

*TSSA Annual
Report 2001*



The Transport Salaried Staffs' Association – TSSA – is the union for people who work in transport and travel. Founded in 1897, we represent almost 32,000 members in administrative, clerical, professional and technical jobs in the railways, buses, the London Underground, the travel trade, canals, ports and ferries.

Our Vision, Our Mission, Our Values

Our vision is to be a trade union growing in size and influence by being held in high regard by the membership, with a high level of loyalty and activism.

Our mission is to be regarded by our members as the best trade union.

This will be through:

- the excellence of our services and representatives
- the effectiveness of our workplace organisation
- the positive influence we have upon employers and government in pursuit of trade union aims and values.

Our values are necessary to ensure we provide outstanding member service and maintain our independence.

TSSA and those who represent it will:

- act with integrity and principle
- work together
- operate in an open, democratic and representative manner
- strive for excellence
- make things happen and set the agenda.



Shaping our future in 2001

The past year was an eventful one for TSSA. Our membership grew and the organisation – in terms of paid staff – expanded too.

Of equal importance was our growth as an organising union. TSSA originally took the decision to adopt an organising approach five years ago, and we have been on a learning curve since. This approach focuses on workplace activity, empowering members to take their own decisions, rather than relying on a top-down approach from 'head office'.

In 2001, TSSA made further strides towards this goal and had several organising successes, including securing recognition in two call centres. The union also recruited organisers and geared up towards its biggest organising project – a five year-plan to unionise the travel trade. Extending our influence in this industry from our long-established involvement with Thomas Cook to other high-street travel agents is vital to the future of the union. In the past year, TSSA laid the foundations to that project by recruiting a new travel trade team, including five full-time organisers and a public relations officer.

Our lay members have also been active, with seven new branches opening in 2001. Annual conference in Torquay saw over 120 delegates debate, discuss and shape the policies of the union. Conference renewed TSSA's opposition to the proposed public-private partnership for the London underground and our support for public ownership for the railways. But our members also discussed a wide range of employment issues, including pensions, health and safety representatives, parental leave rights for workers, discrimination at work and equal pay for men and women.

To be able to make a difference to our members' working lives, TSSA must be able to influence employers and other decision-makers; which means that the union needs to keep growing. That, in turn, means giving priority to our recruitment activity, clarifying what works and what doesn't, and providing support to those recruiting new members. Growth also depends on retention, and it is essential that we provide the time and resources to research and focus on retaining our existing members.

Membership has increased in each of the last three years, but at less than half the rate projected. Consequently, our income is less than expected which has had, and continues to have, an adverse effect on our policy objective of achieving a balance between subscription, rental and dividend income and central fund expenditure. Indeed, the deficit for 2001 is unsustainable.

In 2001 we began a major refurbishment of Walkden House, one of our most important assets, which will be completed in Spring 2002. In addition the staff based in Glasgow may be moving offices in 2002. This kind of upheaval has a major impact on staff and how they are able to manage their workloads.

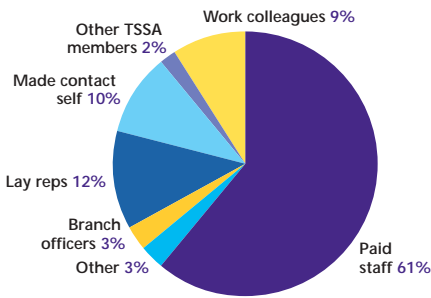
Our ability to maintain a high standard of service is heavily reliant upon the commitment of our staff and their willingness to work as a team, even in difficult and constrained circumstances. They did so in 2001 and I pay tribute to all our staff for their work. I am sure they will repeat their efforts during 2002.

A handwritten signature in black ink that reads "Richard Rosser". The signature is written in a cursive style and is underlined with a long, horizontal stroke that extends to the right.

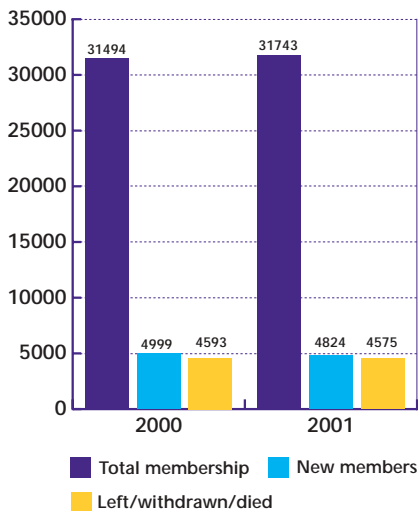
Richard Rosser
General Secretary

Growing in strength

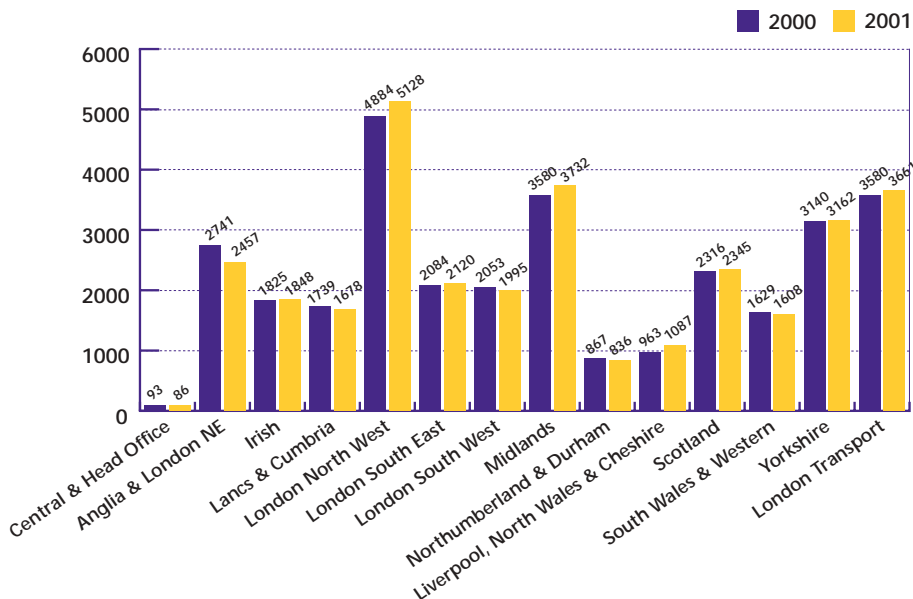
RECRUITMENT BY SOURCE 2001



MEMBERSHIP 2000/2001



DIVISIONAL COUNCIL MEMBERSHIP 2000/2001



As a membership organisation, one of TSSA's main priorities is to increase its membership, both by recruiting new members and ensuring that we keep current members in membership.

Overall Membership

- 1 During 2001 net membership increased by 249, or 0.8 per cent. This is an increase for the third consecutive year; as in previous years, this rise can be attributed to increased resources and effort dedicated to the recruitment of new members.
- 2 TSSA has a strong geographic spread, with members across the UK and in Ireland. This profile was sustained in 2001; there was similar levels of membership in each divisional council area compared with 2000.
- 3 TSSA also has a track record in promoting equality and this is reflected in our female membership. Overall the proportion of women members in the Association's total membership increased to 31 per cent last year. Again, the geographic profile of our women members in 2001 changed little. In ten divisions, the proportion of members in that division who are female either stayed constant or increased.

Retaining members

- 4 The total number of members who left membership in 2001 was 4,575 – a marginal decrease of 0.4 per cent on the 2000 figure of 4,593.

- 5 Through 2001, TSSA continued in its efforts to encourage members to pay their subscriptions by direct debit, rather than through paybill deductions (through their salary). Direct debit has the advantage that as members change companies their membership automatically transfers with them. Unfortunately there was a small drop in the proportion of members paying by direct debit: 17,707 (55.8 per cent) of members, compared with 17,986 (58.7 per cent) in 2000. Promoting direct debit will again be a priority for 2002.
- 6 TSSA is continuing to refine its systems for investigating why members cease membership. Out of the 4,575 members leaving the Association during 2001, 1,381 did so because they had left employment. The remaining 3,150 of those leaving are classified as 'withdrawn'. In order to reduce the numbers of people leaving membership and to improve our service to members, one of TSSA's main priorities for 2002 is to focus on improving retention. During the first quarter of 2002, TSSA has commissioned in-depth market research to find out why people leave TSSA.

Recruitment

- 7 In 2001 4,824 new members joined compared with 4,999 in 2000 a decrease of 3.5 per cent. Of these at least 1,366 had previously been members of other unions.
- 8 This decrease was disappointing, but should be against the background that TSSA only came up to its full recruiting strength towards the end of the year. Part of the reason for the overall lower level is undoubtedly due to the shrinkage in TSSA's team of recruitment for part of the year due to promotions and resignations.
- 9 By far the best method of recruitment continues to be direct face-to-face contact in the workplace and numerous recruitment visits have been undertaken by TSSA staff who accounted for 61 per cent of new members signed up in 2001 compared with 62 per cent in 2000.
- 10 The bulk of TSSA's membership – nearly two-fifths – is in the railway sector – staff

in Railtrack and train operating companies (including Eurostar and Railfreight). The second largest sector TSSA represents is Engineering; one in four members work in this sector. The travel trade and London Underground also account for significant proportions of our membership, with around a tenth in each sector. TSSA also has members in ports and shipping and road haulage, as well as members working in the public transport companies in Northern Ireland and the Republic of Ireland, which TSSA accounts for separately from its members in mainland Britain.

Railway Industry

- 11 Membership in this sector stood at 12,574 at the end of 2001. Recruitment within Railtrack continued its year-on-year improvement, increasing significantly during 2001 – 315 compared with 273 in 2000 (an increase of 15.4 per cent). Part of the problem in achieving even better improvements continues to be a lack of access to its staff. However, some progress was made during 2001 with Railtrack allowing access to its induction courses for new staff, albeit for a very short time.
- 12 In 10 out of the 25 train operating companies recruitment improved compared with 2000. Overall 1,074 new members were recruited in these companies compared with 1,223 in 2000, a decrease of 149 (or 12.2 per cent).

Engineering

- 13 Membership in Engineering continues to be important. At the end of 2001 7,978 members worked for various engineering, infrastructure and associated companies.
- 14 Recruitment in the sector during 2001 showed a slight increase with 831 new members being recruited compared with 823 in 2000 (a rise of one per cent). The explosion of new companies associated with the railway infrastructure continues to offer opportunities for growth.

London Underground

- 15 Within London Underground our membership fell from 2,442 to 2,368 (or a three per cent drop). This is despite the number of members joining in 2001 increased significantly – 361 compared with 238 in 2000 – a rise of 51.7 per cent.
- 16 It should be noted, however, that comparisons between the different parts

of London Transport are not possible due to the fact that many members working for the new Infracos (three new companies set up ahead of tube privatisation) are still shown as working for London Underground on TSSA's membership database.

Travel trade

- 17 From a recruitment perspective, the travel trade sector in comparison with previous years continued to perform very strongly during 2001. Towards the end of the year, the new travel trade team became operational and already has started to have an impact on recruitment.
- 18 In 2001, 1,292 new members were recruited, compared with 1,360 in 2000 (a fall of five per cent). Of these 1,292 new members, the vast majority, 1,101 or 85 per cent – were employed by Thomas Cook. Although this is an eight per cent fall from 1,195 new Thomas Cook members recruited in 2000, it should be noted that this is the third year in succession that over 1,000 new members have been recruited in Thomas Cook.
- 19 This company's constructive approach in allowing TSSA access to its employees continued to contribute to this success. However, redundancies in the travel industry in the aftermath of the tragic events of 11 September meant that growth was not as strong as it could have been.
- 20 This sector continues to offer the best opportunities for growth and accounted for 26.8 per cent of total recruitment during 2001. Elsewhere, 59 new members were recruited in Thomson Holidays and

recognition was secured for staff employed by Turkish Airlines.

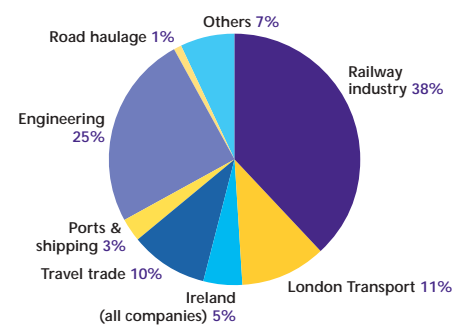
Ireland

- 21 Recruitment in Ireland increased sharply during 2001. There were 197 new members were recruited compared with 139 in 2000 – a sharp rise 41.7 per cent). This contributed to the increase in total membership in Ireland – 1,848 members at the end of 2001 compared with 1,825 at the end of 2000.

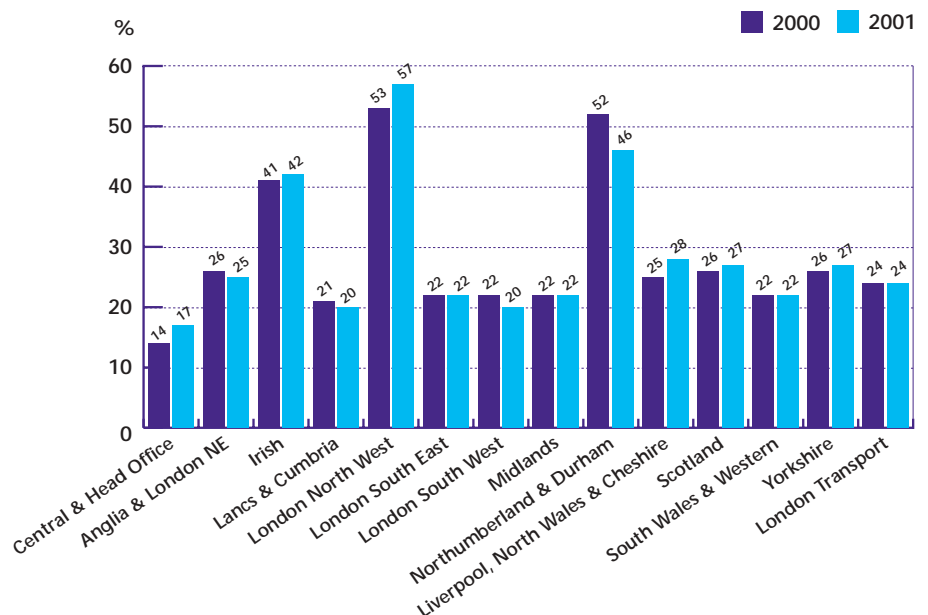
Ports and Shipping

- 22 The number of new members recruited in the Ports and Shipping sector fell very sharply during 2001. Only 52 new members were recruited compared with 175 in 2000. However, this 70.3 per cent fall must be seen in the context of the recognition campaign TSSA ran in 2000 in Seacat's Irish Sea ferry service. This one campaign accounted for 106 members – over three-fifths – of those recruited in 2000.

MEMBERSHIP BY INDUSTRY 2001



PERCENTAGE OF WOMEN MEMBERS 2000/2001



Supporting members' development needs

For TSSA, training and development is a real priority. It is fundamental to our priorities as an organising union – training empowers more of our members to become reps and our reps to grow in their role and become more confident. By avoiding a narrow focus on purely industrial issues, TSSA gives its members and reps broad, transferable skills which help them grow as individuals as well as trade unionists.

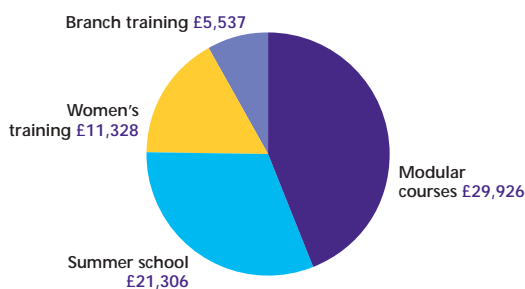
- 23 In February 2001 TSSA's Executive Committee considered and agreed the TSSA's training and development programme for lay representatives. The programme also made provision for supporting lay representatives who opened Individual Learning Accounts
- 24 The annual Summer School in 2001 took place at the T&G Centre in Eastbourne. Continuing to support the strategic plan in terms of the move towards organising and the need to advance the equality agenda, the programme concentrated on 'Winning the Organised Workplace' and 'Disability and Employment'.
- 25 The modular training programme which ran through last year included courses on communication skills, employment rights and law, discipline and grievances, bargaining and representation and equal opportunities. Training support material continued to be developed by South Thames College. New initiatives included two assertiveness courses aimed at women and a branch officers training course.
- 26 TSSA also continued to demonstrate its commitment to training and development through learner representatives. The number of TSSA 'learner reps' increased, through training and development in

London Underground, Silverlink, GNER, Scotrail, Railtrack, Virgin and Chiltern. TSSA also successfully led a joint bid for funding from the Wales Union Learning Fund designed to deliver 40 learner representatives within the railway industry in Wales.

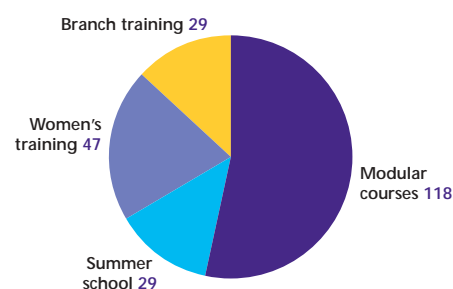
- 27 In a first for TSSA, Tessa van Gelderen joined the organisation in August as Training and Development Officer. This is a new specialist post within the Information Services department dedicated to the training and development of lay representatives. Tessa has already been responsible for organising reps' induction days and 'Women in Focus' events, as well as introducing a regular feature on training and development in each issue of the Journal.
- 28 The number of lay representatives who applied to attend TSSA training events in 2001 was 246 from which 223 were able to attend as follows:

| | |
|-----------------------------|----|
| Communication Skills | 27 |
| Employment Law | 27 |
| Equal Opportunities | 13 |
| Discipline & Grievance | 35 |
| Bargaining & Representation | 16 |
| Summer School | 29 |
| Branch Officers | 29 |
| Assertiveness | 30 |
| TUC Women's Summer School | 2 |
| Women in Focus | 15 |

2001 TRAINING SPEND



2001 TRAINING ATTENDANCE

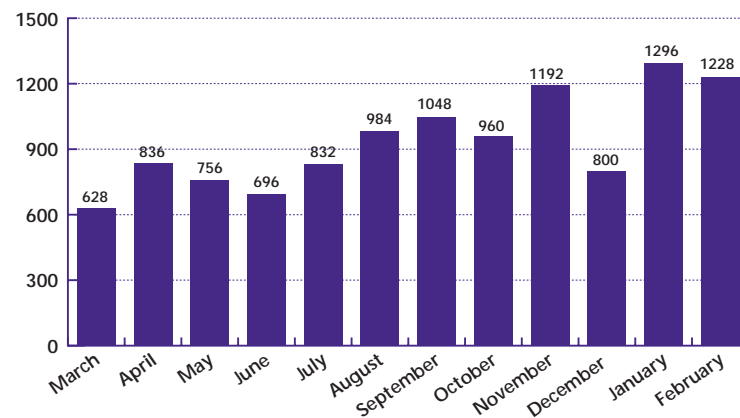


TSSA helpdesk – a hotline to good advice



TSSA's freephone helpdesk continued to prove an extremely popular service with members during 2001 with over 10,000 being taken through the freephone number alone. As the graph shows, the number of calls taken by the helpdesk rose throughout the year. On average, the helpdesk was advising 47 members each weekday; but towards the end of the year this peaked at 60 calls.

CALLS TO TSSA HELPDESK EACH MONTH (MARCH 2001–MARCH 2002)



- 29 These calls covered all areas of employment related matters, in particular reorganisation and redundancy issues, disciplinary and grievance matters, maternity and dependent leave and health and safety concerns.
- 30 In line with conference policy, in 2001 the helpdesk took steps to increase accessibility. In 2001, the Information Services department reviewed the hours of operation. It was found that the highest number of attempted calls out of hours are received between 8:00 a.m. and 9:00 a.m. Also, TSSA's travel trade team found that members in the travel industry wanted the helpdesk to be open later. As a result of these factors, the helpdesk will be extending its opening hours by an hour at each end of the day – it will work from 8:00 a.m. to 6:00 p.m. Monday to Thursday, and 8:00 a.m. to 5:00 p.m. on Friday. The hours became effective in April 2002.
- 31 The department also plan to develop a 'frequently asked questions' (FAQ) section on the web site covering common queries dealt with by the helpdesk and some basic employment rights information.
- 32 In 2001, the helpdesk team piloted the use of email for providing assistance. This has allowed members to outline their employment rights problem at any time of the day or night and send them to the helpdesk. The helpdesk research and provide a response, either by email or telephone; many of the queries submitted by email have still required a level of telephone discussion. Members can access this service either by emailing direct (helpdesk@tssa.org.uk) or via the TSSA

web site at www.tssa.org.uk, where they can complete an electronic form.

- 33 Through 2001, the Helpdesk's core staff were Dick Pole, Ray Moore and Bebe Clement with Caroline Milton providing maternity leave cover and

Alan Goodridge working part-time until his retirement. Also, many other TSSA staff provided valuable assistance when cover was required.



Campaigning for safer and better railways

2001 was a demanding but rewarding year for TSSA's campaigning activities, jointly co-ordinated by the Information Services and Communications and Marketing departments. The year's highlights included:

London Underground

- 34 The union continued its well-established opposition to the Government's proposed public-private partnership to finance the tube, through media coverage and direct lobbying. Six news releases on PPP developments were issued; five letters published articulating TSSA policy on the PPP in the national press were published.
- 35 A comprehensive TSSA briefing pack was issued to 55 London Labour MPs in July. This pack, entitled 'London Underground and the PPP – the Way Forward' contained a 'Five Facts' TSSA fact-sheet, copies of previous press articles and the independent Listen to London commissioned report 'Funding London Underground – Financial Myths and Economic Realities'.
- 36 General Secretary Richard Rosser addressed the LUL and Infracos Health and Safety Conference 2001 and presented a paper on how the work of safety reps can contribute to better health and safety. TSSA member, Jackie Darby was a keynote speaker at the TUC, 'Public Works' rally in December, where she argued passionately on the merits of a public sector alternative to the PPP. At this event, updated PPP briefing material was also launched.

Rail Franchising

- 37 TSSA published an independent report, 'A 'New Deal' for the Railways? – The SRA's Refranchising programme', written by Dr. Jon Shaw of the Centre for Transport Policy at The Robert Gordon University in March. We believe we have made a positive contribution to the much needed debate on the future direction of rail policy.

Take Back the Track

- 38 In January TSSA, alongside its sister rail unions ASLEF and RMT, launched a united campaign to persuade the

Government to take Railtrack back into public ownership in the wake of the disarray facing the rail industry after the Hatfield tragedy. The campaign organised a mass petition, with TSSA staff and Executive Committee members collecting signatures at Euston Station, which was presented to the Government before the General Election in June.

- 39 Later in the year, Take Back the Track commissioned the highly-influential centre-left think tank, IPPR, to write an independent report advocating a public sector alternative to Railtrack. This action was overtaken by that of the Government, when, in October, Transport Secretary Stephen Byers placed Railtrack in administration and publicly declared the Government's commitment to creating a not-for-profit company limited by guarantee as a successor.

Cullen Report

- 40 TSSA issued a press release welcoming publication of Lord Cullen's second report into railway safety in September, but criticised the absence of a specific recommendation that addressed the real malaise of the privatised industry, its fragmented and disparate structure. Through the Information Services department, TSSA continues to collaborate with the other rail unions and submitted jointly a formal response to Lord Cullen's 74 recommendations and a joint response to the Rail Regulators proposal for establishing a new 'Rail Industry Safety Body'.

Freight on Rail

- 41 Freight on Rail is a partnership between transport trades unions, freight operating companies, Railtrack, the Rail Freight Group and Transport 2000. It works to promote the economic, social and environmental benefits of rail freight both nationally and locally.
- 42 Throughout 2001, Freight on Rail continued to advocate policy changes that supported the shift to rail and provided information and help on freight related issues, particularly, by assisting local authorities on planning a rail-freight strategy, accessing grants and dealing with technical issues. A website, publicising Freight on Rail's activities, resources and literature was successfully established in the autumn.



TSSA in the news

TSSA's media profile grew in 2001, with the union's views on the future for Railtrack, London Underground and the travel trade – to name but three subjects – receiving press attention. We have sought to maintain the union's image as an intelligent, authoritative commentator on the railway and travel industries and general employment issues.

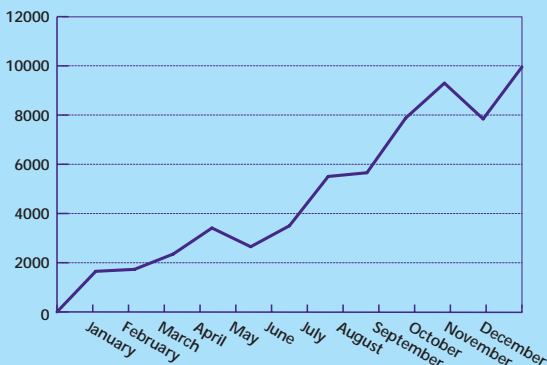
- 43 In particular, TSSA's speedy reaction to Thomas Cook's announcement in November of job cuts helped reassure affected members and establish TSSA's position as the union for travel trade workers. This was consolidated by a strong presence in the travel trade specialist press. TSSA has a monthly employment advice half-page in Travel Trade Gazette and regularly contributes to Travel Weekly.
- 44 TSSA ran a number of effective local press campaigns, notably in Dingwall, Scotland, to support the effort to secure recognition in a call centre run by Cap Gemini. TSSA's on-going dispute in Arriva Trains Northern at the end of the year was also well-reported in regional print and broadcast media, from South Yorkshire to Tyneside.
- 45 With the appointment of a Public Relations Officer in September, and a Press Officer in February 2002, TSSA now has a well-resourced press office to ensure that TSSA's public profile is increased further.



WEB WISE

- 46 In April 2001, TSSA's website (www.tssa.org.uk) was relaunched with a new design and an increased range of content. The number of visitors to the website has increased from around 300 a week to 10,000 a month by the end of the year.
- 47 Our website also received acclaim for its contents from independent reviews. One report by Sense Internet ranked it as the seventh best trade union site, well above RMT and larger unions such as Unison and GMB. The report noted that "navigation is clear and information is organised logically".
- 48 In another independent report, by Horwath Consulting, our internet presence was rated as "above average" compared with other unions. Our site was felt to be "interesting...with latest news and coverage of key issues brought straight to the forefront...A good site which has a lot of relevant content and is worth exploring."

NUMBER OF VISITORS TO TSSA WEBSITE



- 49 There are now over 800 pages on the TSSA website. Press releases, relevant company circulars and reps bulletins are all published, an application form can be downloaded and members can even update their details online.
- 50 Plans for 2002 include a separate Irish website, expansion of the companies section and contact information.

'We'd be better off sweeping streets'

Lunn Poly staff refute company's claim of £12,000 starting salary

By GILFON MANNING

THAYRES firm Thomas Cook is to use 5,000 jobs after a change in bookings since the terrorist attacks in America.

It said winter holidays were 12 per cent down since September 11. UK chief executive Alan Stewart said he regretted being forced to make cutbacks but it was "very necessary given the current trading".

He added: "Customers are not cancelling themselves for holidays."

Ten per cent of the Government-owned firm's employees and seven million in Britain at 700 travel agencies are being offered voluntary redundancy on the chance to go part-time, but TSSA's union, which has 1,500 members at Thomas Cook, said: "We'll be working out clarification of where the cuts will fall."

Thomas Cook lays off 2,600

Strategic plan

Throughout the year, TSSA's Annual Conference and Executive Committee (EC) take major decisions about the strategic direction and policy of the organisation. These form TSSA's Strategic Plan. In the past this document has spanned three years, but last year EC agreed that the 2002 Strategic Plan should focus on consolidation and concentrate on the coming year. The Plan covers a number of Conference and EC decisions in 2001; below is a flavour of how TSSA's activity in 2002 will be shaped by these actions.

Travel Trade

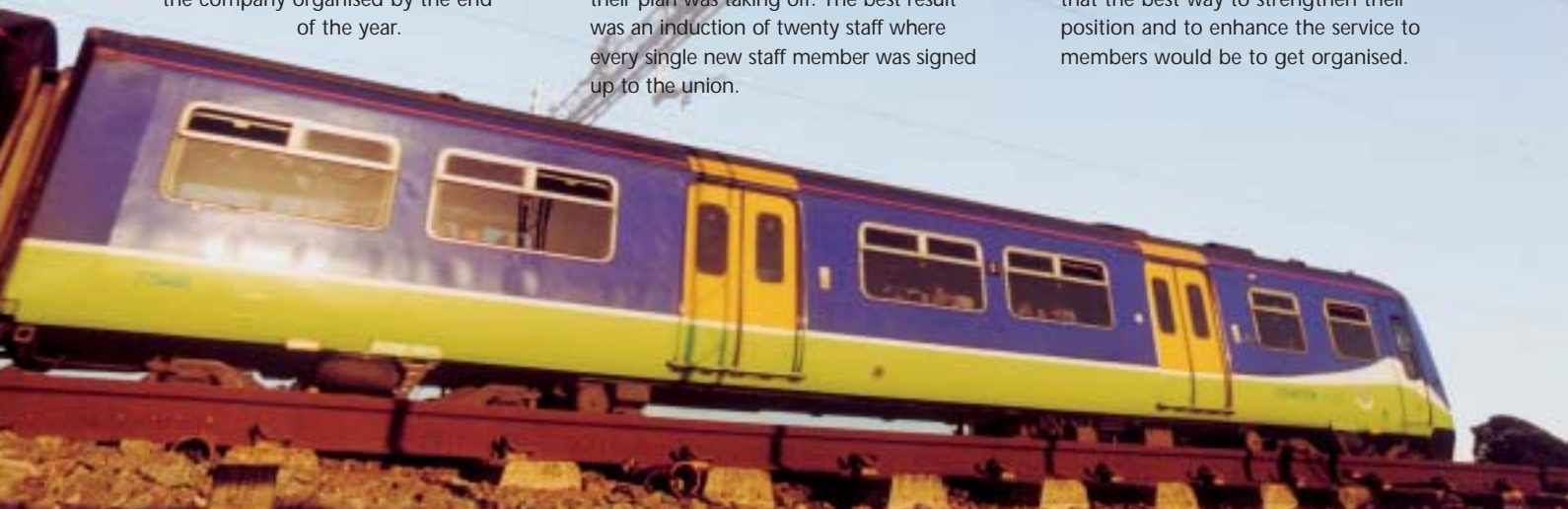
- 51 In 2000, TSSA's Annual Conference agreed to commit significant resources to unionising the travel trade. In 2001, this project developed apace; by the end of the year, the full team was in place and was gearing up to attacking the first campaign target.



- 52 In the spring, TSSA recruited several new staff to form the travel trade team, which is big enough to recruit, organise and win recognition rights for members in the larger employers within the travel trade. As a union committed to organising, the travel trade campaign is run by Organisers, with the specific aim of getting members to play an active role, from recruiting new members to organising branches and beyond.
- 53 Over the year TSSA has been preparing the ground for this major campaign. We've hugely increased our profile within the sector. We now have a monthly column in the Travel Trade Gazette, with regular features and frequent news stories. Key players now come to speak to us and TSSA is the largest player in the Thomas Cook European Works Council – because it is the largest union.
- 54 By the end of the year, the campaign's first target company had been identified and planning TSSA's approach has begun in earnest, using several innovations to take account of the target audience – largely female, young and disengaged from trade unionism – and the potential difficulties in gaining access to travel trade workplaces. For instance, rather than producing typical

CASE STUDY: SILVERLINK SHOWS BENEFITS OF ORGANISING

- 63 Having signed up 100 new members in the company in 2001, Silverlink provides a great example of how a proactive, organising approach to recruitment can pay off.
- 64 Early on in the year the branch took a good look at its membership and lay organisation and decided that it was time to build TSSA's strength within the company by focusing on organising. With support from Walkden House, an ambitious plan was drawn up to have the company organised by the end of the year.
- 65 The branch started simply by raising the profile of TSSA within the workplace. Posters and leaflets giving details of branch meetings, contact details for Reps and activists, and outlining the benefits of TSSA membership were circulated and displayed up and down the line, and it wasn't long before staff started requesting membership packs.
- 66 Having sought and gained access to staff inductions, armed with company-specific recruitment literature they soon found that their plan was taking off. The best result was an induction of twenty staff where every single new staff member was signed up to the union.
- 67 As membership grew it became clear that the lay rep constituencies and structure were outdated. Having drawn up a new structure, the branch found it easy to fill the new vacancies because TSSA's profile was growing so substantially. By the summer of 2001 the number of local reps had trebled, making TSSA far more visible and effective.
- 68 Now TSSA is fast on its way to becoming the biggest union within Silverlink, all because one year ago the branch realised that the best way to strengthen their position and to enhance the service to members would be to get organised.



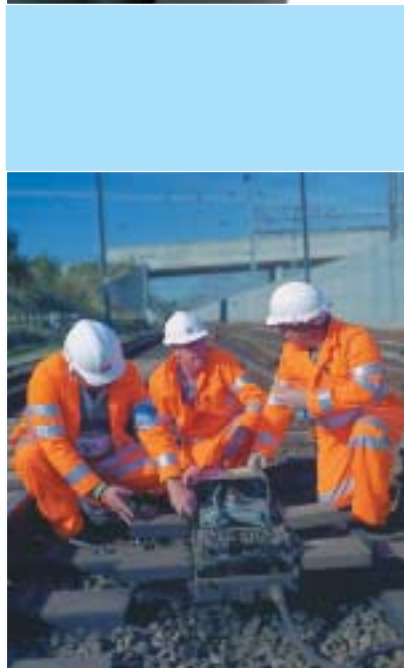
recruitment materials, TSSA is producing a recruitment magazine, designed to have a long shelf life. This takes a real life approach to workplace issues in a format with which the audience is both familiar and comfortable and which has a variety in content to demonstrate the value union membership adds to their working lives.

EU training bid

- 55 NTP, a company involved in equalities training within the transport sector approached TSSA in 2001. They approached TSSA to develop a joint bid for substantial European Social Fund money to develop an equalities project for the transport sector.
- 56 TSSA's proposal was to train 200 lay representatives to enable them to be competent at raising gender equalities issues in the workplace, positively contribute to the development of equalities polices and their critical appraisal during and after implementation. These representatives would be from all transport sectors where we have members. The bid has been successful and the project will be proceeding during 2002.

Equal Pay

- 57 Delegates at Annual Conference in 2001 passed a motion committing the EC to "pursuing the possibility of equal pay for work of equal value claims". TSSA believes that many of its members – both male and female – are undervalued and underpaid by their employers. Many employers in the railway industry have a short-term approach to pay issues, rather than pay structures that are fair and transparent for all staff. For instance, a member who manages a ticket office in a large city-centre station could be responsible for thousands of pounds' worth of revenue to a train operator, yet his or her salary will not necessarily recognise the important contribution this employee makes to their company.
- 58 Other unions, in other industries and professions, have found that often this inequality can be addressed by using legislation aimed at eliminating gender inequality, as many members who are affected are female workers. In the rail industry, this could be an Office Manager who is responsible for co-ordinating the work of a large, busy department in a train operating company. TSSA will be using this strategy to submit an equal pay claim to an Employment Tribunal.



Health and Safety

- 59 The publication of Lord Cullen's report into railway safety coming at the end of 2001, demonstrated the ongoing importance of health and safety to our members who work in the railway industry. This underlines the crucial role trade unions, with their health and safety reps, have to play in ensuring that we have a safer railway to travel and work on.
- 60 To this end, Annual Conference instructed EC to examine how TSSA could encourage more of our members to become health and safety reps, what training needs these reps have and how to ensure they have enough time to carry out their responsibilities. Conference also called for better dialogue between local safety representatives, Company Council safety representatives and TSSA's Negotiation Officers who cover the same company and how information technology could be used to provide safety information to all safety representatives. As a result, in 2002, a safety seminar will be held to look at how TSSA's health and safety reps are best supported in the vital work they do for the rail industry.

Parental leave

- 61 Trade unions have always been at the forefront of better terms and conditions for workers. As well as pay, this can mean shorter working weeks or more leave. At present, attention is focussed on campaigns to ensure workers can enjoy a better balance between work life and home life. All workers should have this balance, but the problem can be particularly acute when employees or their partners have children.
- 62 Annual Conference has recognised this, which is why it called for TSSA to campaign for statutory paid parental leave. TSSA has also prioritised paid parental leave in its negotiations over pay and conditions with companies its members work for. In 2002, TSSA will be developing its policy and campaigning on parental leave, and ensuring that all its staff and members involved in negotiating have access to comprehensive information on parental leave across all its industries.

A growing organisation

Staff

Over recent years, TSSA has expanded its paid staffing levels considerably, doubling in size over five years. This trend continued in 2001, with several new staff being appointed.

New staff

- 69 At the end of the year, there were 72 full-time and part-time staff employed by TSSA, over its four offices. Sixty are based in the London head office, Walkden House. Our Irish office employs five members of staff, whilst Operations Team 3 has seven members; with four working out of the Glasgow office and three based in our York office.
- 70 Last year saw expansion in the number of staff on two fronts. First, the travel trade team was brought up to its full compliment. Three new organisers were recruited to the team, Tamara Joseph, Raj Virk and Theresa Wallace. They were joined by a new Public Relations Officer, Helen Stokoe, who works in

Communications and Marketing, with a brief to focus on the travel trade.

- 71 Second, TSSA's fulfilled its commitment to employ more paid Recruiters and more Organisers. Robin Jenks, Tina Debenham and Graeme Smith all started mid-year in the recruitment team and two new Organisers, Lisa Eldret and Belinda Robertson, took up posts working in Operations Team 1 and 3 respectively. Another new post was that of Training and Development Officer, in the Information Services department, which was filled by Tessa van Gelderen in September 2001.
- 72 TSSA's administrative capabilities were boosted with the addition of Pankaj Shah as Finance Assistant in the Finance and Administration department and with Dawn Hope joining the York Office as an Administrative Assistant. There were also changes at senior management level. Mike Katz took over from Neil Tester as Head of Communications and Marketing, and Emmanuel Adjaho left as Head of Finance and Administration, with Mike Crawford taking over responsibility on a short-term basis.

Retirements

- 73 Long-serving TSSA officer Alan Goodridge has retired after 31 years on the staff roll.

In his time, Alan worked as a Divisional Officer in York and a Development Manager in London. In 2001, his last year of service, he worked part-time on the helpdesk.

- 74 A committed member of the Walkden House team, Alan also served on the staff pension fund management committee.
- 75 Another TSSA stalwart who retired in 2001 was Jean Perry, who worked as Communications Assistant in the Communications and Marketing Department in London. Jean was responsible for administration in the department and particularly on the Journal. She originally joined TSSA's staff in January 1995 as a Clerical Assistant and was appointed as Clerical Assistant to the Journal Editor in August that year.

Obituaries

- 76 Sadly, a former member of TSSA staff died during 2001. At the time of his retirement in August 1997, Jim McGarva was Assistant to the Head of National Negotiating Department. Jim worked for TSSA for 32 years and he was also a former Assistant Southern Region Divisional Secretary. He died on 12 May 2001, aged 61.

WALKDEN HOUSE REFURBISHMENT



- 77 Arguably, TSSA's most significant asset is its head office, Walkden House. Opened in 1958, last year saw the beginning of a £1 million refurbishment programme to bring the offices up to a modern standard. This investment will increase the value of the building as an asset to TSSA and in terms of potential rental income, as well as improving the facilities we can offer people with disabilities.

- 78 This programme covered TSSA's own office space and also the common parts of the building, such as the entrance lobby, lift and stairwell – half of the building is rented out to other companies to generate income. As a result, TSSA has been able to reorganise its departments, with a new reception on the ground floor and external signage which enforces our

corporate image and all the London-based Operations teams sited on the same floor. The refurbishment, led by Nancy Platts, Head of Information Services, has also allowed TSSA to develop its meeting room facilities, including a new boardroom on the ground floor. The programme, which began in August 2001, is scheduled to finish in April 2002.



Our democratic structure

Executive Committee

Aside from Annual Conference, the Executive Committee (EC) is the prime decision-making body of TSSA. It is composed of 13 representatives elected by members in each of TSSA's divisions, plus the President and Treasurer (who are also elected). EC meets ten times a year.

79 In 2001, TSSA held its biennial elections for President and Treasurer. David Porter, who had just finished his second two-year tenure as Treasurer, was elected unopposed as President. There was an election for the post of Treasurer; Annie Breen was elected with 43 per cent of the vote, after beating off competition from Harriet Yeo (32 per cent), Phil Dunlop (21 per cent) and Bert Curtis (4 per cent).



David Porter TSSA President
Annie Breen TSSA Treasurer

80 Every year, TSSA members also elect new EC representatives for a third of TSSA's divisions. In 2001, it was the turn of London North West, London South West, Northumberland and Durham, Yorkshire and Scotland. Andy Bain was elected for London North West, Frank Heyes for London South West, Paul McGrath for Northumberland and Durham, Wayne Geoghegan for Yorkshire and Danny Farren for Scotland. All these candidates were returned unopposed, apart from in London North West.

EC MEMBERS ATTENDANCE RECORD

| | Possible Attendance | Actual Attendance | Reasons for absence (when supplied) |
|-----------------|---------------------|-------------------|-------------------------------------|
| Andy Bain | 10 | 10 | |
| Annie Breen | 6 | 5 | Annual Leave |
| Tony Dermody | 10 | 8 | Annual Leave, Work Commitments |
| Danny Farren | 10 | 4 | Work Commitments |
| Peter Ficken | 10 | 8 | Work Commitments, Personal |
| Wayne Geoghegan | 10 | 10 | |
| Frank Heyes | 5 | 4 | Sickness |
| Ian Heritage | 5 | 5 | |
| David Horton | 4 | 4 | |
| Peter Jones | 10 | 10 | |
| Paul McGrath | 10 | 10 | |
| Arwell Parry | 10 | 10 | |
| David Porter | 10 | 10 | |
| Amarjit Singh | 10 | 10 | |
| Bert Slater | 10 | 10 | |
| Harriet Yeo | 10 | 9 | Work Commitments |
| Tim Young | 10 | 10 | |

Branching out

Our members are the lifeblood of our union. As an organising union, we value active members above all else – without their effort and commitment we could not continue as an independent trade union, committed to protecting and advancing our members' interests.

81 In 2001, TSSA came to the end of a process of major change in its branch structure, which saw the creation of workplace branches. As a result, fewer branches opened and closed compared with the previous year. In total, 11 branches closed and seven opened, compared with 39 and 32 respectively in 2000.

Note from table right:
*Merged with Tees & Hartlepool Ports branch

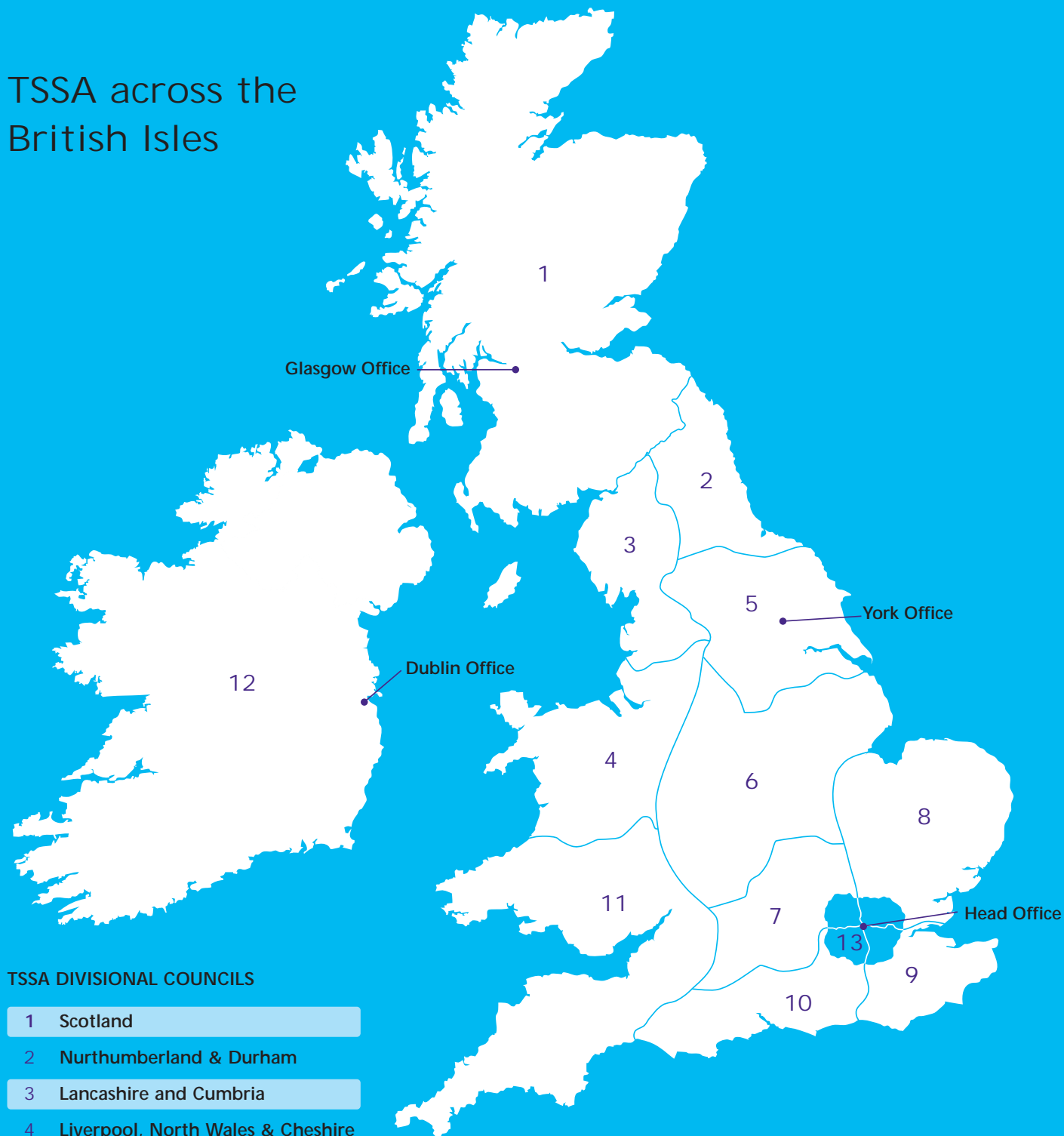
BRANCHES CLOSED

- Crewe No. 4 Technical
- Crewe Management Staffs
- London & SE Engineering
- Lancs & Cumbria North
- Tonbridge
- London & SE Management
- Tees & Hartlepool Ports MS*
- Newcastle Number 1
- Racal South East
- SEMA South
- Croydon

BRANCHES OPEN

- Scott Wilson Railways
- London SE Retired
- LNWC Retired Members
- Railtrack East Scotland
- Railtrack West Scotland
- Vertex Highland
- Vertex Edinburgh

TSSA across the British Isles



TSSA DIVISIONAL COUNCILS

- 1 Scotland
- 2 Northumbria & Durham
- 3 Lancashire and Cumbria
- 4 Liverpool, North Wales & Cheshire
- 5 Yorkshire
- 6 Midlands
- 7 London North West
- 8 London North East & Anglia
- 9 London South East
- 10 London South West
- 11 South Wales & Western
- 12 Ireland
- 13 London Transport

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Page 6: Paula Solloway (Women in Focus event in York, April 2001)

Page 8: Reportdigital/John Harris (Take Back the Track)

Page 9: Evening Standard, 21/11/01; Evening Standard, 13/12/01; Guardian, 31/08/01; Yorkshire Evening Post, 06/09/01; Travel Trade Gazette 06/08/01; The Mirror, 27/10/01

Page 10: AFP PHOTO/William West (Thomas Cook); Silverlink/Duncan Phillips (Silverlink)

Page 11: Geoff Wilson (Lena Satih, London underground rep); Balfour Beatty (track engineers); John Foxx Images (parents).



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