

FREIGHT DIVISION The Backbone of the Teamsters

AMERICA'S UNSUNG HERO

Nearly 60 years since the signing of the National Freight Agreement, we take a look at our Brothers and Sisters the Local represents at ABF, Yellow Freight and TForce who work under the historic arrangement.

TEAMSTERS LOCAL 952

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Eric Jimenez

SECRETARY-TREASURER'S MESSAGE

We belong to a dynamic and diverse organization The Time is Now to Grow Our Numbers & Protect Our Futures

hope this latest version of The 952 finds you and your family well and healthy. We've all been through a very tough time the last year and a half. Most of our members were deemed essential employees and worked throughout the pandemic risking their own health and safety (and that of their families) for the greater good of our communities and the people you serve.

For that, a simple 'thank you' does not seem adequate for all you did. But please know I saw firsthand how Local 952 members stood strong and did what Teamsters do: Proudly perform the jobs they were hired for no matter how difficult the circumstances. Because of the sheer dedication and hard work by Teamsters here and across the country, we are finally seeing the light at the end of the pandemic tunnel.

This is definitely starting to feel like a new, post-virus era, however much remains the same. We continue to face the same issues and battles that have plagued labor unions for years: dwindling membership numbers; politicians in D.C. and statehouses across the country trying to diminish and repeal standards that safeguard us on the job; antiquated labor laws, and a negative attitude about labor organizations in general.

Protecting our pensions, our hardfought and well-earned wages, and growing our membership must now be a priority. The time to change the negative hearts and minds of people who want to wipe away organized labor and strip us of any collective power has never been greater. We all have to be engaged, energized and enthused to protect our jobs, our contracts and our benefits. We must organize the unorganized to not only make us stronger, but to safeguard all that has taken us decades to achieve.

I'll ask you, if not now – when? When do we stand up against corporate America and anti-labor politicians out to destroy us?

In this publication, we've proudly highlighted our members who work in the freight industry, and included some history on the National Master Freight Agreement. When it was signed in 1964 it provided standardized protections and benefits to over 450,000 drivers across the United States. The NMFA literally moved people from poverty wages to the middle class.

The time is now, Brothers and Sisters. We're not only seeing diminishing membership numbers in freight, but all of our jurisdictions. I am calling on each of you to join forces with your Local Union to get informed, get active and get involved. Your future, and your family's future, depends on it.

We must stand up and keep organiz-

ing. There are hundreds of untapped businesses in Orange County. The Local is putting together a Volunteer Organizing group and we need your help. If you're interested, reach out to your Shop Steward or Business Agent to learn more. We'll also be putting information out on our Social Media platforms and the website in the near future. Remember, the bigger the army, the more success we will have.

Moreover, each of us, and I do mean *all* of us – young, old, dock worker or secretary, seasoned professional or a new member – need to take pride in the diverse and dynamic organization we belong too. We are over one million like-minded individuals who collectively have a strong voice and know our lives have been greatly enhanced because we belong to the Teamsters. Take pride in that knowledge, share it with friends and family, and help us expand our numbers.

One way to get more involved is by attending a union meeting. We are so excited to have begun holding in-person General Membership Meetings again at the hall. It has been a long, difficult 15 months and it was so great to gather again in person on June 19th. Not only was it our first meeting back from the lifted COVID mandates, but

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The History of National Master Freight Agreement

January 15, 1964, became a monumental day in Teamsters history when the first National Master Freight Agreement (NMFA) was signed in Chicago. This contract would provide solid, standardized protection and benefits to more than 450,000 overthe-road and local cartage drivers across the country.

The contract, which was described as an impossible task by critics and friends of labor alike, was a milestone for labor unions everywhere. James R. Hoffa, architect, chief negotiator, and overall firestorm of energy behind the agreement, considered this the crowning achievement of his tenure with the Teamsters.

A Dream Becomes Reality

The NMFA of 1964 brought more workers into the middle class than any other single event in labor history. Hoffa was determined to improve the standard of living for workers, and increase respect for "non-craft" laborers such as over-the-road drivers.

The agreement was the first step in a larger dream to nationalize union contracts. And it revolutionized the way in which goods of all types were moved across the country.

Over-the-road and cartage drivers—empowered through economic gains, stability and a strong Teamsters Union—became a force in America's political landscape. Political leaders began to realize the concerns and interests of this group must be recognized, as they could easily mobilize into a formidable voting bloc as never before imagined.



Hoffa believed the only way for workers to maintain standards they had achieved, and for unions to survive, would be through master contracts throughout all the trade divisions of the Teamsters. Just as employers





America is the land of the Free and the Home of the Take It For Granted. Our daily Efe is enriched by so many things that we forget the tremendous trilles that make it possible. Consider such a simple item as America's breakfast. We reach up to the pantry shell for our coffee, chocolate or cereal. We reach up for our fruit pice, become and ergs, our butter and cream. We dip into the bread bin for the marining toest-already sliced. They're there ... all we have to do is reach.

Things dan't just happen. Someone has to move them from Here to There to You. And more often than not, that someone is a Teamster. At some time or other, everything you eat, wear or use moves by truck. You're whizing along on a ribbon of road which is truly a King's Highway. Do you hnow that road is literally paved with gold—gold powed from State and Federal treatures as Special Taxes by the trucking lodustry? Last year those taxes were a billion dollars! The truck pays fer one of every three miles of American highway. Or, again, chaik off the next 11 person who past. Then remember that 1 OUT OF EVEX 11 employees in America depends, directly or indirectly, on the trucking industry for his pay check!

Isn't it high time we said: Hats off to the pessing parade of trucks? And hats off to Amorica's Unsung Hercos—the men who drive these trucks—THE TEAMSTERS!

are organized on a national level, so must labor consolidate its power, and this was the breakthrough in the NMFA of 1964. The agreement gave the Teamsters power equal and even beyond that of the big trucking companies.

In the changing world of economics and trade, this blueprint remains the course all unions must take in order to ensure their hard-earned legacy is not diminished in the future.



SOURCE: The International Brotherhood of Teamsters

Local 952 has proudly represented members working in the freight industry for decades.

These members have literally been the backbone of the International Brotherhood of Teamsters since our founding. Today, they continue to be the workers millions of

Americans count on - even during an unprecendented pandemic.

Over the years, deregulation has affected the transportation industry, which includes national carriers. However, the National

Master Freight Agreement continues today to be a viable force in the freight

<u>ABF</u> One the Best

Among those companies is long-standing ABF. Talk to any of the Shop Stewards at ABF, and they'll quickly tell you there's no better freight company to work for.

"I've been a Teamster for 26 years and started working with ABF right out of high school," John Huerta said. "I've been a steward for three years and it is really rewarding. We're able to effectively communicate with management and supervisors."

The third-generation Teamster (his grandfather was a line driver and his father and uncles all worked in the freight industry) started at the terminal in Pico Rivera with Local 63 in



Local 952 Coordinator Frank Sevilla (L), Secretary-Treasurer Eric Jimenez (C) and Vice President Danny Herbert (R) recently met with ABF members at the yard including Shop Steward John Huerta (forth from right).

the 90's. Eventually he ended up in Anaheim in 1997 working on the dock and in the yard, then became a driver in 2001.

Huerta says the pay and benefits in their contract is incredible. "It's a fair day's pay for a fair day's work," he noted pointing out the company never rushes or pushes the employees. "I know ABF is the best company to work for, especially when I talk to other non-union drivers. They never overload us with pick-ups or deliveries and safety is a big issue." Moreover, ABF wants drivers to be consistent. Because of that, they don't have a lot of disciplinary issues. Huerta believes that consistency is key.

While ABF might be one of the best companies to work for, they are also one of the most expensive carriers.

"What I want the young guys to know is, protect they freight. Deliver it on time and damage-free. People are paying for that service and ABF has to meet the standards. They want *Continued on Page 6*



all deliveries to be on time and intact; delivered the way we received it."

Huerta said as a newer steward he committed to training his fellow employees. "I said to myself, I'm going to train them all and train them the right way. This is our job and this is our future. I want your kid to be able to work here. I want ABF to be here for the next generation."

ABF Shop Steward Mike Torres is an 11-year Teamster member and has been with the company the entire time.

"Things are going well. The issues we have are issues of humanity, and different characters. We don't have a lot of problems with management.

Torres points out that much of the reason why things are congenial with management is because of the representation they get from Business Agent and Local 952 Coordinator Frank Sevilla.

"Working with Frank is a pleasure. He shows up and makes his presence known. There is a lot of tranquility with the guys knowing the B.A. is actively involved in our barn."

Frank started at Lee Way Freight when he was 22 years-old working in the same terminal Local 952 members are in today. "I was a driver, dock worker and I worked all the shifts," he recalled. "I made a very good living back then because I worked under the National Master Freight Agreement (NMFA). There was no better contract to work under."

With it's rich background hand-crafted by Hoffa, and with all of the articles and elements, Frank said it all came together to produce a really good contract. "As far as I am concerned, it's still the standard. It is

a wonderful document that was fought over and sacrificed over. It's been our bible in freight."

Long-time steward and recently retired ABF Shop Steward Perry Jenkins has seen a lot of changes in the freight industry over his 35 years as a Teamster.

Prior to 1980, the transportation industry was regulated. During the Carter Administration it was de-regulated. "So many employers were signatory and many went out of business," he said. "All the freight-line carriers had to charge the same price. Then PUC rates went away. Now, freight-line companies charge what they want to charge and it has driven a lot of companies out of business," he explained.

Most said ABF would not survive, he added. "Not only did they survive, they're one of the leading companies under the NMFA.

But admittedly, ABF is half the size it used to be. Still, Jenkins – who began his career at Yellow Freight and then moved to ABF – feels lucky to have worked for two great freight companies.

"I'm so fortunate to be in the industry for 35 years," Perry said, pointing out the best benefit is the pension. "If not for the pension, I wouldn't be able to retire. I am truly grateful the union bargained that agreement and I have a retirement I can live on."

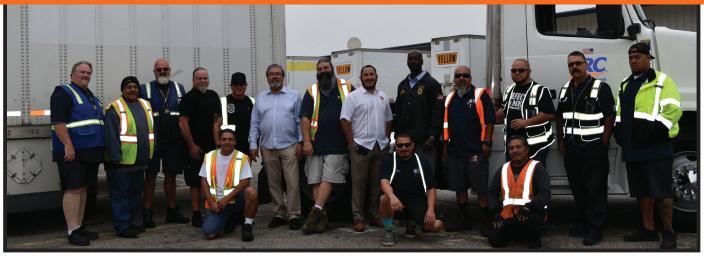


Steve Salazar, Local 952 Secretary-Treasurer Eric Jimenez and John Huerta





YELLOW FREIGHT



Local 952 represents approximately 68 drivers, dock workers and administrative staff at the Yellow Freight terminal in Orange. The company changed it's name to YRC when it merged with Roadway, and now it's back to Yellow Freight.

Yellow Freight Shop Steward Dino Dibella has been a Teamster member since 1989. He's a driver at Yellow and serves as the lead Steward, one of four at the terminal.

When Dibella started in 1989, he was with Local 208 which strictly covered freight drivers in the Santa Fe Springs terminal. The dock workers were Local 63. When they went on strike in 1994, Local 208 got absorbed by Local 63 and they became combination workers with Teamsters being both drivers and dock workers, he explained.

It wasn't long before the freight companies started streamlining their businesses and shutting down terminals. Dibello went to Roadway Bell and was a member of Local 63. He spent 16 years as the Sergeant of Arms while with that Local, and he also began serving as a Shop Steward in 1993.

An active Teamster member, he clearly enjoys helping his co-workers.

"All the guys and the ladies in the office don't have a lot of grievances. We sit down with management and try to solve the problems inhouse," he said. "Back in the day, we did nothing but file grievances. I think now, management is very respectful of the position I am in."

Like at ABF, Dibello works with Frank Sevilla to help solve any issues that do come up.

"I really respect Frank's knowledge. He really knows what he's talking about with the master freight agreement," Dibello noted. The NMFA for ABF and Yellow covers the United States, including Hawaii, Alaska and Guam. The Eckoff Street terminal in Orange is a 24-5 (24 hours a day, five days a week) operation handling pickup and deliveries in Orange County only. Nationwide, the network of Yellow employees is close to 18,000.

Opening in 1924, Yellow claims to be the original LTL (less than truckload) carrier. Yellow companies now include Yellow, Holland, New Penn, Reddaway, YRC Freight and HNRY Logistics.



Yellow Freight Administrative Assistants Sandy Desaulniers, Shop Steward Carolina Villasenor, Wina Leasau and Serina Carrillo.



Local 952 Coordinator Frank Sevilla, Yellow Freight Shop Steward Dino Dibello, Local 952 Secretary-Treasurer Eric Jimenez and Local 952 Vice President Danny Herbert

UPS Freight is now TForce

Earlier this year, the Canadian freight dynamo T-Force acquired UPS Freight.

Although Teamster members were rightfully concerned about the terms of their contract and the unknown changes new ownership would surely bring, many were hoping the sale would bring positive improvements in key areas.

"We're hoping the sale proves to be a good thing for the members, and the customers we serve," Shop Steward Tommy Boites explained. "The previous company cared about our customers and took care of them. Then when UPS purchased us, they changed things a lot. UPS was the total opposite. In my opinion, they were burying us. I'm kind of glad we got sold."

T-Force, who's reputation with the Canadian Teamsters is reportedly good, purchased all UPS Freight operations in the U.S.

"TFI needs to run it as a freight company, not a package division," Boites said. "And I hope we can get our customers back."

Boites has seen firsthand how the freight business has changed. He has been at the facility for 25 years and seen several name changes including when it was Overnight Transportation. He joined the Local union in 2008 when it became UPS Freight. He's been a Shop Steward off and on for the last seven years.

Unlike Teamsters at ABF and Yellow, Local 952 members under management of UPS Freight have felt pressured, overworked, and unappreciated.

"We are overwhelmed. UPS didn't hire extra drivers," Boites said. "We've been doing what we can but the company refused to add extra drivers."



Even during the height of the pandemic when they were considered essential employees. "I was just re-appointed steward right when the pandemic started. We were appreciative that our Secretary-Treasurer Eric Jimenez and Business Agent Jeff Sweet came out and handed out masks."

But it was an extremely stressful time. Boites said, pickups were missed left and right because there simply wasn't enough help. Customer service was poor at best, with customers literally missed daily.

"We were missing customers every day and they left us. They went to Fed Ex and other common carriers."

Even through all the company changes and the mergers, many Local 952 members are longtime drivers with 30+ years of service at the terminal. With the final acquisition behind them and a new service center manager in place who is beginning to address the Teamsters' concerns, members are staying positive.

"Now that the new company has taken over, hopefully we can turn our industry around and get our customers back," Boites said.



Local 952 Secretary-Treasurer Eric Jimenez and TForce Shop Steward Tommy Boites

LOCAL 952 VACCINATION CLINIC

Local Sponsors Two Successful Vaccination Days

Ensuring Teamsters and community members receive the vital vaccine

Local 952 took a commanding lead in early spring and hosted two vaccination days at the hall.

Organized by Norma Lopez, Local 952 Special Assistant to the Secretary-Treasurer, the union partnered with Albertsons Pharmacies and





California State Senator Josh Newman to put on the clinics.

"I couldn't be more proud of the all the work Norma and the Local 952 team did to put on these events," Secretary-Treasurer Eric Jimenez said. "It was very important for us to help our members get vaccinated as soon as possible, and equally important that we could make a difference in the community. The health and safety of everyone was at the forefront."

The two successful vaccination days featured the Pfizer vaccine and

were available to members, their families and anyone in the community 16 years and older. And Local 952's efforts paid off in a big way: Over 750 vaccines were given!





LOCAL 952 WOMEN'S CAUCUS



Helping fellow Teamster members and those needing assistance in the community is what sets the Local 952 Women's Caucus apart from other groups. The Caucus carried on with their important work this year even while the COVID pandemic continued to impact our members and the Orange County community.



The Women's Caucus spearheaded a donation event helping members and community families facing food challenges over the Easter holiday. The group also assisted with the Local's Vaccine Days featured on the previous page.

The caucus unifies union women and the men that support them in a strong organization. The core objectives are to empower women for greater participation at all levels of our union: to organize the unorganized; promote affirmative action, social and economic justice in the workplace and our communities, and to increase the participation of women in the political and legislative processes.

The Local 952 Women's Caucus educates members, keeps them up-to-date on a variety of issues concerning working families, and provides a support network for women in unions.





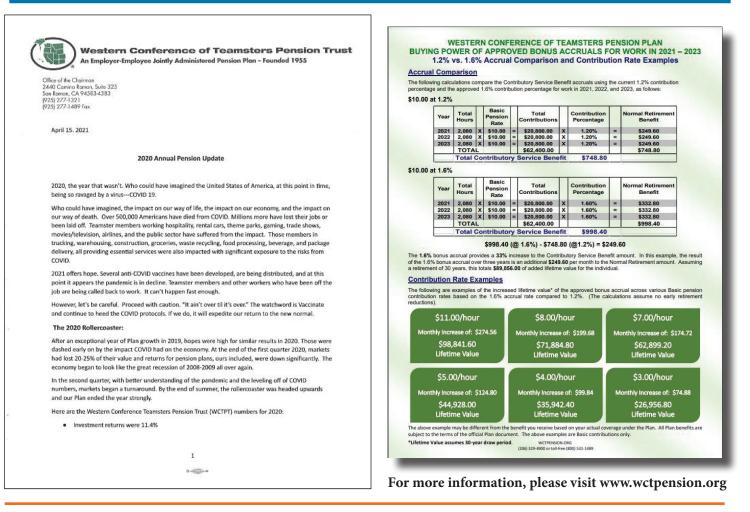


esigned exclusively for Local 952 Members, your new website is slick, streamlined and packed full of information all geared to keep you informed, updated and educated!

Not only does the new site feature time-saving steps like direct email access to your Business Agent and the 952 leadership team, it has member-only content, a complete calendar of events, news and articles from the Local, the IBT, and the labor movement, photo and video galleries, and of course, past issues of The 952.



TEAMSTER PENSION UPDATE



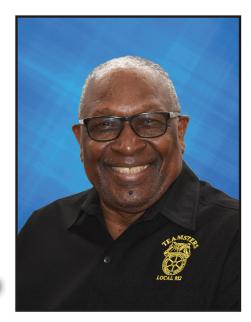
Long-time Organizer Stan Brown Retires

Our own Stan Brown recently retired and we're already missing his super smile and expansive Teamster knowledge.

Stan became a Teamster member in 1995 when he went to work for Orange County Transportation as a Coach Operator. In 1997, the dedicated member became a Shop Steward and represented the Coach Operators for the next 15 years. During that time, Stan also was a Volunteer Organizer with Local 952.

In 2005, he was handpicked to work in the International Brotherhood of Teamsters Organizing Department as a Project Organizer. He worked there for seven years, and then in 2012, Stan came on staff at the Local as a fulltime Organizer. When announcing his retirement, Stan was quick to point out that being a Teamster Organizer and dedicating his career to making a difference for so many people has been the best 25 years of his life.

Thank you for your dedication and service to the Teamsters. Wishing you a Happy Retirement!



teamsters Docal OS2 Day at the Big A:

game time 1:07 p.m.

tickets \$35.00 price includes a Local 952 T-Shirt!

limited seating

Call Maria @ the Local, 714-740-6228

SECRETARY-TREASURER'S MESSAGE Continued on Page 12

it was our first Saturday meeting.

This was a big step and a campaign goal promised and fulfilled – although a bit delayed thanks to a global pandemic. However, the move to Saturday meetings was purposeful and we're grateful we got the approval from the IBT. Our hope is by moving the meetings to Saturday, many more members will have the opportunity to attend and become actively involved.

You belong to one of the greatest organizations in the world, and we are nothing without our members. Mark your calendars and plan on attending the next meeting on Saturday, July 17th. We will be holding an Information Fair featuring some of the Local's vendors in the parking lot following the meeting. Please plan on staying for that as well.

Finally, but certainly not least, I would like to send all my best wishes to Local 952's Administrative Assistant Kristin Detrick-Lugo and Organizer Stan Brown. Both of these dedicated staff members retired at the end of May and they're already greatly missed at the hall. On behalf of the Executive Board, Staff and Membership, I wish you both nothing but the best as you embark on this new chapter in your lives. Stop by and see us anytime you're in the area ... Once a Teamster, Always a Teamster.

In Solidarity,

Eric Jimenez

Part-Time UPSer's FULL-TIME **Teamsters**

Keeping Our Promise: Local BA Devoted to UPS

When Secretary-Treasurer Eric Jimenez was running for office in 2019, he recognized that the Local was not properly representing UPS Part-timers.

Making good on his vow not to forget these critical members, Local 952 has hired Sabas Porras. The new Business Agent's sole focus is the large and dynamic group essential to the UPS workforce: part-timers.

Welcome aboard, Sabas.

SECRETARIO-TESORERO ERIC JIMENEZ MENSAJE

Pertenecemos a una organización dinámica y diversa Ahora es el momento de Haga crecer nuestros números y Protege Nuestros Futuros

E spero que esta última versión del 952 los encuentre a usted y a su familia bien y sanos. Todos hemos pasado por un momento muy difícil el último año y medio. La mayoría de nuestros miembros fueron considerados empleados esenciales y trabajaron durante la pandemia arriesgando su propia salud y seguridad (y la de sus familias) por el bien de nuestras comunidades y las personas a las que sirve.

Por eso, un simple "gracias" no parece adecuado para todo lo que hizo. Pero sepa que vi de primera mano cómo los miembros del Local 952 se mantuvieron fuertes e hicieron lo que hacen los Teamsters: realizar con orgullo los trabajos para los que fueron contratados sin importar cuán difíciles fueran las circunstancias. Debido a la gran dedicación y el arduo trabajo de los Teamsters aquí y en todo el país, finalmente estamos viendo la luz al final del túnel pandémico.

Esto definitivamente está comenzando a sentirse como una nueva era posterior al virus, sin embargo, muchas cosas siguen igual. Seguimos enfrentando los mismos problemas y batallas que han plagado a los sindicatos durante años: disminución del número de miembros; políticos en Washington D.C. y los poderes públicos de todo el país que intentan disminuir y derogar los estándares que nos protegen en el trabajo; leyes laborales anticuadas y una actitud negativa hacia las organizaciones laborales en general.

La protección de nuestras pensiones, nuestros salarios bien ganados y por los que luchó arduamente, y el aumento de nuestra membresía ahora deben ser una prioridad. El momento de cambiar los corazones y las mentes negativas de las personas que quieren acabar con el trabajo organizado y despojarnos de cualquier poder colectivo nunca ha sido tan grande. Todos tenemos que estar comprometidos, animados y entusiasmados para proteger nuestros trabajos, nuestros contratos y nuestros beneficios. Debemos organizar a los no organizados no solo para hacernos más fuertes, sino para salvaguardar todo lo que nos ha llevado décadas lograr.

Te preguntaré, si no ahora, ¿cuándo? ¿Cuándo nos enfrentamos a las corporaciones estadounidenses y a los políticos anti-laboristas que quieren destruirnos?

En esta publicación, hemos destacado con orgullo a nuestros miembros que trabajan en la industria del transporte de mercancías e incluimos algo de historia en el Acuerdo Marco Nacional de Transporte de mercancías. Cuando se firmó en 1964, proporcionó protecciones y beneficios estandarizados a más de 450.000 conductores en todo Estados Unidos. La NMFA literalmente trasladó a la gente de los salarios de pobreza a la clase media.

Ahora es el momento, hermanos y hermanas. No solo estamos viendo una disminución en el número de miembros en el sector del transporte de mercancías, sino también en todas nuestras jurisdicciones. Les pido a cada uno de ustedes que unan sus fuerzas con su Sindicato Local para informarse, mantenerse activos e involucrarse. Su futuro y el futuro de su familia depende de ello.

Debemos levantarnos y seguir organizándonos. Hay cientos de negocios sin explotar en el condado de Orange. El local está formando un grupo de organización de voluntarios y necesitamos su ayuda. Si está interesado, comuníquese con su delegado sindical o agente comercial para obtener más información. También publicaremos información en nuestras plataformas de redes sociales y el sitio web en un futuro próximo. Recuerde, cuanto más grande sea el ejército, más éxito tendremos. Este fue un gran paso y un objetivo de campaña prometido y cumplido, aunque un poco retrasado gracias a una pandemia mundial. Sin embargo, el cambio a las reuniones de los sábados tuvo un propósito y estamos agradecidos de haber obtenido la aprobación de la IBT. Esperamos que al mover las reuniones al sábado, muchos más miembros tengan la oportunidad de asistir y participar activamente.

Perteneces a una de las organizaciones más importantes del mundo y no somos nada sin nuestros miembros. Marque sus calendarios y planee asistir a la próxima reunión el sábado 17 de julio. Llevaremos a cabo una Feria de información con algunos de los proveedores locales en el estacionamiento después de la reunión. Por favor, planee quedarse para eso también.

Finalmente, pero ciertamente no menos importante, me gustaría enviar mis mejores deseos a la asistente administrativa del Local 952, Kristin Detrick-Lugo, y al organizador Stan Brown. Estos dos miembros dedicados del personal se jubilaron a finales de mayo y ya los echamos mucho de menos en el salón. En nombre de la Junta Ejecutiva, el personal y los miembros, les deseo a ambos nada más que lo mejor mientras se embarcan en este nuevo capítulo en sus vidas. Visítanos en cualquier momento que estés en la zona ... Una vez que eres Teamster, siempre Teamster. En solidaridad,

Eric Jiménez

Members Turn Out for Saturday Meetings!







In-person Saturday General Membership Meetings kicked off in June and the response from our amazing membership was awesome! It was so great seeing all of you again ... and on a Saturday!

There's never been a more important time to get involved in your union. Plan on joining your Brothers and Sisters at our next meeting on Saturday, October 23, 2021

















Teamsters Local 952

Eric Jimenez, Secretary-Treasurer 140 S. Marks Way Orange, CA 92868 PRSRT STD US POSTAGE **PAID** MAILING PROS INC. 92647

Plan on attending the next General Membership Meeting SATURDAY, October 23, 2021 at 10:00 a.m.!

SETTLEMENT UPDATE

BIG WINS at



Congratulations to UPS Teamsters, Business Representatives Nick Bruno, Juan Vasquez and Local 952. A supervisor's working grievance decision was awarded in the Local's favor resulting in \$17,000+ for the members.

<u>AND</u>

Local 952 UPS Members were recently awarded 175 hours at Triple Time (3x!) for supervisors doing Teamster work. Protecting Our Members at



An arbitration decision was awarded to Teamsters Local 952 grocery members guaranteeing our right to protect language in the contract!

Congratulations to Our CVS

Members on an important gain!

Business Agent John Green and Teamsters Local 952 announced recently that they won a settlement for a CVS driver who will Return to Work with BACK PAY exceeding \$3,400.00.

We're Working Hard for our Members and Holding these Companies Accountable!