



STANDARD FOR EXCELLENCE

The United Association
Standard for Excellence policy is a
labor-management commitment to uphold the highest
industry standards for quality in the workplace and ensure
customer satisfaction. Highlights—including both labor and
management obligations—are presented below.

MEMBER AND LOCAL UNION RESPONSIBILITIES:

To ensure the UA Standard for Excellence platform meets and maintains its goals, UA business managers, along with the implementation team that includes shop stewards and local membership, shall ensure all members:

- Arrive at work on time.
- Adhere to contractual lunch and break times. (Personal cell phones are only permitted during these times).
- Have the required tools that are stipulated in the Collective Bargaining Agreement.
- Respect tools and equipment supplied by employers.
- Utilize the local union and international training and certification system to enhance their skill level.
- Adhere to the zero substance abuse policy.
- Be productive on the job site.
- Eliminate disruptions. Ensure safe on-time completion of projects.
- Respect the customer's property. Vandalism will not be tolerated.
- Dress appropriately for their highly skilled and professional craft. (Offensive words or symbols on clothing will not be permitted).
- Respect and adhere to employer and customer rules and policies.
- Follow management directives.

EMPLOYER AND MANAGEMENT RESPONSIBILITIES:

MCAA/MSCA/PFI/MCPWB/PCA/UA and NFSA and its signatory contractors have the responsibility to manage their jobs effectively. They have the following responsibilities under the UA Standard for Excellence:

- Ineffective superintendents, general foremen, foremen, journey workers and apprentices will be returned to the referral hall.
- Provide worker recognition for jobs well done.
- Ensure blueprints, specifications, job layout instructions and materials are readily available.
- Provide storage for tools.
- Provide leadership to jobsite supervisors.
- Ensure jobsite leadership takes responsibility for mistakes created by management decisions.
- Be fair and consistent with disciplinary action.
- Create and maintain a safe work environment.
- Promote and support continued education and training.
- Employ an adequate number of properly trained employees to efficiently complete the work assigned.
- Treat all employees in a respectful and dignified manner.
- Cooperate and communicate with the job steward.

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 contractors, have duties and are accountable in achieving successful resolutions:

Member and Local Union Responsibilities:

- The local union and job steward will be responsible for correcting and solving problems with a member's job performance.
- Job stewards will receive steward training and specialized training related to the Standard for Excellence policy.
- Regular meetings will be scheduled between job stewards, UA supervision and management teams.
- The job steward will discuss with members those issues affecting work progress.
- The business manager or his delegate will conduct regular meetings to discuss compliance with the Standard for Excellence policy.
- The steward and management team will correct problems with individual members.
- Members not complying with membership responsibility shall be brought before the Local Union Executive Board. The Local Union Executive Board will address the failure to meet their obligation to the local and the UA, up to and including filing charges.

Employer and Management Responsibilities:

- Regular meetings will be scheduled between the job steward, UA supervision and the management team.
- Management will address problems that arise.
- In the event that a problem can not be resolved, the job steward and/or UA supervisors will be permitted, through a specific course of action, to communicate with higher levels of management.
- If an employee is unwilling to adhere to the Standard for Excellence policy, a decision must be made regarding his or her further employment.

Additional Jointly Supported Methods of Problem Resolution:

- If an issue is irresolvable, the local union or the contractor may call for a contractually established Labor-Management meeting.
- Weekly job progress meetings will be scheduled between job stewards, UA supervision, and management.
- The local union or the contractor may include the customer in these meetings if their input is needed to find a solution to a particular problem.
- There will be leadership training certifying foremen, general foremen, superintendents, and other UA management as leaders in the UA Standard for Excellence policy.

