

# The IBEW Local 38 Code of Excellence

An IBEW® Program of Job Responsibility



# What is the Code of Excellence (COE) ?

*A program for electrical construction designed to promote:*

- Highest *quality* of work
- Greatest *quantity* of work
- Best *skills*
- Best *work practices*

# **Why a Code of Excellence?**

---

- **Eliminate problems early**
- **Improve customer perception of IBEW**
- **Enhance competitiveness**
- **Improve relations with contractors**

# ***Goals of the COE***

- **Build jobs on time, under budget**
- **Increase pride in craftsmanship**
- **Improve attitudes and behaviors**
- **Create satisfied customers who recommend IBEW workers**
- **Win more work**

# ***COE Requirements***

- **Total commitment by local union officers**
  - **Strong membership support**
  - **Strong, effective steward**
  - **structure**
- Effective communication structure within the local union**

# ***Excellence Stewards***

---

- **Carefully chosen by business manager**
- **Trained to deal with peer pressure**
- **Committed to high standards of productivity and quality**
- **Able to work with employer representatives to achieve goals**

# ***Excellence Stewards*** *(cont'd.)*

---

- **Communicate and promote COE goals**
- **Confront and solve problems if people fail to live up to COE responsibilities**
- **Mentor or coach members to remedy any bad work habits**

# **The excellence steward is trained in:**

- **dealing with the procedures  
and concerns of the UAW, and**
- **interacting with the UAW, the  
IBEW, and our contractors.**



**The business manager  
partners with the steward  
to ensure that**

***EVERY MEMBER***

**meets the local union's  
COE responsibilities**

***EVERY DAY.***

# ***Local Union Responsibilities***

---

- **Ensure that IBEW members are “fit for duty” and fully meet their responsibilities under the labor agreement**
- **Remedy any bad work habits of members**
- **Set standard for work excellence**

# ***Local Union Responsibilities*** (cont'd.)

---

- **Guarantee “zero tolerance” of job interruptions, work stoppages, or other member-initiated jobsite problems**
- **Correct issues before they become problems**

# ***Local Union Responsibilities*** (cont'd.)

---

- **Members will respect the property of the employer and customer.**
- **Graffiti and other forms of destruction and waste will not be tolerated.**

# ***Local Union Responsibilities*** *(cont'd.)*

---

- **Members will respect the employer, customer, client, contractor and the IBEW by not wearing clothing or buttons that have offensive wording or symbols.**

# ***Employer Responsibilities***

---

- **Provide adequate supply of equipment, materials and tools**
- **Maintain positive working relationship with business manager and steward**
- **Ensure proper job planning and layout**

# ***Employer Responsibilities*** (cont'd.)

---

- **Select qualified supervisors**
- **Ensure efficient manpower usage**
- **Provide safe workplace**
- **Take responsibility for any management failures**

**The ultimate responsibility for  
all employment decisions  
and for  
safety on the jobsite  
falls squarely on the shoulders of  
management.**



**The ultimate responsibility for  
managing the job  
falls squarely on the shoulders of  
management.**

# ***Implementation***

---

- **Members need approval of business manager to solicit funds on the job.**
- **Members start and quit work at the times specified in the contract.**
- **Break times are limited to the time allowed in the contract.**
- **Members adhere to lunch periods set forth in the contract.**

# ***Implementation*** *(cont'd.)*

---

- **Members must meet their responsibilities to:**
  - **have all tools on the established tool list, and**
  - **not leave the jobsite without proper approval.**

# ***Implementation*** (cont'd.)

---

- **Any inappropriate behavior toward another member or group of members will not be tolerated.**
- **We will strictly adhere to our zero tolerance policy for substance abuse.**

# ***Implementation*** *(cont'd.)*

---

- No use of personal cell phones on the jobsite or project—except for lunch or break periods.

**EXCEPTION:** Foreman may approve conditional cell phone use, but the received call should result in leaving the site.

# ***Resolving Problems***

---

- **Business manager trains and empowers excellence stewards to work with problem members and poor management.**
- **Steward communicates regularly with management about job progress and problems.**

# ***Resolving Problems*** *(cont'd.)*

---

- **Local union executive board handles members who have chronic problems.**
- **Board uses mechanisms under the COE and the IBEW Constitution to address problem members.**

# ***Resolving Problems*** *(cont'd.)*

---

- **Employer works with steward to eliminate jobsite problems immediately.**
- **Employer refrains from blaming IBEW for job management problems caused by supervisors.**



**The ultimate goal of  
the Code of Excellence program  
is customer satisfaction  
produced by both  
labor and management.**

**What is the true measure of leadership?**

---

**DOING**

**THE RIGHT THINGS!**

# DELIVER THE PROMISE

---

**Union  
Jobsites**

**=**

**Total Customer  
Satisfaction**