

March 2021

## **We're Listening!**

Dear USW Ottawa Airport Screeners,

Many of you may have met me or heard of me. My name is David and I am a Staff Representative of the United Steelworkers, responsible for YOW. I work closely with Kristopher Marzitelli and your local representatives on issues affecting YOW. I also work closely with USW and IAMAW staff representing screeners in other parts of the country. While a lot of work happens in the background on your behalf, we know there is always room for improvement in service to our members.

We know a *very limited number* of members have been speaking to another union. That concerns me, because the strength of a union is largely dependant on the solidarity of the membership. The grass isn't greener on the other side, it's green where you water it! I want to help you by identifying and improving upon any deficiencies in the service USW provides to our members.

**We have heard your feedback about increasing communication to you, the members, and addressing this is our top priority.**

We have ideas about what we want to change, but we also want to hear from you! **You are the union at YOW and your voice matters!**

A communication plan will be put in place and circulated to you, the members, by the end of March. To help us determine parts of that plan, we have developed a survey. Attached is a five-question survey about the USW. This is your chance to tell us what's working and what could be improved or changed in to better serve you.

This survey is available online at [www.usw.ca/yowsurvey](http://www.usw.ca/yowsurvey) and it has been mailed in paper copy to each of you, which you can scan or take a photo and email it back to [YOWunited@usw.ca](mailto:YOWunited@usw.ca). Please only complete the survey once. Give us your feedback. We are listening.

As a preview, in the communication plan you can expect to see:

- A dedicated scheduled date for bi-monthly membership meetings and newsletter release to keep members of Unit 613 up-to-date on unit/local and USW news.
- Launch of a dedicated web page for Unit 613 where you will always be able to access important documents and resources such as your collective agreement (CBA), benefits booklet, pension booklet and much more!
- A new approach to resolving and communicating with members about grievances.
- Other items raised in the survey.

**The USW is 225,000 members strong across Canada. Let's work together and stay strong as Steel!**

Questions? Connect with us!

In solidarity,



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