

DairyWorker

Quarterly publication of the

NZ Dairy Workers Union Te Runanga Wai U

NZ Dairy Workers Union

DWU

Te Runanga Wai U

November—2019

**New
horizons
for Angus
McConnell**

INSIDE:

- DWU Delegate Meetings & Training
- Latest DWU CEA Settlements
- Open: 2020 DWU Education Grants

Outgoing DWU
Assistant Secretary
Angus McConnell &
wife Pauline.

Changing Times



Welcome to the November 2019 edition of your DWU Dairy Worker magazine. This edition focuses on the many CEA negotiations that the DWU has been involved with over the last few months, as well as the large amount of industrial work that the DWU and its delegates and members have been involved with in relation to our existing dairy sites, including Coda Group, Goodman Fielder and Tatua.

I encourage you to have a read through the Dairy Worker; it's your magazine, your Union!

We live and work in changing times

As discussed in previous Dairy Worker editorials, the Dairy Industry is going through substantial and fundamental change.

Over the last six months we have seen the purchase of Westland Milk Products by Yili (China's largest dairy company and owner of the Oceania Dairy Ltd site at Glenavy in the South Island). We have also seen the opening of Synlait Milk's new site at Pokeno near the Bombay Hills as well as Synlait's purchase of the Talbot Forest Cheese site in Temuka as well as the Dairyworks business in Christchurch.

And we have also seen Fonterra post a net loss of \$605m for the 2018-2019 financial year, with asset write-downs of \$826m, mainly in its offshore businesses (including the disastrous Beingmate adventure in China).

This follows the previous 2017-2018 financial year loss of \$196m for Fonterra which sparked a billion dollars' worth of asset sales (including the sale of Tip Top to Froneri and the sale of its 50% share in DFE Pharma for \$633 million to a private equity fund).

The DWU will continue to work with Fonterra to improve their current position. We want and need a successful and productive Fonterra, not only in order to improve members' wages and conditions, but also for the wider NZ economy. We must face the reality that Fonterra is facing large challenges and that all of us have a role in ensuring the continued viability of the industry's largest player.

And the DWU is changing too

Our Union is growing in terms of membership numbers, but also faces the challenge of unionising the wide range of new dairy employers entering the NZ dairy industry. This is important to make sure that our hard-won dairy industry conditions are not eroded and destroyed.

The DWU and members have faced change before as a Union. From the dark days of the Employment Contracts Act 1991 and the work that the DWU did to ensure that workers were protected from reduced terms and conditions via Individual Employment Agreements (IEAs), to the creation of Fonterra and the work that the DWU did to ensure terms and conditions were not lost in the creation of the new Co-op, right through to the huge influx of the new dairy companies in the NZ dairy industry and the unionisation of nearly all these new companies by the DWU over the last few years to protect members' terms and conditions.

However, what won't change is the protection that being a DWU member provides you:

- The protection of locked in terms and conditions (many of which are locked in for longer than usual as a result of smart bargaining decisions in previous CEA negotiations, including up to three-year terms);
- The protection that being a DWU member gives you if your shift team, department, or site, is faced with restructuring. DWU CEA protection means that members have guaranteed redeployment options and, in the worse-case, generous redundancy compensation arrangements;
- The protection that the DWU Welfare Fund and legal/ACC support provides you if things get really tough and you need direct financial or legal support from your Union.

The DWU knows things are tough at the moment for many members and many of the changes you are experiencing are causing you stress and hardship.

We know this, and we are fighting hard (much of it unseen by members and delegates) to protect and improve your rights at work.

Changing DWU Staff

And reflecting the change all around us, there is also change within the DWU Staff. This edition of the Dairy Worker magazine says welcome to our new DWU Upper Waikato Organiser, Laura Reekie (the previous DWU National President), as well as good-bye to our retiring DWU Assistant Secretary, Angus McConnell. To Laura, welcome to the team. I know your extensive dairy industry and site delegate experience that you bring to the DWU, will greatly benefit our members, delegates and staff.

And to Angus, all I can say is thank you comrade.

Thank you for over 30 years of dedication, solidarity and commitment to DWU members and NZ workers. Your contribution to this Union is greatly appreciated and you leave workers in a better position because of your efforts. Enjoy the next chapter mate.

Merry Christmas & Happy New Year

And finally, I would like to take this opportunity on behalf of all DWU Staff and the National Executive, to wish you and your family a very happy and safe Christmas and New Year. I hope you get an opportunity to have some time off during the next few months to relax and enjoy this wonderful country of ours.

Chris Flatt
DWU National Secretary

From the President

New role for Laura



This is the last article that I write as the DWU National President, as I have now taken up a role as a DWU Organiser for the Upper Waikato region and have formally stepped down as the National President effective 11 November.

I'd like to thank Chris Flatt (DWU National Secretary), Barrie Kanara (DWU National Vice President), DWU Organisers, Administrative Staff and the DWU National Executive for all their support, as it really is a team effort to achieve what needs to get done.

Not forgetting all the DWU Site Delegates and Departmental Delegates tucked in all the industry nooks and crannies throughout the country that do a stellar job in making sure everything ticks over on sites. From the newly established DWU sites right through to the well-established sites, you guys basically are what holds everything together. To you all, I give a special mention and thanks.

As always, I encourage you to get involved in the meetings in your departments as well as the DWU Annual General Meetings (AGMs) that are held on your sites so that you know what is happening, not only from a site perspective but to also gain an industry overview as well.

I have talked previously about the strategic plan that is in place that maps, plans and organises all aspects of the dairy industry.

In my time in the National President's role, I have

been able to attend these meetings and have seen how important they are. I would hope there is an increase in the number of people that turn up, but I do understand that rosters and timings of the meetings are an issue. But I do reiterate how crucial they are and thanks again to those that do take the time to come along and contribute.

Being able to catch up with workers and get feedback from all around the country is invaluable for both parties and gives us a really good understanding of current issues and what could affect more of us.

Most of you would have seen a lot of changes just in the last six months within the industry and as a Union we need to make sure we are involved with the changing nature of things so that we are relevant and have the best interests of workers in all the work that is carried out.

As we continue to grow, we know that the plan we have in place will make sure that we flourish and not flounder. Finally, I hope you all manage to get some down time over the Christmas, New Year period with your families and loved ones, but if not, I hope you have some time off at least booked in for a later date. I thank you not only for the support you have given me in my time as the National President, but also for the support you have given to our Union as a whole.

Nga Mihi

Laura Reekie
DWU National President

Fonterra Kronos Update

Time recording is a very important part of any waged worker's life, more so when working in an annualised hours arrangement. So, when Fonterra decided to roll out a new time and attendance system the DWU was very interested.

After initial delays, Fonterra introduced the new system at the beginning of the 2018/19 season. DWU raised the alarm in late 2018, shortly after the implementation of Kronos. In particular, the Union held deep concerns around the workers having access to information, the ability to accurately reconcile their time, and the lack of resourcing of the rollout at a site level. By the beginning of 2019, Fonterra and the DWU had established a Kronos Reference Group to deal with workers and DWU concerns.

By early 2019, the DWU had managed to successfully lobby Fonterra to re-introduce access to paper timecards for workers along with a redesign of the timecard itself. Additional issues were identified and acknowledged around errors with the remaining hours for workers and the application of paid meal breaks. Ultimately, several thousand workers' remaining hours were impacted by this error and required correction. The Company in consultation with the DWU, agreed to a process of no disadvantage to workers at the end of the 2018/19 season around the errors to remaining hours and meal breaks. This effectively meant no worker would see disadvantage by way of correction or adjustment to their remaining hours or meal breaks which had resulted from the identified errors.

A subsequent and different error resulted in overpayments being made to over 200 workers which

occurred at the end of the season (13 July) – this was separate, and Fonterra decided to write off recovery of overpayments less than 12 hours.

Errors again appeared at the beginning of the 2019/20 season impacting similar numbers of workers' remaining hours. In addition, Fonterra was unable to load the additional hours required for the 2019/20 54-week salary year that was passed by a variation ballot at the end of the last season.

Critical Event declared

All of these errors along with the pressure on Employee Services resulted in a Critical Event being declared (a process Fonterra uses to escalate and respond to adverse events the Kaikoura earthquakes and Edgumbe floods). Along with labelling this as a critical event, Fonterra injected additional resources via an Incident Response Team (IRT). This resulted in additional resources and expertise and led to some significant progress and positive engagement around addressing the issues and causes of problems with Kronos.

DWU Vice-President, Barrie Kanara, volunteered to join workshops with the IRT around the Kronos corrections and planning in September and played a valuable role in these workshops. We have held Kronos Reference Group meetings (a combined group of DWU delegates and officials and Company representatives), throughout 2019 on a fortnightly basis pushing forward an agenda of improvements and fixes for workers using the system.

Remediation (no disadvantage) to remaining hours/paid meal breaks that was agreed at the end of last season are still ongoing.

The DWU has successfully lobbied for on-site (and in-region) expertise to be made available to support frontline workers and time managers around Kronos. Fonterra announced that 10 people will be acting into Kronos Super-User (KSU) roles and they received training in Fonterra's London Street offices on 9 & 10 October 2019. The Kronos Super-Users will support Employee Services staff in the roll-out of the remediation of last years' remaining hours and paid meal breaks errors.

Fonterra's technical leaders in the IRT produced a seven-point programme which sets out an approach to fix the accumulated errors in Kronos which should ultimately fix the system issues with the software. Fonterra intends to rollout many of the large-scale corrections (including to remaining hours and loading the 54-week salary year) in late-November.

We are cautiously optimistic that the plan to fix the problems in Kronos and remediate the errors will work. We understand that Kronos is successfully used in Europe with annualised hours arrangements similar to Fonterra's annualised hours, which gives us some comfort. However, we know from other unions that when there are widespread errors with software payroll or time and attendance software (like Kronos), fixes are usually complicated and technical and often miss deadlines or create additional problems.

Because of this we will be continuing to focus on and advocate strongly to Fonterra that any time and attendance recording should be user-friendly and provide accurate information to all workers.

Tom Buckley
DWU Organising Director

Recent CEA Settlements

Goodman Fielder CEA Renewed

DWU members at the Goodman Fielder sites at Longburn in Palmerston North, and Blenheim Road in Christchurch have recently ratified a two-year Collective Employment Agreement (CEA).

The proposed agreement was ratified by a combined 80% of members across the two sites and contains great improvements in rates and conditions which will be of benefit to all members covered by this agreement.

Each of the sites produce town milk for local supply under the Meadow Fresh label as well as home brands and other contract packing, with Longburn also producing cultured foods and the Blenheim Road site producing UHT product.

There are three different CEAs for the Goodman Fielder-owned dairy companies. This agreement covers workers at the Longburn and Blenheim Road sites only.

Some of the key outcomes & conditions of the agreement included:

- **Two Year Term;**
 - Year one: 2.5% increase on all wages and allowances (CPI + 1%).
 - Year two: CPI + 1% on all wages and allowances (Minimum of 1.5%, cap of 2.5%).
- **Part Time Worker Provisions Improved;**
 - Previously, part-time workers could not attract overtime rates until they had worked beyond full-time hours. Now, overtime rates apply after their normal part-time hours are finished. This means it is easier for part-timers to access overtime rates. In addition, it means that there is more incentive for the equitable distribution of overtime hours and call-backs across both



Goodman Fielder Blenheim Road, Christchurch site.

part-time and full-time workers. This is a major improvement.

- **Internal Vacancy Transfers;**
 - There is a new provision which promotes internal vacancy transfers prior to external recruitment to fill job positions. In some departments, workers usually deliver their hours with permanent start times, without rotation. For those who have performed night shift for a considerable amount of time, there is now increased opportunity to transfer over to the day shift. Workers will have preferential access to vacancies before external applicants.
- **Other matters;** modernisation of the appendices / schedules within the CEA, introduction of ability to use sick leave to top-up for non-work ACC accidents/injuries, and formalisation of an emergency services support clause that allows for reasonable paid time when workers are released for work to volunteer in support services such as Civil Defence, Search and Rescue, and voluntary Ambulance and Fire services.

Thanks to Bargaining Team

I would like to thank all of our bargaining team for their efforts

during the negotiations. It consisted of Josh Wilson (Longburn DWU Site Delegate), Rodney Buick (Longburn DWU Deputy Delegate), Tony Bergman (Blenheim Road DWU Co-Site Delegate), Lorne Ash (Blenheim Road, DWU Departmental Delegate), Mark Apiata-Wade (DWU Assistant Secretary, Advocate), Gavin Warne (former DWU Central Organiser), Jared Phillips (DWU National Organiser), and Daniel Needham (DWU Upper South Regional Organiser).

I'd like to give a big thanks to all the members that participated during the claims and ratification process. These meetings were very well attended and had great robust discussions which shows how passionate members are about their CEA and their Union.



Daniel Needham
DWU Upper South Island Organiser

New Tatua CEA Ratified

Six DWU Tatua delegates and I met with the Company bargaining team in August and September to renegotiate the Tatua Collective Employment Agreement (CEA). Prior to negotiations, Jared Phillips (DWU National Organiser) provided a pre-negotiations training session for the delegates which proved to be very useful.

Negotiations took place over eight days with several short line-outs (specific subject meetings) as well. The delegates all did a great job and I thank them for their input and efforts.

A lot of great work was done in the first few days with tidy-up claims addressed and updating of the job descriptors.

However, when it came to agreeing on 'the money', the Company did not meet the expectations of the delegates. Before the negotiations, the Company had been sending out a message about how good its financial position was and how well the Company's performance was tracking. This meant that workers expected a pay rise which reflected that performance.

Ultimately the delegates were unanimous in the decision to take a proposed deal back to the membership for ratification, recommending it be accepted.

Main settlement details

- A two-year term was agreed to with year one attracting a 2.3% increase on all rates and allowances effective from 15 September this year.
- An additional \$500 gross bonus only paid to members prior to Christmas was also agreed.
- Year two will attract an increase on all rates and allowances that is the greater of CPI plus 0.6% or 2.5%.



A number of other provisions were also agreed:

- Training protocol amended to fix an issue with training on a rostered day off;
- The minimum payment for training on a rostered day off is now eight hours at overtime rates;
- Descriptor and an on-call provision added for Environmental workers;
- Irrigation workers now under coverage of the CEA;
- Medical retirement provision of three month's pay now in place;
- Increased Support Caregiver leave;
- Potential for workers to provide four days call-back in a season if required.

Several smaller claims and tidy up provisions were also negotiated. The proposal was well debated at the ratification meetings but ultimately the vote was only in favour to accept the deal by 51% of those who voted.

Once again, I offer a big thanks to the delegates for their support.



Brett Brown
DWU Waikato/BOP Organiser
& Advocate

Coda Group Organising

Coda Group is a logistics Company with several distribution centres across the country, including in Auckland, Rolleston, and Timaru. Coda provides third party logistics services, moving a lot of products for Fonterra, Westland Milk Products, and some other large companies prior to export.

The DWU's organising efforts have focused on the forklift operators at these distribution centres, who currently have lesser terms and conditions than most members covered by DWU Collective Employment Agreements.

Fonterra has a 25% ownership stake in Coda Group with Silver Fern Farms also having a 25% stake through their Limited Partnership business, Kotahi Logistics. Port of Tauranga owns the remaining 50%.

Coda Group already has a Collective Employment Agreement covering other work groups, and each of the businesses with an ownership stake have experience working with unions. Because of this we hope to develop a good working relationship with Coda Group and work together to improve the



From left: Auckland Coda Group delegates Solomon Puaifisi and Nathan Matua, & DWU Northern Organiser, Adam Craigie.

terms and conditions, and health and safety, of our new Coda Group members across the country.

So please support your fellow DWU members at Coda Group as we go through the first CEA bargaining process, and make sure to say hello to a fellow DWU member if you see them.



Adam Craigie
DWU Northern Organiser



Please remember to let the DWU know your new contact details!

You can phone us on (07) 839 0239, or send an email to info@dwu.nz with your name, postal address, email, mob. number & worksite.



New DWU Membership
n3 Employee Benefits Cards will be posted out to all DWU members from mid-December.

Seasonal Greetings!

*From all DWU staff;
Merry Xmas & a Happy New Year
to you and your family...*



Thin black ice—Shane Perry's story

Sunday morning on 18 August dawned clear and frosty over the Canterbury plains. This followed a great win by the All Blacks over Australia and some heavy showers earlier in the night. The Fonterra Clandeboye fleet headed out across the plains to begin milk collection for the day.

Heading north that morning at around 6.15am was Shane Perry a veteran Tanker Driver of six seasons. He made his way through the Rakaia township and approached

the 1.7 kilometre-long concrete sided Rakaia River road bridge.

The bridge itself is made up of 144 “simply supported reinforced concrete spans” with a 6.2 metre-wide dual asphalt carriageway. Construction of the bridge began in March 1937 and it was first used on 25 March 1939.

At roughly the same time that Shane drove on to the bridge, a dark blue car with three occupants drove on to the northern end of the bridge, heading south towards

Rakaia. After a few hundred metres the car struck black ice. This caused the driver to lose control of the vehicle and collide with the side of the bridge. The vehicle spun around and ended up at right angles to the side of the bridge in the north bound lane and in total darkness.

Before he got to the bridge, Shane dipped his headlights for a south bound car that was about to drive off the bridge. He momentarily noticed some irregular movement from his empty trailer and immediately slowed down. He checked his mirrors and made a decision to stop at a lay-by off the northern end of the bridge to check the tyres for a possible blowout.

Happy that everything was okay, Shane then carried on across the bridge. He passed another south bound car at about the halfway point, completely



Shane Perry at work in Fonterra Clandeboye's tanker bay.

unaware of what was ahead of him.

Meanwhile one of the occupants of the crashed car was frantically trying to free the driver, and another occupant had moved to the northern end of the bridge to warn on coming vehicles of the accident ahead of them.

Coming from the south, with his lights still on dip, Shane was aware of another car heading southward. But because of the distance between them, he was unaware that this car was slowing down as it drove past the crashed car on the other side of the bridge.

Once they had passed each other and Shane returned his headlights to high beam, he was suddenly confronted with his worst nightmare. He was almost on top of the crashed car. Seeing what was about to happen, the person trying to help the driver of the car turned and started running away from the doomed vehicle. The trapped driver held tight to the steering wheel expecting the worst.



With Shane's natural instincts kicking in, he immediately went hard on the brakes and with a thought of not wanting to Tee-bone the car, turned the steering wheel hard right in a bold attempt to miss it.

As his now fully sliding truck and trailer turned away, it clipped the corner of the car and set it spinning like a top. Shane was on a collision course with the side of the bridge on the opposite side of the road, Shane's first thought were that with any luck he should bounce off the side of the bridge and not cause too much damage.

Unfortunately for him this wasn't the case, and when the front of the truck made contact with the bridge it activated the airbag in the steering wheel. At this point he lost consciousness as the tanker punched a hole through the 80-year old side panel of the bridge.

It fell approximately three metres onto the riverbed track below. Luckily for Shane the trailer didn't follow the truck over the side. This was because of the rapid loss of speed from his breaking and turning. The trailer remained totally attached to the truck and with hindsight probably helped break the truck's fall down onto the track below.

Soon afterward, Shane regained consciousness and was able to activate the Emergency Help button on the tanker's in-cab screen, which was still intact and working. However he couldn't get to the microphone hand piece to talk to the dispatch team in Hamilton.

Unable to speak with Shane directly, the team in Hamilton put



Firefighters at the accident scene.

written messages on his screen and told him via the radio that they were aware that he was in some sort of trouble, the emergency services were on the way, help would soon be on hand.

Shane was drifting in and out at this stage and was able to slightly relax as he read the messages on his



screen, knowing people were coming to help him. Once emergency services arrived and removed a few obstacles, Shane was able (with some assistance) to stand up and walk away in reasonably good condition. He had small cuts, scratches, and abrasions. He'd been covered in glass from the driver's side mirror breaking the side window as the truck landed on its side. He had a broken rib, possibly from the seat belt.

The driver of the car sustained very similar injuries to Shane. They were both transferred to the Ashburton Hospital to undergo

very thorough checks and a period of observation. They were both discharged later that afternoon, and they were able to shake hands with each other and walk away as two very lucky men.

The trailer was later detached and towed back to Clandeboyne with surprisingly little damage.

The truck didn't come out of this situation quite as well; it sustained major damage to all parts of it. Police later notified Shane, that his actions that could have so easily cost him his life, had potentially saved a double fatality.

After a week or so off work and getting some Fonterra-supplied counselling (which he has found very useful to help him put the events of that Sunday morning into perspective), Shane was back at work doing the job he loves.

Author's note:

Shane has asked me to relay to the readers that he also found solace from talking to a work mate who had been through a similar incident some time ago. Being able to relate to each other's thoughts and feelings has been a great help to Shane. Thanks for sharing your story Shane.

By Phil Burton

Phil Burton is a Fonterra Studholme DWU Drivers' Delegate at the South Canterbury site.

DWU Central Region Report

It's been a busy couple of months and I have continued to meet awesome DWU delegates and members when I go on to sites.

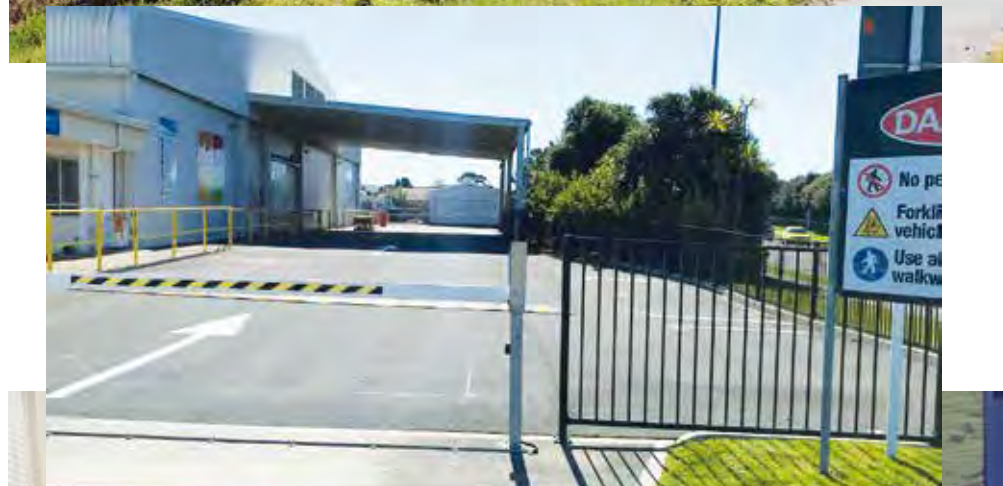
The most significant news in the Central Region is that Fonterra CCP's Te Roto Drive, a specialty cheese-making site, in the Kapiti Coast is going to be closing in April 2020. We are working through this with delegates and Fonterra to get the best possible outcomes that we can for our members.

The Te Roto Drive Consultative Committee meetings have been going well and we have been working with the wider Fonterra Co-operative Group to try and place members into roles further afield than just the Fonterra CCP Bridge Street site, which is the plant that will be picking up production from Te Roto. Our delegates are pleased with the outcome of their recent work gathering the expressions of interest from members.

Restructures across Fonterra Kapuni Labs and Fonterra Whareroa are still ongoing as redeployed members settle into new roles. Consultative Committee meetings have started again to help with assessing how workers are settling in. I want to thank the delegates for their dedication and hard work.



Laurel Reid
DWU Central Organiser



Fonterra Te Roto Drive DWU Site Delegate, Dave Lamb and DWU Women's Worksite Delegate, Helen Rowe.



Sam Huggard, outgoing CTU Secretary, speaking at the forum.

Otago DWU Delegates attend CTU–Government Forum

In September, DWU Site Delegates, Gwyn Stevenson (Danone) and Rory Quarrell (Fonterra Mosgiel), and I, attended a CTU/Government forum in Dunedin.

It was a chance for Union delegates and members to ask some questions of some senior Ministers. In attendance were Prime Minister Jacinda Ardern, Labour MP's Grant Robertson, Iain Lees-Galloway, Chris Hipkins, David Clark, Clare Curran, and Green Party MP Jan Logie.

The Prime Minister kicked things off with an overview of how she has found the first two years of being in government followed by an open question and answer session. One

question that was put to her was around the implementation of Fair Pay Agreements (FPAs), something that the DWU believes will benefit the union movement. She reiterated that they are committed to developing the framework around FPAs and she wants to show the public the value in them.

After the Q&A session with the Prime Minister, everyone split off into workshops run by each minister. We were in the workshop led by Grant Robertson. This gave us an insight into some of his ideas around combating casualisation in the workforce and also the challenge around responding to the increased automation coming

through and how to integrate this technology while also ensuring workers still can have a place in the everchanging workplace.

Also, with being the Minister for Sport and Recreation, he shared his plans for ensuring the All Blacks bring home the World Cup (he had none of course, but by the time of reading this we know that the right result didn't eventuate).



Reece Flawn
DWU Lower South Island Organiser

DWU Fonterra Delegates Training Day a Success!

Thursday, 17 October saw our first group of DWU delegates from around the country arrive at the Waikato Trade Union Centre to participate in a jam-packed training day of a brand, new course. And on the next day, our second group attended. All up, 31 delegates attended.

The courses that both groups attended were:

- The DWU's 'Dignity and Respect in the Workplace: Preventing Bullying' workshop, and;
- Fonterra's 'Addressing Family Violence: First Responder' training.

Background

The wheels were set in motion for this training earlier in the year. At our annual DWU Women's Committee meeting held in June, two very serious and delicate issues were discussed at length – domestic violence and workplace bullying/harassment. Both of these have negative impacts on the affected individuals, their families, their workmates, and their employers.

We knew that Laura Reekie (Fonterra Te Rapa DWU Site Delegate) and Jodi Middleton (Fonterra Canpac DWU Site Delegate), gave positive feedback about Fonterra's initial Addressing Family Violence: First Responder training day.

They attended, along with a number of Fonterra HR Managers and Occupational Health Nurses. But they were the only two DWU Delegates invited by Fonterra for that initial training.

We thought the training should be extended. It would be a great opportunity to train our Fonterra Worksite Women's Delegate's (WSWDs) and Women Site Delegates as Domestic Violence: First Responders, so we reached

out to Fonterra with a proposal and their response was one of enthusiasm and positivity. They agreed to the paid release of delegates to attend a DWU-Fonterra training day, and also communicated with each delegate's manager to arrange their release.

First Responder Training

Matt Trent (Fonterra Manager of Social Responsibility) led the groups through a specialist training workshop, 'Addressing Family Violence: First Responder Training'. He was accompanied by Haylee Putaranui (Fonterra Talent Manager) on Thursday. She was able to share some valuable information with that group.

This training is critical because First Responders are the staff/delegates designated as the first point of contact if employees are experiencing domestic violence and want support in the workplace from their employer. At times this role can be stressful and challenging, so appropriate training ensures new First Responders' are equipped with the knowledge and skills required to respond safely and effectively to domestic violence in the workplace, and to help them understand their professional boundaries. Those who attended have all now agreed to be First Responders.

The newly recruited First Responders are now prepared to:

- Recognise possible cues and indicators of victimisation;
- Respond appropriately and safely;
- Make an appropriate referral to a specialist domestic violence organisation;
- Assist and work with an employee and their manager to create an effective workplace safety plan following the Fonterra Support Process;

- Understand issues around confidentiality and information sharing;
- Clarify the appropriate role of EAP in a workplace response to domestic violence versus that of specialist domestic violence services.

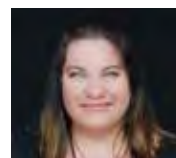
Bullying prevention training

Delegates also went through a pilot session of DWU's new 'Dignity and Respect in the Workplace: Preventing Bullying' workshop, which was led by myself and Jared Phillips (DWU National Organiser).

Effective strategies were discussed on how to not only help victims, but also how a third party can directly and calmly call-out inappropriate behaviour before it escalates. This workshop will now be rolled out to our delegate's training courses next year.

On behalf of the DWU, I would like to acknowledge and thank Luana Nickles (Fonterra Employment Relations Manager), Matt Trent, and Haylee Putaranui for their assistance to make the training day a success.

Also, a special thanks to the 31 DWU-Fonterra WSWDs and Women Site Delegates for attending the training and becoming more active on these issues. We have heard back from some participants who have said they are already using knowledge and skills from the training.



Carne Greenbank
DWU Women's Committee
Co-Ordinator



DELEGATE Training Day



50 Maori words every New Zealander should know

Here are the 50 Maori words every New Zealander should know. They are more commonly used now than ever before so if you don't know them, you could consider learning them

Aotearoa (New Zealand, long white cloud)

aroha (love)

awa (river)

haka (generic term for Maori dance)

hangi (traditional feast prepared in earth oven)

hapu (clan, sub-tribe; to be born)

hikoi (walk)

hui (gathering, meeting)

iti (small)

iwi (tribe)

kai (food)

karakia (prayer)

kaumatua (elder)

kauri (large native conifer)

kiwi (native flightless bird)

koha (gift, present, usually money, can be food or precious items, given by guest to hosts)

kohanga reo (language nest, Maori immersion pre-school [0 to 4 years])

mahi (work or activity)

mana (prestige, reputation)

manuhiri (guests, visitors)

Maori (indigenous inhabitants of New Zealand, the language of the indigenous inhabitants of New Zealand)

marae (the area for formal discourse in front of a meeting house, or applied to a whole marae complex)

maunga (mountain)

moa (extinct large flightless bird)

moana (sea)

motu (island)

nui (large, many, big)

pa (hill fort)

Pakeha (New Zealander of non-Maori descent, usually European)

pounamu (greenstone, jade)

puku (belly, stomach)

rangatira (person of chiefly rank, boss)

taihoa (to delay, to wait, to hold off to allow maturation of plans etc.)

tama (son, young man, youth)

tamahine (daughter)

tamariki (children)

tane (man, husband)

tangi (funeral)

taonga (treasured possessions or cultural items, anything precious)

tapu (sacred, not to be touched, to be avoided because sacred, taboo)

te reo Maori (the Maori Language)

tipuna/tupuna (ancestor)

tuatara (reptiles endemic to New Zealand and which, although resembling most lizards, are part of a distinct lineage, the order Rhynchocephalia)

wahine (woman, wife)

wai (water)

waiata (song or chant)

waka (canoe, canoe group)

whaikorero (the art and practise of speech-making)

whakapapa (genealogy, to recite genealogy)

whanau (extended family)

whenua (land, homeland)

#11 in the series "Understanding Maori" by the DWU Runanga/Fono

Worksafe Reps Training: Preventing & managing fatigue



Pictured here are Peter Johnson (Fonterra Clandeboye), Grant Trumper (Fonterra Darfield), Tim Blake (Fonterra Darfield), Stephanie Rumble (Health and Safety Educator for WorksafeReps), and Bill Westwood (Fonterra Clandeboye).

A group of Fonterra Transport Delegates from the Fonterra Clandeboye and Fonterra Darfield sites, attended the Worksafe Reps 'Preventing and Managing Fatigue' course at the Canterbury Trade Union Centre in early November.



Three Waikato/Bay of Plenty Transport Delegates, a Driver Training Assessor, and a DWU Regional Organiser, will also be attending the course in Tauranga, where an opportunity has come up for the same training to be undertaken there in December.

Farewell lunch for Angus McConnell



Mark Apiata-Wade, who was MC for the farewell, is now stepping in to the DWU Assistant Secretary position.

On 31 October, the DWU gave retiring DWU Assistant Secretary, Angus McConnell a very appropriate send off and lunch.

Angus has held various positions in the Union since becoming a delegate in 1979 and then working fulltime for the Union since 1985.

Angus was granted DWU Life Membership at our last DWU National Congress, so this farewell was more personal with local delegates and officials, ex-officials, and Company reps with whom he had a long association and working relationship.

Although he specifically sought a low-key send-off, there were very heartfelt speeches from Chris Flatt (DWU National Secretary), Mark Apiata-Wade (DWU incoming Assistant Secretary), John Murdoch (on behalf of employers), Alec Whatmough (on behalf of delegates), Martin Gallagher (ex-Labour MP), and Belinda Storey (ex-Anchor Industrial Relations executive). Messages were received from David Cunliffe, Andrew Little and the IUF.

In reply, Angus thanked everyone for their attendance and kindness. He acknowledged that he was a very typical person in our industry and had simply tried to do his best. He certainly wasn't perfect, but the things achieved were reflective of those in the room who he had worked with.

Angus also reflected that there is a natural time to retire and do something else and that the Union would be well served with new appointees already taking up the challenges.

The natural regeneration of new DWU officials over the last few years has been really beneficial with a good mix of committed and talented internal and external expertise employed.



Long-time Dairy Industry Employer Advocate, John Murdoch speaks at the farewell.

It was left to his old friends, Martin Gallagher and Mark Apiata-Wade to reflect upon his political journey and varied experiences along the way, working with four DWU National Secretaries, several Labour Party leaders and Ministers latterly.

All in all this was a pleasant and fitting send off for one of our longest serving officials.



Mark Apiata-Wade
DWU Assistant Secretary



Angus with Fonterra Canpac DWU Site Delegate, Jodi Middleton

Why I became a DWU Site Delegate

“Why don’t you stand for the Site Delegates role?”

someone said. That’s how it all started, and I became the DWU Site Delegate for Fonterra Edendale.

That was three years ago and a lot of water has gone under the bridge since then. I came into the position very green and thinking I was going to change the face of unionism, but as I settled into the role, I discovered that the Union was bigger than just Edendale and was in fact a well-oiled machine.

Don’t get me wrong it still had a few squeaks and the odd spot of rust but overall it was in pretty good shape.

“I love when we deliver a good outcome for our members.”

I guess when we spend so much time on our own sites, we tend to get a little blinkered and it becomes difficult to believe that there is life outside of own little bubble. We tend to centralise things, and our own issues seem more important than anyone else’s, and we want them sorted straight away. Why should we have to wait to get things done?

In a perfect world that is how we would like it to be, but the reality is that our problems are not the only ones and other sites and other companies are all vying for the same attention. Of course, every individual issue is the most important to the individual concerned, whether it be a whole department or a singular person, to them their

needs are the most important.

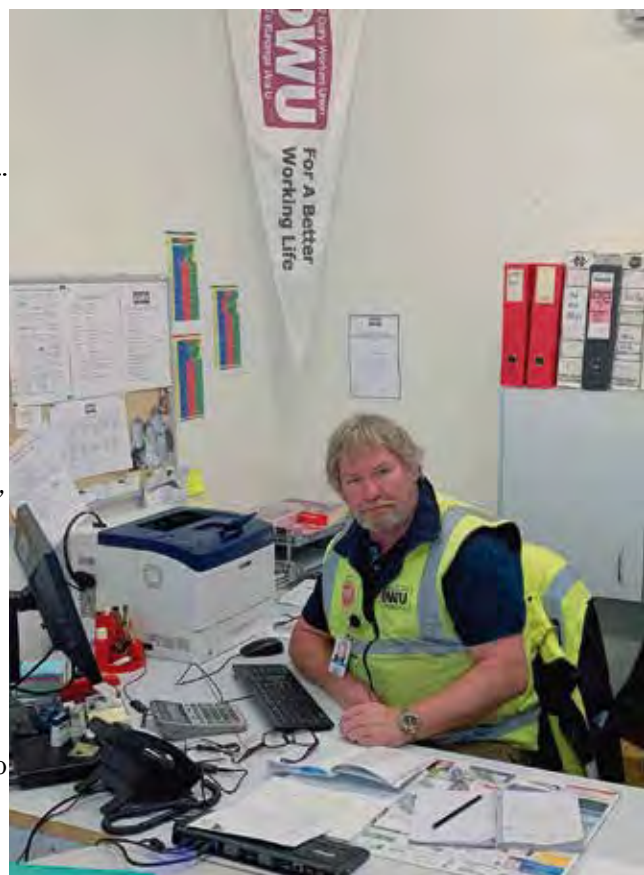
This is how I have learned to deal with any of the issues at hand. I have learned to treat every case that comes to hand as the most important case I have. I do not always get it right, sometimes I get it quite wrong.

When that happens, I know I have the support of my DWU Regional Organiser and the broader Union should I need it, and I have needed it on several occasions. The team that supports us delegates is dedicated to its membership, and although, sometimes as I have already stated it can take a bit of time to get an issue resolved, it does get resolved one way or another. The resolve of our support team is absolute, and I appreciate that support very much.

As a Site Delegate I have found it to be a lonely job. Everybody expects you to sort the issues out now, not later. As a Site Delegate on a large site I get abused on a weekly basis, either within earshot or behind my back, for not obtaining an outcome that is suitable to the member(s). It is more often than not a thankless job, a job that can leave you drained at the end of the day. Your phone can ring at any hour of the day or night. The job is pretty much dealing with the negative on a daily basis.

So why do the job if that is how it is, I hear you ask?

I do the job because I love it, I love the feeling when I take the negative and turn it into a positive. I love the sense of right when we deliver a good outcome for any of



Mark Holmes at his desk in the DWU office at the Fonterra Edendale Site.

our members. I do this job because I truly believe in the union movement and what it has done not just for our members but for the rights of workers throughout the country. I love this job because it doesn’t matter what anyone else thinks of me. I love this job because I get to work on a daily basis with a selfless group of people that give their time freely to represent their workmates as department delegates. These delegates are not paid to do the job, they are in fact the true heroes of the union movement and it is greatly due to them that I can do my job to the best of my ability.

I am Mark Holmes, Site Delegate at Fonterra Edendale, and I love this job.

Mark Holmes
Fonterra Edendale
DWU Site Delegate

Dave Faul–50 years at Tip Top

On 11 October, Tip Top staff both past and present gathered to celebrate Dave Faul's 50 years of employment. The number of past and present workers who attended was a sign of Dave's mana. A glowing tribute to Dave is that in the 50 years of employment, I have never heard anyone have a bad word to say against him. And equally important, Dave never had a bad word to say against anybody.

Dave gained a reputation as the historian of Tip Top. He could remember staff members of 40 years ago as if they were still there and regularly teased his fellow workers because they had no idea who he was talking about. As well as the Company and Union gifts which Dave received, I was fortunate enough to purchase for him the jersey of his favourite football team; the best team in the world. Not the All Blacks or the Warriors, but indisputably, the mighty St. George Illawarra Dragons.

Dave was especially appreciative of the gifts from Tip Top and the



Dave Faul cuts the cake.

jacket he received from the DWU. He says that at this function there were probably over 1,000 years of Tip Top worker experience. Dave noted that during his years at Tip Top he has seen at least seven different owners but he promised that Froneri will be his last.

Thank you Dave for your service. I will always be proud to have worked alongside you but more importantly to have been your friend.

Frank Lancaster
Former Tip Top DWU
Site Delegate

Farewell Dave Baker–Fonterra Waitoa

In October, the Fonterra Waitoa site paid farewell to Calibration Technician, Dave Baker. Dave said that "47 years, 9 months, and 21 days does not seem that long", and gave his thanks for everything.



Dave Baker–47 years, 9 months, and 21 days on the job!



Adam Craigie
Northern Organiser
027 238 4868
adam@dwu.nz



Laura Reekie
Upper Waikato Organiser
021 899 390
laura@dwu.nz



Richard Everson
Lower Waikato Organiser
021 824 450
richard@dwu.nz



DWU Staff



Brett Brown
Waikato/BOP Organiser
021 116 9005
brett@dwu.nz



Laurel Reid
Central Organiser
021 824 451
laurel@dwu.nz



Daniel Needham
Upper South Island Organiser
027 315 1606
daniel@dwu.nz



Reece Flawn
Lower South Island Organiser
027 885 0003
reece@dwu.nz



Chris Flatt
National Secretary
027 451 3579
chris@dwu.nz



Mark Apiata-Wade
Assistant Secretary
021 939 634
mark@dwu.nz



Jared Philips
National Organiser
029 494 9863
jared@dwu.nz



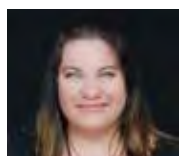
Tom Buckley
Organising Director
027 223 1320
tom@dwu.nz



Sally Wilson
Administration Manager
07 839 0239
sally@dwu.nz



Bobbi Prentice
Membership Administrator
07 839 0239
bobbj@dwu.nz



Carne-S. Greenbank
Support Services Administrator
07 839 0239
carne@dwu.nz



Vacant
Support Services Organiser

DWU Representatives

National President: *Barrie Kanara*

National Vice President: *Vacant*

National Executive:

Rima Strickland (Northern), Chris Jones & Jodi Middleton (Waikato/BOP), Peter Daymond & Bill Bryant (Central), Tom Faulkner & Mark Holmes (Southern), Non-Fonterra Reps: Vacant (South Island) and Rob Nixon (North Island), Darryn Anderson (Runanga/Fono Rep), Nici Benington (Women's Committee Rep)

NZCTU representatives:

*NZCTU Runanga Rep: Darryn Anderson
NZCTU Women's Rep: Nici Benington
Nat Affiliates Council Rep: Chris Flatt*

DWU Welfare Committee:

Frank Lancaster (Northern & Convenor), Christina Phillips (Waikato/BOP), Bernice Mills (Central), Ian Turner (Southern), and Sally Wilson (Co-ordinator)

DWU Women's Committee:

Nici Benington (Southern & Convenor), Renee Ormsby (Southern), LaVina Ireland & Iona Ngapera (Northern), Francie Cook & Camille Rondon (Waikato/BOP), Helen Rowe & Julie Bengston (Central), and Carne-S. Greenbank (Co-ordinator)

DWU Runanga/Fono:

Darryn Anderson (Central & Convenor), Rama Phillips (Central), Kim Phillips & Glenn Stirling (Northern), Karangi Jones & Tupaea Ahomiro (Waikato/BOP), Paetau Wynyard & David Hemopo (Southern), Andrew (AJ) Johnson (Pacific Island Rep), and Mark Apiata-Wade (Co-ordinator)

National Returning Officer:

Dave Edwards

National Office

Waikato TUC Building
34 Harwood Street
Hamilton 3204

PO Box 9046
Hamilton 3240

Phone (07) 839 0239
Fax (07) 838 0398

Freepost 538
NZ Dairy Workers Union
PO Box 9046
Hamilton 3240

website:
www.nzdwu.org.nz

email:
info@dwu.nz

DWU EDUCATION GRANTS

The DWU believes that education is a vital part of a happy and successful life, so each year through our Welfare Fund we make available grants for educational purposes. This year the DWU will be providing \$170,000 for these Education Grants. Eligibility to apply for Education Grants is automatic to all DWU members, their spouses/partners, their children 19 years of age or under, and to DWU life members.

—Applications for assistance must include:—

- A completed application form (available from your DWU Site Delegate or from our website).
- Evidence of date of birth if the grant is for a dependent child (they must be 19 years of age or under as at the closing date for applications for Education Grants).
- Evidence of enrolment (a completed enrolment form that has been received by a provider, a letter of acceptance, written confirmation of enrolment etc).
- All applications must include these documents in order to be considered. You may also include additional documents to support your application.

Applications for the second allocation of Education Grants will close on 7 February 2020 and the Welfare Committee will meet mid February 2020 to review all applications & allocate grants.

Once you have completed your application please return to:

info@dwu.nz

OR

Freepost 538, Education Fund, NZ Dairy Workers Union, PO Box 9046, Hamilton 3240

—DWU Policy on the Welfare Fund Education Grants is as follows:—

H.8.1 The Welfare Fund shall make available \$170,000 per annum for education purposes for DWU members, spouses/partners and their children 19 years of age or under (as at the closing date for applications for Education Grants).

H.8.2 There will be two Education Grant allocations every financial year [1 April to 31 March]. Applications for the first allocation will close on 27 June each year and will be considered at the July meeting of the Welfare Committee, with the funds being available that calendar year. Applications for the second allocation will close on 7 February each year and will be considered at the February meeting of the Welfare Committee, with the funds being available that calendar year. An applicant will only be eligible to receive one Education Grant per financial year. For example an applicant cannot receive an Education Grant in July and then receive another Education Grant in February of the same financial year.

H.8.3 Education Grants must be used for educational

purposes that are undertaken in the same calendar year as the Welfare Committee's February or July meetings (for example an application to pay costs incurred in a previous year will not be accepted).

H.8.4 Education Grants will generally be provided for the following educational purposes:

- Defined courses of study from established educational providers (for example University, ITO or Tech courses);
- Special educational events or activities;
- Support for special educational requirements or assistance (for example extra tuition for learning difficulties).

H.8.5 As a general principle, Education Grants shall not be provided of meeting the general costs of primary and secondary education (for example school uniforms, exercise books, school fees or boarding costs).

H.8.6 The Welfare Committee's decision is final and no correspondence will be entered into.