

WINTER 2011

# ups TEAMSTER

A Magazine for Teamsters at United Parcel Service



## FOCUS ON ENFORCEMENT

**Working Together  
To Police The Contract**





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## Know Your Contract

Americans across the country are experiencing a lot of stress during this economic crisis. UPS Teamsters are fortunate to have the benefits and peace of mind that come from a strong contract with guaranteed wages, health and welfare and retirement security, and the priceless benefit of a grievance process. But even union members are not immune to the stress related to our nation's recession and economic uncertainties.

Throughout this recession, UPS has been maintaining high package volumes, and in fact, just reported stellar fourth quarter earnings. Package volumes rebounded, increasing more than 2 percent, and UPS profits surged 48 percent to \$1.2 billion for that period. Yet, despite this good news, the Package Division received numerous reports of workers being told that their production standards weren't high enough. Many workers felt as if they were being singled out and unfairly harassed.

UPS Teamsters fought for, and now must enforce, the language in Article 37 which provides them with the basic tenet of fairness, "A fair day's work for a fair day's pay." But while we may all sense when we are being treated fairly, and when we aren't, proving harassment can be a daunting challenge. A successful grievance of worker harassment will involve a lot of detailed record keeping and working one-on-one with your shop stewards and business agents.

If you believe that a manager is unfairly singling you out, or



personally harassing you, document it carefully. It will be a huge help to your shop stewards and business agents.

The contractual right to a fair day's work for a fair day's pay can be enforced, as shown by the winning case brought to the Western Region UPS Grievance panel by Local 2785 in San Francisco.

When a driver was clearly being singled out by his managers and threatened with discipline, his steward and business agent compiled and analyzed numerous timecard stats and records. They were able to show that this worker was personally targeted despite maintaining a fair day's work. The company was ordered to stop harassment and all discipline was removed from the workers' file.

I have put the company on notice that uncertain economic times are no excuse for managers to take their own frustrations out on workers. This—in addition to the company's glowing economic news—renders such violations of the contract completely unacceptable.

As Teamsters we will take whatever action is necessary to protect and enforce our contract.

*Ken Hall*

## Battling Hard for What's Right

for having the common sense to negotiate into contracts good pension funds. Look at how Wall Street continues to wield its influence on Capitol Hill, making sure laws are passed that benefit their bottom lines, not the employees who work so hard for them.

The Teamsters Union is about strength and power. And that is what we have been fighting for, at UPS terminals, statehouses, city halls and in Congress. Our battles will be hard, but they are worth waging. And together, we will be successful.

Remember that labor unions created America's middle class, and no country has had a strong middle class without a strong labor movement.

Middle-class prosperity wasn't a gift to working families from the government. It wasn't something that workers got from employers. Middle-class prosperity is the direct result of a long and difficult struggle. People fought and died for fair wages, safe workplaces and the right to join together in a union.

I want to thank you for being so vigilant about making sure your contract is upheld, and for standing up for what's right. You are a shining example of what makes our union great.

*James P. Hoffa*

I keep hearing about the great work our UPS shop stewards, agents and members are doing policing their contract, standing up for what's right. This is Teamster action at its best.

You work hard every day for the company. You have rights that are spelled out in your contract. Thank you for standing up for those rights and for not letting harassment go unreported.

At the International, we've been fighting hard on your behalf as well. While we're all working to enforce the contract language we have fought for and won on the shop floors, we're also fighting to protect those contracts in city halls, statehouses and Capitol Hill. Across the country your contract gains are under attack, by anti-union companies who bully and punish their workers while lowering working standards for everyone.

Look how many companies have hired anti-union consultants to make sure their employees have no say at all about their working conditions. Look at how unions are being demonized



## First Observers

### UPS Members Encouraged to Get Training

**T**he Teamsters Union is one of five partners in the Transportation Security Administration's First Observer counterterrorism security program. First Observer is one tool among a comprehensive set of measures authorized by Congress to strengthen our nation's critical infrastructure against terrorist attacks.

The Teamster mission in the program is to promote the security of America's critical infrastructure by training members to observe, assess and report potential risks.

The Teamsters have launched a training initiative to train and register approximately 1 million First Observers by September 11, 2011, the tenth anniversary of the devastating terrorist attack. To

accomplish this effort, the union needs the support of every Teamster.

Throughout the union's history, Teamster members have served in citizen corps helping lead America through catastrophes and other challenges. It is a long-standing Teamster tradition.

Once again, rank-and-file members have the opportunity to help protect the country.

"Teamsters working at UPS are a tremendous asset to the First Observer program and we encourage you to participate. You go everywhere across this nation and to the same locations nearly every day. You know the customers; know what looks normal and what doesn't. Who is better to keep an eye out for things that just don't look right?" said Ken Hall, International Vice President and Package Division Director.

UPS members already have basic secu-

rity training and need only to take the seven-minute refresher course. This short counterterrorism training program teaches you to spot suspicious activities, things that just don't look right and may be related to a terrorist activity. It teaches how and where to report this activity.

Training is offered through the Teamster web site, DVDs have been made available to local unions and you can schedule in-person training through the web site.

There have been attempted acts of terrorism within the UPS system. It only takes one Teamster to observe, assess and report something that will break the chain of events leading to an attack on America. Please participate in this training and become a Teamster First Observer.

For more information, visit [www.teamster.org/firstobserver](http://www.teamster.org/firstobserver).

*Once again, rank-and-file members have the opportunity to help protect the country.*



## CSI Members Win Arbitration

### Local 728 Goes To Bat For Members

This summer, approximately 30 CSI employees at Local 728 received some great news: They would split an award of more than \$120,000 based on an arbitrator's decision and related grievances that the company violated the contract.

In 2007, Congress passed the Implementing Recommendations of the 9/11 Commission Act, more commonly known as the 9/11 Act. This law requires that all cargo transported on a passenger aircraft be screened for explosives as of August 1, 2010.

*"That's when we started filing grievances. We felt we could prove that the work being done was supposed to be performed by the driver/dockworker classification."*

*—Donnie Dixon, assistant business agent and Trustee, Local 728*

In compliance with this law, UPS installed X-ray scanning equipment in several facilities of its air cargo unit, Cartage Services Inc. (UPS CSI). However, UPS brought in an outside contractor to handle the freight that was processed through the scanning equipment. The Teamsters Union quickly protested this move and the issue was successfully resolved. The work was returned to the bargaining unit.

In Local 728, a dispute then arose over which of two bargaining unit classifications would perform the work.

In 2004, the local negotiated an agreement to create a new classification, "Project Specific Dockworker," to allow the company to bid on new work for the U.S. Army, Air Force and Naval exchange services. This work involved picking up, sorting and shipping freight to military exchanges. This new classification is paid a lower wage rate than the traditional driver/dockworker classification, and has always been limited to military exchange work.

When UPS CSI placed the scanner in their Atlanta facility, they assigned all of the scanning work to the project specific employees. They also offered this work to laid-off driver/dockworkers, but paid them at the lower project specific rate.

"That's when we started filing grievances. We felt we could prove that the work being done was supposed to be performed by the driver/dockworker classification" said Local 728 Assistant Business Agent and Trustee Donnie Dixon.

The local said the company was improperly expanding the use of project specific workers. The dispute went through the grievance process and went before an arbitrator in May 2010 and a decision was rendered in July. The arbitrator upheld the local's grievance and awarded the affected employees the difference between the project specific wage rate and the proper driver/dockworker rate, and directed UPS CSI to assign the disputed work to the driver/dockworker classification.

Randy Brown, President of Local 728, said it paid off to be vigilant in making sure that this matter was taken care of.

"It is our responsibility to make sure that the contract is followed," Brown said. "I am glad to see our workers prevailed in this situation."

## In Memoriam

The Teamsters are mourning the passing of Al Barlow, a former International Vice President and Package Division director. Barlow had a long and distinguished career as a Teamster.



After serving in the Navy during World War II in the Pacific theatre, including the liberation of the Philippines and having earned several battle ribbons, Barlow started working at the A&P Produce Warehouse and joined Local 229 in Scranton, Pa., his hometown. He served as a shop steward, Trustee, Recording Secretary and business agent for the local.

Barlow then served 19 years working for the Eastern Conference of Teamsters in Bethesda, Md. In this position, Barlow assisted other locals in negotiating and organizing workers in a wide variety of industries.

General President Billy McCarthy appointed Barlow to serve as Director of the Package Division and also as an International Vice President.

### A Dedicated Teamster

Barlow has two sons who are Teamster members: Bob, who works for Anheuser-Busch and is a member of Local 95 in Williamsburg, Va.; and Richard, a UPS driver and a member of Local 639 in Washington, D.C.

Bob Barlow said his father was a fierce defender of the UPS contract and worked tirelessly on behalf of the workers.

"Both my brother and I have so much to remember and be thankful for, not only the impact our dad had on our and our families' personal lives, but also for his zealous pursuit of the needs of the Teamster membership," said Bob Barlow.

"Al will be remembered as a dedicated Teamster who fought hard for the Teamster membership," said Ken Hall, Package Division Director and International Vice President. "We will especially remember his great leadership."

Barlow retired in 1992 and lived in Gaithersburg, Md. Memorial contributions can be made to the American Cancer Society, 712 S. Keyser Ave., Taylor, PA 18517.



## *Bark Raving* **BRAVE**

### UPS Teamster Risks Life to Save Dog

**H**e's not exactly the dog whisperer, but for anyone who's ever owned a pet, UPS driver and 14-year Teamster Shane Kenzig is a hero.

That's because Kenzig, a cat owner, risked his life to save a lost dog this fall.

Stuck in bumper-to-bumper traffic after a long day at work, Kenzig spotted the pooch on Parkway East, near Pittsburgh. Though other drivers on the road tried calling the dog into their cars, Kenzig was the only person to actually pull his vehicle off the side of the road, get out and coax the terrified dog to safety.

"I think the other drivers were concerned, but they didn't want to lose their place in line," Kenzig said.

The member of Local 249 cited personal experience as the reason he sprang into action.

"I had a dog once and it got hit by a car. I know how I felt,"

Kenzig said. "I didn't know if it was some little kid's dog and I didn't want them to be upset when they found out their dog got hit on the parkway."

It turns out the dog, a 2-year-old cocker spaniel and well-known escape artist, was recently adopted by an elderly woman.

Kenzig's actions earned him a spot on Pittsburgh's local news station, WTAE, whose vehicle was a few cars ahead of Kenzig's UPS truck on Parkway East. Together, Kenzig and WTAE reporters worked with the local police to find the dog's owner.

WTAE also interviewed the dog's owner, who said she was grateful and fortunate to have her pet back. But during the interview—and while on camera—the dog escaped again. That time, though, the dog didn't get far.

As for Kenzig, he said he feels good knowing he did the right thing.

"On my route, everyone is calling me a hero," he said.

# A BIG HAUL

## UPS Freight Teamster Wins \$200,000 Powerball Prize

**UPS** Freight driver Dave Lucas has bought a \$5 Powerball ticket every Wednesday and Saturday for the last several years, at Casey's General Store in Hallsville, Mo.

So it was just business as usual for Lucas when he bought a Powerball ticket on Oct. 30. On Nov. 1, he was back at Casey's General Store to get some gas when he decided to check if he had won anything.

"The ticket scanner said \$200,000," said Lucas, a road shop steward for the Columbia terminal, with Local 833 in Jefferson City. "I put on my glasses and scanned it again. \$200,000. I scanned it a few more times. \$200,000. I finally realized I had won \$200,000!"

### An Unscheduled Stop

Lucas, who drives from Columbia to St. Louis to Kansas City back to Columbia five days a week, tried to take the night off, but it was too busy. But his \$200,000 winning ticket was burning a hole in his shirt pocket and Lucas wanted it in a safe place.

"I asked my wife to meet me and she took the ticket home and put it in our safe deposit box," Lucas said.

After his typical 11-hour shift, Lucas drove home, picked up the ticket and his wife and they drove to Jefferson City to turn in the ticket. Two days later, Lucas had \$200,000 to spend.

"I paid off all my debts and that

included my daughter's college tuition," Lucas said. "Then I bought a new truck for myself. It feels great to be debt free."

### Teamster Security

Lucas has worked at Overnite Transportation and UPS Freight for nearly 12 years.

Lucas said his work life has improved dramatically since becoming a Teamster.

"It has meant security for me, my co-workers and my family," Lucas said.

"He's done a great job for us," said Mark Bruemmer, Secretary-Treasurer for Local 833. "He's always promoted the union for us within the facility."



## 30 Accident-Free Years

**F**or 30 years, UPS package car driver Reggie Hucks has driven an average of 170 miles a day without ever getting into an accident. That's about 90 stops on average per day along his route in South Carolina.

For that achievement, Hucks received recognition from UPS. And Hucks plans to continue driving for at least 10 more years, and hopes to keep up his accident-free streak.

"Thanks to the grace of God and being well-trained on safety measures, I have been accident free," said Hucks, a member of Local 509. "I know that there's a lot more chances for a package car driver to get into an accident because of all the stops we make, but so far, so good."

Hucks joined UPS in 1979 as a driver and became a Teamster the next year. He was working in an electrical supply house when he noticed the UPS driver making deliveries.

"I thought to myself that being a UPS driver sounded like a great job so I went down and put in an application and a few months later they called me in for an interview and I got the job," Hucks said. "It was a great career move for me."

### An Asset

"I'm very thankful I have this job and being a Teamster makes it even better," Hucks said. "We were steady through this recession and I hope it continues."

L.D. Fletcher, President of Local 509, said Hucks is an excellent driver and someone his colleagues look up to.

"He always handles himself professionally and he is an asset to the company and to the Teamsters," Fletcher said.

Hucks said he loves the job because it challenges him. When he first started driving, everything was handled on paper, and now it's computer-based.

"Applying for this job was one of the smartest things I ever did," Hucks said. "My wife always tells me that my blood runs UPS brown."



## >>UPDATE ON UPS Freight Subcontracting

**S**ubcontracting violations continue to be a problem at UPS Freight terminals across the country. There is a pending arbitration stemming from a grievance filed by Local 745.

Last fall, Package Division Director Ken Hall, along with Teamster Package Division representatives, travelled across the country to meet with local union and company representatives at several locations to gather information about the scope of the problem. Meetings occurred with Local 776 in Harrisburg, Pa., Local 509 in Gaffney, S.C., Local 710 in Chicago and Local 745 in Dallas.

The Division met with local union officers, stewards and members who did an excellent job gathering detailed information about work that has been given to subcontractors in violation of the contract.

The Teamsters Union believes all the evidence that has been collected firmly supports their position, and the union is prepared to move forward with the Local 745 arbitration.

"The arbitration hearing has been postponed twice but we remain ready to proceed," said Kris Taylor, Business Agent for Local 745. "This is a serious issue for our members as well as other UPS Freight workers in other cities."

Unfortunately, the company has chosen to stall, and in December, postponed the date of the arbitration. The union has pressed the company to agree to a new date as soon as possible to fight for the members' work.

"We've told the company to stop delaying this process, stop subcontracting out our work, or expect us to mobilize our members to fight," Hall said.

"I was the first one on the scene, and for a while, the only one. I had to continuously tell fire fighters and fire captains that I had the family and they were safe,"

—Nico Nardello, Member of Local 449



## Quick Actions by UPS Driver Save Family of Four

# Where There's Smoke There's Fire

What Nico Nardello thought would be an ordinary day was anything but when the member of Local 449 in Buffalo, N.Y. recently went from neighborhood UPS driver to hero almost instantly.

After delivering a package on his route, something caught the corner of Nardello's eye. Smoke was coming from a home just two doors away. Concerned, Nardello immediately called 9-1-1, then went to the home to check on the family who lived there.

"When I got to the front door and opened it, the mother was in the front hall and she was panicking," said Nardello, a 16-year Teamster. "I asked if there was anyone else in the home and she said her entire family was there."

Nardello immediately assisted the family—which consisted of the mother, father and two children—out of the home. He acted just in the nick of time.

"When I got to the curb, the side of the house exploded and the windows blew out," Nardello said. "I never felt like I was in any danger. I just reacted. My adrenaline was going and I just went with it."

That day was a particularly cold one, so Nardello helped the family of four into his UPS truck. He turned the heater on and allowed the parents to use his cell phone to call loved ones.

### Above and Beyond

Within a matter of minutes, Nardello said the house was completely engulfed in flames. The fire was so large, units

from multiple fire houses responded, but it was too late. As Nardello said, the house was gone. The fire spread to three neighboring homes.

Nardello acted as a communicator between fire units arriving on the scene.

"I was the first one on the scene, and for a while, the only one. I had to continuously tell fire fighters and fire captains that I had the family and they were safe," Nardello said.

Nardello allowed the family to use his truck for 40 minutes until the scene was secured by professionals. He then finished his route for the day. It wasn't until the corporate office called to congratulate him that he realized the magnitude of his actions.

Local media outlets, customers and his co-workers are all calling Nardello a hero.

"I didn't expect any kind of publicity from this, but it's overwhelming," Nardello said, explaining that an event to honor and recognize him was held at the school where his wife is a teacher. "I really don't feel like a hero. But I do feel good knowing I helped people."

And that sense of community and urge to help others, Nardello said, is what being a Teamster is all about.

"I just did what any of us would have done. As Teamsters, we all care about each other and our customers," he said. "I know any other Teamster in my situation would have reacted the same way."

It is still unknown what caused the house fire, but local fire authorities believe it was accidental.



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Maryland  
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# JOB HARASSMENT

Working Together  
To Police The Contract

DON'T LET IT GO UNREPORTED



**UPS** Teamsters expect a fair degree of stress on the job, but they also have a contractual right to a fair day's work for a fair day's pay under Article 37 of our contract.

UPS Teamsters are the most productive workers in the package industry. In recent months, though, UPS has stepped up harassment of Teamsters, imposing unreasonable production standards on its work force, despite weathering the difficult economy with high package volumes.

Unlike some other contract violations, harassment under Article 37 is not a "dollars and cents" issue. And proving that a member is being harassed on the job is no easy task. As the most highly compensated package delivery workers in the world, UPS Teamsters know that

they are held to high standards. But those high standards don't trump the fact that they have the right to a fair day's work for a fair day's pay. When a member is unfairly singled out, verbally harassed, or wrongly disciplined, a line is crossed. Collecting good evidence is key to proving that line has been crossed.

Teamster shop stewards and agents have done a terrific job of identifying the problem, filing strong grievances and bringing well documented cases to the regional and national grievance panels.

## Big Win

One recent example of a victory at the Western Region-UPS Grievance Panel was a case brought by Local 2785 in San Francisco. In this instance, a Menlo Park Center driver was singled out by his labor managers, subjected to numerous OJS rides with his supervisor, and eventually, subjected to a weekly review process that lasted for two straight months.

In a center with 100 drivers, only this one driver was brought

informed UPS management that all harassment of employees must stop.

“UPS management has agreed to review their conduct across the country and put an end to this harassment due to unrealistic and unreasonable production standards,” Hall said. “They’ve been warned that our members, stewards and agents are paying very close attention to the issue, building and taking good cases to our grievance panels. Indeed, we will take whatever action is



in to his managers’ office on a weekly basis, repeatedly told that his performance was lacking, and threatened with discipline.

During the height of this members’ harassment, his manager threatened to fire him for gross insubordination when he requested his shop steward.

Ed Lynch, the UPS business agent for Local 2785, handled the grievance and made an information request that included timecard stats and records of supervisors’ discussions with the employee.

“From this information, the local union was able to build the case that this worker was being personally targeted for discipline, even though his route was expanded to a wider area by his managers and he actually maintained his production standards,” Lynch said. “The remedy was that the company has to stop the harassment over the supervision, and all the discipline was removed from his file.”

Armed with information from Teamster shop stewards and business agents, Package Division Director Ken Hall has

necessary to protect our members from unreasonable demands which violate our contract.”

## Taking a Stand

Marty Frates, chairman of the Teamsters UPS NorCal Committee, said cases like the one at Local 2785 show the importance of working together.

“When members, stewards and business agents work together to enforce our contract through the grievance process, we get results,” said Frates, also the Secretary-Treasurer of Local 70 in Oakland, Calif.

Frates said the NorCal Committee has refused to hear any discipline grievances with regards to production issues from UPS until the company can provide all information requests to NorCal pertaining to a driver’s job duties and responsibilities.

“We want everything in writing that the company says our drivers need to follow, if they want to talk about production issues with us,” Frates said. “A package car driver has so many

things to remember and we know that our drivers perform at the highest standards possible at all times. The company can file on any little thing they want and just harass a driver to no end and claim it's a production issue. If they want to do that, then we want to see every piece of information on what is expected of our drivers."

Frates said he has also had drivers who are subjected to three-day ride alongs document everything that takes place during the

"This was an extremely experienced full-time driver with more than 20 years of experience," Pettit said. "It was clearly harassment of the driver. There were no notes or documentation taken evaluating this driver's performance. There was no discussion afterward critiquing what happened on the ride along. And for a supervisor to follow a worker into the restroom, a one-toilet restroom, the issue became real apparent."

A grievance was filed and the driver and the union were suc-



ride along. Everything.

"We have drivers pointing out errors that the company is making," Frates said. "Document everything. That is the key to winning these grievances."

### **Singled Out in Iowa**

At Local 90 in Des Moines, Iowa, Secretary-Treasurer Claudia Pettit keeps a vigilant eye out for harassment issues and has told her members that Article 37 grievances must be documented thoroughly.

Pettit said there was one instance where a very experienced package car driver was being subjected to three-day ride alongs by a supervisor, but the supervisor was not taking any notes or filling out paperwork regarding the driver's performance. There was no discussion at the end of the ride along about the driver's performance. When the supervisor followed the driver into a restroom, Pettit said she knew immediately this was not about performance, and the documentation began.

cessful at the state panel.

Pettit said her local has seen an increase in Article 37s and believes the downturn in the economy has supervisors under a lot of stress, which sometimes leads them to take out their frustration on the drivers.

"Our job at the local is to provide a safe and harassment-free workplace for our people," Pettit said. "If harassment occurs, we must put management on notice that it is not acceptable and that a behavioral change is needed immediately. If it is not reported, it will continue and get worse. It's up to us to make sure that any harassment is stopped."

### **Harassment in Colorado**

At Local 455 in Denver, Business Agent Scott Ford has recently helped four UPS drivers win grievances against one supervisor, all for verbal harassment.

"This supervisor has had a long history of contract violations, and has been to the grievance panel before, so I am familiar with

him,” Ford said. “Once I heard about these cases, our local acted right away.”

Part of one of the grievance documents was a letter from a UPS Store employee who witnessed the supervisor yelling at a UPS driver for about 15 minutes straight.

“The store employee said he had a customer in the store and, through a closed, steel door, you could hear profanity and yelling,” Ford said. “When the employee went to the back of the store to investigate, he saw a female driver being yelled at by a man. The

employee asked for the man to identify himself, which he did, without any apology or embarrassment.”

Ford said all these acts of verbal harassment were clearly documented before the grievances were filed. The company apologized for the supervisor’s behavior and the supervisor was ordered to abide by Article 37.

Ford said detailed documentation is the key to winning

Article 37 grievances. He has a large spreadsheet to prove it. For 15 years, Ford has documented every single grievance he has

received. He has listed every detail imaginable. While this sounds like a formidable task, Ford said it just takes a few minutes every day, and then it becomes part of your routine.

“My spreadsheet is so detailed that I can sort it by date, supervisor, article number, what level of the process the grievance went to,” Ford said. “My spreadsheet is invaluable to me.”

Ford’s advice on Article 37 grievances is to get written documentation right away.



“You need to get statements as soon as the harassment occurred because memories do fade,” Ford said. “Don’t wait to start the process.”

## Being Vigilant

The contractual right to a fair day’s work for a fair day’s pay can be enforced, as shown by these winning cases, Hall said.

At Local 2785, when a driver was clearly being singled out by his labor managers and threatened with discipline, his steward and business agent compiled and analyzed numerous timecard stats and records. They were able to show that this worker was personally targeted despite maintaining the production standards set by the company.

Building the file proved critical to their success, the harassment was ordered to stop and all discipline was removed from the workers’ file.

At Local 90, when a driver was subjected to ride-alongs that clearly had nothing to do with evaluating performance, UPS had to order the supervisor to change his behavior. Again, documentation on the local’s part was essential to this win.

At Local 455, a busy business agent has meticulously recorded every grievance he has ever handled. And it has paid off for his workers.

These are just several examples highlighting the importance of documentation in building winning cases.

“Our contract language is the foundation to ensuring fairness on the job,” Hall said. “The union can put the company on notice and protect you from the bad behavior of some managers when we are armed with the right information.”

## Harassment Often Has Company

Many harassment cases coincide with other contract violations. For example, supervisors might single someone out because they have opted to take advantage of the 9.5 language. In these cases, locals have found that documenting violations for one contract provision also helps bolster their case for violations of harassment language.

## Everyone Benefits When the Contract is Enforced

**M**ethodical recordkeeping can win grievances, as shown by Chris Lucas, a 19-year employee and shop steward for Local 79 in Tampa, Fla. Lucas knew something wasn't right when UPS reclassified part-time managers while claiming that it was just trying to train them to become better supervisors.

Lucas took notes—lots of them—and he and his co-workers logged how many hours managers spent driving, which routes they took, what packages they delivered.

In all, Lucas logged 15,082 hours.

These hours represent work that is supposed to be done by Teamsters. When supervisors perform bargaining unit work, everyone loses, from the full-time drivers

who lose those hours, to the part-timers who are hoping to move into driving positions.

Lucas' work paid off. UPS drivers from Local 79 filed a grievance about managers doing bargaining-unit work.

"We took the information Chris had collected," said Thor Johnson, Business Agent at Local 79. "We got with other shop stewards in our jurisdiction and spent an enormous amount of hours putting facts together."

The grievances were resolved to a settlement tune of over \$137,000, more than \$83,000 of which was paid to workers at the Brooksville facility where Lucas worked. But perhaps even more importantly, bargaining unit work was protected, and that gives all workers more work opportunities in the long term.



*Requiring the company to stop its unreasonable production demands also helps part-time workers by creating more full-time jobs.*





# 10

By Cheryl Allebrand, Bankrate.com

## Tips To Computer Security

Computers can be enormous time-savers and powerful financial tools. Using budget tracking software, paying bills online and buying items more cheaply from wholesale or auction sites can make a lot of sense.

But before you load up your computer with sensitive information about yourself, you'll want to take the necessary steps to ensure your personal finances stay personal. Here's how to keep your computer on lockdown and off limits to identity thieves. |



## 1. Use Passwords for Protection

You wouldn't leave sensitive documents laying out for prying eyes; likewise, you need to put away the information stored on your computer in a safe place: locked behind a password in your own user account.

Even if you are a true Luddite and never intend to go online, you'll still want to password protect your computer. That's because if you have a snoop houseguest or if a thief picks up your laptop, they could get at your information as you sleep if it's not password protected.

Set up a separate user account for others to surf on so you keep your sensitive information private.

**HOW TO:** For Windows-based machines, go into the control panel, choose user accounts and follow the instructions. Mac users must create a password upon using the computer for the first time and they can change their password settings by going into system preferences. There they can disable automatic login. (If you get stuck, ask a trusted techie for assistance. That goes for all these tips.)



## 2. Get Your Guard Up

Before merging with the information super-highway, you're going to want to make sure that all the existing security settings your computer comes with are turned on. If you want to go out and buy added protection later, that's great. Just make sure you have basic protection enabled before going online.

First, fire up the firewall. Your computer should come with a firewall, or perhaps a software package came bundled with your purchase that includes a firewall. It's basically a set of programs that work together to enforce the safety rules you outline when you choose a security level. The firewall is the gatekeeper for Internet activity.

The default setting is usually on, but you'll want to verify that it's on if you don't see the firewall icon when you turn on the computer.

Go into the control panel to find the security settings, says Jennifer Leach, a consumer education specialist with the Federal Trade Commission.

The higher you set your security, the more you are going to screen out, dangerous and harmless. According to Leach, medium to medium-high is fine for most people.

"If you're extremely cautious and you want to set it high, your friends might start telling you you're not getting their e-mails or you might see Web pages aren't loading. I think if you set them pretty low, a lot of stuff's going to creep through," she says.



## 3. Up the 'Anti' With Software

Next, up the anti—antivirus and antispyware. These can be packaged separately or together. Spyware is software installed surreptitiously by outsiders on your computer that stealthily collects information as you navigate the Internet.

Only some spyware is actually malicious; the spyware that marketers use is sometimes called adware. Viruses are pervasive and pernicious. More than 90 percent of all viral attacks go after the consumer, according to David Miner, senior director of Financial Services Industry Solutions at Symantec. "One out of every 233 e-mails that comes in is going to carry some kind of malicious code. With odds like that stacked against you, you can't afford to go out without protection."

Immediately download or activate antivirus and antispyware software, he advises.

"Often the way computers are sold these days, it comes bundled with software with a free 30- or 90-day trial. If you don't already have other antivirus software, you should click it on—you can shop during the free trial period, but you should make sure that you have something running before you start surfing the Web," says Dan Salsburg, assistant director in the Division of Marketing Practices at OnGuard Online.

"If your computer doesn't come with anything, you can try free shareware while you are deciding. Look to something like Zone Alarm, Ad-Aware, or Spybot Search & Destroy," suggests Miner.



## 4. Run Scans to Stay Current

Unlike fashion, keeping up with computer security trends is easy. Just set automatic updates and let them run.

"Having the best security system in the world doesn't do you any good unless you keep it current," Miner says.

From the time the computer is boxed until you bring it home and plug it in, a lot can change: Either new threats arise or security flaws are detected in the software, so it is important to get the updates immediately.

"New attacks are being created daily," warns Miner. Set your protection updates to run regularly: daily is best. Then run your full system scans regularly against viruses and spyware.



## 5. Take Wireless Precautions

Even if you're a giving person, you can't afford to share your wireless connection with the neighbors. Letting people piggyback on your connection sucks up bandwidth, slowing you down. Worse: They could potentially see everything on your computer.



“It’s been my experience that most people will connect in an insecure manner and end up exposing most of the information that is on their drive,” says David Marcus, security research and communications manager at McAfee. “You don’t want just anyone to connect to your documents folder if it has all your passwords on it.”

If you don’t turn on wireless encryption, a neighbor who’s only halfway computer savvy could easily put something on your PC that would track your keystrokes, warns Mark Sunner, chief security analyst at MessageLabs. This means that even if you’re logging onto a secure site, they would be able to record the keystrokes and go back and log in later.

It’s very tempting to buy a wireless router, plug it in and be up and running within a matter of minutes, but realize that by default the firewall component of that router might not be on. Encryption is almost certainly not on, says Sunner.

**HOW TO:** The typical wireless router will have local area network, or LAN, ports in which you plug in wires connecting to your computer. That’s how you can initially install your updates to the wireless software.

Encrypt. Usually the router will come with a CD that has installation software and the installation software should have a tab on it for security and should show you how to set up encryption. You may be able to choose from various types of encryption. If so, choose WPA, or its newer variant, WPA2, as they’re considered more secure than the older WEP encryption.

Always rename your connection from the default name. Your connection is called the service set identifier, or SSID, which is the name of a local wireless area network. It’s a case-sensitive string of text with up to 32 characters. You want to call it something that won’t identify you, because this is what anyone in the area can see.

Choose a strong passphrase to password-protect your router. Don’t worry about having to remember this long string of characters. You’ll log in from your computer with something shorter. But do keep the passphrase in a secure place that you won’t forget about.

“It takes a few extra minutes to set it up upfront when you do it, but it ensures that rogues are not going to connect to your wireless network without you knowing about it,” Marcus says.



## 6. Pump Up Password Protocol

We’re constantly called upon to create passwords. How many do we repeat or name something ridiculously easy to guess? “You’d be amazed at the number of people who actually use the word ‘password’ as their password,” PayPal spokeswoman Sara Gorman says.

Here are some rules for creating better passwords:

Don’t make it personal: Passwords shouldn’t be words from the dictionary, spouses’ names, birthdays, Social Security numbers, things that people think are clever because they won’t have to write them down. Once a thief gets that fundamental information, it’s easier to figure out personal passwords.

Don’t recycle: A lot of people will end up reusing a lot of the same username and password combinations, so oftentimes a hacker will gather in that information and use it successfully on other sites.

Test your strength: Miner says that Norton 360, for example, offers a password safe—software downloaded to your home computer—that also checks password strength for you. If you keep passwords in an encrypted vault, you don’t have to worry about making it easy to remember either. And, by encrypting the list, you solve the physical security problem of written lists.

Good passwords should be composed of a combination of letters and numbers, suggests Miner.



## 7. Attachments and Downloads

If you've ever looked at spam and wondered how anyone could be fooled by the atrocious grammar and ridiculous promises, perhaps next time the joke will be on you. The messages are getting more polished and more targeted.

MessageLabs has seen a sharp increase over the last four years of targeted Trojans. These programs lurk inside something that appears innocuous, such as a Word document or spreadsheet. When that document is activated, the Trojan gets to work, perhaps shipping information out of the My Documents file. "These usually get sent to a single individual, so they rarely get on the radar of the broader security community," Sunner says.

"Never open or execute any e-mail attachment if you don't know the person," suggests Miner. "Consumers think that they can recognize a spam attack, but the attacks are becoming very regionalized and they look just like something you might expect to get from somebody. You shouldn't view, open, or even execute e-mail attachments unless you know the source, it's expected and you know the purpose of it."

Sometimes your friends are the unwitting messengers of malicious code. Even forwarded messages that legitimately come from friends might shuttle recipients to a dangerous URL where, as Miner illustrates, there's a list of "20 ways to take your 30-year marriage and make it go to 60" and, while you're reading it, in the background a piece of code is slipped on your computer that will start taking information.

Tip: If you enjoy sharing jokes or feel-good messages that are sent to you, copy the information into the body of a new e-mail message rather than forwarding the attachment.



## 8. Avoid Going Public

Public cafes are great for surfing, but you really need to recognize the risk of inputting confidential information. There's not much you can do to improve information safety at a public computer. You're at greater risk because you're dependent upon on a third party for security.

"Someone else who came in before me might have put in a flash stick that is gathering information," says Miner.

"I would seriously consider if you want to use a shared computer that remotely relates to confidential or identity information," Marcus says, "simply because you don't know if it's got a keyword logger or if all the tracking is turned on on that machine."

"It's a large risk that people really need to weigh. If there's no other access available and there's no other way of getting it done, you take the risk. But if it can wait until you can get home, it might behoove you to wait."



## 9. Watch Your Phones and PDAs

Remember, smart phones and PDAs are computers too, which raises two real risks: software security breaches and physical security breaches, such as when you lose the phone. Luckily, consumers can proactively find solutions to keep cell phones safe, just as on home computers.

You should always password lock your phone in case it goes MIA. That will make it harder for a thief to get at your information. Then, call your operator to have the phone locked, if possible, or your subscription canceled.

Threats to mobile software are growing, so it's important to protect yourself by downloading security software to your smart phone or PDA. Traditionally, crackers, the nickname for criminal hackers, haven't been much of a threat to cell phones because older

models were essentially dumb boxes, but now the devices are getting smart—and so are thieves.

"Nowadays, we are carrying around what is essentially a mini-PC that also happens to be a phone," says Sunner. "Because it is that much smarter, it of course is that much more open to abuse. I think, from that perspective, all the same paranoia I would use with my PC, I would apply to my phone as well."

If you're going to engage in mobile banking, even though banks are trying to protect their customers on their end, you should have some sort of mobile security just as you have on your home computer, says Miner.

"The average consumer trusts their device. But as soon as you start putting confidential information—passwords, identifiers—that you're then going to send to the bank, that now becomes information either on your cell phone, at risk, or over the air, at risk," he says.

"People should know that what's sent over to them can be pulled out of the air," says Leach. "PDAs should never be used to send Social Security numbers or financial information. Same with cell phones, actually. I hear people all the time in public giving things, that first of all, anyone could overhear, but also that anyone with that kind of scanner could pull out of the air."

Be aware of the kinds of information you send over a PDA because it might not have the kinds of protections that you think it does. When in doubt, get to a landline or a secure computer.



## 10. Clean Up After Yourself

Before selling or recycling your old computer, wipe the system with a file scrubber. Simply deleting files and emptying the trash bin doesn't mean they can't be recovered by anyone motivated to uncover them.

Free versions of file scrubbers, also called disk wipes or data scrubbers, can be found by doing a quick online search.



# Workers' Rights at FedEx



## THE MULTI-FACETED FIGHT CONTINUES

**UPS** Teamsters are all too aware of the stiff competition UPS faces from its main competitor, FedEx. The Teamsters Union has long recognized that organizing FedEx is deeply connected to our strength at the bargaining table.

“FedEx Corporation is a complex company, requiring battles on a number of fronts,” said Ken Hall, International Vice President and Package Division Director. “When it comes to FedEx, we have to think outside the box, the issues for FedEx workers vary depending on the segment of the company that they work for.”

FedEx’s practice of calling its full-time ground drivers “independent contractors” continues to be disputed nationwide, as the company manages to skirt payroll expenses and cost workers basic workplace protections. The Teamsters continue to highlight the cost to state governments of worker misclassification to legislators across the country. In its review of 19 states, the Teamsters estimate that collectively, these states lose more than \$3.2 billion annually due to misclassification.

A recent study, conducted by the University of Missouri–Kansas City, has concluded that state and local governments in Indiana are losing up to \$400 million a year due to employers intentionally misclassifying their workers as independent contractors. As a result of the study, Indiana state legislators are calling for a crackdown on the practice.

### What States Are Doing

Meanwhile, attorneys general across the country are playing a part in thwarting FedEx’s bad corporate behavior. In September 2010, the Kentucky Attorney General’s office filed suit against FedEx for misclassifying its workers. They alleged that the company wrongly considers its drivers independent contractors and not employees.

In October, New York became the latest state to sue FedEx for misclassifying workers. In that lawsuit, then-New York Attorney General Andrew Cuomo (now the governor) said FedEx Home Delivery service’s misclassification of workers fails “to provide its drivers the rights” afforded to other employees. The lawsuit also says FedEx Home Delivery service’s practices do not comply with state labor laws. “FedEx has the power to control, and does in fact control, almost all aspects of its drivers’ work,” the lawsuit says.

Meanwhile, Montana Attorney General Steve Bullock announced in October 2010 that Montana reached a \$2.3 million agreement with FedEx Ground over its failure to pay unemployment insurance on behalf of its drivers who had been misclassi-

fied as independent contractors. “This is a basic issue of fairness. Every worker in Montana deserves the fundamental protections provided by law, and no employer can deny those protections by misclassifying employees as independent contractors,” Bullock said.

In a response to the scrutiny of its business model, FedEx has begun to implement changes across its system. This new delivery model, now rolling out across the country, imposes greater burdens on its contractors, including demanding that they purchase multiple routes and trucks. While on paper, these “contractors” appear to be more like independent business owners, FedEx continues to maintain the same level of control.

### NLRB Backs Organizing Rights

Meanwhile, the National Labor Relations Board continues to affirm that single-route FedEx Ground drivers are employees. More than three years after drivers at a FedEx Home Delivery terminal in Windsor, Conn. voted for representation by Local 671, a three-member panel of the NLRB on Oct. 29 found that the company unlawfully refused to bargain with the union since it was certified in May 2010. The panel ordered the company to bargain with Local 671 upon request.

“FedEx just keeps filing appeal after appeal and refusing to bargain,” said David Lucas Jr., Secretary-Treasurer of Local 671. “But we will prevail. Everybody’s talking about organizing at FedEx, even locals that don’t have any UPS members. Everyone understands the issues and we eventually will win this battle.”

Most of the original bargaining unit has since moved on, and the company is shifting its operations from single-route to multi-route drivers in New England. Nevertheless, it is notable that all three board members (including one Republican) voted in favor of the union on this issue, viewing these workers as employees, not contractors.

### Changes at FedEx Freight

In another segment of the company, the workers of FedEx’s Freight division have experienced challenges and upheavals of their own in recent months. On a September 16 earnings call with analysts, FedEx announced that it was merging FedEx Freight and FedEx National, the two separately run FedEx freight businesses, to form one single company. FedEx CEO Fred Smith stated on the call that this restructuring was the result of nine months of polling and research of the customer bases of each company. The merger has been a stressful one for FedEx Freight

drivers. By late January, 1,700 drivers, or 5 percent of the total FedEx Freight work force, were laid off, and 100 terminals closed.

### Still Pushing for Fairness at FedEx Express

The Teamsters Union continues to highlight the way FedEx Express maintains a competitive edge over other package delivery companies by wrongly classifying its truck drivers under the labor laws that cover airline workers.

The Teamsters spent a lot of time in the halls of Congress last year, and with the help of members, a bill passed the House of

Representatives with language that would place all non-airline FedEx Express workers under the same labor laws as their UPS counterparts. Unfortunately, Republicans in the Senate refused to pass a bill that treated the work forces equally. And the outcome of the recent elections will make it much more difficult to get the Express Carrier language passed during the next couple of years.

“We know this fight won’t be easy,” Hall said. “None of the battles that labor unions wage for workers are. But the Teamsters Union remains committed to helping FedEx Express workers gain the same rights to organize as other employers in their industry.”

# UPS vs. FedEx

**FedEx will stop at nothing to keep its employees from enjoying the benefits of a union contract. Looking at the wages of UPS vs. FedEx workers, it's no wonder why. The Teamsters Union often says that organizing FedEx is critical to our long-term ability to negotiate strong contracts for UPS Teamsters. Here are some numbers that illustrate this point:**

#### Average Hourly Wages For a Full-Time Driver + Average 2010 Benefits Per Hour (Health & Welfare, Pension) = TOTAL

UPS Package Driver	\$29.74	+	\$15.01	=	\$44.75
FedEx Express Driver	\$21.54	+	\$5.33	=	\$26.87

**\$17.88 = The difference between the average hourly total wages and benefits between a UPS package car driver and FedEx Express driver**

#### Average Hourly Wages For a F/T Driver + Average 2010 Benefits Per Hour (Health & Welfare, Pension) = TOTAL

UPS Feeder Driver	\$30.13	+	\$15.01	=	\$45.14
FedEx Express Feeder Driver	\$24.16	+	\$5.33	=	\$29.49

**\$15.65 = The difference between the average hourly total wages and benefits between a UPS feeder driver and FedEx Express counterpart**

#### Average Hourly Wages For a Part-Time Air Driver + Average 2010 Benefits Per Hour (Health & Welfare, Pension) = TOTAL

UPS P/T Air Driver	\$22.11	+	\$14.66	=	\$36.77
FedEx Express P/T Driver	\$17.70	+	\$.60*	=	\$18.30*

**\$18.47 = The difference between the average hourly total wages and benefits between a UPS part-time driver and FedEx Express counterpart**

#### Average Hourly Wages For a Part-Time Inside Worker + Average 2010 Benefits Per Hour (Health & Welfare, Pension) = TOTAL

UPS P/T inside	\$13.92	+	\$14.66	=	\$28.58
FedEx Express P/T inside	\$15.80	+	\$.60*	=	\$16.40*

**\$12.18 = The difference between the average hourly total wages and benefits between a UPS part-time inside worker and the FedEx Express counterpart**

\* To the best of our knowledge, FedEx offers very limited health insurance on a voluntary basis, and it is our belief that the employee contribution covers most, if not all, of the costs. In addition, a part-time employee is not eligible to participate in pension, however, \$.60/per hour is the maximum match that FedEx would contribute to his/her 401(k) (assuming that the part-time employee participates in the 401(k) at the fullest possible level).



## A Message for Fred Smith

*FedEx Freight Workers Get to Tell Fred Smith What's On Their Mind*

**FedEx** Freight workers Joe Nuno and Ray Mercado both took vacation time from work and came from southern California to Memphis in September for the chance to ask FedEx CEO Fred Smith a few questions at the annual shareholders meeting.

Joining staff from the Teamsters Capital Strategies Department, Nuno and Mercado asked tough questions regarding the poor treatment of part-time dockworkers, inefficiencies created by subcontracting line haul operations and the uncertainty FedEx freight workers are experiencing since the company's announcement to consolidate national and regional operations which is reported to cause the layoffs of 1,700 workers and closure of 100 terminals.

"I wanted to let Fred Smith know who I was, put a face to one of the people he is hurting by his business decisions," said Nuno, a FedEx Freight driver for 24 years. "I asked him why he isn't taking care of his employees. I didn't get much of an answer."

Smith and FedEx Freight President Bill Logue were hard pressed to make convincing arguments that the company is looking to expand full-time opportunities for part-time dockworkers. They made excuses that there simply was not enough work to maintain employment levels and tried to deny any operating inefficiencies with respect to "purchased transportation" (subcontractors).

Mercado, a dockworker for 15 years, attempted to ask Smith why he keeps subcontracting out work, creating a lot of hardship for his employees.

"He pretty much passed that question over to his chief financial officer who tried to say a healthy company is a good company," Mercado said. "But that's not a straight answer."

### Seeking A Fair Contract

Nuno and Mercado have been two of the driving forces in educating their co-workers on the benefits of forming a union with the Teamsters.

"We need to have representation at our company," Nuno said. "It's worth it to organize. We know it won't happen overnight but we do believe that one day, we will be Teamsters."

"Our coworkers are not being respected and our insurance and other out-of-pocket costs, are out of control," Mercado said. "We need to organize for ourselves and our families."

Nuno and Mercado said more and more FedEx Freight drivers and dockworkers are talking about the need for a union at FedEx Freight.

"We're not asking for the world. We're asking for a fair contract, fair work rules, fair pay, fair benefits," Nuno said. "We work hard for this company. We deserve that."



## Taking Care of Members at Local 79

*Chris Lucas Exemplifies the Meaning of Shop Steward*

Five years ago, UPS workers at the Brooksville, Fla. UPS facility chose Chris Lucas as their steward.

“From there I just accepted the role and took it from there,” said Lucas, who has worked at UPS for 19 years.

Lucas has elevated the meaning of shop steward to new levels, working every single day to make sure the rights of the more than 130 workers in the Brooksville terminal are not being violated.

“I really take care of everything,” Lucas said. “All the grievances come through me, but by no means is this a one-man show. I have a team of alternate stewards that help me. They are Robert Shaw, Scott Kroner, Troy Simpson, Christopher Spatola and Terri Snyder. It is a lot of responsibility and can be a very taxing proposition. All of my stewards contribute in the day-to-day operational issues (contractual violations) that arise and they all do a great job. I could not be successful without them and I am very thankful.”

Lucas has made sure that all the workers know the contract. For several years, Lucas held “Know Your Contract” meetings once a week so that all the workers were educated

about the contract.

Lucas’ hard work paid off when UPS reclassified supervisors to make them seasonal drivers in 2007 and 2008. Reclassified drivers were sent to the Brooksville facility and Lucas sensed immediately something was not right. It was a clear violation of Articles 3 and 46 of the collective bargaining agreement (supervisors working).

“I started documenting the situation and we immediately filed grievances that were resolved without arbitration,” Lucas said. “Being a shop steward means knowing when the rights of the workers are being violated and doing something about it.”

Thor Johnson, Vice President and business agent for Local 79, said Lucas and all the other stewards are exemplary.

“He takes his role extremely seriously and our local is lucky to have him as a member,” said.

Lucas said he’s proud to be a Teamster.

“I always feel confident that I have the Teamsters behind me 100 percent,” Lucas said, adding that Johnson has been a big role model for him.



# Paving the Way

## UPS Teamster Retiree Stands Up for Better Roads

**I**t was the perfect example of the impact one person can have just by holding a sign.

Bobby Thomas, a retired UPS Teamster and currently a First Student driver in Wichita, Kan., stood on the corner of 17th and Hillside for 10 days, from four to five hours a day, in 90 degree heat. It was the summer of 2007 and he was fed up.

“This came as the result of me being a taxpayer having to drive on a dilapidated street that’s been that way for possibly 40 years. I called the city engineers many times and when I didn’t hear back, I decided to have my own protest,” Thomas said.

Thomas, a retired 28-year Teamster UPS package car driver, believes, “If no one complains, then it’s assumed that nothing is broken.”

On his 10th day of standing on the street corner, holding a sign that read, “Turn here to drive on an obstacle course,” KAKE-TV, the local ABC station, came out to interview him.

The news report brought further attention to the poor road conditions, including potholes and flooding, and Thomas was assured by the city that things would change.

### Street Smarts

Recently, Thomas attended a ribbon cutting ceremony celebrating improvements along 17th Street from Grove to Hillside. The \$3.4 million reconstruction project



includes new pavement and storm water drainage, as well as new turn lanes. About 125 trees and shrubs will be planted. Also present at the ceremony were Wichita Mayor Carl Brewer and numerous other city officials.

Since the ceremony, Thomas has been contacted by residents who have problems on their own streets, asking what course of action they should take. Thomas advises them to contact the city councilman for their district or the city engineer, as well as the neighborhood association, to help bring about change. He stresses persistence, and believes that if change doesn’t happen immediately, it’s important to keep pressing on.

Thomas and his co-workers know that through persistence great things can be achieved. The drivers and attendants at First Student in Wichita voted 415-53 recently to join Teamsters Local 795.

“There were some people who never had the Teamsters or union experience like I had in my job at UPS and I related my experiences to them while we were organizing. Words can’t describe how important being in a union is and how I value that,” Thomas said. “A vote for the Teamsters was a vote for dignity, a vote for improving working conditions

# We Want to Hear from You

The *UPS Teamster* magazine focuses as much as possible on individual Teamsters working in the parcel industry, but there are plenty of untold stories about you. The only way we can know about them is if you let us know.

If you have an interesting story relating to your job or as a Teamster, please e-mail [UPSTeamsterMagazine@teamster.org](mailto:UPSTeamsterMagazine@teamster.org)

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