



General President Jim Hoffa says . . .

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SPRING 2010

# ups TEAMSTER

A Magazine for Teamsters at United Parcel Service



## Strong Members Make A Strong Union

Building Strength and Unity Starts on the Ground

### Right Place, Right Time

UPS Driver Helps Law Enforcement  
Apprehend Suspects

### FedEx Workers in Canada File Application to Join Teamsters

Canadian Campaign Shows Workers  
Benefits of Representation





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## Hold Them Accountable

I recently addressed a group of UPS Teamsters who gathered for the grievance panel hearings this March. I told them the Teamsters Union is holding its own in these difficult economic times because of our commitment to organizing the unorganized, including targeting FedEx. We are also committed to representing our members to the best of our ability. This is where you come in.

At the grievance panel, I met some very determined Teamsters who are making sure UPS is following the contract. They kept detailed notes and gathered documents every time the contract was violated. When faced with the mountain of evidence these Teamsters produced, the company knew they had erred.

Every UPS Teamster should know what is in the contract, and if it's being violated, not to stand by and let it happen. This is how we remain strong in the workplace.

We hope to bring a good contract to the hardworking men and women of FedEx one day. Our future growth includes a long-term strategy organizing FedEx, and one of the most important steps right now is for Congress to pass legislation called the Express Carrier Employee Protection Act.

The measure will close the special loophole that FedEx wrangled from politicians in 1996 that moved many FedEx



Express workers under a different labor law than their counterparts at UPS, making it much more difficult for its workers to form a union.

We've launched a campaign to remind the American public that people who drive trucks are not airline pilots. You'd think we wouldn't need to explain the difference—that truck drivers' cruising level is about four feet off the ground and pilots don't have to stop the plane to use the bathroom.

But FedEx Express is telling Congress that it's an airline. That's quite a pronouncement for a company that employs more than 90,000 truck drivers (not pilots) who log about 165 million miles more than UPS a year on the road.

We poke fun at FedEx for making this ridiculous claim on our new website, FedExDriversArentPilots.com. It will make you laugh.

## Eyes, Ears and Voice

We also need you to be vigilant about making sure the contract is not being violated.

Study the contract and make sure your co-workers know their rights. If you see a violation, document it.

The recent UPS National Grievance Panels showed just how important good documentation is to winning a grievance case.

As you study the contract, make notes on where you think there can be improvements. Although our negotiations for the next contracts won't happen for a few years yet, it's never too early to start thinking about how we can make gains in the contract.

I want to thank all of you who work hard for your locals. You are the backbone of the Teamsters and we appreciate all the hard work you do.

I also invite all of you to visit our new website, [www.FedExDriversArentPilots.com](http://www.FedExDriversArentPilots.com). It will further show you how we're working to get legislation passed that will level the playing field between FedEx and UPS. We are working very hard to get this legislation passed and we're not going to stop until we win. I thank those of you who have helped out on our FedEx campaign.

It was an honor for me to be able to talk with so many UPS and UPS Freight shop stewards recently during a "town hall" conference call.

We discussed the important issues of growing our membership and being vigilant about policing our contracts.

Being a steward is an important role in our union. You are the eyes, ears and voice for our members. You are the person your co-workers turn to for guidance.

The International Brotherhood of Teamsters is turning to you as well. We need you to be our eyes, ears and voice as we build upon our strong membership base.

There are UPS and UPS Freight workers who are not yet Teamsters. Many simply have not signed cards because they haven't been asked. We need you to make the first step. Tell them about the benefits of being a Teamster and working under a Teamster contract can do for them. We are only as strong as our membership numbers.

For more information, visit  
[www.fedexdriversarentpilots.com](http://www.fedexdriversarentpilots.com).

## Express Carrier UPDATE



Organize  
 at FedEx

### Progress Made but Steps Remain

Another hurdle has been cleared in Teamster efforts to get the Express Carrier Employee Protection Act passed in Congress.

On March 22, the U.S. Senate passed the FAA Reauthorization Bill. But the battle is not over. The Reauthorization Bill that was passed by the House months earlier contained the Express Carrier language. This language will put FedEx Express employees who are not FAA certificated under the same labor laws as their counterparts at all other package delivery companies. The Senate bill does not contain this language.

This spring and summer, the work will continue as congress dukes it out. Teamster allies in the House and Senate will “ping-pong” the bill back and forth with the intention of crafting a final bill for vote that includes the Express Carrier provision.

#### Smith’s Dirty Work

Meanwhile, FedEx Express aircraft mechanics and UPS Teamsters nationwide have continued their letter-writing campaign to their members of congress to support Express Carrier. Ironically, FedEx CEO Fred Smith sent a letter to all FedEx employees asking them to do his dirty work.

In the letter dated March 18 to “team members,” Smith says it would be unfair to FedEx if Express Carrier passed.

His letter speaks of the FedEx “efficient business model.” But he fails to mention how FedEx has discontinued its defined benefit pension plan, causing many to lose hundreds of thousands of dollars in retirement income.

He also forgot to mention that employees’ health insurance costs have gone up more than 110 percent while the coverage has diminished.

He also did not include that the company has stopped its 401(k) matching contributions or the hold he placed on many incentive programs and additional costs for uniforms.

FedEx has spent millions on lobbying to defeat Express Carrier. But the FedEx employees and their Teamster supporters have not been deterred by their efforts.

#### “A Truck Driver is a Truck Driver”

This was the simple, unvarnished truth spoken by Package Division Director Ken Hall to columnist Harold Meyerson, for the Washington Post. FedEx, which launched its deceptive and disingenuous “Brown Bailout” campaign last year, cannot hide from the fact that nearly 100,00 Express workers are classified under the wrong labor law. The campaign to educate elected officials and the public at large about FedEx’s unfair advantage over every other company in the package delivery industry has been gaining momentum. With the vote on a bill near, the Teamsters have ratcheted up their effort to let the truth be known.

To bolster union efforts, an issue-based website devoted to the passage of an FAA bill with the Express Carrier language launched in late-April. It provides another forum for the Teamsters to frame the debate in a very simple, yet logical way: “FedEx Drivers Are Not Pilots,” and therefore shouldn’t be treated as such under our nation’s labor laws. Everyone can view the website at [www.fedexdriversarentpilots.com](http://www.fedexdriversarentpilots.com). The website uses humor to underline the central point in the whole FAA Reauthorization debate.

“I am confident that members of both chambers understand that the person who hands them a package is not an airline pilot,” said Jim Hoffa, Teamsters General President.

# Customers Rally Around Shot UPS Driver

## Community, Fellow Teamsters Provide Support for Local 705 UPS Worker

Like many UPS drivers, Daniel Samuels had gotten to know the people along his route in the Chicago neighborhood of Englewood pretty well. He knew that at one house, the elderly woman who lived there would need about 10 minutes to get to the door. He would often take his lunch break at the local barbershop, just making small talk.

But on July 21, 2009, Samuels was confronted in his truck by two men, one brandishing a gun. They wanted his earrings and his watch.

"I tried to stall them for as long as I could, because I knew a cop would come driving by at any time," Samuels said. "But when I tried to make a run for it, that's when one of them shot me in the back."

Samuels was rushed to Advocate Christ Medical Center where he was listed in critical condition. That night, he was told there were about 300 people in the lobby asking about him.

Many in the crowd were his fellow Teamsters from Local 705 in Chicago. But many of the people from the neighborhood were also there. And they kept coming back.

"I think I had 30 people visiting me a day until I left the hospital on Sept. 13," Samuels said. "It made me feel special. That's when I knew that they appreciated all the



Photo: David Pierini and the Chicago Tribune

hard work I had done for all those years. The neighborhood has a few bad apples but it's mostly made up of really good people."

### Neighborhood Support

The support Samuels has gotten from the neighborhood has gotten a lot of media attention. Clarence Lemond, 64, lives on the block where Samuels was shot, and he told The Chicago Tribune that everyone is concerned about Samuels because of how he treated them, and how he did his job.

"This guy was an exceptional UPS guy," Lemond told the newspaper. "He was familiar with most of the families in the area. He just made sure that everything was delivered and done according to the book with his own personal

touch. He was persistent in getting you your package. He never got agitated. He just paid attention to the small things of his job."

Jamesetta Harris, 70, told The Chicago Tribune how devastated the neighborhood has been since Samuels' shooting.

"Those two young men shot Daniel and wounded all the people on Daniel's route," Harris said.

The two men have been charged with attempted murder, police said.

### A Class Act

The shooting initially left Samuels paralyzed but the feeling in his legs is slowly returning. Samuels is going through physical therapy to help him walk and he hopes to return to work in a year,

driving the same route.

"That dedication shows just what a class act Dan is," said Steve Poczrowski, Secretary-Treasurer of Local 705. "I remember when we first heard about the shooting, we were first shocked, and then so mad that this random crime could happen to a guy like Dan out there plugging away, doing his job."

"We think about him a lot and he knows that if he needs anything, he can call us," Poczrowski said.

Samuels said his fellow Teamsters still come by a few times a month to check up on him.

"It's been really good to have all their support," said Samuels, a Teamster and UPS employee since 1997. "It makes it easier for me as I work on my recovery."



# Economic Review Leads to More Jobs at CSI

The semi-annual UPS Cartage Services International (CSI) Economic Review was held on March 31 in New Orleans. This opportunity, enabled by language in the CSI Supplement, allows the company and the union to perform a detailed financial analysis of the historically subcontracted short-haul runs that support the North American Air Freight network. Upon completion of the analysis, many runs were converted to bargaining unit work within the CSI operations.

Despite the harsh economic conditions over the past several years, the union has been able to grow the bargaining unit at CSI. At the most recent review, the union was able to add 13 full-time jobs, three part-time jobs and three Sunday-only extra runs to the unit. This brings the total number of new jobs at UPS Cartage Services to 89 full-time jobs, 19 part-time jobs and 13 Sunday-only runs, spread throughout the employer's operations. These jobs will put CSI's Teamster membership numbers at more than 1,400.

"These additional jobs are a testament to our drivers operating in the most efficient and safe manner possible," said Keith Biddle, Teamsters International Representative.

The CSI Pick-Up and Delivery Supplement is the culmination of efforts that began back in 2004 when UPS purchased Menlo Worldwide Forwarding for \$150 million in cash. At the time, nearly 1,000 workers at Menlo (which was for-

merly known as Emory Forwarding) were covered by more than two dozen separate white paper agreements. UPS renamed the company UPS Cartage Services. In 2005, the union negotiated those contracts into one Pick-up and Delivery Supplement of the National UPS Agreement, which was overwhelmingly ratified by Teamster members. The agreement boosted pay and benefits, ensuring that the former Menlo workers received the same health, welfare and pension contribution rates and the same percentage wage increases that UPS workers receive under the national UPS contract.

Perhaps even more importantly for the long-term, it also contained a card-check/neutrality agreement to organize the nonunion CSI workers. With that card-check agreement, approximately 350 workers were organized at 34 locations across the country. In addition, five new air freight hubs, which employ 1,500 Teamsters, were opened in: Louisville, Ky.; Rockford, Ill.; Philadelphia; Columbia, S.C.; Dallas; and Ontario, Calif. These locations are covered separately under the National Master UPS Agreement.

"We have always viewed our ability to grow at UPS Cartage to be of strategic importance," said Ken Hall, Package Division Director. "UPS Cartage Services was the first company within the UPS supply chain business segment that we were able to organize. We were able to use the card-check model to successfully orga-

nize another UPS acquisition, Overnite Transportation—now UPS Freight."

The North American Air Freight network includes more than 120 operating centers that service 97 percent of the market with both domestic and international air freight services.

"Teamster members in the Package and Freight business segments can help locate additional bargaining unit work in the Air Freight operations," said Biddle. He suggests looking for the following five bullet points to identify opportunities:

- Shrink wrapped pallets, crates or machinery parts banded to a skid that require time-definite domestic or international movement;
- Multiple pieces of air freight going to the same consignee where the customer is looking to consolidate into palletized movement;
- Air freight shipments containing specialized or high-value commodities (such as high tech, pharmaceutical or military equipment) that require movement in a secure air freight network;
- Air freight shipments that require specialized handling including inside delivery, lift-gate capabilities and appointment delivery; and
- Customers utilizing the air freight services of competing forwarders—such as Expeditors, Bax/Schenker, Pilot, Ceva, Panalpina, Kuehne & Nagel, etc.



EMOZ  
EMI  
MI  
IN THE ZONE

## ***UPS Freight Zone Drivers in Six States Are Now Teamsters***

**UPS** Freight “zone drivers” spanning six states have joined the nearly 12,600 UPS Freight drivers and dockworkers across the country covered by a Teamster contract.

With this vote, nearly all UPS Freight drivers and dockworkers enjoy the benefits and voice on the job provided by a Teamster contract.

The latest workers to become Teamsters, called “zone drivers,” service hard-to-reach areas outside of UPS Freight terminals. Their recent vote followed a group of drivers in LaCrosse, Wis. who also unanimously voted to ratify a Teamster contract with UPS Freight and became members of Local 695 in March.

“We are pleased to have this group of drivers as Teamsters,” said Ken Hall, Package Division Director and International Vice President. “These drivers provide an invaluable service to the company and they deserve to reap the benefits of a Teamster contract.”

### **Happy to be Teamsters**

The new UPS Freight Teamsters are

members of Local 696 in Topeka, Kan.; Local 486 in Saginaw, Mich.; Local 346 in Duluth, Minn.; Local 833 in Jefferson City, Mo.; Local 662 in Eau Claire, Wis.; and Local 657 in San Antonio, Texas.

“They are really happy to be Teamsters now,” said Frank Perkins, President of Local 657. “We had talked to them several months ago and they understood they would have to wait to become Teamsters but they hung in there. They are going to gain from the contract and they are looking forward to those improvements.”

The Teamsters kicked off the organizing campaign in 2006 when the union organized UPS Freight (formerly Overnite Transportation) workers in Indianapolis and negotiated a contract with the company that was ratified by a 107-1 vote in October 2007.

The Teamsters won a majority sign-up agreement with UPS in December 2007, and in January 2008 launched a nationwide campaign. By November 2008, the Teamsters represented more than 12,400 UPS Freight workers in 42 states.

**STRONG MEMBERS  
MAKE A  
STRONG UNION**





**G**etting a good contract is only part of the duties of the Teamsters Union. Policing it is just as important, especially in these tough economic times.

“I cannot stress just how important it is for every Teamster to know what is in their contract and to call out the company when it is being violated,” said Ken Hall, Package Division Director and International Vice President.

UPS part-timer Elaine Donlin can tell you just how valuable it is to make sure your contract is being enforced to the fullest. For 90 minutes at the UPS National Grievance Panel held in March, Donlin described in great detail, and provided documentation, showing how her supervisors at the UPS San Francisco facility were performing bargaining unit work in violation of the contract.

“I could refute whatever the company said and my documentation just blew holes through their testimony,” said Donlin, a member of Local 2785 in San Francisco who has worked for UPS for 32 years.

The panel sided with Donlin and she will receive more than \$48,000 in penalty and back pay. After her victory, Local 2785 Business Agent Ed Lynch said Teamsters were lined up asking him for copies of the documents Donlin had provided.

“Her case is now being used as a training example of how to document a contract violation,” Lynch said. “This is what won the case.”

## Documentation

Hall cited Donlin's case as "a testament to the importance of documentation in building and winning cases."

Donlin said it's pretty easy to document your case. The trick is being vigilant about it.

"I had a calendar in my computer that I had started for this, and every day after work I would make sure to sit down and document what had happened that day," Donlin said. "I wrote down what supervisors were working and what part of my job they were doing. It took about three to five minutes a day to do this."

Donlin's case began after she returned to work on May 18, 2009 after being out for six months. A variable height extender fell on her foot and fractured it.

"When I came back my manager said that my job had been eliminated and I was given another job to do," Donlin said. "I told them that supervisors were doing my work and I filed a complaint. When I didn't hear anything for a week, I filed a grievance.

of Hall and discuss plans to add new members to the union.

Hall began his segment of the call giving an overview of the work the union was doing to pass the Express Carrier amendment to the FAA Reauthorization Act. He noted the importance of organizing FedEx, not just for the benefit of the FedEx employees who need the union's help, but for the ability to negotiate good contracts at UPS.

Hall then went on to stress the importance of stewards and agents being vigilant at all times regarding contract enforcement.

"Our contract language is only as strong as our will to enforce it," Hall said. "The union cannot protect its members and police the contract without your help."

Hall summarized Donlin's case and stressed the importance of good documentation. He also said training on how to gather documents and put on a case are available through local unions and the International Union.

The call also provided the stewards with the opportunity to

**"OUR CONTRACT LANGUAGE IS ONLY AS STRONG AS OUR WILL TO ENFORCE IT."**

**—Ken Hall, Package Division Director and International Vice President**

And that's when my documentation began.

"On Oct. 12, 2009, I got part of my original job back," Donlin said. "As of Nov. 23, 2009, I was back doing my regular job."

Donlin said she was a shop steward for 15 years and she encourages members to take active participation in their cases.

"You can't expect your business agents to do everything," Donlin said. "Only you really know the intricacies of your case. It's just a matter of keeping good documents."

"If it weren't for the grievance procedure in the contract, there would not have been any recourse for me," Donlin said. "I'm grateful to the Teamsters, my local, and to Ken Hall. He sat in on my case. I was grateful to see his participation in the process."

## Being Vigilant

Donlin's victory is but one example of the potential power that individual Teamsters, including part-time Teamsters, have at UPS. The Teamsters Union has launched a new effort to develop that power and foster the leadership of members like her.

In March, General President Jim Hoffa and Hall held the first teleconference "town hall" with UPS shop stewards across the country.

Nearly 1,000 stewards participated in the conference call, which was designed to both update them on developments at both UPS and FedEx, give them the opportunity to ask questions

pose questions of Hall and voice any concerns they had concerning the contract, such as enforcement of Article 37's "9.5" language that deals with excessive overtime for drivers who wish to reduce their assigned hours of work.

On that front, Hall said success begins with the members on the front lines who report the violations by filing grievances.

## Communication is Key

Throughout the country, stewards welcomed the opportunity to hear firsthand from the union's leadership about the issues the union faces.

Tom Schlutow, chief UPS steward for Local 294 in Albany, N.Y., said he was thrilled to participate in the conference call.

"Any input the International can give us is great, because communication is key to being a steward," Schlutow said. "The more we know about what's going on, the more we can educate the workers in our shops. I hope more of these are held."

Schlutow said he told his members to keep a detailed paper trail if the contract is being violated.

Brad Flannigan, shop steward at Local 396 in Covina, Calif., said many of his members are on the Internet daily, reading about what's going on with the Teamsters and the company.

"It's helpful for shop stewards to hear from the union on what is going on, what they're focusing in on, so we can share



that with our members,” Flannigan said. “If we know what’s going on, we can refute the bad information our members sometimes get from the Internet.”

## Broaden Participation

The ability to effectively enforce the contract nationwide is very much tied to the strength the Teamsters have in numbers of members at UPS.

In parts of the country, particularly the anti-union right-to-work Southern states, stewards are constantly fighting to protect the job standards of all of their Teamster co-workers at UPS, including those who do not belong to the union.

The National UPS Agreement already includes language that allows business agents and stewards to attend new employee orientations in right-to-work states.

This year, the Teamsters upped the ante, and during the conference call, Hall asked the stewards for their participation in a very important program to bring all UPS employees we represent into the union.

“Right now there are too many UPS employees who are not members. The company knows how many employees are non-members, and that works to their advantage,” Hall said. “Our strength is in our membership numbers. That is an important factor at the bargaining table.”

Hall stressed that it is never too early to think about the next contract.

“Last time around, we were strategic and opened the contract talks early, when the economy was still strong,” Hall said. “This coming contract, we may be negotiating in a very different environment. This is why we need to get our membership numbers up.”

For a two-week period in April, the union sent out mailings

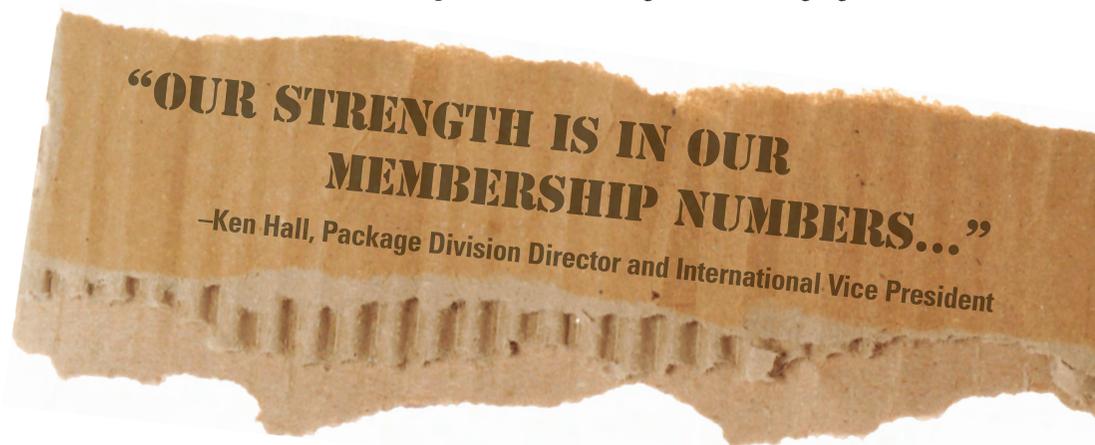
with cards to all non-members as well as placed calls to them. Hall asked stewards to talk to their local union leadership about the program and how to make it work.

“You know the non-members at your buildings,” Hall said. “Talk to them about the benefits of being a union member,” he said. “Ask non-members to sign cards. You work with these people every day. They know who you are and they respect you. Often the reason someone has not signed a card is because they were never asked.”

## Pieces Coming Together

As outlined during the tele-conference town hall, the business of building strength in the union begins with individual members.

The challenges lie in being able to draw upon all of the pieces we need to build that strength. UPS Teamsters have had to become experts at multi-tasking. Contract language—decades in



the making—must be policed.

Meanwhile, it is critical that UPS Teamsters help sign up any co-workers who are not member of the union, particularly as the union starts thinking strategically about bargaining down the road.

At the same time, members can participate in some way in the plans to organize workers at our competitor so that our benefits won't be undercut.



# SENIORITY VICTORY @ UPS FREIGHT

*Teamsters  
Win With  
The Facts At  
Grievance Panel*

*The* Teamsters won a major victory on seniority at the UPS Freight national grievance panel in March, and is taking important steps to address contract violations on subcontracting, said Ken Hall, Package Division Director and International Vice President.

“We took on the seniority violations and we won,” Hall said. “The contract wasn’t being followed. It wasn’t what we negotiated. We had the facts behind us. Justice was served for our members. It is up to us to police our contract and make sure it is being followed.”

UPS Freight violated the contract in the Central Region and other areas of the country by refusing to let workers exercise their seniority when bidding the various jobs within the local cartage operation.

Prior to the contract, each job classification had its own seniority list, city drivers, yard jockeys, and dock workers, and the members were restricted to only performing those duties.

Through negotiations the restrictions were

removed and all “local cartage” members were placed on the same seniority list and should have enjoyed the ability to bid every six months to whatever job classification they desired and were qualified to do.

The company, however, was still restricting them to only bidding whatever they had previously bid unless a new position opened up. This was defeating the seniority concept that had been negotiated.

International Vice President Brian Buhle said this issue was a huge win for the members.

“The decision by the national panel restored exactly what was bargained for, the right to exercise your seniority within the local cartage classification,” said Buhle, also the Central Region FedEx Freight chairman and Secretary-Treasurer of Local 135 in Indianapolis. “Thanks to Ken Hall and the efforts of the Package Division, we prevailed and the members’ seniority was protected.”

“As a member of the Teamsters National UPS Freight Negotiating Committee, I can say that we all knew that this was a first contract



and that issues of language interpretation would arise,” said

Sean M. O’Brien, President of Boston’s Local 25. “I was pleased to see this addressed. This is precisely what national Grievance Panels were created for.”

### **Subcontracting Violations**

Another major issue at UPS Freight is contract violations involving subcontracting. A lead case from Local 745 in Dallas has been chosen to proceed to arbitration.

“Our committee has done an outstanding job of documenting and grieving subcontracting violations, and it is absolutely not their fault that UPS has continued to violate the contract,” Hall said. “Thanks to the diligence and hard work of Local 745 in putting together the facts, a neutral arbitrator will make a decision if we can’t come

to an agreement with the company to handle this violation of the contract.”

### **Building Strong Cases**

The contract violations by UPS Freight reinforce the need to take on good cases with well-developed facts and supporting documents to win successful grievances and arbitrations that enforce contractual language and end company abuse, Hall said.

“You have to get the facts right,” Hall said. “You can’t just walk in to an arbitrator and complain that something isn’t right, because you are not going to win. You have to build strong cases, and that’s what we are doing.”

Hall pointed out that because this is the first contract with UPS Freight, there will be issues that arise.

“Although this is a first contract, as with all longstanding contracts, there will always be disagreement,” Hall said. “We must address these

issues with well-developed facts.”

Hall added that it is never too early to start thinking about the next contract and where improvements can be made.

“Every Teamster should know what is in their contract,” Hall said. “Communicate to your local when you feel it is being violated, and let them know where you think improvements can be made in the future.”

The Teamsters kicked off the organizing campaign in 2006 when the union organized UPS Freight (formerly Overnite Transportation) workers in Indianapolis and negotiated a contract with the company that was ratified by a 107-1 vote in October 2007.

The Teamsters won a card-check agreement from UPS in December 2007, and in January 2008 launched a nationwide campaign. By November 2008, the Teamsters represented more than 12,400 UPS Freight workers in 42 states.



## UPS Driver Says Route Has Delivered Joy To His Life

Will Ittner was offered two full-time jobs on the same day in 1978: teaching or driving a UPS truck. He chose UPS only because it paid more.

After working the same downtown Saginaw, Mich. route for 32 years, Ittner says the job has delivered so much joy to his life.

“My customers are my family,” Ittner said. “I met customers when their children were babies, and now those kids are grown and have families of their own. I hear about their lives. It’s like talking to your brothers and sisters.”

Ittner, 58, retired on March 31 after a 37-year career with UPS. He started out as a part-time driver in 1973. On April 8, his customers threw him a gigantic party held at Saginaw’s historic Temple Theatre. More than 200 invitations were sent out.

“I can truly say that after 37 years as a UPS driver, I still really liked my job,” Ittner said.

His customers feel the same way.

### Lasting Relationships

“You can’t help but become friends with the man,” Kathy Reis of Wigen, Tincknell, Meyer & Associates, an architectural firm, told The Saginaw News. “Everyone on his route really liked him—you couldn’t help but like him.”

David Robinson, Secretary-Treasurer for Local 486 in Saginaw, said he was Ittner’s business agent for more than 25 years and never once heard a negative comment about him.

“He’s the type of person who just enjoys helping and being around people,” Robinson said. “That’s probably why his customers liked him so much. He’s one of those people that you hate to see retire.”

Ittner managed to form lasting relationships even as he delivered an average 300 packages a day and picked up about 200.

“And I had to do all of that by 5 p.m.!” Ittner said.

Ittner said when the downtown route came up for bid, he was the only driver who opted for it.

“Others did not want it because it is all commercial, meaning a lot of office buildings and a lot of volume,” Ittner said. “But I love cities. When I go on vacation, it’s always to a big city. And Saginaw has been a great city to work and live in.”

Besides bringing him lasting friendships, the route also led Ittner to find his dream home by accident. About 16 years ago, Ittner got off on the wrong floor of a building and stumbled into a huge, empty space he immediately felt would be a great apartment. When Ittner and his partner, Phil Georgia, proposed redesigning the space for them to live in, the owners of the building agreed, and sold them the entire third floor.

### Giving Back

Ittner and Georgia have hosted many functions at their home to raise money for charitable organizations they support. As a member of the UPS Grant Committee, Ittner secured two \$100,000 grants for charitable pro-

*"Everyone on his route really liked him  
-you couldn't help but like him."*

*-Kathy Reis of Wigen, Tincknell, Meyer & Associates*

grams. Robinson said one of the grants went toward building a camp for physically disabled children.

"Will worked hard to publicize and promote this camp and we were so thrilled that he was able to get such a large grant for the kids," Robinson said. "He's just a joy to be around."

"I just want to give back to the city that has given me so much," Ittner said.

Those grants caught the attention of the local congressman at the time who invited Ittner to attend President Bill Clinton's inauguration. And because one of Ittner's customers was a Secret Service agent, Ittner was placed in the front row of one of the inaugural party receiving lines and got to shake hands with President Clinton and Hillary Clinton.

"There are so many wonderful memories," Ittner said.

## Retirement Plans

Nowadays, Ittner and Georgia are planning their move to Florida, where they own a house. Ittner said he's spending his time fixing up their house and hopes to land small jobs working on other people's houses.

"I just did some work on a home down there because word had gotten around that I am pretty handy at this sort of thing," Ittner said. "I hope I can pursue this as a second career of sorts."

But his customers are hoping Ittner will come out of retirement and return to his old route.

"For some of them, I'm the only UPS delivery guy they've ever had," Ittner said. "It's going to be hard on all of us."



# The Last Word on Kids and Cash

By Janet Bodnar, Kiplinger.com

*What Your Children Need to Know  
About Money and How to Teach Them*

**N**ot long ago I got a phone call from my 25-year-old son, who sounded a bit testy. John had just read a story in Kiplinger's about a young investor named Deirdre, also 25, who had amassed more than \$100,000 in Vanguard index mutual funds. "You write about kids and money," John said accusingly. "How come you never told me about mutual funds?"







I patiently explained that John's Roth IRA—which my husband and I started for him when he was in college and to which he has regularly contributed since he graduated—was in fact invested in a Vanguard index mutual fund. One reason Deirdre had managed to accumulate all that money (aside from the bull market of the early 2000s) was that she lived at home with her parents and socked away more than 60 percent of her salary.

What John learned from this episode was a little more about the stock market and the value of thrift—and that he should pay closer attention to his IRA statements. For me, it confirmed several truisms that I have learned from more than 15 years of writing about kids and money: First, no matter how old they are, your kids will come to you for advice. Second, nothing you can tell them is too basic. Third, a little information goes a long way.

Because I advise parents about how to raise money-smart kids, I've always felt a weight of responsibility to do the same for my own three children. People often assume I have a magic formula for calculating the right amount of allowance (I don't, but I have some strong opinions), or that my kids are stock-market whizzes (obviously, they're not). But the older two got through college without overdrawing their checking accounts or running up credit-card bills, and the youngest is following in their footsteps. And to be honest, I've learned as much from them as they've learned from me.

Thanks to them, and to the thousands of parents with whom I've spoken and who have written to me over the years, I've come up with a set of practical rules for raising money-smart kids at every age. They may be different from what you've read elsewhere, but they work.



### Ages 3-5: Big-Picture Years

Give a 3- or 4-year-old a choice between a nickel and a dime and he'll choose the nickel because it's bigger. My rule for preschoolers: Keep things simple and don't expect too much. If your daughter thinks that "everything costs \$68," as a fretful parent once complained to me, don't worry. You've accomplished a lot if you can teach children this age that money can be exchanged for other things.

Encourage them to put coins in a vending machine or pay the ice-cream man. They can play with fun savings banks, learn the difference between pennies, nickels and dimes, or collect state quarters. The more hands-on the activity, the better.

Don't push your kids into things they don't understand or can't appreciate. For example, youngsters this age live in the moment; for them, a week might as well be a lifetime. So asking them to save for college, although a worthy goal, isn't realistic. But they can save their birthday loot for a trip to the dollar store, where they can choose—and pay for—something they want.

✓ You've accomplished a lot if you can teach children this age that money can be exchanged for other things.



### Ages 6-7: Time to Start an Allowance

Kids will spend unlimited amounts of money as long as it's yours. When their money is on the line, they've got skin in the game, as one of my regular correspondents is fond of saying. The best way to let them start making their own decisions is to give them an allowance, and this is a good age to begin.

For one thing, kids are learning about money in school, so they understand that four quarters equal one dollar. Also, they have a more mature understanding of money in the abstract, so they have some sense of how much that dollar will (or won't) buy, and they can plan further into the future. Think of it as stealth budgeting.

How much to give? Start with a basic weekly allowance equal to half the child's age. I know, I know. Some people recommend giving a weekly allowance equal to a child's age. But in the real world, I've found that parents often balk at giving a 6-year-old \$6 a week. Hence, my half-age rule. If you'd like to bump that up, feel free.

Now for the even bigger question: Should the allowance be a quid pro quo for doing chores? My advice: No, it shouldn't. I'm in the camp that believes kids should clean their room or help unload the groceries because they're asked to, not because they're paid. Plus, over the years I've learned that many parents have a tough time keeping track of whether their children have actually done their assigned chores that week.

But an allowance shouldn't be a handout. My rule: Tie the basic allowance to "financial chores" —spending responsibilities that the kids take over from you. You could start by having them pay for their own collectibles, for example, or refreshments at the movies. The beauty of the system is that as your kids get older, you can expand their allowance and their responsibilities.

To make the connection between work and pay, give your children the opportunity to earn money by doing extra jobs, such as vacuuming the family room, raking leaves or washing the car, and pay for each task as it's completed to your satisfaction. That's easier for you to monitor than a week's worth of chores. Remember rule number one: Keep things simple.



### Ages 8-10: Bank on It

Help your kids open their own savings account. Of course, you can start saving on their behalf when they're much younger, and they probably have a wad of birthday cash stuffed in their sock drawer. But now they're mature enough for you to introduce how a real bank works. Even at this age, kids may be horrified to see their money disappear. It takes them a while to understand (and accept) that if they deposit, say, a \$10 bill, they'll get their \$10 back—but not the same bill.

Should you require your kids to save? That depends. Believe it or not, some youngsters hoard every penny and have to be forced to spend. You can always have them divvy up their allowance into pots of money for spending, saving, charitable giving, even investing. But if you don't want to take the trouble to parcel out the cash, a simple alternative would be to have them save, say, a nice, round 10 percent, or tithe that amount to charity. And you can always encourage kids to save by matching what they put aside—your very own family 401(k).

Another strategy that works: Have your children save toward a goal, whether it's a toy or a new baseball glove. And when they reach their goal, let them spend their money and enjoy the payoff for their efforts. Saving may be spinach and spending dessert, but as my youngest child, Peter, once told me, "Saving can be dessert, too, if you save for something you want."

*Have your children save toward a goal, whether it's a toy or a new baseball glove.*



### **Ages 11-13: Parent Power**

As you head into the difficult 'tween years, remember this: Parents have power. Despite media hype and peer pressure, kids will listen to you if you have a clear message and deliver it consistently. A young woman once told me that when she was a kid, her parents had a rule about holiday gifts: She and her siblings couldn't ask for something if they had seen it advertised on television. A bit extreme, I thought. But not only did the young woman and her older brother accept the rule, they also passed it on to their younger brother (misery loves company, perhaps?).

Now's the time to build on the foundation you laid when your children were younger. Expand their allowance money to include more discretionary purchases: video games, movie tickets, shopping excursions with their friends. My rule: Kids shouldn't hit you up for 20 bucks every time they head to the mall. Having to chip in their own money puts a natural brake on spending, keeps them from bombarding you with requests for expensive brand-name stuff, and gives them a reason to save for their own iPod.

If you're an investor, introduce your kids to the stock market. They're old enough to understand that owning stock means being part owner—and sharing in the profits—of a company whose products or services they use. (In answer to numerous questions I get from readers, investors can make small purchases of stock through Sharebuilder.com, with commissions as low as \$4, and MyStockDirect.com, which links to more than 100 companies that sell stock directly to the public.)



### **Ages 14-15: Stick With Cash**

The latest wrinkle in allowances is prepaid debit cards, which are aimed squarely at this age group. Parents are encouraged to transfer money to a child's online allowance account, which the child can access with his card to withdraw money at an ATM or to make purchases online or in stores—and which Mom and Dad can top up when the money runs out.

My rule: Stick with cash. Even at this age, plastic of any kind isn't as real to kids as money they can see and feel. With a cashless society looming in their future, learning to manage hard currency is more important for children than ever. This is a good time to expand their allowance to include clothing, concerts and other high-school entertainment, plus buying gifts for friends.

It's also time to encourage them to get a job, at least over the summer. Teens this age are permitted to work in offices, amusement parks, movie theaters, restaurants and retail stores. For convenience, you can arrange for them to have an ATM card so that they can deposit and withdraw their own earnings from their own savings account. That's how my son Peter managed his money throughout high school. When he turned 18, I offered to help him open a bank checking account with a Visa debit card. Much to my surprise, he declined. "With a debit card," he said, "it would be too easy to spend money."

*Even at this age, plastic of any kind isn't as real to kids as money they can see and feel.*



### **Ages 16-18 and Into College: Hold the Plastic**

There's a school of thought that says teenagers should get credit cards when they're still at home so they can learn to manage credit responsibly when they're on their own. I disagree—strongly. In fact, I'm on record as saying that giving teens credit cards makes as much sense as letting them use drugs so they won't turn into addicts.

I'm not against credit cards. I just think that teenagers in general aren't mature enough to manage them. And there's plenty of research to back me up. James Roberts, a marketing professor at Baylor University, has found that young people who use credit cards "are less price-sensitive, spend more, and overestimate their available wealth compared to those who write checks and pay cash." They're also more likely than adults to max out their credit, and they're more susceptible to impulse buying.

Kids this age need to learn about credit, but remember that a little basic knowledge goes a long way. Teens don't realize that a credit card is not free money. They need to know that when you use a card, you're borrowing from the card issuer, which will charge you a high rate of interest.

My rule: Cash is still king. Help your kids open a checking account (and get a debit card) so they can learn how to balance a checkbook—either by using a check register or online entry—before they head off to college (co-sign the account if the bank requires it because they're not yet 18). Fund the account with the money they earn from their summer or part-time jobs and will use to help pay for college expenses. Let them know upfront which expenses you'll pay for—books, for example—and which are their responsibility, such as food outside the meal plan.



### **Age 21 and Beyond: Ready to Launch**

Once your kids are college seniors and you're confident they've learned to make their spending money last for a whole semester, they're ready to apply for a credit card—on their own. My rule: Don't put your kids on your accounts or, even worse, co-sign for their obligations. That puts you on the hook if they don't pay up. Besides, it isn't necessary. Even with today's tightened credit standards, my 19-year-old son gets several credit-card offers a week.

If you and your children have been talking about money all along, you'll move seamlessly into adult topics.

Who else are they going to ask for advice on buying health insurance, starting a 401(k) plan—and, yes, making big bucks in mutual funds? It's even more gratifying when your money-smart kids don't need your help. When our 23-year-old daughter moved 3,000 miles from home to take a new job, my husband offered to subsidize her apartment. Claire declined. "I'd rather do it myself," she said.

*X Don't put your kids on your accounts or, even worse, co-sign for their obligations.*



**O**h Canada! For the first time in the history of organized labor in Canada, 45 FedEx administrative employees who work in Mississauga, Ontario decided to form a union, and have filed an application with the Labor Board to join the Teamsters.

“I am very satisfied with our successes during this campaign,” said Robert Bouvier, President of Teamsters Canada. “These workers’ decision once again confirms their real interest in joining a union.”

### Large-Scale Campaign

The large-scale campaign began in 2009 and mobilized dozens of organizers, members of several local unions throughout the country, as well as Teamster Canada representatives. The campaign is continuing as more momentum picks up steam in Canada

among FedEx workers there.

The Teamsters have filed an application for certification with the Canada Industrial Relations Board to represent the workers. Canadian labor laws differ from U.S. labor laws, making it easier for FedEx workers in Canada to join a union.

“I would like to congratulate these men and women who had the courage

to stand up to their employer, well known for their anti-unionism,” said Teamsters General President Jim Hoffa. “Signing a card is the first step to improving their working conditions.”

Several reasons motivated the workers to unionize, namely a \$16,000 annual wage disparity with similar workers employed by Purolator, whose employees are represented by the



# FedEx Workers in Canada File Application to Join Teamsters

## Canadian Campaign Shows Workers Benefits of Representation

Teamsters. Purolator is the largest courier company in Canada.

FedEx workers in Canada have said they want a fair contract, better working conditions and a secure future as reasons why they want to become Teamsters.

### Do The Math

Package handler Crystal Todd asks why FedEx is so against having a union work force in Canada, when they operate just fine in Europe with unions.

Hendrik Vermeersch, the Secretary of SETCA, a trade union that represents the FedEx workers in Belgium, sent FedEx workers in Canada a letter of support.

In the letter, Vermeersch points out how the union was able to negotiate

a good contract with high wages, good benefits and working conditions with FedEx. Vermeersch urged all FedEx workers in Canada to join the Teamsters.

FedEx Express workers John Hatcher and Kevin Dickerson from the United States have also pitched in, telling their counterparts in Canada why they want to become Teamsters. Both men are senior aviation maintenance technicians; Hatcher works in Atlanta and Dickerson in Memphis. Both said they want to become Teamsters because they are sick and tired of seeing their benefits taken away one by one.

“Don’t wait until you’re on the other side of the fence to see that you need the help of a union,” Dickerson said. “It will be too late for you.”

Hatcher said what convinced him that he needed a union was doing the math on how much he was losing

since FedEx did away with the defined pension plan and replaced it with a less lucrative cash balance plan. He’s also seen his health care costs skyrocket while his coverage has diminished.

“If you simply do the math, you’ll see what you’re losing,” Hatcher said.

### Still Fighting

FedEx has launched an aggressive anti-union campaign in both the U.S. and Canada, hiring union busters to try and defeat the campaigns. Workers in both countries say the fight is far from over.

“Dozens of organizers and members are hard at work throughout the country talking to FedEx workers on the benefits of joining the Teamsters,” Bouvier said.

For more information on the FedEx campaign in Canada, go to [www.FedExWorkers.org](http://www.FedExWorkers.org).

# The Fight Over FedEx and the Right to Organize

By Harold Meyerson

“A truck driver is a truck driver is a truck driver,” says Teamster official Ken Hall. And while this might seem a Gertrude Stein version of a Teamster truism, Hall’s assertion is at the heart of both a major labor dispute and a bill about to be ping-ponged between the House and Senate.

The truckers in question work for FedEx and, alone among truckers employed by delivery services, come under the jurisdiction of the Railway Labor Act, which governs airline and rail companies. Under the RLA, their prospects for organizing are roughly comparable to those of the Mormon Church under Stalin.

Drivers at UPS, FedEx’s main rival, and at other, smaller delivery companies can and have voted to form their own Teamster locals in myriad cities across the land, as the National Labor Relations Act (NLRA) permits. Under the RLA, however, the rules for forming unions are very different: The entire nationwide workforce must vote in a single election, and the union must obtain a majority not just of the workers voting but of voters and non-voters combined. (If a comparable rule held for presidential elections, requiring the winner to obtain a majority of the adult population of the United States, it’s not clear that this nation would have had a president since -- well, ever.)

When Federal Express was founded in 1971, it was chiefly an air transport company, but it long ago expanded to include ground delivery. Indeed, of its slightly more than 100,000 U.S.-based employees, just 7,700 are pilots and mechanics. It makes sense that those workers fall under the jurisdiction of the RLA. But almost all the rest are drivers

and sorters who never come in contact with the company’s planes. At UPS and smaller delivery companies, such employees are covered by the NLRA.

But not at FedEx. In 1996, as the Senate considered reauthorization for the Federal Aviation Administration, a few words were slipped in allowing FedEx alone to be classed as an express carrier under the jurisdiction of the RLA. This gave FedEx a cost advantage over unionized rivals UPS and DHL and, for that matter, any start-up that might come along. It has also enabled FedEx not only to keep its drivers from unionizing but also to block such attempts by its airline mechanics, who belong under the RLA’s jurisdiction.

Ken Eckel, a mechanic and sheet-metal worker at FedEx’s main facility in Memphis since 1996, has participated in fellow mechanics’ efforts to organize for several years. But under the RLA, the mechanics can’t form their own unions locally and can unionize only if a majority of the mechanics everywhere vote to join the union, too. Management, he says, contends that “we’re an airline. We started as an airline, but we added trucking. UPS started as a trucking company and then added air. The order doesn’t matter. We’re both freight companies.”

In March the House passed an FAA reauthorization that repeals the loophole under which FedEx won its special standing. The Senate-passed version of the bill contains no such language. Sen. Lamar Alexander, Republican from Tennessee, where FedEx founder and chief executive Fred Smith is a major political donor (chiefly to the GOP), has threatened to block the House bill when it returns to the Senate for final compro-

mise. Teamster officials sound somewhat optimistic that they can get the requisite 60 votes for cloture, but FedEx is doing all it can to stop them. Last year, FedEx announced that it was unlikely to go forward with planned aircraft purchases from Boeing if the act passed -- a clear attempt to sway lawmakers from states and districts with Boeing plants. “We’re not threatening Congress,” a FedEx spokesman said at the time of the company’s threat to Congress.

The battle over FedEx truckers is part of a broader union campaign against the practice of misclassifying workers so that they’re not eligible for benefits or able to unionize. Some unions are petitioning the Labor Department to crack down on employers who label permanent full-timers as temporary workers. Because of the 1996 loophole, however, the FedEx war must be fought in Congress.

FedEx argues that the House bill is special-interest legislation to benefit UPS. But it is FedEx that has a special loophole granting it a legal status different from its competitors. Besides, the company would have trouble convincing workers such as Eckel that its campaign to keep the loophole isn’t directed just as much, if not more, at him and his fellow workers than it is at UPS. “Why are we under different labor laws than the people who do the same jobs we do at every other company?” he asks. Why, indeed?

*This column ran in the Washington Post on Wednesday, April 28, 2010. Reprinted with permission from Harold Meyerson.*



&gt;&gt; STEWARD: FIRST PERSON

# Stepping Up to the Plate

*"I make sure that drivers are not being taken advantage of. I also educate them that they do have rights as union members."*

When Justin Morrison joined Local 162 in Portland, Ore. in 1996, he had no intention of becoming all that involved with the union. But when the part-time shift at the UPS facility he worked at found itself without a shop steward, no one else stepped up to the plate.

So Morrison, now a full-time UPS driver based out of the Swan Island facility, called up the business agent and said he was volunteering to be the shop steward.

"That's when I started learning just what being a shop steward means," Morrison said. "I was working nights at the time so I would spend my days talking to the business agents and other stewards and I really learned a lot from them."

## By the Book

Mark Davison, President of Local 162, said Morrison's biggest asset is that he follows the Stewards' Manual to the letter.

"He knows his legal rights as a steward, the worker's rights, what the company can and can't do, and he makes sure everything is done by the book," Davison said. "He's not afraid of holding the company accountable and making sure they are following the contract."

Davison said Morrison was instrumental in helping get a worker his job back at the UPS Northwest Grievance Panel hearings.

"That member was returned to work, in part, due to Justin's testimony," Davison said.

Morrison said that grievance panel hearing was pretty much like a court of law.

"You go in and state your facts. They don't want any hearsay," Morrison said. "This is so important in putting on a case. Make sure you have all your facts and can support them with good documents."

## Know Your Contract

Morrison said he reads the UPS contract regularly to help him become as familiar as he can with it.

"I need to know the contract to make sure that members' rights are being upheld," Morrison said. "I make sure that drivers are not being taken advantage of. I also educate them that they do have rights as union members. They don't have to sit back and let the company violate their rights. They have recourse to fight them."

Morrison said he would like to continue working for his local and credits the staff there for pushing him to be the best steward possible.

"I wouldn't be half the shop steward I am without the guidance of retired Local 162 Secretary-Treasurer Roger Niedermeyer and Business Agent Jack Selby, and Mark Davison," Morrison added. "They have taught me invaluable things over the past 15 years that I have been a steward."

# Right Place, Right Time

**F**rank Colla, a member of Local 79 in Tampa, Florida, is more than just your average UPS delivery man.

He's part UPS driver, part undercover detective.

At least, that's the way things panned out recently when Colla assisted local police in apprehending burglary suspects.

As Colla pulled into a neighborhood where he regularly delivers packages, he noticed a car was backed into the driveway of a home whose owners normally work during the day. What really caught his attention, though, wasn't the car, but a pair of men who darted out from behind it and around the corner of a house.

Colla continued on his route, but made a quick call to the sheriff's office to report suspicious behavior. It's a good thing, too.

## Quick Thinking

Just as he was pulling out of the neighborhood, Colla witnessed the burglars removing jewelry and jewelry boxes from the home.

That's when he sprang into action.

"I told the dispatcher I would stay behind them as long as they followed the speed limit," Colla said. "They sped off pretty quickly, but once they got away from the house, they slowed down to the regular limit."

Colla's quick thinking resulted in apprehension of the suspects in a nearby park. Local detectives later told Colla that the burglars were not only responsible for at least 20 other neighborhood thefts, but that they were armed with hand guns.

## Eyes Wide Open

At the time, Colla didn't stop to think he may have been putting himself in danger—his only thought was that simply handing over the license plate number of the get-away car wasn't good enough.

"That's like finding a needle in a hay stack," Colla said. "I know what the victims are going through. I've been burglarized before. You work hard for your stuff and for someone to come in and take it, that's hard to deal with."

Colla, who is being called a hero by neighbor residents and fellow UPS drivers, only hopes his story will cause criminals to think twice before acting. As he put it, you never know whose watching.

"You see UPS drivers everywhere and you don't give them a second thought," he said. "But I try to keep my eyes open for things that don't look right. In this case, I was just in the right place at the right time."



**UPS Driver Helps Law Enforcement Apprehend Suspects**

# 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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