

UA Standard for Excellence

Overview

The *UA Standard for Excellence* policy is a Labor-Management commitment to uphold the highest industry standards in the workplace and ensure customer satisfaction. The program is designed to promote UA members' world-class skills and safe, efficient work practices on the jobs performed by our signatory contractors for their customers.

Member and Local Union Responsibilities:

To insure the *UA Standard for Excellence* platform meets and maintains its goals, the Local Union Business Manager, in partnership with his implementation team, including Field Supervision, General Foremen, Foremen, Subforemen and the rank and file membership, shall ensure all members:

1. Meet their responsibilities to the employer and their fellow workers by arriving on the job ready to work, everyday on time (Absenteeism and Tardiness will not be tolerated.)
2. Adhere to the contractual starting and quitting times, including lunch and break periods (Personal cell phones will not be used during the workday with the exception of lunch and break periods.)
3. Meet their responsibility as highly skilled craftworkers by providing the required tools as stipulated under the local Collective Bargaining Agreement while respecting those tools and equipment supplied by the employer.
4. Use and promote the local union and international training and certification systems to the membership so they may continue on the road of life-long learning thus insuring UA craftworkers are the most highly trained and sought after workers.
5. Meet their responsibility to be fit for duty insuring a zero tolerance policy for substance abuse is strictly met.

6. Be productive, keep inactive time to a minimum and perform quality work.
7. Meet their contractual responsibility to eliminate disruptions on the job and safely work towards the on-time completion of the project in an auspicious manner.
8. Respect the customers' property (Waste and property destruction, such as graffiti will not be tolerated.).
9. Respect the UA, the customer, client and contractor by dressing in a manner appropriate for our highly skilled and professional craft (Offensive words and symbols on clothing and buttons are not acceptable.).
10. Respect and obey employer and customer rules and policies.
11. Follow safe, reasonable and legitimate management directives.
12. Cooperate and communicate with the Field Supervision, General Foreman or Foreman in preventing and resolving work problems.

Employer and Management Responsibilities:

The Plumbing Contractors Association of Chicago and Cook County (PCA) and all its Local 130 UA signatory contractors have the responsibility to manage their jobs effectively, and as such have the following responsibilities under the *UA Standard for Excellence*.

1. Replace and return to the referral hall ineffective (unsatisfactory) Superintendents, General Foremen, Foremen, Subforemen, Journeyworkers and Apprentices, via the *Discharge for Cause* form.
2. Provide worker recognition for a job well done.
3. Minimize workers downtime by insuring blueprints, specifications; job layout instructions and material are readily available in a timely manner.
4. Insure that all necessary tools and equipment are readily available to employees/members.
5. Provide proper storage for contractor and employee tools.
6. Provide the necessary leadership and problem-solving skills to jobsite supervision.

7. Insure jobsite leadership takes the necessary ownership of mistakes created by management decisions.
8. Encourage employees/members, but if necessary, be fair and consistent with discipline.
9. Create and maintain a safe work environment by providing site specific training, proper equipment and following occupational health and safety guidelines.
10. Promote and support continued education and training for employees/members while encouraging career building skills.
11. Employ an adequate number of properly trained employees/members to efficiently perform the work in a safe manner, while limiting the number of employees/members to the work at hand, thereby providing the customer with a key performance indicator of the value of the *UA Standard for Excellence*.
12. Treat all employees/members in a respectful and dignified manner, acknowledging their contributions to a successful project.
13. Cooperate and communicate with the Field Supervision, General Foremen or Foreman.

Problem Resolution through the *UA Standard for Excellence* Policy

Under the *UA Standard for Excellence* it is understood, that members through the local union, and management through the signatory contactors, have duties and are accountable in achieving successful resolutions.

Member and Local Union Responsibilities:

1. The Local Union and Field Supervision will work with members/employees to correct and solve problems related to job performance.
2. Field Supervision, General Foremen, Foremen and Subforemen shall be provided with specialized training with regard to the *UA Standard for Excellence*.

3. Meetings will be held where Field Supervision, along with UA Supervision, will communicate with the management team regarding job progress, work schedules, and other issues affecting work processes, as they relate to the members/employees.
4. Field Supervision shall communicate with the members/employees, about issues affecting work progress.
5. Field Supervision and management will attempt to correct such problems with individual members/employees in the workplace.
6. The Business Manager, or his delegate, will conduct regularly scheduled meetings to discuss and resolve issues affecting compliance of the *UA Standard for Excellence* policy.
7. Individual members/employees not complying with membership responsibility shall be brought before the Local Union Executive Board who will address such members'/employee's failure to meet their obligation to the local and the UA, up to and including filing charges. The Local Union's role is to use all available means to correct the compliance problem, including involving UA International Representatives in the process. A *Follow Up* form, shall be distributed to management, through the PCA's Labor Relations Committee, established through the Collective Bargaining Agreement or the Implementation Plan.
8. As needed, management will be invited to attend and participate in the process of problem resolution.

Employer and Management Responsibilities:

The ultimate responsibility of managing the job site and project, sits with the contractor management. Problems with members'/employee's job performance may be addressed as outlined below.

1. As needed, meetings will be held where the management team and UA Supervision will communicate with the Field Supervision regarding job progress, work schedules, and other issues affecting the work process, as they relate to the members/employees.
2. Management will address concerns brought forth by Field Supervision or UA Supervision, in a professional and timely manner.
3. A course of action shall be established to allow the Field Supervision and/or UA Supervision to communicate with higher levels of management in the event there is a breakdown with the responsible manager.

4. In the event that the member/employee is unwilling, or unable, to make the necessary changes, management must make the decision whether the member/employee is detrimental to the *UA Standard for Excellence* platform and make a decision regarding his/her further employment.

Additional Jointly Supported Methods of Problem Resolution:

1. In the event an issue is not resolved through the above means, the Local and/or the Contractor may call for action to be taken through the PCA's Labor Relations Committee, established through the Collective Bargaining Agreement or the Implementation Plan.
2. As needed, job progress meetings shall be conducted with Field Supervision, UA Supervision and Management.
3. The Local or the Contractor may involve the customer when their input is prudent in finding a solution.
4. Foremen, General Foremen, Superintendents and other management should be educated and certified as leaders in the *UA Standard for Excellence* policy.

UA Standard for Excellence Implementation Plan

Requirements and Procedures:

In order to enforce the *UA Standard for Excellence* policy, discharge for cause terminations shall be administered in a consistent fashion. Management must complete the *Discharge for Cause* form.

1. After the 1st discharge for cause, the member will meet with the Local Union Business Manager, Business Agent and/or the Local's Executive Board and receive a verbal warning. A *Follow Up* form, shall be distributed to management, through the PCA's Labor Relations Committee.
2. After the 2nd discharge for cause, the member will meet with the Local Union Business Manager, Business Agent and/or the Local's Executive Board and receive a retraining plan focused on the area of concern (the reason for the discharge). A *Follow Up* form, shall be distributed to management, through the PCA's Labor Relations Committee.
3. After the 3rd discharge for cause, the member will meet with the Local Union Business Manager, Business Agent and/or the Local's Executive Board and review the retraining plan on the area of concern (the reason for the discharge) and actions taken. With a maximum penalty of not being eligible for the "out of work" list for thirty days. A *Follow Up* form, shall be distributed to management, through the PCA's Labor Relations Committee.
4. After the 4th discharge for cause, the member will meet with the Local Union Business Manager, Business Agent and/or the Local's Executive Board. With a maximum penalty up to and including permanent elimination from the "out of work" list. A *Follow Up* form, shall be distributed to management, through the PCA's Labor Relations Committee.
5. A first or second infraction of the *UA Standard for Excellence* policy shall be removed from the member's work history after two years, without an additional infraction (excluding apprentices).
6. Administration of this and all sections of the *UA Standard for Excellence* policy shall be administered by the Local's JAC, for all apprentices.
7. If a member is aggrieved by any action taken under this *UA Standard for Excellence* policy and his/her complaint cannot be resolved, the complaint may, if the member or the Local Union requests, be referred as a grievance

under the grievance and arbitration provisions of the collective bargaining agreement. In the event the matter is referred to arbitration, the provision of this Policy shall bind the arbitrator substantively.

Note: The employer completing a *Discharge for Cause* form, is not obligated to rehire employee/member.

Contractor management not complying with their responsibilities under the *UA Standard for Excellence* policy shall be brought before the Joint Arbitration Board (JAB), for action under the grievance and arbitration provisions of the collective bargaining agreement. The JAB has the right and obligation to enforce the *UA Standard for Excellence* policy and reprimand contractors not in compliance. Reprimand may include fines beginning with a minimum of \$500 and increasing with each occurrence.

Contractors unwilling to work within the parameters of the *UA Standard for Excellence* policy, will not be able to utilize the policy in their company marketing, advertise to customers their compliance in the policy or participate in the administration of the policy. In the event the matter is referred to arbitration, the provisions of this Policy shall bind the arbitrator substantively.

Special Note: Future modifications to this policy will be automatically incorporated, when the modification contains additional responsibilities, compliance and/or enforcement practices, as agreed to by both negotiating parties.

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Discharge for Cause Form

The *UA Standard for Excellence* policy is a Labor/Management commitment to uphold the highest industry standards in the workplace and ensure customer satisfaction. The program is designed to promote UA members' world-class skills and safe, efficient work practices on the jobs performed by our signatory contractors for their customers.

Management shall return to the referral hall ineffective (unsatisfactory) Superintendents, General Foremen, Foremen, Subforemen, Journeyworkers and Apprentices, via the *Discharge for Cause* form.

Member information

Name (last 4) SS # or Card # _____
Date

Circle all that apply:

1. Failed to report at the specified time and "report to" place.
2. Violation of the *UA Standard for Excellence* policy, item(s) listed below:

3. Concerns raised by the customer.

4. Any reason other than illegally discriminatory reasons (explained below).

Provided to member:

(circle one below)

- in person

- mailed

Name Date

Management information

Completed by:

Name Employer Date

Submitted to:

Name Local 130 UA Position Date

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Follow Up Form

The *UA Standard for Excellence* policy is a Labor/Management commitment to uphold the highest industry standards in the workplace and ensure customer satisfaction. The program is designed to promote UA members' world-class skills and safe, efficient work practices on the jobs performed by our signatory contractors for their customers.

Upon management's return to the referral hall ineffective (unsatisfactory) Superintendents, General Foremen, Foremen, Subforemen, Journeyworkers and Apprentices, via the *Discharge for Cause* form the Local shall return to management through the PCA's Labor Relations Committee, this completed *Follow Up* Form, within seven (7) days.

Member information

Name (last 4) SS # or Card # Date

The discharge for cause termination for the above referenced member, has been administered in accordance with the requirements and procedures of the *UA Standard for Excellence* policy. As such, the member met with the Local Union Business Manager, Business Agent and/or the Local's Executive Board on _____.

Local information

Completed by:

Name Local 130 UA Position Date

Submitted to:

Name Employer Date
