Unifor Local 2002 Member Kit

Unifor Policies

Local Leadership: Who Represents You

Who We Are

Stay in the Know

Welcome to Unifor Local 2002



2002

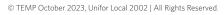
Official Application for Membership

Unifor Local 2002 Member Kit

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This local is constantly evolving and growing, and all content in this booklet is up to date at the time of print. For the most up to date version of this booklet, please refer to the website at unifor2002.org.





Welcome to Unifor Local 2002

A Letter from Unifor Local 2002 President Tammy Moore

Dear New Member:

Welcome to Unifor, Canada's largest private-sector union, with more than 315,000 members across the country, working in every major sector of the Canadian economy. Local 2002 is part of the Airline Division of Unifor representing over 12,500 members nationwide.

Local 2002 works tirelessly for gains at the bargaining table affecting every aspect of members' employment. Along with consistent wage and benefit improvements, we have succeeded in making our workplaces healthier and safer.

These gains are possible with the support of members like you. I encourage you to get involved. It is only by working together that we can protect the gains of the past and build for a better future.

This booklet provides the information to assist you to learn about Unifor and Local 2002. Your District Chairperson can provide you with the names of your union representatives, phone and email contacts for the district office. Further information is also available on our website, you can also download a copy of this booklet simply by visiting **unifor2002.org**.

A copy of your collective agreement is available online and a hard copy is available from your union District representatives. Your collective agreement is an important document and I strongly recommend you read and understand it.

Please fill out the enclosed "Official Application for Membership" card and return to your district chairperson or you can email, mail or fax the card to:

Unifor 2002

7015 Tranmere Drive, Unit 5 Mississauga, Ontario L5S 1M2 Fax: (905) 678-0100 or 1-866-635-5956 Email: info@unifor2002.org

On behalf of Local 2002 Executive Board, I welcome you to Unifor. We look forward to building a stronger union and serving the needs of all our members.

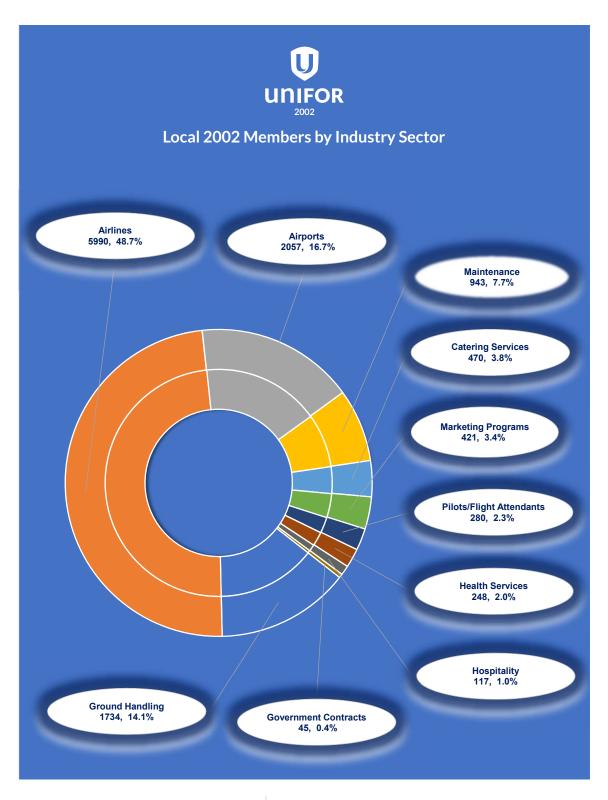
In solidarity,

Tammy Moore

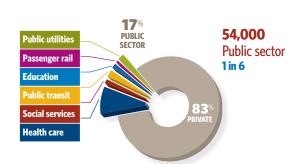
President, Unifor Local 2002

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UNIFOR NATIONAL BY THE NUMBERS



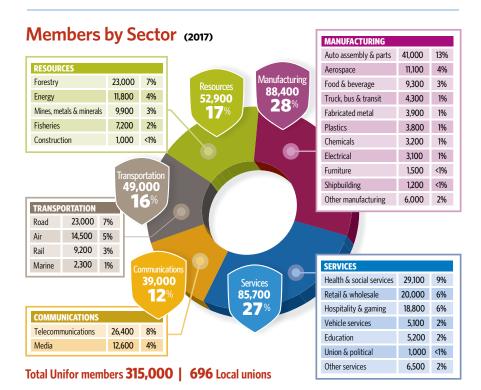




50,000 Skilled trades 1 in 6



Total Unifor members 315,000



Unifor is a strong and effective union striving to protect the economic rights of our members. We are committed to building the strongest and most relevant union to bargain on behalf of all members. We are dedicated to providing members with a decent standard of living while ensuring that dignity and respect are part of every workplace.

Unifor Local 2002 is part of the Aviation Sector of Unifor representing more than 12,500 members in all provinces and territories of Canada.



AEROPLAN

(Montreal and Vancouver) Members assist with the booking of various reward redemptions and provide customer service support for online bookings. Aeroplan is a coalition loyalty program owned by Air Canada.



AIR CANADA

(Canada) Our Union represents members who work across Canada in three separate bargaining units at Air Canada: Customer Sales & Service, Inflight Crew Scheduling, and Flight Operations Crew Scheduling.

Air Canada Customer Experience Specialists and **Customer Sales & Service Agents**

Our union represents all Customer Experience and Sales & Service agents who work at airports, call centres, customer journey management, and customer relations offices. Members perform in person, passenger sales, and service functions at Airports. Call centres members make reservations for customers. monitor social media channels, and do other related duties. Customer Journey members perform flight editing, book hotels, and ensure proactive and effective customer recovery during irregular operations.

Customer Relations members sort and distribute customer correspondence. Members also authorize and determine appropriate payment of compensation.

Air Canada In-flight Crew Scheduling

Our members manage and oversee the daily flight crew schedules for Air Canada's flight attendants. Members provide effective and timely communication with In-Flight Crews ensuring all scheduling requirements are met and any scheduled deviations are covered. Members analyze the operation 24 hours a day and provide timely corrections as required for flight crew travel bookings, hotel and ground transportation.

Air Canada Flight Operations - Crew Scheduling

Our members are responsible for monitoring daily and future flight crew requirements for Air Canada's pilots. Members are in continuous communication with flight crew members and liaise with a variety of operational offices to ensure all scheduling requirements are covered. Members also book recurrent training, flight travel, hotels, and ground transportation as required.



AIRPORT TERMINAL SERVICES (ATS)

(Toronto and Calgary) Our members in Toronto and Calgary operate with two separate collective agreements, members provide Passenger Service, Ramp, and Maintenance services as contract workers for various airlines. Job functions include customer check-in, baggage handling, marshaling of aircraft, cargo, and GSE mechanics.



A.S.P. SECURITY SERVICES

Our members at A.S.P perform security-related functions at airport entrances throughout Toronto's Pearson International Airport. Members provide terminal access control, door patrol, airside access, pass control, Members also work as Canine security specialists responding to calls for explosive detection and other related security concerns. Unifor represents Operational Support Representatives (OSRs) who are the "first point of contact" for passengers. OSR's also provide passenger flow, queue management, and access control into various areas of both terminals at Toronto Pearson International Airport.



CANADIAN NORTH

(Northern Canada, Yellowknife, Iqaluit, Edmonton, and Ottawa) Since the merger of First Air with Canadian North our Local 2002 represents one bargaining unit at Canadian North. Members provide service to the traveling public and book travel reservations. Members perform the weight and balance for flight departures, load instruction, cargo, waybill, and prepare flight manifests for shipments. The members of this bargaining unit are comprised of the following classifications:

- Cargo Services
- Load Control
- Customer Services
- Iniksaliurvik (Contact Centre)
- Station Services



CARGO AIRPORT SERVICES CANADA (CAS)

(Montreal, Toronto) Our members at Cargo Airport Services Canada (formerly Worldwide Flight Services) perform cargo and warehouse work for various airlines at Toronto Pearson International and Montreal's Pierre Elliott Trudeau Airport. Worldwide Flight Services the parent company of CAS is one of the world's leading providers of ground handling services, serving over 300 airlines at airports on five continents.





CLS CATERING SERVICES

(Vancouver) Our members work in-flight kitchens preparing in-flight meals and catering for airlines operating from Vancouver International Airport including Korean Airlines, Cathay Pacific, and Lufthansa. Members also prepare and package takeout food items for the Starbucks coffee chain. CLS Catering Services is a joint venture of Cathay Pacific Airways Ltd. and LSG Sky Chefs, the world's largest airline caterer and provider of integrated cuisine service solutions.



EXPLOITS VALLEY AIR SERVICES (EVAS)

(Halifax, Gander) Our pilot members at EVAS Air Charters operate scheduled passenger, cargo, and medivac flights throughout Newfoundland & Labrador, Nova Scotia, New Brunswick, and Prince Edward Island utilizing a fleet of Beechcraft aircraft.



GREATER TORONTO AIRPORTS AUTHORITY (GTAA)

(Toronto) Our members are responsible for the day-to-day operations of Canada's largest Airport (Toronto Pearson International Airport). Our members are employed in different areas of the airport and we represent close to 300 different job classifications. Members work in the following divisions at the GTAA; Airside (apron, taxiways, and runways), Facilities (airport terminals and buildings), Airport Operations, Skilled Trades, and Professional and Support. Members work 24/7 (365) days a year ensuring the safety and security of all passengers, visitors, and employees at Canada's largest and busiest airport.



HILTON HOTEL

(Saint John) Our members are responsible for many aspects of the hotel operations including engineering, front desk reception, housekeeping, kitchen functions, and banquets at the Saint John Hilton Hotel and Convention Center.



JAZZ AVIATION L.P.

(Canada) Our union represents members across Canada in three separate bargaining units at Jazz Aviation Ltd.

Customer and Aircraft Services

Our Customer Service and Aircraft Service members provide customer service in many cities across Canada. Members perform groundwork including customer service, ramp, tow-crew, and station terminal operation control (STOC).

Line Technical Services

Our members perform line maintenance work for Jazz Aviation. Our members are responsible to ensure that aircraft are maintained in accordance with company and Transport Canada regulations.

Crew Schedulers

Members assign flying schedules to both pilot and flight attendants' crews for Jazz Aviation flights. Members monitor crew movements daily and reroute crews as needed based on operational requirements. Jazz is a Canadian regional airline based at Halifax Stanfield International Airport and is a wholly-owned subsidiary of Chorus Aviation.



JAZZ TECHNICAL SERVICES (JTS)

(Halifax) Our JTS members are employed in Halifax, Nova Scotia, performing heavy aircraft maintenance. Members provide maintenance, repair, and overhaul (MRO) for MHIRJ (formerly Bombardier), De Havilland, and select Embraer regional aircraft. JTS Engineers are authorized to repair Canadian, US and EASA aircraft. JTS is a division of Jazz Aviation L.P.



NASITTUO CORPORATION

(Alert, Ellesmere Island, Nunavut) Our members provide site-support services, food services, airfield operations, program management, and logistical and administrative support to the Canadian Government for the maintenance and operation of the Canadian Forces Station (CFS) Alert. CFS Alert is a military station located in Nunavut on the north-eastern tip of Ellesmere Island, Nunavut, and is located approximately 817 km from the North Pole.



ORNGE

(Ontario) Our members are paramedics responsible for patient care and medical transfers. Ornge operates the largest and most sophisticated program of aeromedical transport in North America. Members provide care to patients in both fixed-wing aircraft and ground ambulances.





PASCAN AVIATION

(Montreal) Our members are pilots flying for Quebec's largest independent airline operating from Saint-Hubert Airport, in Longueil, Quebec. Pascan Aviation operates scheduled services within Quebec, Newfoundland, and Labrador. Pascan also provides aircraft charter services throughout the region.



PERIMETER AVIATION

(Winnipeg) Flight Attendants at Perimeter are responsible for ensuring passengers' safety and comfort and at times. Duties include ensuring emergency equipment is working, the aircraft cabin is clean, and an adequate supply of food and beverage is boarded on the aircraft. Perimeter provides scheduled passenger, charter, and medevac service to remote communities throughout Manitoba and Northwestern Ontario.



PIVOT AIRLINES

(Toronto) Our members at Pivot Airlines (formerly Air Georgian) perform crew scheduling, flight dispatching, aircraft maintenance, and clerical functions. Pivot Airlines is a Canadian charter airline founded in 2020 after purchasing the assets of Air Georgian.

porter

PORTER AIRLINES

(Toronto) Our members work at Toronto's Billy Bishop City Airport. There are three different bargaining units at Porter Airlines.

Customer Service Representatives /

Customer Service Ambassadors

Our members provide customer service to the traveling public, checking-in passengers and baggage, assisting passengers with special needs, and performing aircraft security checks as required. Our members act as Welcome Ambassadors for arriving passengers at Billy Bishop Airport (YTZ).

Ramp Attendants

Our members perform ground handling functions including marshaling of aircraft, loading of passenger baggage, cargo, providing lavatory service, and aircraft towing for all Porter flights arriving and departing Toronto Island.

Facilities Cleaners/Groomers

Our members are responsible for the general cleaning and upkeep of Porter Aircraft as well as the maintaining of the terminal building at the Billy Bishop City Airport, in Toronto.



PROPAIR

(Rouyn-Noranda, Quebec) Our members include nurses, pilots, maintenance technicians, and ground personnel servicing primarily Northern Quebec. Propair is the leading provider of air taxi and aeromedical evacuations in parts of Quebec, Ontario, and areas of the northeast United States. The company is also a leader in charter transportation for passengers and air cargo throughout North America.



SWISSPORT

Unifor Local 2002 represents four separate bargaining units and members provide passenger ground handling services in these four cities Toronto, Montreal, Quebec City, and Vancouver. Swissport also provides passenger and ground services to chartered and scheduled airlines.

Passenger Service

Our Passenger Service members process passengers and baggage at check-in, perform gate-related duties, attend to passengers with special needs, perform weight and balance and baggage tracing. Members also operate surreys throughout the terminal which includes assisting passengers on and off the surrey.

Lounge Agents

Our members deliver a welcoming environment for Lounge guests, anticipate passenger's needs, and assist customers as needed.

Cabin Grooming Agents

Our members perform cleaning of aircraft interiors, loads and unload baggage, cargo, and mail. Services water and lavatory systems of aircraft, operate equipment and vehicles.

Ramp Agents

Our members are responsible for the ground handling of various airlines including marshaling of aircraft, baggage handling, lavatory servicing, aircraft towing, and troubleshooting of ramp issues.



UNITED RAMP INCORPORATED

Our members work at the Nanaimo Airport and provide Above and Below Wing services which include Aircraft grooming, Passenger, and Cargo Handling. United Ramp Incorporated is an aviation ground service provider operating at airports throughout Western Canada



Stay in the Know

Getting involved in your union is great way to meet other sisters and brothers, learn new skills, attend union meetings, and take action on important issues affecting your workplace and community. Get involved, get inspired. You are the Union and the Union is You!



ELECTRONIC NEWS (E-NEWS)



You can find more information about the latest news, campaigns, and events on our local website. Please ensure that you <u>subscribe</u> to Unifor 2002 **e-news** at **unifor2002.org**.

WEBSITE & SOCIAL MEDIA

For instant updates, please visit the Unifor Local 2002 website. You can also follow us on our social media platforms: Facebook, Instagram, and Twitter.







x.com/ unifor2002



instagram.com/ unifor2002



threads.net/ @unifor2002

Local Leadership: Who Represents You

Your Local 2002 Leadership



Tammy Moore **President Local 2002**

The President oversees the affairs of the Local on behalf of all members. The President is responsible for negotiating collective agreements and enforcing the National Constitution and the bylaws of Local 2002. The President also presides over all meetings, including Local conventions, special meetings, and the Executive Board.



Charlotte Pape Secretary-Treasurer

The Secretary-Treasurer is responsible for ensuring that all funds and income of the Local Union received are promptly deposited in the name of the Local Union in a chartered bank and/or credit union. The Secretary-Treasurer completes a financial statement for the fiscal year and is also responsible for daily operation of Local 2002.

Unifor Local 2002 Executive Board

Executive Board members have the responsibility and duty to advance and protect the interests of the entire membership. There are twelve elected officers that serve on the Executive Board. There are nonelected leaders that attend executive board meetings, and have a voice but, are not eligible to vote. Non elected leaders include Assistants to the Local President (3) and the Board of Trustees, Chairperson (1).

- President of Local 2002
- Secretary-Treasurer of Local 2002
- Vice Presidents seven (regional VPs: Atlantic, Eastern, Central Western and Pacific. Jazz VPs: Jazz CSA/ACS and Jazz Technical)
- Three Representatives (1 Greater Toronto Airport Authority, 1 East non-Air Canada/Jazz, 1 West non-Air Canada/Jazz)

For more information about the governance of your union, its code of ethics and democratic practices and the procedures of various committees and councils, please refer to the Unifor constitution and bylaws online at: unifor2002.org.

HARASSMENT IN THE WORKPLACE

Harassment is not a joke. It is cruel and destructive behaviour against others that can have devastating effects. Harassment, by co-workers in particular, is contrary to our basic union principles of solidarity and equality.

It is an expression of perceived power and superiority by the harasser(s) over another person, based on their: sex, race, creed, colour, religion, ethnic origin, place of origin, sexual orientation, political affiliation, gender identity, gender expression, marital status, family status, disability, language, age, conviction for which a pardon has been granted, social and economic class, activism and participation in the union.

Harassment on any of these grounds can be made the basis of a complaint to most provincial and federal human rights commissions.

Harassment can be defined as any unwelcome action by any person, in particular, by management, customer, client and or co-worker, whether verbal or physical, on a single or repeated basis, which humiliates, insults or degrades.

"Unwelcome" in this context means any actions which the harasser knows, or ought reasonably to know, are not wanted by the victim of the harassment.

Sexual harassment is any unwanted attention of a sexual nature, such as remarks about appearance or personal life, offensive written or visual actions, like graffiti or degrading pictures, physical contact of any kind, or sexual demands.

Racial harassment is any action, whether verbal or physical that expresses or promotes racial hatred in the workplace such as racial slurs, written or visually offensive actions, and jokes or other unwanted comments or acts.

Harassment based on religion includes defamation of religious imagery, mockery of religious practices, customs or religious wear, etc. It may involve singling out a person or a group for mistreatment based on their actual or perceived religion.

Bullying and personal harassment are deliberate actions such as offensive, malicious and/or cruel behaviour with the aim to humiliate, intimidate, undermine, or destroy the character or confidence of an individual or group of individuals, which may include teasing, ridicule, mobbing, repeating gossip or any other act or words that could psychologically hurt or isolate a member from other members, clients or peers. The policy includes any member in any type of relationship for example, domestic, intimate, common law partnerships.

By pitting certain groups of workers, such as women or workers of colour, against others, harassment creates a climate of intolerance and division among the membership. By eroding our unity and strength, it can weaken our effectiveness at the bargaining table or on a picket line.

It is the responsibility of management to ensure that the workplace is free of harassment. But just leaving the issue up to management is not

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good enough. Many of our employers still do not have harassment policies and processes to deal with complaints. If that is the case, we urge all locals to use the following procedure set out in this policy. Further, we strongly recommend that locals negotiate in their collective agreement the UNIFOR Harassment in the Workplace policy including the joint procedure.

Our goal as a union must be to help create a workplace environment free of harassment. That means not only dealing with complaints when they arise, but also watching for instances of harassment and confronting the source.

The role of local union is crucial in combating harassment. If a worker believes that he or she is being harassed at work and wants help, the incident must be brought to the immediate attention of the unit chairperson and the local union president.

The experience of harassment can be overwhelming for the victim. People often react with shock, humiliation and intense anger. Therefore, the victim of harassment may not always feel comfortable going through the normal channels for resolving such a problem.

Because of the sensitive and personal nature of harassment complaints, especially racial and sexual harassment; the victim may prefer initially to seek other assistance. This could be any local union elected person or official, including a workplace women's advocate, member of the women's committee, human rights committee and employment equity committee. This person could assist the harassment victim in bringing the incident(s) to the attention of the top local union leadership.

The local union president and the unit chairperson must contact the UNIFOR national representative. and if necessary, they will meet with a senior company representative(s) to carry out an investigation. The issue must be handled with confidentiality, and is to be resolved within 10 working days of notifying the unit chairperson and local union president. An extension to the ten day time limit may be granted with written request to the National President's office.

The national representative must notify the UNIFOR national human rights department about the complaint and its resolution.

Any resolution of harassment complaint must reflect the serious nature of such acts, and send a clear signal that they will not be tolerated.

All of us, as union members must challenge harassment whenever it occurs. We must ensure that the dignity of our brothers and sisters is not threatened by harassment.



POLICY ON HUMAN RIGHTS, WORKERS' RIGHTS

Trade unionists believe in human rights and workers' rights for all, not just for some. We believe that across this wide world each human life is of equal value. We believe that decent jobs, a steady income, housing and food security, safety, dignity and self-determination are basic needs and basic rights. We know that without collective rights and collective action, individual rights are fragile and we cannot build or sustain strong caring communities.

The world we live in, and the workplaces where we labour, do not reflect these core values. We live in a world where each human life is not valued equally - where differences in class, race, gender, sexuality, disability, language, religion, identity, and age directly, and unfairly, translate into differences in access to jobs, income, housing and food, safety and security - a world where some groups are advantaged at the expense of other groups. The world we live in today bears the markings of colonialism, genocide, the slave trade, policies of institutionalization, direct discrimination and segregation.

As workers we didn't create injustice in society, but we inherited patterns of discrimination that persist and pollute our thinking. Divisions created in the past continue to be the tools of exploitation most often used by employers (and their friends in government) to create pools of cheap labour and to keep workers divided. These divisions often intensify during hard economic times - and can result in workers turning against one another instead of building the strong alliances that we so desperately need if we are to take on injustice and build a world that is more true to our core values of social and economic justice.

Unifor is in a unique position to challenge inequality, to demand redress for past wrongs, and to push forward to a better future. We have the tools, we have the people power, and we have the democratic structures in place.

When we organize low-wage workers and negotiate decent, well-paid jobs with benefits we are advancing human rights. When we bargain for better wages, job security and better benefits, and we negotiate fair pay scales and seniority provisions that limit the employer's ability to discriminate, we are advancing human rights. When we enforce our collective agreements through the grievance procedure, harassment policies, and workplace action, we are advancing human rights. Bread and butter issues that make real differences in the lives of all workers are especially important in the lives of women, workers of colour, Aboriginal workers, workers with disabilities, and lesbian, gay, bisexual and trans workers. The single greatest determining factor in workplace equality is the presence of a union. This is true at the individual level and at the broader, societal level. The evidence is in: there is greater economic and social equality in countries with higher rates of unionization.

We often hear "Workers' rights are human rights", and we also hear "human rights are workers' rights". Both are true - a broad gain for workers can have specific and important consequences for members of equity-seeking groups. Likewise, a

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win for an equity group nearly always strengthens the rights of all workers, whether that's negotiating access to job training, extending family care leave provisions, creating meaningful support for workers with disabilities, flexible holiday schedules, or ergonomic changes that reduce physical workplace strain and risk of injury.

Beyond the bargaining table, Unifor is proud of the role we have played in campaigning for social programs and legislative equality. We have been a key part in campaigns for extended paid maternity and parental leave, equal marriage, a national child care program, fair immigration policies, the right to self-determination for Aboriginal peoples, the legislated right to accommodation for people with disabilities, employment equity and pay equity legislation, and so much more. We have formed strong partnerships with social action and community groups demanding social and economic justice, joining campaigns, lobbying efforts and direct action demanding meaningful, progressive change from all levels of government. At the same time, we recognize that the road is long. Gains that we have made are under attack, and in some areas we have lost ground. Governments and corporations are still winning their fear-mongering campaigns about employment equity - legislation that can actually ensure qualified workers can get access to jobs, and legislation that gives unions a critical tool to take on management rights and build a more united working class. We have joined campaigns that have forced governments in many jurisdictions to raise the minimum wage, and we are committed to continuing this fight. Raising the minimum wage to a living wage is the single-most important measure that would raise the standard

of living for the working poor in Canada - by far the majority of whom are women, people of colour, Aboriginal people, people with disabilities, new immigrants, and youth. We have taken on some formidable fights around pay equity, but we have yet to capture the full benefit of the legislation and millions of dollars owed to working women today remains uncollected.

As a union we have made a commitment to building human rights into our structure.

We are committed to further strengthening and broadening our own skills, abilities and commitment to human rights issues. Our leadership participate in mandatory 40-hour Human Rights training, and along with our activists, attend Unifor workshops, conferences and courses on equality issues. We are proud of the programs we have developed for workers of diversity, LGBT members and women (courses designed to increase full participation by all in the overall life of the union). To truly ensure that our union leadership at all levels of decision-making reflects the full diversity of our membership (from stewards, to health and safety reps, to local union Presidents) more active steps need to be taken. It is time to share power and to open ourselves up to new models of leadership.

Our Community Chapters create a new form of union membership that will reach groups of workers that are generally excluded from union membership. Temporary workers, precarious workers, the majority of whom are people of colour, women, people with disabilities, immigrants, people whose first language is other than English or French, Aboriginal peoples, and/

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or those whose international credentials are not recognized in Canada.

We can build on the advances we have made on human rights issues. We can take our cues from those who have opted to do the right thing, not the politically expedient thing. We can expand on our efforts to run meetings and campaigns in the many languages of our members. We can be motivated by the courage of the women in our union who take on not only sexist employers and lawmakers, but also some of their union brothers. We can draw on the knowledge of our members - immigrants, refugees and temporary migrant workers - many of whom were engaged in workplace struggles in their own countries. We can be inspired by the gains of LGBTQ members, who have countered hostility and isolation by building vibrant communities. We can learn from workers with disabilities who don't stop at seeking accommodation but also demand full accessibility, equal opportunity and mutual respect.

In many ways everything we do as a union requires a human rights lens - from bargaining, to grievance handling, to campaigns. We are ALL involved in human rights issues because it must be the daily work of the union. At the same time, specific responsibility is given to our local union human rights standing committees and to our regional equity committees - this ensures that leadership on human rights issues is prioritized and directed by people who come from equityseeking groups.

Unions are an incredibly important vehicle for human rights. We will use our collective power to bring about positive change. While our record isn't perfect, the labour movement continues to be critical to moving forward on human rights struggles. As we continue to build Unifor, we bring forward the best of our histories, our most inclusive practices, and the momentum of change to ensure that human rights continue to be prioritized as workers' rights.

Please visit unifor 2002.org for the following policies: **Policy on Gender Based Violence Policy on Gender Equality Policy on LGBTQ Issues Policy on Racial Justice**

