Code of Excellence



An IBEW_® Program of Job Responsibility

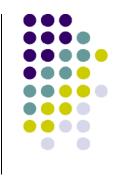
What is the Code of Excellence?



An internal IBEW program that promotes:

- > Use of best skills by our members.
- Use of best work practices by all.
- Highest quality of work.
- Highest quantity of work.

Why a Code of Excellence?



- ➤ Eliminates some problems on IBEW jobsites before they become big problems.
- ➤ Improves perception of IBEW by customers and public.
- ➤ Enhances our competitiveness.
- >Improves relations with the employer and customer's supervisors.

Code of Excellence Goals



- Creating better attitudes and behaviors.
- ➤ Eliminating pressures to bypass safety and take shortcuts.
- > Implementing a culture of professionalism.
- ➤ Creating a sense of pride in the work we do.
- Performing projects safely and effectively, on time and under budget.
- ➤ Becoming the customer's first choice to perform the work.

Requirements



- >Total commitment by local union officers.
- >Strong local union membership support.
- >Effective and strong steward structure.
- ➤ Effective communication structure within the local union.

Excellence Stewards₍₁₎



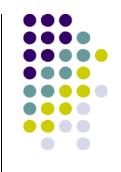
- > Carefully selected by business manager.
- ➤ Trained in dealing with job peer pressure and pressure from employer and customer.
- Committed to local union reputation by setting a high standard of safety, productivity, and quality of work.
- ➤ Able to work with employer representatives to achieve program goals.

Excellence Stewards₍₂₎



- ➤ Active in communicating and promoting goals of code with members and customer representatives.
- ➤ Willing to confront and solve problems with members and contractors not meeting code's responsibilities.
- ➤ Able to remedy bad work habits of members by mentoring or coaching.

Local Union Responsibilities



- > Insure labor agreement responsibilities of our members are fully met.
- > Remedy bad work habits of members.
- ➤ Set an excellence standard for work being performed.
- ➤ Guarantee zero tolerance of job interruptions, work stoppages, or other member-initiated jobsite problems.
- Correct issues before they become problems.

Employer Responsibilities



- ➤ Provide an adequate supply of equipment, material, and tools.
- >Provide a safe workplace.
- ➤ Have a positive working relationship with both business manager and steward.
- ➤ Work with customer to insure proper project planning and layout.
- >Select quality supervision.
- >Insure efficient manpower usage.

Problem Resolution₍₁₎



- Excellence stewards are trained and empowered by the business manager to work with problem members and poor management.
- The steward communicates regularly with contractor management and customer representatives concerning individual project progress and problems.
- Local union executive board is responsible for eliminating chronic problem members through constitutional and Code of Excellence mechanisms.

Problem Resolution₍₂₎

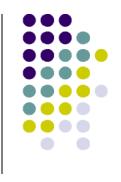


- Contractor will work with steward to eliminate jobsite problems immediately and effectively.
- Employer will not blame IBEW for job management problems caused by its supervisors.
- ➤ Goal of program is for both labor and management to fulfill customer satisfaction.

Implementation₍₁₎

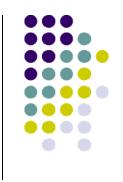
- ➤ Program is presented to executive board and officers by business manager.
- ➤ Officers present program for approval by local union membership.
- Program is communicated to all local union members by local union leaders.

Implementation₍₂₎



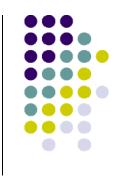
- Presentation is made to contractor to explain program and get commitment to implement program.
- > Excellence stewards are trained and placed.
- Program is communicated to customers using contractor representatives <u>and</u> IBEW workforce.

Summary₍₁₎



- The Code of Excellence is an internal IBEW local union program to enhance the professionalism, performance, and reputation of the IBEW.
- The Code of Excellence has <u>external</u> linkages with employer responsibilities and customer satisfaction.

Summary₍₂₎



- The local union's role is to use the Code of Excellence to instill a sense of professionalism, safety, and responsibility in each member's everyday work life.
- The member's role is to preserve and promote the ideals of the IBEW and our industry through use of best skills and practices to perform quality work in a professional manner.

The IBEW Advantage



- ➤ A professional, positive image of the IBEW by employers and customers means job security.
- Responsiveness to customer needs will distinguish our work.
- ➤ Employers know what we need and expect in order to do our jobs effectively.
- Members know what is expected of them by the IBEW, the contractor, and the customer.
- Worksite problems are addressed quickly and effectively through cooperative effort.