

# Teamsters Local 804 Member Handbook





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Teamsters Local 804  
34-21 Review Avenue  
Long Island City, New York 11101

# WELCOME

“The principle of a fair day’s work for a fair day’s pay shall be observed at all times.”- Article 37, Local 804/UPS National Master Agreement

“Working families have been taking it on the chin long enough.” - Ron Carey, Former Teamsters General President & Former President of Local 804

This handbook is meant to help you understand your rights, responsibilities, and duties as a new member of this Local Union and of the International Brotherhood of the Teamsters.

## Welcome to Teamsters Local 804



**Local 804 Executive Board and Business Agents**

# 1

# YOUR UNION



## **WHAT IS A UNION?**

A Union is a group of workers joined together and acting in concert to promote their collective best interest. Union members elect various leaders such as stewards, Business Agents, and the Executive Board to represent them in the workplace.

## **WHO ARE THE TEAMSTERS?**


The Teamsters are the largest union in the country with a membership of approximately 1.4 million workers. The parent organization, known as the International Brotherhood of Teamsters was formed in 1903 originally serving the interest of deliverymen who drove “teams” of horses before the advent of the motor truck. Therefore the name- Teamsters- still remains. As a member of a Teamster bargaining unit you are entitled to fair representation from your Union.

Local 804 is a democratic organization that strives to build unity and fellowship among working people to advocate for our interests and build a better world for working people.

You can learn more about Local 804 and the IBT by reading the Teamsters Constitution and Local 804 Bylaws. Both are available on our website ([teamsterslocal804.org](http://teamsterslocal804.org)).

# 2

# YOUR CONTRACT



The contract spells out all of the terms of your job, from pay rates and benefits, to a grievance procedure, your time off, your workplace rights and more. We cannot stress how important it is that you become familiar with your contract, that's why we have provided digital copies of the UPS Master Contract, the UPS Local 804 Supplemental Agreement, and the contracts for City Harvest, Corporate Coffee and PAE for members to download on our website ([teamsterslocal804.org](http://teamsterslocal804.org)).

If you made book, did not receive a hard copy of your contract and would like one- ask your shop steward or come down to the Union hall to pick one up.

**Read your contract and become familiar with it. The better you know your contract the stronger this union gets.** Knowing your contract will allow you to defend yourself and your Teamster sisters and brothers against management harassment, protect yourself from excessive discipline, excessive overtime, and other violations. On our website, you will find EZ grievance forms which can be used to protect you when management violates your rights under the Collective Bargaining Agreement (CBA). This handbook will provide much more details about grievances and the grievance procedure.

## **NEGOTIATING THE CONTRACT**

You'll notice that the contract has an expiration date, that's because it is a living document that gets negotiated by your union negotiating team.

Before your contract expires Local 804 officers and staff will organize in person meetings and solicit surveys to hear from members about what workplace issues need to be addressed.

Once the negotiating team hears from the members it proposes changes or additions to the contract and begins to negotiate the terms of the next agreement. The Union and the company have to reach a tentative agreement in order for the new contract to be voted on by the membership. Once a tentative agreement is reached, the bargaining unit meets to vote on whether they accept the new contract. This is called the ratification vote. The contract only goes into effect if a majority of members in the bargaining unit approve the agreement. If workers do not approve the agreement the negotiating team goes back to the table to try to get a better deal.

## **ENFORCING THE CONTRACT**

Once a contract agreement is reached the new contract must be enforced. The Company may agree to a number of new protections and workplace rights on paper but if the Union cannot adequately enforce the terms of the contract the members will never see those benefits. This is why it is so important for members to know their contract, it is the only way to ensure you and your Teamster sisters and brothers get all the benefits you fought for.

# 3

# YOUR SHOP- STEWARD & BUSINESS AGENT

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## **SHOP STEWARDS**

A Shop Steward is your first point of contact and is elected every year. Your steward's job is to educate you, to communicate to you what your local Union is doing, and to represent you when the company is attempting to discipline you or violating your contractual rights. They are not part of the UPS Management team, they work as hourly employees just like you, and perform the same kind of labor you do. They are concerned about your job safety and how you are treated. If you are facing discipline from your Supervisor, you should respectfully request to have a Shop Steward present. If you feel something is not right in your work situation, you should let your Steward know.



## **REPRESENTATIONAL RIGHTS**

A very important factor in resolving a dispute with management is the involvement of your Shop Steward. Failure to have your Shop Steward present may lead to a situation getting out of hand and possibly result in unjust discipline. When there is a meeting with Management, it is your right to have a Shop Steward present. You should have your shop steward present whenever the Employer asks you question about your job performance (investigatory interview), when you may face discipline, and when you discuss a grievance. (Refer to the National Master Contract (White Pages), Article 4), which states in part:

“When requested by the Union or the employee, there shall be a steward present whenever the Employer meets with an employee concerning grievance or discipline or investigatory interviews. In such cases, the meeting shall not be continued until the steward or alternate is present.”

**REMEMBER to insist upon Union representation.** If you are called to a meeting with management, and ask for a Shop Steward but refused your right, read the following to management:

**“Without Union representation present, I choose not to participate in this discussion.”**

This does not mean you should get up and walk out, but it does mean that your answer to management’s questions can be “I do not feel comfortable answering that without union representation.”

## **BUSINESS AGENTS**

In addition to stewards, members are also represented by Business Agents (or BA’s). Local 804 Business Agents are full-time union representatives who assist in contract enforcement, investigate grievances, and ensure that all deadlines for processing grievances are complied with. Your Business Agents can also assist with a number of other issues. Like stewards, each Business Agent is


assigned to a particular work area and/or shift. Business Agents are listed on the website.

*TEAMSTER POWER  
MEANS BEING  
INFORMED,  
ORGANIZED, & READY  
TO STAND WITH YOUR  
FELLOW WORKERS.*



# 4

## GRIEVANCES



Grievances are the way we enforce the contract and protect the rights of workers on the job. The grievance procedure is the most valuable and commonly used section of the contract, and it is our responsibility to use it as effectively as possible.

Grievances are defined as:

“Any controversy, complaint, misunderstanding, difference or observance of any provision of this Agreement.” Article 18, Local 804/UPS Supplement

Most grievances are about violations of the contract, such as when management allows supervisors to take Teamster work or when members are sent home without meeting their daily guarantee. In these instances the company has broken their agreement with the Union and the grievance procedure is there to ensure that all the workers affected are remunerated and that the issue is resolved.

Writing an effective grievance is the first step to winning a good settlement. Whenever writing a grievance you should make sure to include information on the six W's: Who, When, Where, Why, What and Witnesses. Always ask your steward or Business Agent for help with grievances. Check out the website for pre-filled EZ grievance forms for the most common types of contract violations.

## **Grievance Journey & Timeline at UPS**

Sometimes a grievance may be resolved as soon as it is raised with management. Sometimes a grievance will not be resolved until an arbitrator orders the Company to do the right thing. At any point in the process, a grievance may be resolved through settlement. For the smaller shops in Local 804's jurisdiction, the grievance procedure is more condensed and relatively faster. An outline of the grievance procedure and the associated timeline at UPS is as follows:

- 1) The aggrieved employee(s) takes up the grievance with their shop steward who in turn will take up the grievance with the supervisor in charge. Generally, the grievance must be submitted to the supervisor within 10 days of the occurrence of such grievance.
- 2) If no satisfactory settlement is effectuated with the supervisor within 1 day, a written grievance is submitted. Then, the Union representative has 10 days to submit such written grievance to the Division Manager of the Company or some other Executive Officer of the Company. The DM or Labor Manager has 2 days to give a written answer.
- 3) If a grievance is not resolved between the Union Representative and Division/Labor Manager, it is then submitted to Local Panel. Local Panel meets once per month and cases are heard in the order they were filed. For contract violations, it can take anywhere from weeks to years for a case to be heard at Local Panel. Realistically, most contract cases deadlock at panel and will be processed to the next step. That being said, there are often settlement opportunities during the time the Union and Company are preparing for panel.
- 4) After deadlock at Local Panel, cases involving the interpretation of the local supplement goes to Local Arbitration. Arbitration is similar to going to court but slightly less formal (the Arbitrator is essentially the Judge). Arbitrations are scheduled in the order grievances deadlocked at panel and this can take anywhere from a

month to years. The decision of an Arbitrator is final and binding

- 5) If the case deadlocked at Local Panel involves the interpretation of National Language, it must go to National Panel. National Panel meets approximately every three months. Most likely, grievances will deadlock at National Panel and be scheduled for National Arbitration. This will normally take a number of months.

The Company has incentives to delay the resolution of grievances and will often act on those incentives. The main incentive being that they want to continue violating the contract and not pay the violated members any money they are due. While a grievant should never accept a settlement that isn't good enough for them, it often makes sense to take an offered settlement is reasonable and doesn't negatively affect any other members.


### **Will I be retaliated for filing grievances?**

No. It is illegal for the company to retaliate against any member for filing grievances and following the agreed upon grievance procedure. In fact, when Teamsters don't enforce the terms of the contract through the grievance procedure they leave themselves more vulnerable to supervisor harassment and other violations.

**There is strength in numbers.** If you feel your rights are being violated, chances are so will other Teamsters. The more you speak up to enforce the contract the more you inspire others to do so as well.

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## SENIORITY



Seniority protection is a Teamster core value. The seniority system ensures fairness and equal treatment to all members. Seniority is pretty simple, the length of time that any member has contributed to the company gives them certain privileges when it comes to new job bids, vacations, and other benefits.

Members attain seniority through continuous employment and maintaining their membership in good standing. At UPS, after working forty (40) days within a seventy (70) consecutive day period, a new worker shall be placed on the seniority list.

**Importantly, time worked at UPS from October 15 through January 15 of each year (peak season) does NOT count toward seniority.**


Once any member has achieved seniority it can only be broken by a discharge, quitting the job, promotion to supervisory position, or being absent without good cause and failing to notify the company.\*

\* Before a member is terminated for job abandonment, the Company must send a letter giving the employee five (5) days in which to report the reason for their absence. Such letter must be sent to the Union as well.

More information on seniority at UPS is available in the contract under Article 13 of the Supplement.

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# INJURY PROCEDURE




If you are injured or think you are injured on the job, you should report the injury to your supervisor and your Shop Steward at the time of the injury. It is not up to your supervisor to decide whether or not you've been injured. It is not their job to give medical advice. Even if management tries to pressure you to see their doctor, it is your right to go to a doctor of your choosing. If management accompanies you to the doctor's office, it is your legal right to tell them they cannot be present for any examination, and you do not have to provide them any medical information other than a doctor's note.

Reporting the injury at the time it happens is important whether you lose time at work or not! Failure to report your injury at the time of injury may result in UPS disputing your injury and compensation benefits. Obtain a workers compensation # after reporting an on the job injury so when you visit your Doctor, you do not pay for the visit. If you missed any time due to an on the job injury or feel the injury may be serious- get legal representation. If you need a referral to a Compensation attorney, ask your Business Agent or coworkers for a recommendation. An injury can affect you for the rest of your life and you need to take it seriously.

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## GETTING INVOLVED



**Your union needs you.** Make sure to attend meetings and get involved in Local 804 educational and social activities. Every three months we have General Membership Meetings. We also have meetings for Retirees, New Member Meetings, steward meetings, seminars for financial planning and retirement, and more. We also host a number of social events throughout the year.

Attendance at meetings is critical. This where we make decisions, where you can meet other members, where your questions can be answered, and where we get organized.


Local 804 is a democratic union. That means members discuss, debate, and vote on their shop stewards, their contracts, their leadership and more. As a member of Local 804 you will have plenty of opportunities to participate in votes and elections and may even consider running for steward or leadership.

For more on how to get involved visit [teamsterslocal804.org](https://teamsterslocal804.org).



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## DUES & FEES



Dues are the money paid to the Local in exchange for union representation. Your dues are paid monthly at a monthly rate of 2.5 times your base rate of pay. On your paycheck each month you will see this amount deducted from your pay.

New members are also required to pay a full time initiation fee of \$250.00 or part time initiation fee of \$150.00.

### **UNION WITHDRAWAL CARD**

If you leave employment, end up on workers comp or disability, contact the Union Hall immediately, you are entitled to an withdrawal card which will enable you to rejoin this Teamsters local as well as any other Teamsters Union in the US and Canada without paying an additional initiation fee. Withdrawal card also suspends your obligation to pay Union Dues. But you must return your card when you go back to work to stay in good standing and avoid owing back dues.

NOTE: to be eligible for a Union withdrawal card, all dues and initiation fees must be paid up to date.

To get a withdrawal card you can download the request form on our website. You can also fill out your withdrawal card online.

If you have any questions about your liability for dues and fees you can call the Union hall at (718) 786-5700.

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# COMMON GRIEVANCES



## **PAYCHECK SHORTAGES**

All pay shortages should immediately be reported to your Shop Steward. If your pay shortage is valid, your Steward will try to resolve the issue with your immediate supervisor. If your shortage disputed or not corrected, the Shop Steward may elect to file a grievance under National Master, Article 17 (White Pages). In order to assist your Steward in resolving your pay shortage, keep an accurate record of all hours worked every day. This will go a long way in helping the Steward to resolve your shortage.

## **MANAGEMENT EMPLOYEE RELATIONS**

The employer shall not in any way intimidate, harass, coerce, or overly supervise any employee in the performance of his or her duties. The employer will treat employees with dignity and respect at all times, which shall include, but not be limited to, giving due consideration to the age and physical condition of the employee. Employees will also treat each other as well as the employer with dignity and respect. (Refer to National Master, Article 37 for complete Article (White Pages)).

## **SUPERVISORS WORKING**

Refer to National Master, Article 3 Section 7 (White Pages), Also Supplemental Agreement Article 3, Section 7 (Yellow Pages).

Our contract, mutually agreed upon by both UPS and the Teamsters in the above article, states that the Company (UPS Management) shall not direct or require supervisors to do work which is recognized as the work of the employees. In other words, supervisors are prohibited from doing work that one of us, a Union Member, would get paid to do. If you believe that a supervisor is doing your work, or someone else's notify your Shop Steward.

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## PART TIME BENEFITS



### **GUARANTEE**

Part time employees (except air drivers) are guaranteed 3 ½ hours work upon reporting to work as scheduled. If your assignment is finished before 3 ½ hours, do not ask to go home, ask for more work! See Supplemental Agreement Article 6 (Yellow Pages).

### **Medical benefits Team Care**

Part time employees and dependent/spousal health coverage will be made available to part time employees on the pay roll as of or hired after August 1, 2018 after (9) months of active employment. Part timers for question about health care can call (800) 877-1508. Article 34 Section 2 (White Pages).

### **TIME OFF, NEW PART TIME EMPLOYEES, SICK LEAVE**

All new part time employees with less then (1) year seniority shall receive paid sick days in accordance with the following schedule: Article 6 Section 7 (Yellow Pages).

**After 4 months employment – 1 day**  
**After 6 Months employment – 1 additional day**

**After 9 months employment – 1 additional day**

**OPTIONAL HOLIDAYS AND HOLIDAYS**

**After twelve months seniority- total of 5 Paid Optional holidays**

**After twelve months seniority- total of 8 Paid Holidays**

**VACATION**

**1 Year's Seniority- 1 Week's Vacation**

**2 year's Seniority- 2 Week's Vacation**

**5 Year's Seniority- 3 week's Vacation**

**15 Years Seniority- 4 Week's Vacation**

**20 Year's Seniority- 5 Week's Vacation**

**25 Year's Seniority- 6 Week's Vacation**

Part Time Employees with 1 year's seniority will be paid at (20) hours per week and those with 2 or more year's seniority will be paid at 22 ½ hours per week.

**UPS PART- TIME PENSION PLAN**

Part-time employees will receive one (1) year Credited Service for seven hundred fifty (750) or more paid hours. (Six (6) months of part-time Credited Service will be granted for three hundred seventy-five (375) to five hundred (500) hours worked in a calendar year, and (9) months of part-time Credited Service will be granted for five hundred one (501) to seven hundred forty-nine (749) hours worked in a calendar year.) This paragraph will also be applied to determine Credited Service for all full-time employees on the payroll on August 1, 2002 who were formerly participants in the UPS Pension Plan

The total monthly service pension benefit will be equal to the following provided the employee meets the Credited Service requirement.

\$2275 for retirement at any age after 35 years of part-time Credited Service

\$1950 for retirement at any age after 30 years of part-time Credited Service

\$1625 for retirement at age 60 with 25 years of part-time Credited Service

\$1325 for retirement at any age with 25 years of part-time Credited Service (based on \$53.00 per year of Credited Service)

### **FUNERAL LEAVE (part time & full time)**

#### **Section 1 – Pay**

In case of death occurring in the immediate family of a seniority employee pay for time lost due to observance will be approved by the Company up a maximum of four (4) days The amount of pay shall be the equivalent of eight (8) hours straight time pay per day for full-time seniority employees and four (4) hours straight time pay for part-time seniority employees. Maximum payment will not be paid when it results in increased pay for the week, as for example, if death occurs over a weekend, holiday or scheduled day off, the elapsed days immediately following death shall be regarded as the days for which pay may be considered but only up to and including the date of funeral or burial service.

#### **Section 2 – Immediate Family**

“Immediate Family” is interpreted to mean spouse, child, father, mother, brother, sister, grandparents, mother-in-law and father-in-law.

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# FULL TIME BENEFITS

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## **GUARANTEE**

Full time employees are guaranteed 8 hours work upon reporting to work. It is important that members do not waive their guarantee and go home in less than eight hours. The Union has fought hard for full time jobs and members work hard to get them- these jobs must not be watered down. Further, the Company puts money into our pension and medical funds based on hours worked, and we need to keep them sufficiently funded.

## **FULL TIME MEDICAL BENEFITS**

After (6) months of employment at United Parcel Service, full-time employees are entitled to medical benefits and their spouses/dependents. For information or to enroll in your medical plan, full timers can call Local 804 Welfare Trust Fund at (718) 786-5410

## **TIME OFF, NEW FULL TIME EMPLOYEES, SICK LEAVE**

All new full time employees with less then (1) year seniority shall receive paid sick days in accordance with the following schedule:  
Article 10 Section 1 (Yellow Pages).

**After 4 months employment – 1 day**  
**After 6 Months employment – 2 additional day**  
**After 8 months employment – 1 additional day**  
**After 9 months employment – 1 additional day**  
**After 12 months employment- 1 additional day**

### **OPTIONAL HOLIDAYS AND HOLIDAYS**

A new full time employee with less than one year seniority shall receive optional holidays in accordance with the following schedule:

**After 6 months seniority - 3 Paid Optional Holidays**  
**After 9 months seniority- 2 Paid Optional Holidays**  
**Upon making seniority- total of eight Paid Holidays**

### **VACATION**

**1 Year's Seniority- 1 Week's Vacation**  
**2 year's Seniority- 2 Week's Vacation**  
**5 Year's Seniority- 3 week's Vacation**  
**15 Years Seniority- 4 Week's Vacation**  
**20 Year's Seniority- 5 Week's Vacation**  
**25 Year's Seniority- 6 Week's Vacation**

Vacation pay shall be based on the employee's regular (not Temporary) work assignment and shall consist of 45 hours pay at the regular straight-time rate for each week of vacation entitlement.

### **UPS FULL- TIME PENSION PLAN**

Full-time employees will receive one (1) year Credited Service for one thousand six hundred (1,600) or more paid hours. Partial credit is also available based on the number of hours worked in a calendar year. A full time employee is vested in the pension after five (5) years of credited service at an accrual rate of approximately \$144/month e.g. 5 years of vested service equals an



approximate \$720/month benefit upon at least 55 years of age and retirement.

The total monthly service pension benefit will be equal to the following provided the employee meets the Credited Service requirement:

<u>Number of Years</u>	<u>Monthly Pension Amount</u>
25	\$3,900
26	\$4,000
27	\$4,100
28	\$4,200
29	\$4,300
30	\$4,400

Additionally, the maximum monthly service pension for participants who are at least age 55 with 25 years of service is \$4,400.

BECAUSE YOU ARE UNION MEMBER YOU HAVE MANY ADVANTAGES AND PRIVILEGES. HOWEVER, EVERY INDIVIDUAL KNOWS THAT PRIVILEGES MEAN RESPONSIBILITIES.

YOUR DUTIES TO YOUR UNION ARE AS FOLLOWS:

PRACTICE AS WELL AS PREACH UNIONISM.

YOUR DEMANDS SHOULD BE FAIR.

JUDGE YOUR FELLOW WORKER BY HIS/HER ACTIONS NOT BY HIS/HER RACE, CREED OR RELIGION.

COOPERATE WITH YOUR UNION REPRESENTATIVES BY GIVING THEM ALL THE FACTS CONCERNING A GRIEVANCE.

SUPPORT YOUR LEADERSHIP BY NEVER DOING ANYTHING THAT WILL LOSE RESPECT FOR YOUR UNION.

WE CANNOT EXPECT COOPERATION FROM MANAGEMENT UNLESS WE OURSELVES ARE UNIFIED, AND ALL ARE WILLING TO DO OUR FAIR SHARE.

HELP WILLINGLY  
WHEN CALLED UPON

**IN UNITY  
THERE IS STRENGTH**

# DIRECTORY



## **Teamsters Local 804**

34-21 Review Avenue

Long Island City, NY 11101

Phone: (718) 786-5700

Website: [teamsterslocal804.org](http://teamsterslocal804.org)

## **Full Time Teamsters Health & Welfare Funds**

34-21 Review Avenue

Long Island City, NY 11101

Phone: (718) 786-5410

Website: [local804fund.com](http://local804fund.com)

## **TeamCare**

Phone: (800) 323-5000

Website: [MyTeamCare.org](http://MyTeamCare.org)

## **Part Time Teamsters Disability (Aetna)**

Phone: (866) 825-0186

Website: [Aetnadisability.com](http://Aetnadisability.com)

## **Teamsters/UPS 401(k)**

Phone: (800) 537-0189

Website: [teamsterups401kplan.com](http://teamsterups401kplan.com)

## **Pension (Full Time & Part Time)**

Phone: (800) 643-4442

