

Know Your U N I O N



**A Voice for Working Families
in Arizona, New Mexico and Utah**



Local 99 AT A GLANCE

3 WELCOME

4 WHAT IS
LOCAL 99?

5 YOUR
CONTRACT

6 UNION GOALS

8 BENEFITS OF UNION
MEMBERSHIP

11 LOCAL 99
HISTORY

12 WHAT MEMBERS
ARE SAYING

13 PARTICIPATING IN
THE COMMUNITY

14 COMMUNICATIONS
PROGRAM

15 ORGANIZING FOR
MARKET SHARE

16 GRIEVANCES &
ARBITRATIONS

17 YOUR RIGHTS TO
UNION REPRESENTATION

18 SHOP & BUY UNION

20 POLITICAL
ACTION

21 STRIKES &
BOYCOTTS

22 UNION DUES

23 UNION
STEWARDS



BY JIM McLAUGHLIN
PRESIDENT
UFCW International Vice President

WELCOME

Experience proves that an individual cannot negotiate equally with an employer. The employer always has significant, sometimes tremendous, economic clout, frequently backed by political influence and public opinion support — especially in Arizona, New Mexico and Utah.

Unions in America emerged over the course of the past century as the voice for working families to negotiate as an equal in these circumstances.

The United Food and Commercial Workers International Union, with more than 1.3 million members in the United States and Canada, is the largest, most aggressive and most progressive private-sector union in North America. Local 99 is a multi-state union that has represented working people in Arizona for more than 80 years.

The 24,000-plus family that you are a part of is a diverse and vital organization dedicated to job dignity and a decent livelihood for you and your family.

Your local union staff and officers are committed to representing your interests in contract negotiations and in any issues you may have at your workplace.

As a member of the union, you have an important voice in what goes into your contract and guiding the course of your union.

Ultimately, the union is **you** and its strength comes from **your** support and involvement.

We encourage you to participate in your union. Membership meetings are held quarterly in Phoenix

and Tucson, and periodically at other times throughout the states we represent.

Even though we live in a state that strongly discourages union membership, we have over the years created great strength through our unity.

This unity enables us to obtain excellent wages and benefits, job security and superior guaranteed working conditions undreamed of a generation ago in the industries we serve.

However, we dare not rest on achievements of the past. They did not come easily, nor will they continue as a matter of course. Nothing in our union contracts was given out of the goodness of management's hearts. Everything was fought for and won through solidarity, hard work and many sacrifices by those who came before us, as well as many who are still active in our ranks.

Important goals remain for us to attain. Our heritage and our obligation to every working person in the state push us forward, as does the increasing threat posed by Walmart, Amazon and other anti-union companies bent on destroying the economic standards created over the decades by your union.

Your professional union leadership, your Executive Board, your union representatives and your office staff pledge themselves to work for the preservation and improvement of your economic lives.

I urge you to be equally committed to your union to assure that it continues to flourish.

Sincerely and fraternally,

WHAT IS LOCAL 99?

Local 99 is the largest private-sector union in Arizona and also serves members in New Mexico and Utah. Our more than 24,000 members help feed our communities and keep them safe. We are grocery workers, legal aid workers, custodial workers, parking lot attendants, food processors, farm growers, office workers, cannabis workers and more.

We work hard for a common purpose because a strong middle class is key to a prosperous economy that benefits everyone. Together, we are united behind one goal: to improve the lives of all working and middle-class families.

WHY DO I NEED A UNION?

Many of the common workplace protections we enjoy these days were once hard-fought for and achieved by unions. The 40-hour work week, safe workplaces and breaks were not always the norm. Workers need to stay united or those same rights can be taken away with a stroke of a pen.

Local 99 fights for these rights during contract negotiations. We also fight in the halls of our state legislature and in voting booths and on picket lines across the state.

Members of Local 99 benefit from:

- > Grievance procedures to ensure everyone has due process
- > Job-provided health care
- > Defined-benefit pensions
- > Overtime and holiday pay
- > Paid vacations
- > Family and personal sick leave
- > and much more!

Visit UFCW99.com to become a member today.





YOUR UNION-NEGOTIATED CONTRACT IS AMONG THE BEST IN THE WORLD

The contract negotiated between Local 99 and your employer is among the best labor agreements in the world. It is also the most important document in your working life.

Your contract is a legally binding agreement that spells out your wages, health care, pension, vacations, overtime pay, holiday pay, job duties, work protections, life insurance, sick leave, seniority rights and other aspects of your employment.

It also lays out the grievance procedure if you feel you have been treated unfairly.

YOUR RIGHTS

With a contract, the relationship between you and your employer is clearly defined. Without a contract, you are an “at-will” employee at the mercy of your boss, who can punish or even fire you for any reason or no reason at all.

In short, the contract is your bill of rights on the job.

NEGOTIATIONS

Negotiating a good union contract is a demand-

ing process of give-and-take.

Before negotiations get under way, the union asks you what you would like to see in your next contract. The union’s leadership uses this feedback to negotiate a new agreement with representatives of the employer.

Once a tentative agreement is reached by the two sides, it must be approved by a majority vote of the affected members before it goes into effect as a legal contract.

APPLYING THE CONTRACT

Throughout the term of the contract, the union and the employer may disagree on how it applies to specific situations. In such cases, an impartial arbitrator may look at the facts and make a decision based on how he or she interprets the contract language.

Non-union workers may be covered by employer policies, but these are not legally binding and are subject to change at any time by the employer. Non-union employees have no voice, no vote and no right of appeal.

They have to “take it or leave it.”



Negotiate the Best Contracts

Maintaining the highest standards in all of the industries we serve



Provide Professional Representation

Ensuring the best possible service by a skilled and experienced staff, representing the best interests of the union and all of its members



Communicate Effectively

Keeping the members fully informed on all matters of concern



Increase Participation

Encouraging members to take an active role in union activities



Enforce Contracts Faithfully

Through regular visits by Local 99 representatives to your workplace and following every case through to a complete and just resolution



Pursue Justice

Putting our commitment to fairness and equity into determined action



Advocate Politically

Advocating good laws to uphold and improve the quality of life for all working people, resisting anti-union legislation and opposing anti-union employers that threaten our jobs and negotiating power



Innovate

Using best practices and latest techniques to improve membership service



Organize

Growing our strength by enlisting new members and bringing more workplaces and industries into the union fold



Mobilize Our Community

Marshalling the resources of our union to help people be good neighbors and citizens



BENEFITS OF UNION MEMBERSHIP



Guarantee Wage Increases

A union contract spells out workers' guaranteed wage increases, based on their hours worked in the industry.



Save Costs on Health Benefits

Our benefits fund pays more than \$200 million for members' health care annually!



Reward Your Career Longevity

You have rights and protections that correspond with your years of service in the industry.



Subsidize Your Prescriptions

Thousands of prescriptions are filled each month at little or no charge.



Make Legal Services Available

You are eligible to receive a broad range of legal services at discounted prices.



Provide Chiropractic Services

Many members and their families receive high-quality chiropractic (spine-related) services either fully paid or at substantially reduced prices.



Enjoy A Night Out

Through special arrangements with selected companies, including amusement parks and other entertainment centers, you and your family can enjoy many activities at discount prices.



Secure Your Job

Your union contract protects your job by guaranteeing specific rights at work, including a grievance procedure to prevent arbitrary and unfair treatment by managers and supervisors. Unlike those who work at non-union companies, you may not be fired "at will."



Lend You a Hand

UFCW-negotiated benefit plans include programs that increase payments during times when disability interrupts your ability to work. Eligibility is determined by the trust funds.



Make College Affordable

You and your family are eligible for thousands of dollars in grants every year from Local 99, the UFCW International Union and other union-affiliated groups.



Choose Your Doctor

You have a choice of health plan coverage designed to fit your family's needs. Benefits include primary and emergency care and coverage for major medical services. Claims are processed by professional administrators and paid by the health care trust fund.



Retirement Security

Negotiated pension benefits help make your retirement years more secure and enjoyable. For information about your plan and a status report, contact your union office.



Help You Take Time Off

You have days off and vacations that are guaranteed in your union contract, along with specific rates of pay if you work on holidays.



Protect Your Smile

Many programs provide dental care at little or no cost to you and your family. In addition, orthodontic benefits reduce out-of-pocket expenses.



Provide Vision Care

Many members and their families receive high-quality eye examinations and optical accessories either fully paid or at substantially reduced prices.

Retail Clerks International Association

AFFILIATED WITH THE AMERICAN FEDERATION OF LABOR
Both Grant This

Charter

To Edwin A. Wetzler	R. R. Duke	Frank C. Kromer
Mary J. Pond	Harold Robinson	Florence Eppler
James E. Pearce	Roy Van Lear	Eugene Ledgerwood
William Heritage	Norman Isaac	A. T. Worsham
Edna Steele	David Cota	Gustavo Bonn

and to their successors legally qualified to constitute the Union herein named and known under the title of the
Retail Clerks Union, Local No. 99 of the

Retail Clerks International Association for the purpose of a thorough organization of the Retail Clerks of
Phoenix, Arizona And the Union being duly formed

is hereby empowered and authorized, to initiate into its membership any person, or persons, in accordance with its own laws And to conduct the business affairs of said Union, in compliance with the best interests of the Retail Clerks in general The autonomy of the Union is hereby ordained and secured

Provided, That the said Union do conform to the Constitution, Laws and Rules of The Retail Clerks International Association, and in default thereof, or any part, this Charter may be suspended or revoked according to the laws of the International Association And should the said Local Union be dissolved, suspended, or forfeit this Charter, then the persons to whom the charter is granted, or their successors, bind themselves to surrender the same with all other property, as shall properly belong to the International Association And, further, in consideration of the due performance of the above, the

Retail Clerks International Association

does hereby bind itself to support said Local Union in the exercise of all its rights and privileges

In Witness Whereof, We have subscribed our names and affixed the Seal of the International Association
this 4th day of March A D One Thousand Nine Hundred and Forty-Eight

Replacing Charter of Local No. 99 Issued March 4th 1941

The charter that officially recognized Local 99 in 1941 as part of the Retail Clerks International Union, which would later become the UFCW International Union.

YOUR UNION'S HISTORY

Your union's history of progress and achievements for working people in Arizona is now well into its eighth decade.

Starting from scratch in 1941 and as a result of several mergers, the local is now the largest and most influential union in the state.

Supermarkets as a national phenomenon didn't really take off until after the end of World War II in 1946.

Before then, Americans bought their groceries, meat and other household consumer products mainly in family-owned and operated stores.

East of the Mississippi, especially, the large population concentrations and extensive road networks required to supply large stores and provide easy customer access did not exist.

Before World War II, there were some supermarkets in large metropolitan areas, most famously the A&P chain, because there were enough people who could walk or drive to those markets.

Few employees of what were called "Mom and Pop" shops of those days made a living, usually only Mom and Pop themselves. As today, controlling labor costs was crucial to operating at a profit.

Without strong unions, non-owner employees worked "at will," that is, at the whim and will of employers.

In those days, the image of kids hurrying to the grocery store or butcher shop after class in high school to haul sides of beef or to put the cans on the shelves and lift the huge tubs of butter into the refrigerator compartment behind the counter was quite accurate.

Full-time work outside the family was rare. Where it existed at all, pay was pitifully low, with no benefits of any kind, and worker exploitation was rampant. There was no vacation, no retirement, no medical coverage – no nothing. And

nothing to do about it.

If employees got sick and didn't work, they didn't get paid. If they didn't like it, they could seek employment elsewhere – that is, until the Retail Clerks and the Butchers started to organize and flex their united muscles.

Sad to say, none of this history is taught in American schools as it once was. Rather, today we have the intense, aggressive move to bring back the bad old days when the employers did whatever they wanted with their people to maximize profits.

In 1974, Bayless Markets, then the largest chain in Arizona, added 1,000 members to the union's membership.

The Meat Cutters and Retail Clerks International Unions merged in July 1979. In February 1983, Local 448 merged with Local 99.

Local 99's membership climbed to 7,600 by the summer of 1989.

In the fall of 1990, Local 99 had about 50 to 60 percent of the grocery market share in Arizona. It was about to lose more if it couldn't organize two non-union chains: Smitty's and Smith's. Smitty's and Smith's stores were organized and the local's membership doubled from 6,000 to 12,000 by spring of 1993.

In our powerful organization of more than 24,000 strong, our all-time high membership, we must never forget those who came before.

The women and men of this local for more than 80 years had to strategize, organize, mobilize and fight to get what we have today against what sometimes appears to be the overpowering resources of the employers.

As Arizona and the Southwest continue to grow and prosper, as does the union and the well-being of our members. A future in which the best is yet to come is being written right now by Local's 99's members.





Alex Medrano

Fry's

"It is all about solidarity! The stronger we are, the better contracts we get."

WHAT MEMBERS ARE SAYING



Missie Hallman

Safeway

"The union is great! The people at the union office are able to answer my questions and calls for help or point me in the right direction."



Alex Arnold

Arizona Sonora Desert Museum

"With union representation, my coworkers and I are able to negotiate a strong contract that includes fair wages, great benefits and a clear career path."



Carrie Reeder

Safeway

"We have medical and dental insurance all in one place thanks to the union."



Roxy Mendez

Safeway

"I go online, listen to telephone town halls and get text messaging. The union takes care of the employees and makes us feel safe."



John Spruill

Safeway

"Having someone speak up for me is a huge benefit. We have a voice at work with the union."

PARTICIPATING IN THE COMMUNITY



Members of Local 99 care about the communities they serve. They pay the same taxes, send their children to the same schools and use the same parks, roads and shopping facilities as the people they meet while doing their jobs.

Because of union contracts, members of Local 99 achieve a decent standard of living and the prospect of a dignified retirement. But this doesn't mean they are insulated from the problems of others who do not have these things.

That is why Local 99 is committed to giving something back and paying it forward, using our resources and strengths where they will do the most good for the most people.

Local 99 participates actively in Labor's Community Service Agency, a United Way project that provides emergency food and shelter to those in need, as well as long-term job training, neighborhood cleanups, home repairs and other services.

CHARITY WORK

Local 99 is also a proud sponsor of the Desert States Charitable Foundation, which provides much-needed funds to underprivileged and sick children. Local 99 supports worthy charities and organizations, including the Urban League, Special Olympics and Lions Camp Tatiyee,



UFCW Local 99's Charity Golf Tournament, first held in 1996, raises charitable funds annually.

which provides camping experiences and other assistance to disabled and special-needs children. The union also sponsors the Professional Fire Fighter Foundation for Burns and Trauma, which aids victims of fires and has a special children's camp of its own.

Local 99 coordinates its annual UFCW Scholarship Program, which provides generous scholarships to members and their dependents to assist with undergraduate and graduate studies.

In addition, members are eligible for the UFCW International Union's Charity Foundation Scholarship program. This Foundation awards several scholarships of up to \$8,000 to UFCW members or their unmarried dependents under the age of 20.

"Thank you for helping make our dreams a reality!"

LIONS CAMP TATIYEE

Your generous support has helped Lions Camp Tatiyee remain free to Arizona's special-needs campers since 1958 ... Hear Us Roar!!!

UNION COMMUNICATIONS PROGRAM

Local 99 is at the forefront of innovation and technology to communicate with our members accurately, efficiently and quickly.

Communications tools include our website and our own UFCW99 app, which is available from Google's Play Store and Apple's App Store.

We have a strong presence on social media, our union bulletin boards are constantly updated, and we use text messaging to communicate instantly with members. Monthly postcards deliver timely union-related messages and we arrange Telephone Town Hall conference calls.

At the center of our communications program is our award-winning *99Report* magazine.



UFCW Local 99 has an app available at Google's Play Store and Apple's App Store to keep members up to date on the latest union developments.



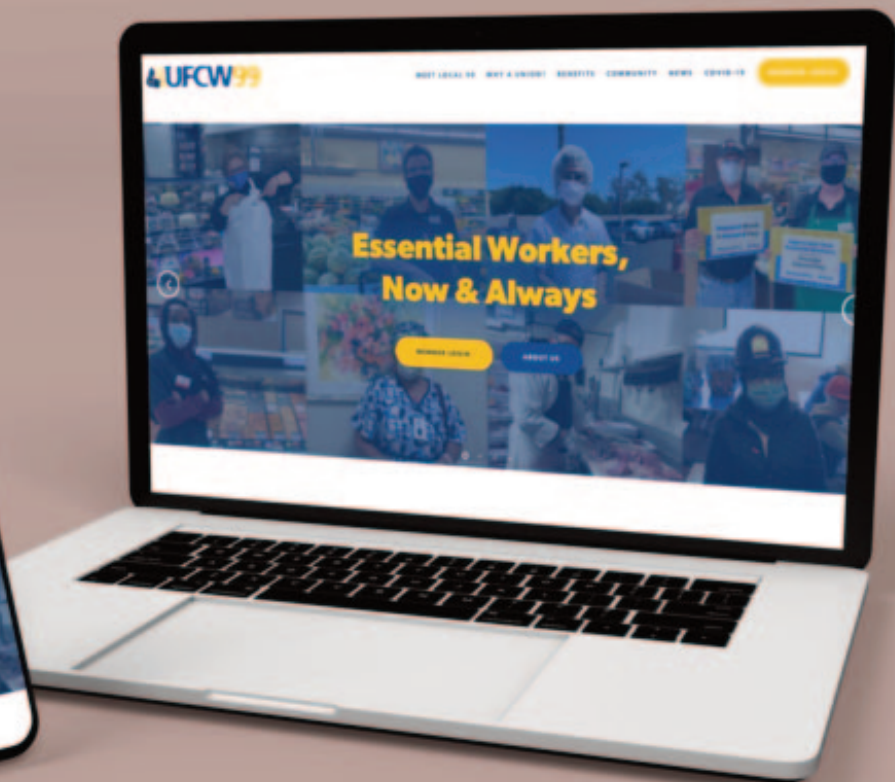
ufcw99.com



facebook.com/ufcw99



@ufcw99





INCREASING STRENGTH OF THE UNION THROUGH ORGANIZING



rganizing is one of your union's highest priorities. It is a matter of survival. It is also the right thing to do. Organizing is recruiting non-union workers to work under the union

contract and signing up employees in your store or place of work to join the union.

Non-union workers do similar or the same work union workers do, but they get inferior wages and benefits, and they also work under far worse conditions.

Every non-union company where workers do what you do is a direct threat to your job, your future and the economic security of your family.

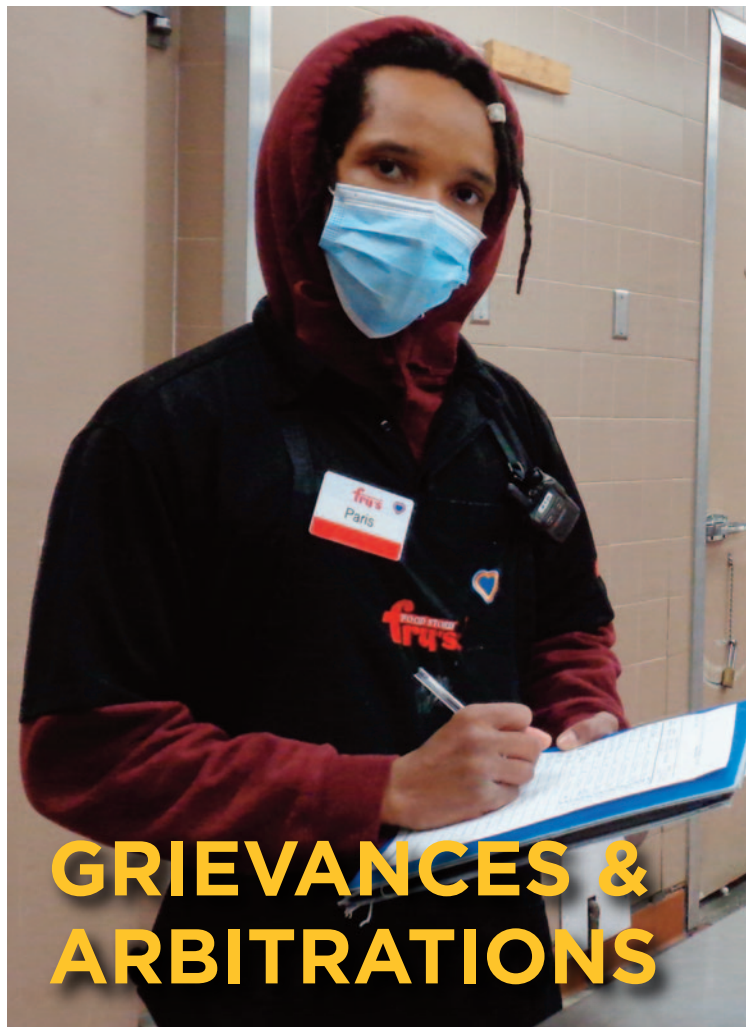
Local 99 is therefore deeply committed to organizing non-union companies and bringing the wages, benefits and working conditions of those employees up to an acceptable level.

In the past several decades, non-union operators in the food industry have tried to break the UFCW's dominant market share. They open non-union stores and resist being organized.

Where they have succeeded, it is because of the unfair competitive advantage they enjoy by paying lower wages, providing few if any benefits and forcing their employees to cope with substandard working conditions. These practices have pushed some union employers into bankruptcy and forced others to demand concessions to stay in business.

Every union member can be an organizer.

- Spread the word about your union among your family, friends and members of your community.
- Make sure every employee you work with is a member of the union. Free-riding is unfair to everyone and sends a dangerous message of disunity to your employer.
- Share organizing opportunities with your union representative.
- Volunteer a few hours each month in Local 99's market-share activities.
- Buy union! This is the most important thing you can do. Spend your family's hard-earned dollars at union stores and with union service providers to support unionized employers and your fellow union workers.



The union's goal is always to settle the problem in an atmosphere of peaceful cooperation.

You can improve your chance of succeeding in a grievance by following these guidelines:

- > If you think you have a grievance, contact your union representative immediately.
- > Try to document your case by making notes of what happened and by identifying witnesses.
- > Do not take matters into your own hands by refusing a management order, even when you believe the order is contrary to the terms of the contract. Obey the order and then submit a grievance.

The grievance procedure was negotiated in your union's contracts to help any employee who feels he or she has been treated unfairly in any way.

Many grievances can be settled at the workplace through a phone call or visit by a union representative.

The union's goal is to settle the problem in an atmosphere of peaceful cooperation. A quick and amicable settlement almost always is the most satisfactory to the member.

The grievance process consists of several specific steps that are outlined in the union contract.

Usually, the first procedures must be followed within a specified time frame. Some contracts contain one- or two-step grievance procedures, while others are more complex.

Grievances are normally submitted by the union representative. If no settlement is reached, the issue may be appealed to a neutral arbitrator.

Once a grievance is filed, a meeting is scheduled to settle the dispute without using time-consuming and costly arbitration or court actions. The member may request that a union representative be present.

Regardless of the merits of any case, arbitrators do not look favorably upon a union member who has resorted to self-help prior to seeking relief through the union.

You can be assured your complaint will be handled professionally by the knowledgeable and experienced staff of Local 99. Over the years, thousands of members have been reinstated and millions of dollars in back pay have been collected as a result of your union's actions.



YOUR RIGHTS TO UNION REPRESENTATION

You have the right to demand union representation whenever an employer begins to discuss a matter which could result in discipline. You also have the right to refuse to answer questions in such situations until your union representative is present.

These rights, called Weingarten Rights, apply during investigatory interviews. An investigatory interview is any discussion with your employer which could result in discipline — for example, when management questions an employee to obtain information or when the employee has a reasonable belief that discipline or other bad consequences may result from what he or she may say.

These interviews could relate to any number of issues, such as absenteeism, accidents, noncompliance with work rules, insubordination or poor attitude.

If you do not invoke your rights or if you decide to waive your Weingarten Rights during an investi-



**An investigatory
interview is any
discussion with your
employer which could
result in discipline.**

gatory interview, you give up your legal protections.

Sometimes, store security personnel will ask you to point the finger so they can jump on somebody else. They'll say they won't fire you if you tell them who has been violating company policies. This is another form of interrogation that should not take place without a union representative with you.

If you request a union rep's presence at an interview, do not discuss any issues before your union rep arrives!



SHOP + BUY UNION

You can protect and strengthen the union's leverage when negotiating your contract by shopping where you work and at other unionized merchants whenever possible.

When you shop union, your money doesn't go to a competitor that takes good-paying jobs away from your community.

Encourage your friends and family to shop union and never spend a dime in a Walmart or any other non-union store. The job you save could be your own.

Workers at these companies are covered under a Local 99 contract:





Del Sol (Factor Sales)



Southern Arizona Legal Aid, Inc.

Justice. Opportunity. Hope.



POLITICAL ACTION

Unions must be politically active in order to protect the gains they have won at the negotiating table.

Members are urged to participate in the political activities of their union to make their voices heard when selecting candidates, writing party platforms, passing good laws and stopping bad laws from passing.

Unions participate in politics to elect candidates who strongly support working people and fight for legislation that benefits working families. These activities raise the standards for all Americans.

Conversely, if the minimum wage is attacked, if Medicare is slashed, if employers are allowed to discriminate unfairly on the basis of race, religion, gender or other factors, workers lose.

Local 99 is not affiliated with any political party and supports pro-worker candidates regardless of their affiliation.

The union's political action committee is voluntary

and nonpartisan. Its goals are to encourage members to register, vote and exercise their full rights and responsibilities as citizens.

Its resources are used to protect the economic interests of working families and help pro-worker candidates get elected.

Members can support this committee by signing up to automatically contribute money from their paychecks. This money will be spent to elect lawmakers who best serve the interests of the working men and women of our community, our union and the entire nation.

Over the years, labor unions have been in the forefront of efforts:

- > Social Security and Medicare
- > Job safety protections
- > Equal opportunity, voting rights and civil rights
- > Public health programs
- > Workers' compensation
- > Public support for education and job training
- > Unemployment insurance

Local 99 members, staff and activists support the march for teachers in 2018.





STRIKES & BOYCOTTS

Unions negotiate for agreements — not strikes. **No union wants a strike.** Strikes occur only when both sides — labor and management — are unable to reach a satisfactory agreement.

Strikes are not ordered by union leaders. They are voted for by the union membership.

A strike means painful sacrifices for union members and their families. Members will not vote to go on strike unless the issues involved are so great that they are worth the sacrifice.

About 98 percent of all contracts negotiated in the United States result in agreements achieved without a strike. The work time lost because of strikes in recent years has been less than three days for every four work years. Local 99 has not had a grocery industry strike in more than 50 years.

Strikes are controversial and controversy makes news. This, no doubt, is why some people think strikes are the

No union wants a strike. Strikes occur only when both sides — labor and management — are unable to reach a satisfactory agreement.

rule rather than the exception.

Management can trigger a strike simply by refusing to negotiate or yield on a point of contention. But the union has to take the first overt action. This probably accounts for the public blaming unions for strikes in many cases.

But the right to strike — or the right to withhold one's labor in agreement with fellow workers — is fundamental to the democratic way of life. In totalitarian countries, the right to strike is prohibited along with other freedoms.

BOYCOTTS

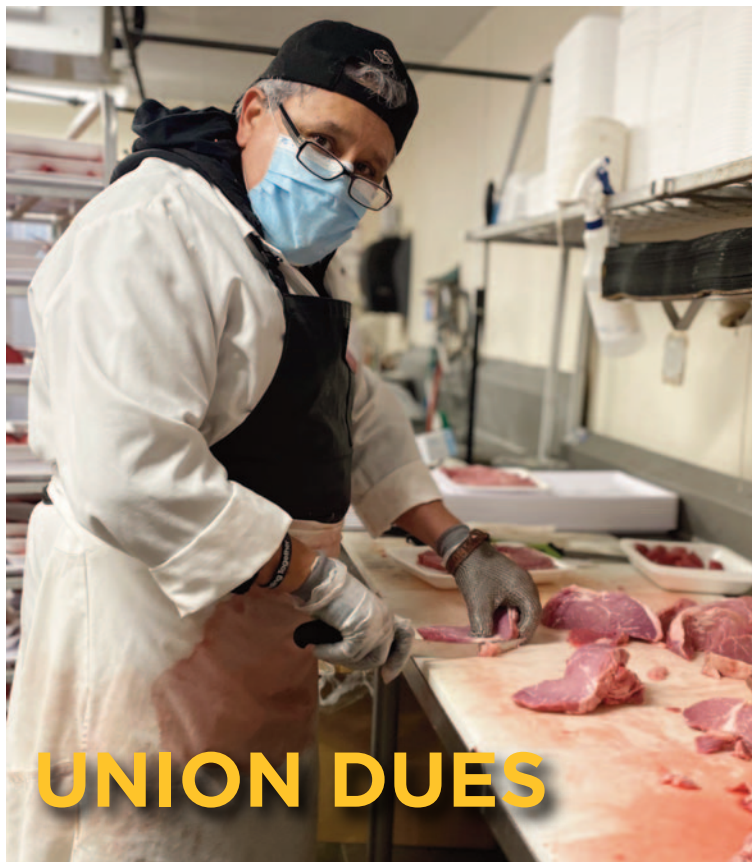
Unions sometimes ask members and the general public to boycott a company or product. This usually occurs because a company has interfered with its workers' right to join a union or has refused to negotiate with them in good faith once they have made that choice.

A boycott, like a strike, is used only when all else has failed — when reason and common sense have failed to encourage a company to treat its employees fairly.

Today's huge multinational conglomerates often understand only one thing: money. A boycott is all about money, too. It sends a message to an employer by encouraging consumers to shop elsewhere or buy a different product. The more successful a boycott is, the greater the loss of money to the company.

The more successful each boycott is, the less likely it is that other boycotts would be needed.

Companies learn by the experience of their peers. If one is hurt by a boycott, then other companies will think twice about forcing a union to call a boycott.



Union membership is an incredible bargain. There are few, if any, instances where you can pay so little and receive so much in return.

As the saying goes, “It pays to be union.” Throughout the country, the wages and benefits enjoyed by union members far exceed those of non-union workers.

Your membership makes it all possible by financing negotiations, enforcing contracts, representing members at the workplace and providing many other member services.

Your membership pays the salaries and expenses of Local 99’s professional staff and officers. It provides resources for legal representation, community service activities, arbitrations, educational and legislative initiatives and other expenditures in your service.

Approximately 35 cents of each dues dollar pays for affiliation with our parent body, the United Food and Commercial Workers International Union in Washington, D.C. The amount of this “per capita” payment is set by the elected delegates at the UFCW’s International Convention.

In return for this investment, Local 99 has access to the strength and resources of 1.3 million fellow UFCW members across the United States and Canada.

An additional 2 cents go to your local and state Labor Councils to fund their activities.

Here’s where the rest of your dues dollar is spent:

> **Member Services**

Grievances and arbitrations, printing, meetings, negotiations and staff payroll and benefits

> **Organizing/Market Share**

Printing, meetings, staff payroll and benefits for Special Project Union Representatives (SPURs)

> **Office Expenses**

Rent, mortgage and office equipment

> **Legal and Professional Services**

Attorneys, accountants and consultants

> **Communications**

Magazine, telephone, advertising and postage

> **Community Relations**

Fundraisers, advertising, donations and lobbying



UNION STEWARDS

Stewards are union leaders at the workplace. When problems occur, they are frequently able to correct them on the spot by dealing directly with supervisors.

Stewards operate on a two-way street. Other members rely on their stewards for timely and accurate information about what's going on in their union. In addition, the union needs reports from its stewards about the views of the members.

Stewards meet periodically for education and training to help them excel at their union duties.

WHAT MAKES AN EFFECTIVE STEWARD?

Effective stewards are highly motivated people who have earned the respect of both members and management.

A good steward system means most problems are resolved quickly and in a harmonious and cooperative atmosphere. It also means members have all the information they need about their contract and other union matters.

A steward's major reward is satisfaction from helping others. That seems to be enough for the hundreds of Local 99 stewards who are the backbone of the union.



A Voice for Working Families in Arizona, New Mexico and Utah

Phoenix Office

2401 North Central Avenue
2nd Floor
Phoenix, AZ 85004
Main: (602) 254-0099
Fax: (602) 251-0459

Tucson Office

877 South Alvernon Way
Suite 100
Tucson, AZ 85711
Main: (520) 884-9716
Fax: (520) 884-9023

UFCW99.com • (833) 997-0099 • info@ufcw99.com



ufcw99.com



facebook.com/ufcw99



[@ufcw99](https://twitter.com/ufcw99)