

# What Can I Do To Help?

Start your campaign now:

If the Employee Free Choice Act (EFCA) becomes law, neither Henry Kelly nor any lawyer (U-Haul Legal) or otherwise can help. We need to “harden” our workplace against possible organizing. Under the proposed law, parties must begin bargaining within 10 days of “Card Check” certification, there will be no opportunity to run a pro-company campaign. So, the campaigning begins now and lasts every single day.

## This is our Union Avoidance Program

- “What About Unions” Poster
- Flip Chart
- Management Bulletins #912 and #913
- Union-Free Website
- U-Haul University Classes
- HR Alert
- Benefits Poster
- “Your Benefits-Did you know?”

Learn and do as much as you can:

- Read and understand the second page of the Union-Free Flipchart, HOW I CAN HELP MY TEAM MEMBERS. These are proven methods.

**HOW I CAN HELP MY TEAM MEMBERS**

1. Hire decent people for your team. Cheerful people with a positive outlook on life are productive. Hire them. Don't hire unhappy, lazy, negative-thinking people. If you make this mistake, you are asking for trouble. Correct mistakes ASAP.
2. Train your crew—either yourself, on the job, or the JET Program or community colleges. Invest in your people; they will pay you back through their loyalty and hard work.
3. Pay your crew fairly. Pay the going rate that includes benefits. Help them understand the benefits we provide. Let them know that these benefits cost the company an additional 40 percent of a person's wages. That's not bullshit! If our benefits are of no value to a person, then you have the wrong person. Use the Human Resources 1-800-525-0463 number to answer their benefit questions.
4. Thank each person individually for their hard work. We all appreciate being thanked by the boss.
  - a. Maintain shop tools in good working order. Tools which don't operate send the message that you do not care. Your crew gets the message.
5. Provide the proper tools to make their work easier and more efficient. They will thank you for helping them.

Complete list of “How I Can Help My Team Members” is attached.

- Read Management Bulletins No. 912 and No. 913.



## U-Haul Union Free

The preservation of our System members' right to work in a union-free environment is management's responsibility and is largely a by-product of the climate we create. We will surely miss the target if we fail to realize that the the best union-prevention tool is good managers and supervisors.

- Visit the UNION-FREE Website. It is a valuable resource that contains comprehensive information, tips, and tools. You can access the it through the HR Leadership Center.



## LDR 303 Maintaining a Union-Free Workplace: Union Avoidance

- This is a great class. Ask any of the 114 who have taken the class and passed. To others, if you want to help keep us union-free, enroll as soon as you can, and to anyone who walked-away or failed the course, please get back in. WE NEED YOUR HELP.

Here is the latest edition of the  
U-Haul Human Resources Management Relations Alert  
(HR Alert)

- What great stuff. It comes out twice a month to keep you updated on labor news and terms (glossary), benefits, leadership tips, bulletins, etc. Also, when the time is right you will receive information that you can write your politicians, House and Senate, to let them know how you feel about taking away rights from our hard working members at U-Haul.

Unionization generally emerges from issues of DIGNITY and RESPECT, or the lack of.

**The Goal to be UNION-FREE, is to be ISSUE-FREE.**

## HOW I CAN HELP MY TEAM MEMBERS

1. **Hire decent people** for your team. Cheerful people with a positive outlook on life are productive. Hire them. Don't hire unhappy, lazy, negative-thinking people. If you make this mistake, you are asking for trouble. Correct mistakes ASAP.
2. **Train your crew** – either yourself, on the job, or the JET Program or community colleges. Invest in your people; they will pay you back through their loyalty and hard work.
3. **Pay your crew fairly.** Pay the going rate; that includes benefits. Help them understand the benefits we provide. Let them know that these benefits cost the company an additional 40 percent of a person's wages. That's not bullshit! If our benefits are of no value to a person, then you have the wrong person. Use the Human Resources 1-800-528-0463 number to answer their benefit questions.
4. **Thank each person** individually for their hard work. We all appreciate being thanked by the boss.
5. **Provide the proper tools** to make their work easier and more efficient. They will thank you for helping them.
  - a. Maintain tools in good working order. Tools which don't operate send the message that you do not care. Your crew gets the message, good and bad. Do you and your supervisors care? Prove it every day. Don't give them the excuse that you don't have the budget.
6. **Facility maintenance**
  - a. Lighting must be adequate.
  - b. Restrooms must be sufficient in capacity and be kept clean. If necessary, install more urinals, toilets or sinks.
  - c. Washbasins are to be of sufficient capacity. Add washbasins around the shop if necessary. Amform will fabricate stainless-steel trough sinks to your measurements. Contact Amform at 1-623-930-0445.
  - d. Lunchroom – must have one or more refrigerators and microwaves. Seating should be adequate for those who want to use the lunchroom.
7. **Safety** – managers who care about their crews care about safety – your people know if you care! Show you care by insisting they wear safety glasses, etc. Can your shop pass an OSHA inspection? It should.
8. **Respect your crew** by responding to their needs. Again, treat people as you want to be treated by them.
9. **LISTEN** to your crew. They will tell you what you must do to help them be successful. Are you listening? Ask them every day what you can do to help them. Thank them when they tell you what they need you to do. Then take immediate action. Ask your best people to pass judgment on all new hires. Ask them straight up: "Is the new person going to make it?" or "Is the new person worth having on our team?" They will tell you the truth and be thrilled that you included them in the decision. After all, why wouldn't you want their guidance? This is participative management. "People support what they help to create."
10. **Let your crew know that U-Haul has excellent benefits.** Place the new Benefits Poster where all will see it. Encourage those with benefit questions to call HR at 1-800-528-0463 to get their questions answered.
11. **Embrace your people.** They are your friends. It is your team. The union doesn't know them and has no history with them. Your crew will never go for the union bullshit unless you abandon them.
12. All of the above is simply common sense. Treat your crew members as you want to be treated. "Attract and keep a good crew. Treat your crew fairly. Facilitate them in their work. They will keep the union bums out."

Thanks for your help. Keep managing and facilitating the success of your team.

If you have any comments or questions about this publication, contact Henry P. Kelly, VP Industrial Relations, U-Haul Legal Department, at 1-800-528-0463, ext. 6983, or 1-602-263-6983.

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Vice President – Industrial Relations  
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**Union Avoidance is Awareness. Get your name on the very popular UNION AVOIDANCE TRAINING/U-HAUL UNIVERSITY class list as soon as you can. Call or email Bob Aleo, Instructor, Phone (800) 528-0463, ext. 3486, email bob\_aleo@uhaul.com.**