

ASSOCIATION OF UNIVERSITY & COLLEGE EMPLOYEES  
LOCAL 744  
CAPILANO COLLEGE

INFORMATION FOR STEWARDS

WHAT IS A STEWARD?

Stewardship is not only an honor but a trust, carrying with it responsibility.

As a Steward you are on the front line with your members, your union and with management. You are the members' representative, their spokesman, counsellor and defender. You speak on their behalf with management, counsel them on their rights at work and within their union, and must defend them against discrimination of all types. You are the person who sees that both the company and your members live up to the letter and spirit of your contract. Without you, the best contract in the world is of little value. You give it life and make it work. A good union cannot operate without the Steward.

DUTIES AND RESPONSIBILITIES

1. Read and fully understand your contract.
2. If in doubt on an interpretation, consult other stewards and local officers.
3. Police your contract and see that your members honor it.
4. Get to really know your members and their job functions.
5. Handle all grievances fairly and intelligently.
6. Anticipate and head off problems for members.
7. Don't knock management unnecessarily.
8. Don't make hasty decisions or side deals.
9. Support your fellow union officers, create good impressions of your union.
10. Enforce safety standards.
11. Attend all union meetings.
12. Seek out and sign up new members.
13. Keep your members informed about contract and union.



### HANDLING A GRIEVANCE

The best way to handle a grievance is to nip it in the bud. Discuss it fully with the Grievor, making sure that a grievance exists. Turn down all phony grievances, or those filed for political reasons, firmly, but courteously. If a grievance does exist, discuss it next with the supervisor concerned. Calm dialogue can often achieve solutions. If this fails, formally file the grievance in accordance with the procedure laid out in your contract.

1. Get all the facts recorded in writing.
2. Have Grievor sign form.
3. Discuss grievance with
4. Collect as much supportive information as possible.
5. File in manner and within time limits laid out in your contract.
6. Have distribute copies as indicated on grievance forms.

### GRIEVANCE INFORMATION

Five important 'W's concerning every grievance:

- WHO is involved in the grievance? Name(s), department, job classification, shift of union personnel. Name(s) of those who caused this to be a grievance.
- WHEN did grievance occur? On what day and at what time did the act or omission take place that caused the grievance?
- WHERE did the grievance occur? Exact location, department, area, machine, etc.
- WHY Is this a grievance? What has been violated - contract, supplement, past-practice, law, rulings or awards, etc.? In order for there to be a legitimate grievance, there must be a violation of something -- this 'W' directs your attention to that specific 'something' which has been violated.
- WHAT are the demands? What adjustments are necessary to completely correct the injustice or violation, to place the aggrieved in the same position he would have been in had the grievance not occurred? This principle is modified only by contract limitations.



TIPS FOR STEWARDS

The Steward is to the union what a supervisor is to a company. You, as a Steward, are expected to lead. To be able to do this effectively, you must have ...

1. Tact - never say anything that will offend.
2. Impartiality - be broadminded and fair.
3. Reliability - keep your word when given.
4. Cooperativeness - always willing to help others.
5. Honesty - never lie, cheat, or steal - time or money.
6. Sincerity - be yourself, don't act.
7. Dignity - be reserved, calm and dignified.
8. Intelligence - use reasoning and logic. Think before you speak. Never make hasty decisions. Consider your actions carefully.

You'll soon discover that your members seek ...

1. A sense of security.
2. A feeling of job growth.
3. A feeling of involvement.
4. A feeling of importance.
5. A desire for self-expression.
6. A sense of dignity.
7. A feeling of being appreciated.

It's up to you, the Steward, to keep management aware of these needs. Also, it is up to you to keep your members informed of the value of belonging to a union. They are constantly assaulted by anti-union comments. They must be told the truth about their union and its record so they can feel proud of belonging to a truly democratic organization.

As frequently as possible get together with the other Stewards for discussions about the contract and your union, even if it is only during lunch. Stewards should get together regularly to discuss problem areas. Make sure you receive as much information about the union and your contract as you possibly can. As a Steward, you should keep after your local executive until you are satisfied with the results.