

Code of Excellence



**An IBEW Program
of Job Responsibility**

Overview

The Code of Excellence is a program for IBEW Local Unions in the Construction industry to promote and bring out the best from our construction members on the jobs performed by our signatory contractors.

The Code of Excellence

- ▶ **Highest Quality and Quantity of work**
- ▶ **Using best skills**
- ▶ **Using best work practices**

The goal of the Code of Excellence is a job built on time, under budget, and built right the first time.

The Code of Excellence will instill in our membership pride in their craftsmanship. Upon completion of the job, the lasting impression of quality workmanship will remain with the customer, prompting him to utilize the IBEW again.

The Code of Excellence can be accomplished through teamwork on the job, and projecting a good attitude about the work we do on and off the job.

The Code of Excellence must have the total support of the Local Union at all levels, and the officers of the local union must pay particular attention to this task by setting an example for others to follow, as well as promotion of the Code of Excellence.

Because the role of an "Excellence Steward" is critical to the program's success, the business manager, with the full support of the officers of the local union, will carefully appoint, extensively train, and activate stewards on the job. The steward shall have full responsibility for communicating the Code of Excellence to all members, and insuring all members are meeting fully their responsibility to our Code of Excellence.

IBEW Local Union Responsibilities

The Business Manager, through and in partnership with the stewards, shall insure the following responsibilities of the IBEW Local Union in implementing the Code of Excellence are being met, every day, and by every member:

- ▶ All members are adhering to the contractual starting and quitting times.
- ▶ Break times are limited to the time allowed by the contract, or agreement(s).
- ▶ Members are adhering to the lunch periods established in the Agreement.
- ▶ Members shall meet their responsibility to have all tools on the established tool list.
- ▶ Members meet their responsibility in taking care of the tools provided by the employer.
- ▶ Members meet their responsibility to be fit for duty, and our zero tolerance policy for substance abuse is strictly met.
- ▶ Members are productive and idle time is kept to a minimum.
- ▶ Members meet their responsibility to the employer and fellow members employed on the job to arrive for work on time and ready to work.
- ▶ Members will meet their contractual responsibility to eliminate disruptions on the job.
- ▶ Members will respect the property of the customer, and graffiti and other forms of destruction and waste will not be tolerated.
- ▶ Member will respect the Customer, Client(s), Contractor, and the IBEW by not wearing clothing or buttons that have offensive wording or symbols.
- ▶ The steward and leaders on the job will work with other members who have bad work habits, setting a standard of quality and productivity second to none, to which each member on the job will comply effectively working as a team.

- ▶ Members will carry the necessary and proper tools to meet their contractual responsibility as highly skilled, qualified craftsmen.
- ▶ Slowdowns, and other methods utilized to extend jobs or provide for overtime will not be tolerated.
- ▶ Outside activities that cast the Brotherhood or the Local Union in a bad light, and are not approved by the business manager or steward will not be tolerated.
- ▶ Any inappropriate behavior toward another member or group of members will not be tolerated.
- ▶ Members will meet their contractual responsibility to utilize proper safety equipment and methods.
- ▶ Members must meet their responsibility to not leave the jobsite without proper approval.
- ▶ No member shall solicit funds on any project or job without the prior approval of the Business Manager.
- ▶ No use of personal cell phone(s) will be allowed on the project, except for lunch or break periods.
- ▶ No sale of merchandise without the prior approval of the Business Manager.

Employer Responsibilities

NECA and its signatory employers have a responsibility to manage their jobs effectively, and as such have the following responsibilities under the Code of Excellence:

- ▶ To address ineffective superintendents, general foremen, and foremen;
- ▶ To insure proper job layout, to minimize down time;
- ▶ To insure that there are proper numbers and types of necessary tools;
- ▶ To insure proper storage for contractor and employee tools;
- ▶ To insure that there are adequate numbers of employees to perform the work efficiently, and conversely, to limit the number of employees to the work at hand, which demonstrates to the customer the efficiency of our partnership;
- ▶ To provide the necessary leadership and training skills for jobsite leaders to eliminate problems;
- ▶ To insure that proper types and quantities of materials are available to insure job progress;
- ▶ To insure that jobsite leaders take the necessary responsibility for mistakes created by management decisions;
- ▶ To eliminate unsafe work conditions, and insure that proper safety training, equipment, and methods are utilized.

Methods of resolving problems through the Code of Excellence

It is understood that both the IBEW Local Union and the signatory contractor have obligations and responsibilities under the Code of Excellence. The Local Union's role is to assist management with individual problems with its members, to insure that the Local Union's obligation to provide honest and diligent service to the employer is maintained and improved.

Local Union Responsibilities

- ▶ The Steward, empowered by the Business Manager, will work with members to correct and solve problems related to job performance.
- ▶ The Local Union must provide specialized training for "Excellence" Stewards.
- ▶ The Steward will communicate on a regular basis with the management team to communicate job progress, work schedules, and work process problems to the members.
- ▶ Monthly meetings will be established with the Business Manager, or his representative, to discuss and resolve issues related to the compliance of the Code of Excellence. If applicable, management will be invited to attend and participate in the process.
- ▶ In the event an individual member is not meeting membership responsibilities, the Local Union Executive board shall have the responsibility to address problem member(s) not meeting their obligation to the IBEW, up to and including charges being filed. The role of the local union is to correct the problem, by whatever means are at its disposal.
- ▶ The steward and management will endeavor to correct problems with individual members on the jobsite. If the member is unwilling or unable to make the necessary changes, management must make the decision whether that employee/member is detrimental to the goals of the Code of Excellence, and should remain employed.

Management Responsibilities

The ultimate responsibility of managing the job falls squarely on the shoulders of contractor management. Problems with job performance can be addressed as follows:

- ▶ Management will address concerns brought forth by the Steward. If the lowest level of management does not resolve the problem, the steward may choose to address the issue with higher levels of management.
- ▶ If the issue is not resolved, the Local Union or contractor may call for a contractually established Labor-Management meeting to resolve concerns or issues.
- ▶ The Local Union may elicit customer support to address the problem.

Other methods for consideration with contractor and Local Union support:

- ▶ Weekly job progress “toolbox” meetings;
- ▶ Weekly LMCC session to share problems between employers, and solutions to job problems;
- ▶ Foremen and general foremen should be certified as “Excellence” job leaders through attendance of NECA’s Electrical Project Supervision classes.