



TRIPARTITE BEST PRACTICES

CODE OF EXCELLENCE



This Code of Excellence is a commitment of both Labour and Management to uphold the highest professional standards and mutual respect in the workplace and ensure customer satisfaction. *OCS is committed to promote the world-class skills and safe, efficient work practices of its member union workforce and signatory contractors to provide quality work for their customers - on time and on budget.*

KEY IMPLEMENTATION ASPECTS OF THE CODE OF EXCELLENCE (THE “CODE”)

1. All parties must be actively aware and support the program. **Union members, union officials and contractors must sign these documents** indicating their agreement with the terms outlined.
2. Union members, stewards and officers, foremen, general foremen, and superintendents and other management must be trained as leaders of the Code.
3. Empower senior union members and job stewards to communicate the Code of Excellence
4. Clear procedures must be defined and followed regarding infractions by members, union officials and employers.
5. Progressive discipline, with proper documentation, must be followed. Initiatives, such as “three and out”, may be a reasonable approach for managing chronic problems on the jobsite.
6. All parties must be aware of and adhere to specific legal owner/client jobsite rules and consequences.



RESPONSIBILITIES OF LOCAL UNION MEMBERS AND REPRESENTATIVES

To ensure a high standard of excellence is met, local union representatives and members commit to follow the standards set out in the Code.

Skills Training

- Local Unions will ensure that all union members will have the required core skills to meet the job requirements as defined in the 'Help Requisition'
- Local Unions will provide Job Stewards training with regard to the Code of Excellence

Working Time

- Members will adhere to the core principle of productivity, eight hours work for eight hours pay
- Members will meet their responsibility to their fellow members and employers by arriving to their workstation on time and ready to work each day and adhere to established contractual starting, quitting and break times. Members will not leave the jobsite without prior Employer approval
- Members will notify their employer / supervisor as early as possible before the start of their shift if they will be absent
- Members will be productive and efficient, with inactive time kept to a minimum
- Personal electronic equipment (cell phones, ipods, radios, etc.) usage will be limited to appropriate break times as their use can create distractions, lead to unsafe conditions and reduce productivity
- Members will meet their contractual responsibility to eliminate work disruptions on the job
- Members will work toward the goal of completing projects as efficiently as possible

Safety

- Members will exercise proper safety, health and sanitation rules
- Members will dress in safe clothing and utilize proper safety equipment and methods
- Members will participate in required safety courses as offered by the local union and employer

Tools

- Members will meet their responsibility as a highly skilled and qualified craftsman by providing all personal tools on the established tool list as stipulated by the local collective bargaining agreement
- Members will ensure all personal tools are in proper working order prior to arriving on the job
- Members will properly care for the equipment and tools provided by the employer
- Members will use the proper tools to perform the work assigned

Fitness for Duty

- Members will meet their responsibility of being fit for duty with zero tolerance for alcohol and substance abuse
- Members will meet their responsibility of being fit for duty by accepting work for which they have the required skills and training
- Members will make every effort to upgrade their skills on a regular basis, and maintain a level of craftsmanship recognized to be or exceed industry standards
- As representatives of their local union and the employer, members will be professional in their appearance



Labour/Management Relations

- Members will respect the property of the contractor(s) and Owner/Client
- Members will respect and obey all legal rules of the Owner/Client and follow safe, reasonable and legitimate directives
- Members will conduct themselves in a way that promotes the positive image of the union



RESPONSIBILITIES OF THE EMPLOYER

The Employer accepts responsibility for the effective management of work on the jobsite by building strong relationships and effectively communicating with all stakeholders on the jobsite.

Labour Relations

- Employers and/or employer representatives will treat employees in a respectful and dignified manner acknowledging their contributions to a successful project and a job well done
- Employers and/or employer representatives will communicate, distribute and/or post clear policies and work rules to all union members and representatives on the jobsite with respect to:
 - Absenteeism
 - Safety Procedures
 - Other Jobsite Work Rules
- Employers and/or employer representatives will ensure a safe worksite and proper safety training, equipment and methods are available and utilized
- Employers and/or employer representatives will ensure that jobsite leadership takes the necessary ownership of mistakes created by management decisions
- Employers and/or employer representatives will provide the necessary leadership and training skills for jobsite leaders to eliminate problems and provide effective solutions on a timely basis
- Employers and/or employer representatives will promote and support continued education and training for union member employees while encouraging career building skills
- Employers and/or employer representatives will ensure all superintendents, general foremen, foremen, journeypersons and apprentices are effectively fulfilling their responsibilities on the jobsite
- Employers and/or employer representatives will properly document and report violations of the Code of Excellence and any other jobsite work rules to the local union representative by providing written documentation of the alleged violation(s) and the circumstances. This will include the remitting of any 'Notification of Termination' to the local union if the member is terminated for cause

Jobsite Planning and Leadership

- Employers and/or employer representatives will ensure blueprints, specifications, job layout instructions and materials are available in a timely manner



- Employers and/or employer representatives will provide sufficient tools, equipment and materials to ensure job progresses efficiently
- Employers and employer representatives will ensure proper maintenance, care, storage and security for employee-provided and employer-provided equipment and tools
- Employers and employer representatives will provide adequate change facilities
- Employers and/or employer representatives will employ an adequate number of properly trained employees to efficiently perform the work in a safe manner while limiting the number of employees to the work at hand
- Employers and/or employer representatives will cooperate and communicate with the Job Steward and/or Local Business Manager or his representative and address any concerns in a timely manner

PROBLEM RESOLUTION

It is understood that members, through the local union, and the signatory contractors have responsibilities and are accountable in achieving successful resolutions. The Union Local or the contractor may involve the Owner/Client when their input is required in finding solutions. Owner/Clients are encouraged to participate in labour/management initiatives.

- Regular meetings will be held with the Job Steward(s), local union(s) and the management team(s) to discuss job progress, work schedules and other issues affecting work processes. Meeting results will be documented and forwarded to the appropriate local Business Manager(s)
- Management will address concerns brought forth in a professional and timely manner
- Local Union Representatives and Job Stewards will work with members to correct and solve problems related to job performance to discuss and resolve issues affecting compliance with the Code of Excellence
- Job Stewards will communicate with their Business Manager in the event of a breakdown in communication with his/her jobsite supervisor



FOR MORE INFORMATION & INQUIRIES
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ALSO CHECK OUT THE OCS WEBSITE:

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