

Inside this issue

Friend or foe? AI in the workplace



Stronger tactics
Organising to Win

**Reasonable
adjustments**
Mental health in
the workplace





Welcome to your Energy magazine

It's been another busy year, which has presented many challenges and opportunities for our sector.

Contents

- 3 Good green jobs with UNISON**
- 4 AI in the workplace**
- 6 Building a stronger union**
- 8 Mental health in the workplace**
- 10 Become an activist**
- 11 Profile – Donald Hanson working positively for change**

At UNISON we remain steadfast in our commitment to balancing environmental sustainability with the interests of our members and to improving workplace conditions and well-being for our members. One key area over the last year has been a fair deal for workers in the transition to net zero.

In 2024, UNISON's Energy Conference in Brighton discussed the balance between addressing the climate crisis, whilst ensuring a just transition for workers. General Secretary Christina McAnea highlighted the essential role of our members in driving the shift towards renewable energy, whilst emphasising the vital need to equip the workforce with the necessary skills for emerging roles.

The transition to clean energy is gaining momentum and these expanding renewable energy workforces present an organising challenge that UNISON is determined to respond to in an effective way. Read more about how UNISON is achieving this in *Good Green Jobs with UNISON* (page 3) and *Building a Bigger and Stronger Union* (page 6).

UNISON is also proud to have joined the Fossil Fuel Non-Proliferation Treaty campaign. This campaign is looking to establish a new international treaty to speed up the move away from fossil fuels. Meanwhile, UNISON supported the introduction of the Great British Energy Bill in Parliament, which will establish a new-publicly owned energy company to help drive the clean energy transition in the UK.

On a less positive note, National Grid's decision to sell the Grain

Liquefied Natural Gas (LNG) terminal in Kent last year created uncertainty for our members. As the UK's largest LNG terminal, this decision had significant implications for energy security. UNISON urged the government to intervene, emphasising that such a critical asset's future should be determined with a long-term perspective on energy policy and security.

Last November's annual energy branch seminar was a valuable opportunity for reps and activists to engage in workshops, hear from industry experts, and participate in discussions centred around the priorities of our energy members. Amongst these was the important emerging issue of artificial intelligence (AI) and its impacts on the working practices of our members. Read our informative and thought-provoking feature on AI on page 4.

As always, UNISON continues to emphasise the importance of inclusivity and equality in workplaces and in wider society, as we look to promote some of the outstanding work of our energy activists in these areas. The features in this magazine on engaging with employers to improve support and inclusivity for neuro-divergent workers (page 8), and this issue's member profile piece (page 11) – both showcase some of the vital and committed equality and diversity work undertaken in our energy branches.

Together, we will work towards a future where the transition to renewable energy, and the future of the energy industry more broadly, is both equitable and inclusive.

In solidarity,
Donna Rowe-Merriman
 National Secretary, UNISON

Energy

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Ground-breaking agreement for good green jobs

UNISON and three other main unions secure a pioneering recognition agreement with energy giant ahead of forthcoming green expansion



UNISON, together with Unite, Prospect and GMB, have entered into a recognition agreement with renewables energy developer EDF Renewables UK and Ireland. This agreement secures union recognition in the workplace for the company's 633 staff, who work in five offices, eight service centres and 44 renewable energy sites across England, Ireland, Scotland and Wales.

"We've always said that the 'green transition' to clean energy needs to be a 'just transition' for workers," said Donna Rowe-Merriman, UNISON national secretary and head of energy. "This agreement represents a new

frontier for trade unions, such as UNISON, that organise in the energy sector. The workforces in renewables will expand massively over the coming years. We have taken the initiative and are ensuring that green energy jobs of the future are good, unionised jobs."

UNISON has a longstanding relationship with EDF UK, one of the two shareholders of EDF Renewables UK and Ireland. EDF Renewables is a subsidiary company of EDF devoted to financing, developing, managing and expanding renewable energy generation.

This new agreement commits the trade unions and the company to work collaboratively to develop and grow

the business and to provide high-quality jobs and a positive employee experience. Health, safety, wellbeing and skills pipeline development will be priority areas for discussion.

Matthieu Hue, the CEO of EDF Renewables UK and Ireland, said: "We are proud to be one of the first renewable developers to sign an agreement like this with the four trade unions. Our ambition is to have a 10GW capacity by 2035 and that means over the next 10 years there will be significant growth in our business.

"I firmly believe that working with the unions will allow us to have an extra level of support which will help us get to where we want to be. I look forward to working closely with them all. This agreement marks a pivotal moment in the energy industry's shift to cleaner, renewable sources, proving collaboration is essential and effective."

Lindsay McNaught, the chair of UNISON's energy service group executive added: "Unions play a crucial role in supporting current and future employees at EDF Renewables. UNISON is committed to working closely with EDF as the UK embraces a renewable energy future."

Winning members

Northern Energy Branch was the proud winner of this year's Mike Jeram Trophy, which is awarded to the UNISON energy branch which has most increased its membership over the last year. The award was presented at the energy seminar. Pictured receiving the award (l to r) are: Tracey Wainwright, Pauline Lawson, Steven Lowery, Dawn Wainwright, David Lytollis.



How AI is changing our workplaces

AI is here to stay and it is vital that workers have a grip on how it is being used, if their rights are to be protected

“AI is here to stay and is being rolled out across workplaces by employers,” explained Katie Jones, assistant policy officer for AI and new technologies, at UNISON’s recent energy seminar.

“AI has been around since the 1950s, but in recent years, it has taken on a new significance, as a result of ‘machine learning’. This can take in data and then use a set of algorithms and rules to make decisions in a split second. No human brain can function so fast or so accurately.”

In addition, the advance of large language models (LLM), like ChatGPT, means that AI now has the ability to answer undergraduate level questions satisfactorily. Many writing tasks such as reports, summaries etc can now be completed with little thought or input from workers.

It is therefore not surprising that AI is being heralded by companies

as a way of improving efficiency and reducing costs. Yet while AI does have huge potential, the negative impact on workers is currently largely unknown and unmeasured.

“At the moment, few jobs are being lost to AI, but many roles are changing,” said Jones.

“From job applications to grievances, role monitoring to report writing, AI and new technologies are being introduced by employers, without the implications for workers being understood or recognised.”

Key issues about AI in the workplace

Work intensification

AI chatboxes have already had a huge impact in call centres, being used to answer customer queries. AI is also being used to prioritise (triage) and route calls through to customer service staff.

Increasingly this means that workers are becoming responsible for only the most complex or difficult

calls. Yet the implications of this – more abuse from customers, more time taken on calls etc – are not being taken into consideration by employers.

“Workers are having to deal with much more demanding workloads, increased stress and potentially poorer mental health without extra breaks, or a pay rise to reflect their changed role,” said Jones.

Bias and discrimination

Generative AI tools, such as ChatGPT, Gemini and CoPilot, are increasingly being used to generate reports, written material etc. Whilst they are a very time-saving and useful tool in helping workers to generate text, they are not without concerns.

AI is only as good as the data inputted to create the algorithms and this data is known to often reflect discriminatory views. For example, Chat GPT was trained on data from the social media forum Reddit, which contains “horrible racist and sexist views,” said Jones.



AI is in use at my workplace and it's a good and a bad thing," said Shaz Rahman at E:ON. "I work in the field, and when I go out the company knows where I am at all times. It's good because if a customer complains I didn't turn up to a property, I can use tech to prove I was there.

The downside – and this is where there is currently a big argument in our workplace – is that the info is being used when we fall behind target. We're being told we could have fitted in that extra appointment at the end of the day, instead of going home, without any context being given to the situation. It's a quick way to blame workers without knowing the bigger picture or nuances of a situation."

AI is also being used to shortlist candidates and there are many examples of it making discriminatory choices, based upon previous shortlisting criteria. For example, Amazon has historically employed more men than women, so when AI was used to shortlist candidates, it rejected all CVs containing the words "women's football" until this was realised.

Privacy and data rights violations

"Companies now have bucket-loads of information about us all and can track our every movement. Employers are making decisions about you, your performance, based upon this data. They're deciding when you get to take breaks and holidays. They're deciding when to hire and fire people," explained Jones.

"This information needs to be shared, otherwise it inherently shifts the balance of power away from workers. Machines are making critical decisions about our working lives that we would expect to be made by humans."

"They (our children) don't want to be subject to AI, they need to be aware of it and be an agent of it"

Andrew Law Open University

A key area of concern for many workers is how AI data is being used to make judgements about their work performance. UNISON has many examples of workers being told their performance is unsatisfactory based upon data collected on them. Yet workers currently have no right to see this data as it is owned by third party, software companies, making it difficult to challenge decisions.

Monitoring and surveillance

Measuring the number of clicks on a computer mouse or taps on a keyboard per hour, webcam monitoring and location tracking via work phones and laptops, are all examples of AI being used to micro-manage staff.

At one workplace, UNISON reps who worked in the IT department had the tech know-how to realise that a new package of software was being downloaded onto everyone's devices without workers' knowledge or permission. This tech allowed management to view workers at home via their webcams. The UNISON reps were able to challenge management and threatened legal action to stop this invasion of privacy. However, if UNISON reps had not been working in IT, it is unlikely that this invasion would have been identified.

It does beg the question of how many other workers are being monitored by their employers without their knowledge or permission?

What is UNISON doing?

Placing workers' rights at the heart of AI changes in the workplace, UNISON is:

- ▶ representing you when AI has a negative impact in the workplace, such as surveillance and over-monitoring.
- ▶ lobbying for AI-specific employment regulation and legislation to strengthen your employee rights.
- ▶ providing support and guidance for our members through online guides, workshops etc.
- ▶ taking action and holding employers to account when they break the law.
- ▶ educating members about AI, so that you understand its risks and benefits.

Get involved

The TUC (Trade Union Congress), which is the umbrella-body for all trade unions, published an AI bill in March 2024. It is ready to go and UNISON is currently lobbying the new Labour Government to adopt this bill. Separately, UNISON is contributing to an upcoming consultation by the Department of Business and Trade about surveillance technology. We want your views and examples of how AI is



being used in your workplace. The more examples we can submit, the stronger our case for worker protection. Click on QR code to register your interest.



Photo: Steve Forrest

Together we can win

UNISON's ambitious and far-reaching new organising strategy is hitting its targets – to build more targeted, successful and impactful gains for workers

Job insecurity, zero-hour contracts, workplace stress, inflexible work practices, and a constant threat of redundancy. This is the reality many workers face in 2025. Yet, the 1995 anti-trade union laws, zero-hour contracts, increased home working, and employers sub-contracting to non-unionised companies – all make it increasingly difficult for UNISON to organise in the workplace.

The problem

Unsurprisingly, in the face of such odds, UNISON's membership has been in steady decline for 12 of the last 16 years. As a result, too many workers today, particularly younger workers coming into the workplace for the first time, do not even know what

a trade union is or of their vital role in protecting their rights.

The good news is that, unlike other some sectors, UNISON membership in the energy sector is growing. Last year, membership increased by an impressive 3.8%, compared with some sectors that are struggling with 0.5% growth.

The solution

UNISON launched an ambitious and far-reaching new organising strategy two years ago called Organising To Win. This detailed five-phase plan provides a clear future vision and strategy for UNISON, to increase membership, so that gains for workers can be maximised.

The first stage of the strategy analysed existing membership and upcoming changes in the

workplace that are likely to impact upon workers over the next ten years. Then, examples of successful 'win' campaigns for workers were identified, so that a casebook of best practice and 'what works' guides for members could be developed to build stronger, more focused campaigns that stand the best chance of success.

"Our aim is to build a bigger and stronger union that reflects and represents the diversity, values, and aspirations of our members," said Sabrina McDonnell, Organising to Win project officer (pictured, p6).

The next stage, will include:

- ▶ improving communication with ALL workers to build awareness of UNISON in workplaces and to illustrate how common issues of concern are most likely to be successfully challenged if workers act collectively.
- ▶ prioritising the training and organising of activists through MATs (Multi-Academy Trusts).
- ▶ identifying 'natural leaders' in the workplace and nurturing them through engagement and training to become activists and to lead campaigns.
- ▶ providing training courses for all members (as requested) in organising skills.
- ▶ developing a 'best practice' set of organising tools, techniques, guides and multi-media resources for activists.
- ▶ developing a national strategic organising unit to lead on national campaigns and a regional strategic organising unit.

Have you had a recent win at work?

However big or small, we would like to hear about it at our Strategic Organising Unit, to help build future success. Email us at: **WIN@unison.co.uk**

UNISON – a growing movement

How we are engaging workers

"One of our biggest challenges in our sector is that a lot of our workers, even before the pandemic, were home workers or out in the field. They're also spread from the north of Scotland to the south coast, which makes it incredibly difficult to connect with people. We're not allowed to directly message workers about UNISON unless they've given permission. We get round this by talking about UNISON issues in big, general Teams meetings. We then ask people to give us a thumbs up if they'd like more information, and in this way we get their permission. We also have virtual recruitment meetings and offer £5 vouchers to members who bring along a non-member. These have resulted in new people finding out more about UNISON and signing up."

Patrick Knowles

National Energy branch

"In fair pay campaigns, I've approached people and they've said, 'Don't talk to me, I don't like unions, and then four months later they're on the picket line making placards. You can change people, but it takes a lot. There's nothing like a real win to attract more members. People want to be a part of a successful movement."

Sabrina McDonnell

Organising to Win Project Officer



"Some workers 'dis' the union without knowing anything about what UNISON does for them and their rights. They say they don't want to pay membership fees, but they have plenty of other subscriptions, like Amazon, where the benefits are much less. When workers understand all the good work UNISON does, protecting their rights and supporting them, then £14 a month for job security does not seem much at all."

Mani Campbell

South East region

GET INVOLVED

What are you most concerned about at work? Fairer wages? Flexible working? Probation hearings? Sickness pay? The chances are, that whatever most concerns you at work, probably concerns someone else too.

Identifying specific issues in the workplace is the first stage in addressing workplace injustices. UNISON defines strategic organising as "building membership participation" to "achieve a specific win", explained Ms McDonnell, Organising to Win

project officer.

"Strategic organising is when negotiation alone won't deliver the positive changes members need. We need to build pressure on those making the decisions, to get them to say yes when they would rather say no.

"There is power and strength in numbers. Membership growth and member participation are key to achieving specific wins. They give us the power to tackle issues in the workplace," she said.



How to thrive at work

Poor mental health can have a devastating effect, which is why UNISON is taking action to help address the issue

The importance of mental health is now well-recognised. Good mental health benefits workers in terms of wellbeing, confidence, security and efficiency in the workplace. Good mental health has many benefits for employers too. If staff are motivated and supported, they are less likely to take time off sick and are less likely to leave an organisation when difficulties arise. It's a win-win situation for all.

Yet around 51% of long-term sick leave is due to mental health issues including stress, depression, or anxiety (see box).

What we do

The main way that UNISON works to improve mental health is through our core work of bargaining for better pay and conditions. By securing sustainable jobs with decent pay and conditions, UNISON addresses the cost-of-living crisis, reduces workplace stresses and improves job security. But there are also other ways that UNISON improves mental health in the workplace.

1. Negotiating 'reasonable adjustments' – UNISON reps can support members who are having a tough time and need help negotiating reasonable adjustments for a longer-term mental health condition or disability. For example, the option of working more flexible hours or home-working can benefit workers suffering from anxiety and help avoid stress at work and sickness.
2. Health and safety – our reps identify and address hazards at work to mental health, such as heavy workloads and stressful working environments.
3. Policy making – developing policies with employers about specific issues and how these can be best and most fairly addressed and solved.
4. Campaigning – raising awareness and informing workers about barriers to good mental health in the workplace. For example, in Yorkshire, a young members' officer recently helped to negotiate a new 'wellbeing day' for all staff,

Key facts on mental health

- ▶ Poor mental health accounts for more than half of all work-related illnesses. Around 51% of long-term sick leave is due to stress, depression, or anxiety.
- ▶ Employees are reporting increased workplace intensity and more significant pressure at work with 55% of workers feeling that work is getting more intense and demanding and 61% saying they feel exhausted at the end of most working days.
- ▶ 70% of managers cited organisational barriers to supporting staff wellbeing, including company policy, heavy workload, unsupportive workplace culture, and not being equipped with the right skills.
- ▶ One in five UK workers reported feeling unable to manage stress and pressure in the workplace.
- ▶ A third of managers feel out of their depth supporting their team with mental health concerns.

giving them the flexibility to take a day off, if they're having a bad day, without having to call in sick or use their annual leave. Not only has there been 100% take up of this new policy, but the employer also says that the number of sickness procedures that they have had to put staff through has reduced.

5. Education – raising awareness in the workplace of shared issues facing workers, such as fatigue, the importance of 'switching off' etc.
 6. Signposting – signposting workers to relevant agencies, such as employee support programmes, counselling and support services.
- To find out more about mental health in the workplace, talk to your local UNISON rep.



David Steele, UNISON Welfare Officer, British Gas, Scotland, said:

"I am UNISON's lead rep for diversity, equality and inclusion at British Gas, Scotland. I lead on all issues to do with inclusion.

"Describing people as WOKE is sometimes viewed negatively, but I say I'm proud to be WOKE as it is about people being treated equally and fairly. What's happening in America and the lack of tolerance and acceptance for minorities from President Donald Trump and his administration is extremely worrying. These views need to be challenged.

"At Centrica (which owns British Gas), there are 11 networks representing the needs of different workers. They include a network for carers, for workers who were in the armed forces, an LGBTQ+ network and a neurodiversity network.

"These networks give UNISON a fast-track to the issues facing workers. We are currently working closely with the neuro-diversity network to develop a company-wide policy that will protect and

support all workers affected by neuro-diversity, whether they are neurodiverse themselves, they have a family member who is neuro-diverse or they work with someone who is neurodiverse.

"As a result of this work, we were delighted when the Neurodiversity Network at Centrica was a finalist for *Outstanding New Network* and was shortlisted for *Outstanding Ability Network of the Year* in the 2024 European Diversity Awards.

"At the moment, a lot of work is also going into preparations for Neurodiversity Awareness Week, which is at the end of March. This worldwide initiative challenges the stereotypes and misconceptions about how neurodivergent individuals are perceived and shares how they can be better supported at work.

"Initiatives like this recognise the many skills and talents of neurodivergent individuals. They are also very important in breaking down misconceptions and prejudices."



Get involved today

If you hate injustice and have a passion for protecting workers' rights then get involved with UNISON today

If you believe in fairness and equality at work, then you believe in UNISON. Check out some of the ways we can help you become a confident, accomplished activist.

You don't need to worry that you lack experience, confidence or knowledge about workers' rights – most activists felt the same when they started out. The main issue is that you care.

UNISON has a wide range of valuable resources and the expertise of many activists, that can be accessed to turn your passion into action. Together we can help you develop the skills and experience you need to join our collective, so that we can work together to negotiate vital wins for workers.

About UNISON

UNISON is the biggest union in the energy sector. We work to raise employment standards and promote best practice in partnership with employers.

We campaign on behalf of members to improve pay and conditions. We also campaign on energy-related matters which impact the wider community, such as fuel poverty, sustainable and renewable supply and environmental safeguards.

Our members range from clerical and administrative staff through to senior managers. Many work in call centres and in billing and data processing, facilities and human resources, among others. We're here to support workers in securing the best possible deal at work. Join UNISON today.

Training courses

UNISON activists are volunteers who agree to take on one or more of the tasks that help keep the union running in the workplace or the branch. There's a huge range of potential activist roles, as interesting and diverse as the UNISON members who do them.

UNISON provides regular training courses for all 'reps' (representatives) – from new volunteers to experienced activists. UNISON training is designed to give you the skills you need to carry out your role and to ensure that you can perform with confidence. All courses are free for you to attend, although there may be a charge to your branch.

Most UNISON reps will negotiate with employers at some time. It is how we protect and promote the interests of workers. We offer introductory training for new activists in UNISON. The length and format of the course depends on the role that you've decided to take on. Courses for the representative roles (workplace rep/ steward, health and safety rep, and union learning rep) run regularly.

For more information, visit: learning.unison.org.uk/activist-training

UNISON college

Did you know that UNISON runs its own college? UNISON College helps members and activists develop skills through a mix of in-person, online and self-study opportunities.

If you've volunteered to take on a role in your local branch – congratulations and welcome to being a UNISON activist! And don't worry, the college has a lot of courses to help you carry out your new role with confidence.

We can introduce you to the role of a steward or workplace rep. We can

Online resources

Organising Space is a secure, online resource for all UNISON activists to share best practice organising advice, experience, and resources.

It includes a range of online resources, including guides on Organising to Win.

It aims to support relationship building, knowledge sharing, learning and experience. The space allows us to share content, have discussions, ask experts and seek support from our peers.

The Organising Space encourages the sharing of content that is innovative, creative, flexible, interactive and dynamic. If you want to join the Organising Space you will need a MyUNISON account.

show you how to support members as a health and safety rep, a welfare officer, LGBT+ officer or green rep. There are also advanced courses on employment law, mental health first-aid and much more.

The college isn't an actual building – the courses take place in UNISON's regional offices, employers' premises, learning centres and online. We work with trusted national institutions like the Open University and the Workers' Educational Association (WEA) and a host of local providers. We also deliver informal learning in-house.

The college offers over 1,000 different courses, modules, events, workshops and webinars. Your union can help you with everything from improving your interview skills to getting to grips with Excel and spreadsheets. There are also courses on English, maths and on everyday life, such as mindfulness and budgeting. For more information, visit unison.org.uk/get-involved



The fight for equality

A lack of equality and representation at higher levels in the business are key motivators for Donald Hanson and his work as a UNISON activist



What is your current work role?

My day job is working for British Gas Revenue Protection. I've worked at British Gas for 12 years.

When did you first get involved with UNISON?

My dad always told me that every worker should be part of a union, with no exception, so I joined UNISON in my first year at work. Then I became an activist and got more involved with the Black members. I am still the North West gas officer and point of contact for all Black members.

I am also a shop floor steward or 'rep' and for the last three years, I've been my local Labour link officer (the link between UNISON and the Labour Party).

Why is it important to be part of the trade union movement?

With numbers comes strength, with strength comes the voice and with that voice comes the ability to create change. I have always been on the side of being provocative, a questioner to the end. But then I joined UNISON, and that gave my provocativeness a home. It's a good way to act positively and to plant the seed of change with others who are like-minded. Personally, UNISON has given me the confidence to speak up for what is right and given me direction, so that I know where to go to seek help. As a shop floor steward, it is very important that I assist my members where I can.

What is the most pressing issue in the workplace for you?

One of the most pressing issues we have in the industry, and this includes British Gas, is the lack of colour at higher levels of the business. That, alongside discrimination against disabled workers, gender equality, religious bias, racial discrimination and sexual orientation ... to name but a few!

I am a lead diversity equity/equality and inclusion (DE+I) officer for my region. A lot of workers have missed

out on the equal chance of promotion due to discrimination. As such, I, alongside others, have been working tirelessly to almost upgrade the way the business operates and thinks about DE+I. It's been great that British Gas has been completely open to these ideas, as it wants the company to be an industry leader in this area.

“UNISON has given me the confidence to speak up and shown me the direction of where to go to seek help”

Other issues include getting a trans policy into the business with the agreement of UNISON. We also want to encourage members and non-members to complete UNISON's "uncomfortable conversations" module around racial awareness. The aim is to break down barriers and improve understanding. We are also looking at how this learning can be applied to the LGBTQ+ community.

One issue we've had a significant win with has been women's clothing in the field. Many women have had to wear men's clothes, which is both inappropriate and way too large. We have managed to address this successfully. More importantly, this has helped workers in the field to better appreciate and understand the issues that their female colleagues are facing.

What would you say to someone considering joining UNISON?

Why have you not joined them yet?

How do you relax in your spare time?

I like to game and football. This is my own personal download away from the week. I need this, as some of the cases I work on can be quite large and the role can be very demanding at times.

ESSENTIAL COVER WHEREVER YOU WORK

Worried about your job?
In these uncertain times there's never
been a better time to **join UNISON**.

For as little as £1.30 a month
our members get:

- ▶ advice, support and help at work
- ▶ a helpline that is open until midnight
- ▶ legal help for you at work and
your family at home
- ▶ plus a wide range of exclusive
member discounts.



Annual salary	Monthly cost
Up to £2,000	£1.30
£2,001 – £5,000	£3.50
£5,001 – £8,000	£5.30
£8,001 – £11,000	£6.60
£11,001 – £14,000	£7.85
£14,001 – £17,000	£9.70
£17,001 – £20,000	£11.50
£20,001 – £25,000	£14.00
£25,001 – £30,000	£17.25
£30,001 – £35,000	£20.30
over £35,000	£22.50

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