,844	£394.01
3,844	" "	4,100	£396.70
4,100	" "	4,356	£399.39
4,356	" "	4,613	£402.04
4,613	" "	4,869	£404.62
4,869	" "	5,125	£407.46
5,125	" "	5,638	£409.97
5,638	" "	6,150	£412.68
6,150	" "	6,663	£415.38
6,663	" "	7,175	£419.41
7,175	" "	7,688	£423.36
7,688	" "	8,200	£427.37
8,200	" "	8,713	£431.33
8,713	" "	9,225	£435.27
9,225	" "	9,738	£439.33
9,738	" "	10,250	£443.34
10,250	" "	10,793	£447.23
10,793	" "	11,416	£451.26
11,416	" "	12,129	£455.17
12,129	" "	12,943	£459.14
12,943	" "	13,872	£463.10
13,872	" "	14,933	£467.05

14,933	" "	16,146	£471.01
16,146	" "	17,533	£474.94
17,533	" "	19,121	£478.89
19,121	" "	20,944	£482.84
20,944	" "	23,038	£486.87
23,038	" "	25,342	£490.89
25,342	" "	27,876	£494.88
27,876	" "	30,664	£498.86
30,664	" "	33,731	£502.88
33,731	" "	37,104	£506.89
37,104	" "	40,814	£510.93
40,814	" "	44,896	£514.92
44,896	" "	49,386	£518.92
49,386	" "	54,324	£522.94
54,324	" "	59,756	£526.92
59,756	" "	65,732	£530.96
65,732	" "	72,306	£534.97
72,306	" "	79,536	£538.98
79,536	" "	87,490	£542.97
87,490	" "	96,239	£547.01
96,239	" "	105,863	£551.00
105,863	" "	116,449	£555.00
116,449	" "	128,094	£559.02
128,094	" "	140,904	£563.05
140,904	" "	154,994	£567.03
154,994	" "	170,493	£571.06
170,493	" "	187,543	£575.09
187,543	" "	206,298	£579.07
206,298	" "	226,928	£583.10
226,928	" "	249,620	£587.11
249,620	" "	274,582	£591.10
274,582	" "	302,041	£595.10
302,041	" "	332,245	£599.14
332,245	" "	365,469	£603.12
365,469	" "	402,016	£607.12
402,016	" "	442,218	£611.16

Store Management – Consolidation

Consolidated pay may be applied to store management and supervisors by individual Societies, provided that agreement is reached between the trade union and the Society.

Deputy Store Managers

Deputy Store Managers shall receive a rate of remuneration equivalent to 75% of the national rate of remuneration payable to the Manager of the store concerned, or a rate agreed locally between USDAW and the Society. Rates calculated under the 75% formula are subject to a minimum rate of £326.82 per week with effect from 1 April 2019.

Duty Manager

Duty Manager pay is set at Society level to reflect local practice.

Earnings and Special Remuneration

Wages will be adjusted every six months/annually (depending on Society practice) based on the store's average weekly sales for the previous 12 months.

Store Managers: Reliefs

Where an Assistant or Deputy Manager acts as a Store Manager, during the absence of a regular Store Manager they will be paid on the scale rate for the shop at which the relief duty is performed. However, no increase in pay will be made if the absence is less than three days or if the Assistant/Deputy Manager is covering for the Store Manager's holiday in the store where he/she is normally employed.

A.3 Clerical Employees

For Job Descriptions see Section 3.3

	1 April 2019 Rates £ per week
Clerical Assistant	307.88
Administration team leader	307.88

A.4 Pharmacist Managers

Average Sales (£ per week)

			April 2019 Rates £ per annum
Under		2,252	£28,795
	2,252 and under	2,477	£29,004
	2,477 “ “	2,725	£29,216
	2,726 “ “	2,998	£29,426
	2,998 “ “	3,299	£29,639
	3,299 “ “	3,630	£29,846
	3,630 “ “	3,992	£30,054
	3,992 “ “	4,392	£30,267
	4,392 “ “	4,832	£30,476
	4,832 “ “	5,315	£30,688
	5,315 “ “	5,847	£30,897
	5,847 “ “	6,431	£31,110
	6,431 “ “	7,074	£31,318
	7,074 “ “	7,781	£31,527
	7,781 “ “	8,559	£31,735
	8,559 “ “	9,415	£31,946
	9,415 “ “	10,357	£32,161
	10,357 “ “	11,392	£32,369
	11,392 “ “	12,531	£32,577
	12,531 “ “	13,784	£32,789
	13,784 “ “	15,163	£33,000
	15,163 “ “	16,679	£33,210
	16,679 “ “	18,346	£33,421
	18,347 “ “	20,181	£33,627
	20,181 “ “	22,199	£33,837
	22,199 “ “	24,420	£34,082
	24,420 “ “	26,861	£34,256
	26,861 “ “	29,548	£34,469
	29,548 “ “	32,503	£34,678

Above this, for each 10 per cent (or part thereof) increase in average sales, salary will be increased by £134.86.

Average weekly takings shall include all cash takings of the shop. The salary shall be determined at the end of each half year on the basis of the average weekly sales for the preceding 12 months.

Pharmacists

	April 2019 Rates £ per annum
1st year after registration	19,305.00
2nd and subsequent years after registration	20,097.00

Where a Pharmacy Manager or Pharmacist has to perform rota duties in compliance with NHS arrangements, payment shall be as follows:

Weekdays/Early Closing Days £11.58 an hour

Sundays and public holidays £27.33 an hour

These rates are minimums and the actual rates will be determined at local level.

Dispensing Assistants

All with effect from 1 April 2019 £307.88 a week