

GMP *Horizons*

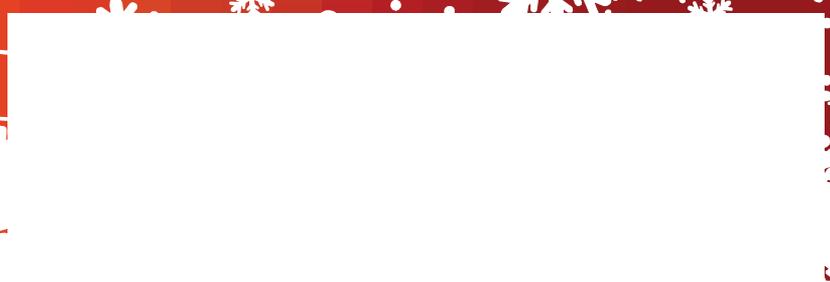
November/December 2009

Serving Workers In The Glass, Metal,

Pottery and Plastics Industries



*Season's
Greetings*





Glass, Molders, Pottery, Plastics & Allied Workers, AFL-CIO, CLC
608 East Baltimore Pike, P.O. Box 607, Media, Pa. 19063

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In this Issue:

In his Message on page 1, International President Ryan discusses the optimism of the GMP and the Labor Movement for the year 2010.

President Ryan met with many Local Union members on his recent West Coast tour. See page 2.

GMP Locals located in Ontario, Canada, met in Niagara Falls for Paid Education Leave (PEL) training. See page 4.

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JOHN P. RYAN
International President

“Perhaps what is needed is more fight from the workers of both countries to improve the plight of workers and their families.”

Let's Make 2010 a Year of Achievements

As we embark on a new year, we should take time to reflect on the past year, 2009, which will go down in history as one of the worst years experienced in North America since the Great Depression. However, there is optimism for 2010 for several reasons, the least being recovery of the economies in the United States and Canada. Unions in North America have sustained dramatic losses over the course of the recession and the time period leading up to the official start of the recession.

The GMP remains a viable and strong organization and has once again weathered the storm. Labor has a lot to look forward to in 2010, and we will be busy. I have on many occasions stated the importance of organizing at all levels of the GMP from the rank- and- file members up to and including me, as President of this great organization. The long, rich history of the GMP carries on, and it is up to all of its members to ensure that the legacy continues. In 2009, Labor in the United States finally wrested power away from the Republicans and put a Democrat back in the White House after two terms of misguided leadership. Barrack Obama has given workers hope for the future. However, there is more work to be done. In the United States we have two very important tasks ahead of us; passage of the Employee Free Choice Act and healthcare reform. In Canada, Labor's task is perhaps more daunting. After years of minority government and political uncertainty, it will be time to elect a majority government. If possible, an NDP government would help Labor further its agenda in Canada although the NDP trails in the polls. The fight must go on however. Perhaps what is needed is more fight from the workers of both countries to improve the plight of workers and their families. Over the years, complacency has rooted itself into the very fabric of Labor. That has resulted in the erosion of many achievements realized by the Fathers of Labor.

2010 portends to be a year of achievements in both countries. This can only be achieved through solidarity. We are Labor and the GMP is an International Union. Borders and different cultures cannot divide us if we do not allow it. Employers have feasted on the divisions of Labor for far too long and the result has been devastating. Employers in North America have enjoyed the divisions of Labor and seized the opportunity to gut legislation or drag their feet on overdue reform of laws limiting workers from organizing. Employers continue to drive wedges between workers to divide them. Anti-union attitudes, techniques, work place programs and propaganda continue in these times.

We should, as Labor, become more pro-active in 2010 rather than sitting back and licking our wounds. We should be proud of who we are. We should wear who we are on our sleeves, rather than being apologetic for being Union. Remember that a Unionized worker makes an average of \$5.00 per hour more than a worker who does not belong to a union. Unionized workers in the United States are more likely to have a pension plan and health insurance than a non-unionized worker. As we head into 2010, let's be proud of our past and who we are. There is no doubt that 2009 hit labor hard, but labor has a rich history of resilience. We can and will overcome.

President Ryan Tours West Coast Plants

International President John Ryan traveled to the West Coast recently to visit some of the Local Unions and plants located in California, Oregon and Washington.

He started the tour on Monday, September 19, 2009 in Seattle, Washington, where he met with officers and members of Locals 50 and 87 as he toured the Saint-Gobain plant. GMP members at this facility, built in 1933, produce wine bottles, Sake bottles, and other glass containers.

Derek Smith is the President of Local 50 and Charlie Brown serves as President of Local 87. Executive Officer Donald "Butch" Carter is the service officer for this location. Local 50 was chartered in 1932 and Local 87 was chartered in 1933.

President Ryan also visited Olympian Precast, Inc. in Redmond, Washington. Kevin Jewell, owner and CEO of Olympian Precast, took Ryan and Executive Officer Carter on a tour of the facility. Approximately 340 GMP Local 139B members at this plant produce items that include building facades, fire-exit stairs for parking garages and commercial buildings, and various other concrete precast items. The President of Local 139B is Wallace Brown and the Chief Steward is Patrick Tanner.

On September 20, 2009, President Ryan traveled to Portland, Oregon, where he continued the West Coast tour with a stop at Owens-Brockway and Local Union 112. This O-I facility manufactures amber and champagne-green glass bottles for the wine industry. GMP members produce approximately one million bottles each day at this facility, which has been in operation for 53 years. The President of Local 112 is Ronald Vanpool.

While in Portland, Ryan also toured the Vancouver Iron and Steel foundry where approximately 100 members of multi-local Local 139B produce truck frame parts and mining apparatus parts.

President Ryan also met with officers and members of Local 177 as he toured the Owens-Brockway plant in Tracy, California. This facility, in operation since 1962, has three running furnaces with an output of 800 tons per day, with 400 tons being colored glass. The President of Local 177 is Daniel Trevino.

International President Ryan's final stop on his West Coast tour was a tour of Gallo Glass in Modesto, California, led by Local 17 President Carlos Contreras. GMP Local 17 members at the Gallo facility produce over 1 million wine bottles each day. Gallo Glass began operation in 1958.



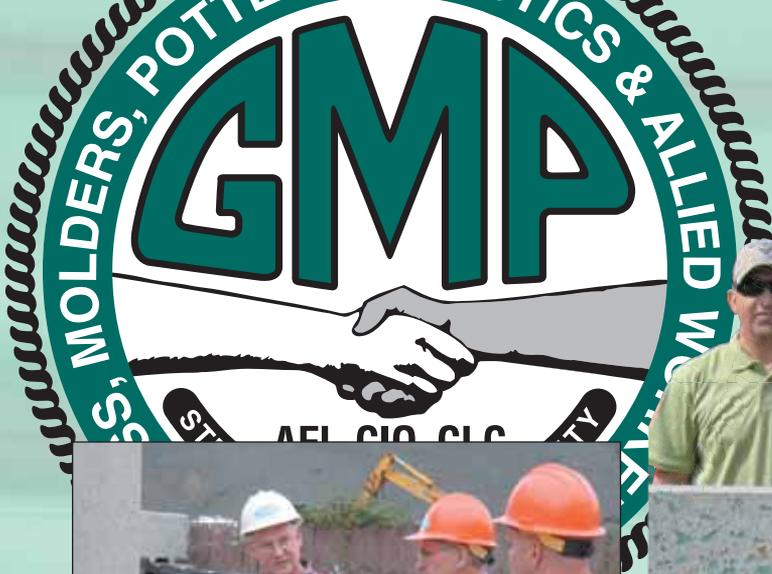
(L-R): International President John Ryan, Local 87 President Charles Brown, Local 50 Vice President Rob Thomas, Local 87 VP Doug Coburn, Jr. and Executive Officer Donald Carter. (Saint-Gobain)



(L-R): Lauren Gisle, Carter, Can Christensen, Kevin Jewell (Owner/CEO Olympian Precast, Inc.), Patrick Tanner (LU 139B Chief Steward) and President Ryan.



(L-R): Local 177 VP Ken Sconnies, Financial Secretary Phil Souto, Recording Secretary Robert Plunk, Local 177 President Dan Trevino, President Ryan, Local 177 VP Kevin Harp, Local Trustee Wasim Asghar and Executive Officer Carter. (O-I, Tracy)



(L-R): Kevin Jewell explains details of a building facade to Ryan and Carter. (Olympian Precast)

(L-R): Local 17 President Carlos Contreras, Ryan, Recording Secretary Justin Morgan and Executive Officer Carter. (Gallo Glass)



(L-R): Morgan, Contreras, Local 17 Trustee Denise Ford, Carter, Ryan and Bruce Williams. (Gallo Glass)



(L-R): Executive Officer Donald Carter, Local 139B President Wally Brown, Financial Secretary Bob Dockter, President Ryan, Local 139B Shop Stewards Lloyd Martin and Dana Hoadley, and Plant Supervisor Jarod Smith. (Olympian Precast)



(L-R): Local 112 President Ron Vanpool, Executive Officer Carter, Financial Secretary Sherri Rabb, Ryan, Recording Secretary Cindy Gallucci and Local 112 Vice President Brian Copeland. (Owens-Illinois)

GMP Hosts Canadian PEL Training

Niagara Falls, Ontario, Canada



The class of 2009 of the Canadian Paid Education Leave.



PEL participants listen to Vice President Dave Doyle's presentation.



Vice President Dave Doyle led the discussions on Emergency Leave.



Members of Local 108 take part in the proceedings of the PEL. Seen here (L-R): Scott Lacy, Doug Hussey and Kevin Baghodoyan.



Vice President Doyle, Local 446 President Rick Wood, Pete de Boer and Kim Waugh. Local 446 is Doyle's home local.

GMP Locals located in Ontario, Canada, attended Paid Education Leave (PEL) training October 26 through October 29, 2009 in Niagara Falls.

This year's training (related to human rights) was conducted by Executive Officer Claude Beaudin. Vice President Dave Doyle attended the PEL and led discussions on Legislated Emergency Leave available to workers in Ontario.

The PEL in Canada is leave that is negotiated into Collective Agreements and is paid by employers. Anywhere from \$0.01 to \$0.05 per hour-worked by each employee is contributed into the fund held in trust by the GMP International Union. Each location (that has PEL in its Collective Agreement) has a separate account for the contributions and is given a statement of available funds and eligibility to attend the PEL training

sessions. Leave to attend such training is also negotiated into Collective Agreements. Training includes all types of union-related subjects. Training topics are chosen by Vice President Doyle, with consideration to participating locals' suggestions.

Twenty-five members attended the PEL, and of the twenty-five, fifteen had not attended any previous union training.

The PEL, conducted either yearly or bi-yearly, is usually held in Niagara Falls.

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For more information about wireless benefits available through your union, visit

UnionPlus.org/ATT

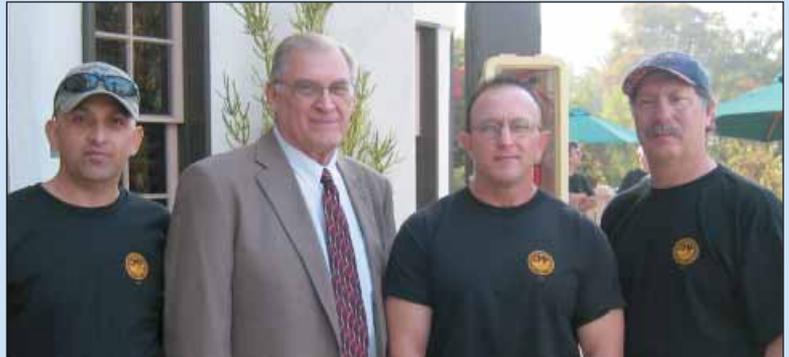
West Coast Protective League Meets in San Diego, California

The West Coast Protective League held its bi-annual meeting on October 24, 2009, in San Diego, California.

International President John Ryan, International Vice President Ignacio De La Fuente and Executive Officers David Pope and Donald Carter represented the International Union. President Ryan addressed the 86 attendees at the meeting.

The West Coast Protective League is a body comprised of GMP members, the Glass Packaging Institute, wine-industry legislative “watch-dogs” from Washington D.C., and the Owens-Illinois legislative Vice President, plant managers and human resources representatives.

The West Coast Protective League responds to legislative issues relating to the glass industry for an area covering the western United States that includes the states of: California, Oregon, Washington, Nevada and Arizona. The West Coast Protective League has been meeting for approximately four decades.



Local 17 President Carlos Contreras, President Ryan, Vice President Jess McKaughan and Local 17 member Mike Dominik.



Local 142 Financial Secretary Mike Lheureux and President Mike Nieto Gomez.



Dan Steen (Owens-Illinois), Lawrence Martin (Gallo Glass) and Joe Cataneo (GPI).

GMP Summer School Announcement

PLACE West Virginia University, Morgantown, West Virginia; Summit Suites

TIME Sunday, June 6, 2010 – Friday, June 11, 2010

COST The International Union will pay for room, board and tuition. Lost time, travel, etc. are paid by the Local Union or Student.

SUBJECTS The subjects taught to students will be basic trade union topics, i. e., steward training, negotiations, labor law, etc.

SELECTION Applications are sent to the Local Union President.

DEADLINE Scholarship applications MUST be submitted by March 1, 2010. Awards will be made on March 12, 2010.

How Quickly People Forget

As President Obama continues down the path of his term of office and takes the criticisms associated with the office of the Presidency, it is always funny how quickly people forget. We now see the Republicans and Obama-detractors pointing the finger at the President and blaming him for the economic woes. As the American economy struggles to pull out of the recession and recovery is slow, people seem to forget that President Obama inherited the recession when he won the office of President.

People forget that it was the sub-prime real state market and the Lehman Brothers banking fiasco that were the largest contributors to the recession, and not the Obama administration. These same people seem to have lost sight of the fact that former President George W. Bush was the President leading up to and at the start of the recession, as well. Now, for whatever their reasons, these people expect that, after barely one year in office, President Obama should have the country in complete recovery and things should be all fine and dandy again. The fact is recovery will be a slow-moving process and experts have constantly stated that there may even be another impending crash before we actually see a full recovery. These same experts are telling us that it will be into 2010 before we see a real result of recovery. President Obama's stimulus package has gone a long way and saved many jobs. Nothing in life is perfect nor is there a silver bullet for the economy.

Anti-Democrat and Obama proponents look for any and all reasons for the President's shortcomings or failures and will stop at nothing to advance their positions. This is normal and comes with the office of leadership, no matter what the position. Anyone who takes office expects it and takes it in stride with the understanding that as a leader you cannot satisfy all of the people all of the time. A leader is the target of constant criticism no matter what is being done.

What is it that the critics expect? How would they do it differently and/or better? These are always the questions that beg explanation. Usually critics have the

criticisms, but rarely offer any real solutions. President Obama also has more scrutiny due to his race. The President of the United States is probably the most recognizable, most focal and powerful leader in the entire world. This is evident through media focus. People in every country on this planet have knowledge of and recognize the U.S. President. They can usually name him and his political party. Few people can name the leaders of other countries such as Canada, India, China, or Russia. Serving as the U.S. President is a very

prestigious position, but comes with an unimaginable amount of media invasion and attention. However, this does not take away from the fact that President Obama, like all of his predecessors, has accepted the position with full knowledge of the scrutiny.

President Obama has many hot topic issues to deal with that have been discussed in former Horizons' articles, and these are issues that must be dealt with. The Republicans are the opposition at this time and they have a responsibility to oppose the current administration and attempt to further their party supporters' positions. During this time of recovery, though, it makes more sense to work with the

current administration to foster that recovery and do all that can be done to help the American people during these difficult times. Sometimes, we all need to take a fresh approach to provide solid, effective and meaningful leadership for the good of all citizens. President Obama's healthcare reforms and the Employee Free Choice Act are among the things that can help the average American. These reforms can also help get the economy back on track. You can be sure that the recovery will take time. All of the experts, regardless of political stripes, have told us recovery will take time. Blaming President Obama for something that did not happen on his watch will do nothing for recovery. A recession takes time to set in and recovery takes even more time.

It not a time to play the blame game. It is a time for Washington to work together and help all of the people of the United States.

“President Obama’s healthcare reforms and the Employee Free Choice Act are among the things that can help the average American.”

Green Jobs Vs Traditional Jobs

We regularly hear the term “green jobs or green collar jobs” today when politicians are questioned about unemployment numbers and what is being done to remedy the situation. According to political leaders today, green collar jobs are the future.

The definition of green collar or green jobs, according to the United Nations Environmental Program, is work in agriculture, manufacturing, research and development, administration and service activities that contribute substantially to preserving or restoring environmental quality. Specifically, but not exclusively, this includes jobs that help protect ecosystems and biodiversity; reduce energy, materials, and water consumption through high efficiency strategies; decarbonizes the economy; and minimize or altogether avoid generation of all forms of waste and pollution. These workers are professionals who are conservation movement workers, environmental consultants, environmental and biological systems engineers, green building architects, holistic passive solar building designers, solar or wind energy engineers and installers, nuclear engineers and the list goes on. Trades persons are electricians that install solar panels, plumbers who install solar water heaters, construction workers who build energy efficient green buildings or weatherize buildings, and others involved in clean, renewable, sustainable future energy development.

If you don't see anything that applies to you, that becomes the question. What will the average worker in Canada be doing in the green economy that is being touted at all levels of government? The environment is very important and there certainly is a place for green collar jobs today and in the future. The question is, what about the workers who may not have completed high school or is an older worker? Where will these workers find sustainable and reasonable paying work? Most provinces in Canada have adopted laws that have eliminated mandatory retirement, thus many workers continue employment past the age of 65. These workers are still entitled to good paying jobs. These workers will not have the means or the time to educate themselves to perform these jobs. Not everybody has the income, and in some cases the scholastic requirements to qualify for such jobs. Canada needs to have the traditional

blue collar jobs that are and have been making a mass exodus from the country. The question that remains to be answered is - what will happen to these workers in the future? As the economy struggles to move out of recession, employers do not have the money to switch from the traditional manufacturing jobs to green jobs. Canada and its people need viable, good-paying jobs that they can depend on being there for their working lives. Green collar and green jobs may indeed be the future, but there is also today. What will government do to help its people? What will the leaders or potential future leaders of the country do to

help older and future workers workers who do not have the opportunity to get the extensive training needed to become a green collar worker?

Manufacturing has rapidly declined in Canada and North America as a whole in the last 5 years. There does not seem to be an end in sight either. What is left needs to be protected and if possible attract sorely needed new manufacturing. Service industry jobs in the fast food or food service industry do not pay well and do not provide many full-time jobs. Warehousing is on the rise, but fewer workers are needed to run the huge warehouses of today due to technological advancements. Cheap foreign imports have ravaged the Canadian economy on all levels. People are

shopping at retailers that purchase in great quantities from foreign sources mostly because they simply cannot afford to shop elsewhere. The availability of Canadian-made products continues to shrink as well, complicating matters further. Countries, including Canada, are adopting “procurement” policies to encourage made-at-home or locally-made items so as to attempt to stimulate economies. Where does it end remains to be seen, but the leaders of the different levels of government and/or future potential leaders must not forget the workers that may or may not fit the requirements of the green economy. These people are citizens of this great country and they deserve to have a job that can provide them a good living without the constant fear of losing their job. Both a sound environment and a diverse economy that provides what is needed to accomplish these things is achievable and sustainable, if we don't lose sight of everybody involved and we take care not to allow any group of workers to fall through the cracks.

“Canada and its people need viable, good-paying jobs that they can depend on being there for their working lives.”

New Officers Sworn in At Local 59, Toledo, OH



International Representative Edward Bedocs swears in the officers of Local Union 59, at Libbey Glass in Toledo, Ohio. Seen here (L-R) are: Recording Secretary Darren Lee, President Darryl Snoderly, Vice President Tom Sohnly, Financial Secretary Guy Gokey and Bedocs.

Luellen Bozek, Local Union 419 Retires with 37 Years of Service



Seen here (L-R) are: Local 419 Recording Secretary Kevin Green, Financial Secretary Ralph Goldsmith, Vice President Charles "Radar" Bartley, Luellen Bozek and President Dave Allen.

Luellen Bozek, long-time GMP member and Local Union leader, recently retired after 37 years and 5 months of employment at The Homer Laughlin China Company located in Newell, West Virginia. Luellen served as Local 419 Recording Secretary since January 2001, and also served her local as Vice President and Shop Committeeperson. Luellen distributed "new member kits" to newly hired employees at the plant. Local 419 members and officers wish her a happy retirement.

GMP Memorial Scholarship Fund

In Memoriam Contributions

February 2009 - December 2009

Clifford Valenciana

William Menn

Robert Lyon

Pearl Moore

Dorothy Vogel

Dolores Blackmore

Geraldine Lewis

Charles Little

Helen Schafer

Chester Ryan

Thank you to Local 17B in Creston, Iowa, for their generous donation to the GMP Memorial Scholarship Fund.



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CONSUMER PRICE INDEX

The National Consumer Price Index for Urban Wage Earners and Clerical Workers (CPI-W) is the basis on which our Cost of Living clauses are calculated. Thus, changes in the CPI-W are the basis for wage increases as required by many GMP contracts.

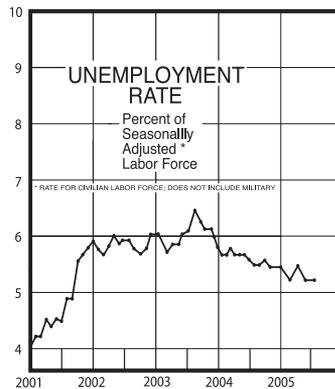
The Bureau of Labor Statistics which publishes the Consumer Price Index has re-formulated the CPI-W, and discontinued the old index in July, 1985 when it published the June, 1985 Index. The new CPI-W reflects a change from home ownership costs to rental equivalent costs.

GMP HORIZONS will continue to publish the CPI-W for the benefit of GMP members.

Although most contracts call for a COL increase based on an increase in points, some have provisions for increases based on percentages. Therefore, both the percentage increase and point increase are shown below.

Effective dates and terms of the contract clauses vary. Consequently, an interested member should consult his current Union Contract for effective dates and provisions. He then can judge from the changes noted in the table if the agreement provisions call for an increase.

For purposes of gauging changes, the base index will remain 1967 = 100.



CONSUMER PRICE INDEX - U.S.A. for Urban Wage Earners and Clerical Workers

	(1967 = 100) Index	Percent Increase	Point Increase
November 2008	617.4	-2.3%	-14.6
December 2008	610.1	-1.2%	-7.3
January 2009	612.7	0.4%	2.6
February 2009	615.7	0.5%	3.0
March 2009	617.2	0.9%	1.5
April 2009	619.3	0.3%	2.1
May 2009	621.8	0.4%	2.5
June 2009	628.4	1.1%	6.6
July 2009	627.1	-0.2%	-1.3
August 2009	628.9	0.3%	1.8
September 2009	629.4	0.1%	0.5
October 2009	630.1	0.1%	0.7

12 Month Index Increase = -1.9 • Year-to-Date Inflation Rate Increased by Approximately 0.2%

CONSUMER PRICE INDEX - ALL CANADA

	(1986=100)		(1992=100)	
	2007	2008	2007	2008
January	166.9	171.3	130.3	133.7
February	168.1	171.8	131.2	134.1
March	169.5	172.4	132.2	134.6
April	170.1	173.8	132.8	135.7
May	170.8	176.3	133.4	137.6
June	171.3	176.6	133.8	137.9
July	171.5	177.3	133.9	138.4
August	171.0	177.0	133.5	138.2
September	171.3	177.2	133.7	138.3
October	170.8	175.4	133.4	136.9
November	171.4	173.9	133.8	135.8
December	171.7	172.8	134.0	134.9
Annual Average		173.9		135.8
Average Annual Increase		2.3%		2.3%
March 2007 to March 2008	1.2%		1.2%	
	(1971=100)		(1981=100)	
	2007	2008	2007	2008
January	533.29	536.9	221.2	227.0
February	526.9	538.5	222.8	227.7
March	531.3	540.6	224.6	228.5
April	533.3	544.9	225.5	230.4
May	535.7	552.6	226.5	233.6
June	537.3	553.8	227.2	234.1
July	537.8	555.8	227.3	235.0
August	536.1	555.0	226.7	234.6
September	536.9	555.4	227.1	234.8
October	535.7	549.9	226.5	232.4
November	537.3	545.4	227.2	230.5
December	538.1	541.8	227.5	229.0

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DEATH BENEFIT DUES - In the event you leave employment seeking permanent and total disability, **YOU MUST CONTINUE PAYING YOUR DEATH BENEFIT DUES** until such time as permanent and total disability status is established. As a general rule, disability determination routinely takes from 6 to 8 months.

Any overpayments will be refunded.

Do not permit your **DEATH BENEFIT DUES** to become delinquent over 90 days. All GMP members are responsible for making payments to maintain death benefit eligibility. Persons wishing to report a death or discuss the death benefit may call the Death Benefit Department at 1-610-565-5051 ext. 221. Remember to check your official beneficiary information. The beneficiary of record is solely entitled to the Death Benefit. Submit beneficiary changes immediately.

All claims must be filed within five (5) years of death.

Early retirees are also responsible for payment up to age 65. If you are self-paying, indicate your local union number and forward your check to:

Bruce Smith
GMP Int'l. Secretary-Treasurer
PO Box 607
608 E. Baltimore Pike
Media, PA 19063



Tipping???

As we head into the New Year, and due to the current financial climate this month, we look at tipping. When did tipping become mandatory? I guess several years ago is the answer. In a 2003 article by Ofer H. Azar, with the Department of Economics at Northwestern University, tipping can be traced back to the Roman era. More would say that it began in the 16th century. This is odd, because tipping in Europe today is uncommon. The article describes tipping as “a unique economic phenomenon that involves the voluntary payment for service that has already been provided by the time the tip is given”. Maybe so, but is it really mandatory? Let's look at the reasons for tipping. It could affect future service if one returns to the same establishment. According to Azar, tipping supposedly conforms to “social norms”, empathy for workers, such as wait staff, or even embarrassment.

It could also be that you may fear returning to the establishment and the server remembers who you are and maybe tampers with your food a bit. We have all seen the news stories of what kitchen workers may do when orders are returned to the kitchen, yuck! Another factor is that many workers depend on tips to make ends meet. According to Azar's article, tips in U.S. restaurants in 2003 alone were about 26 million dollars. This, as stated, does not include other professions that are tipped. As a person who travels extensively, I, along with all of my colleagues, are subjected to tipping regularly. There are tips expected for housekeepers in hotels, wait staff and parking, etc.

Those of you who have attended the International Conventions know exactly what I mean. Las Vegas is probably the tip capital of the world. There are even suggested/encouraged tip guidelines for everybody in Las Vegas. So, why do we as a society in North America feel the need to tip? As I said, there is the factor, and in my mind the most important single factor, that workers rely on the tips to make ends meet. Employers, I believe, have taken advantage of tipping to reduce the amount of wages they pay workers. They have once again passed the buck (no

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pun intended) onto the consumer and are counting on the conscience of you and me to make up the shortfall for these workers. The theory here is that wages and the tip are to be equal to Federal minimum wage.

Another issue I have is the “forced tip” or “mandatory tipping” usually seen for parties of six or more. On October 23, 2009 in a pub in Bethlehem, Pennsylvania, two college students were arrested for not paying a tip on the bill for their party of six or more. The couple said that the service was slow and poor. The mandatory tip was an incredulous 22%, usually a mandatory tip is 18%. This situation is pending a court date. Should a mandatory tip be necessary? Is it morally right? Should there be a minimum amount

tipped? Here's my spin. A tip is a gift for good service and nothing more. If you want tips, you need to earn it, not expect it. I will always tip if the service is worthy. I do not feel pressured by society and the need to tip everybody I encounter daily for services provided. Today tipping is expanding into areas that should not require tips, such as home improvement contractors, yard maintenance, garbage men and the list goes on. These people make a fine living doing what they do, and don't get me wrong, they do a great job, but a tip? If, for example, housekeeping makes up a room and the room is clean and in proper order, they should get a tip. They are under paid and have only an allotted amount of time to make up rooms. So I guess I do conform to the pressure to tip. But seriously, tipping needs to be earned not expected. Some establishments expect certain levels of tipping based on the type of restaurant and the clientele they serve. In some cases, if the server doesn't feel they have been tipped enough they will confront the patron. Perhaps they should take a step back and examine the service they provided. Most people know what the tip protocol is and they adhere to it. If the tip is not what is expected, there is usually a reason for it. Money is tight for everybody these days and people are really looking at where they spend their hard-earned money. Tipping has a purpose in our society for all of the reasons mentioned, but to expect it arbitrarily is ridiculous. Tipping is all about service and as service providers cut back on service and as people are expecting to be tipped for whatever reasons; perhaps these same people need to look at what they are doing and improve their customer service.

My final word on mandatory tipping is - there should be no such thing. Servers will cater to larger groups because they know the customary amount tipped is 15% to 18%. For a table that has six or more people, customers will leave a good tip, providing the service is good, and the same is usually true of smaller groups. For those who provide the good service, thank you, and you will be rewarded accordingly.



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