

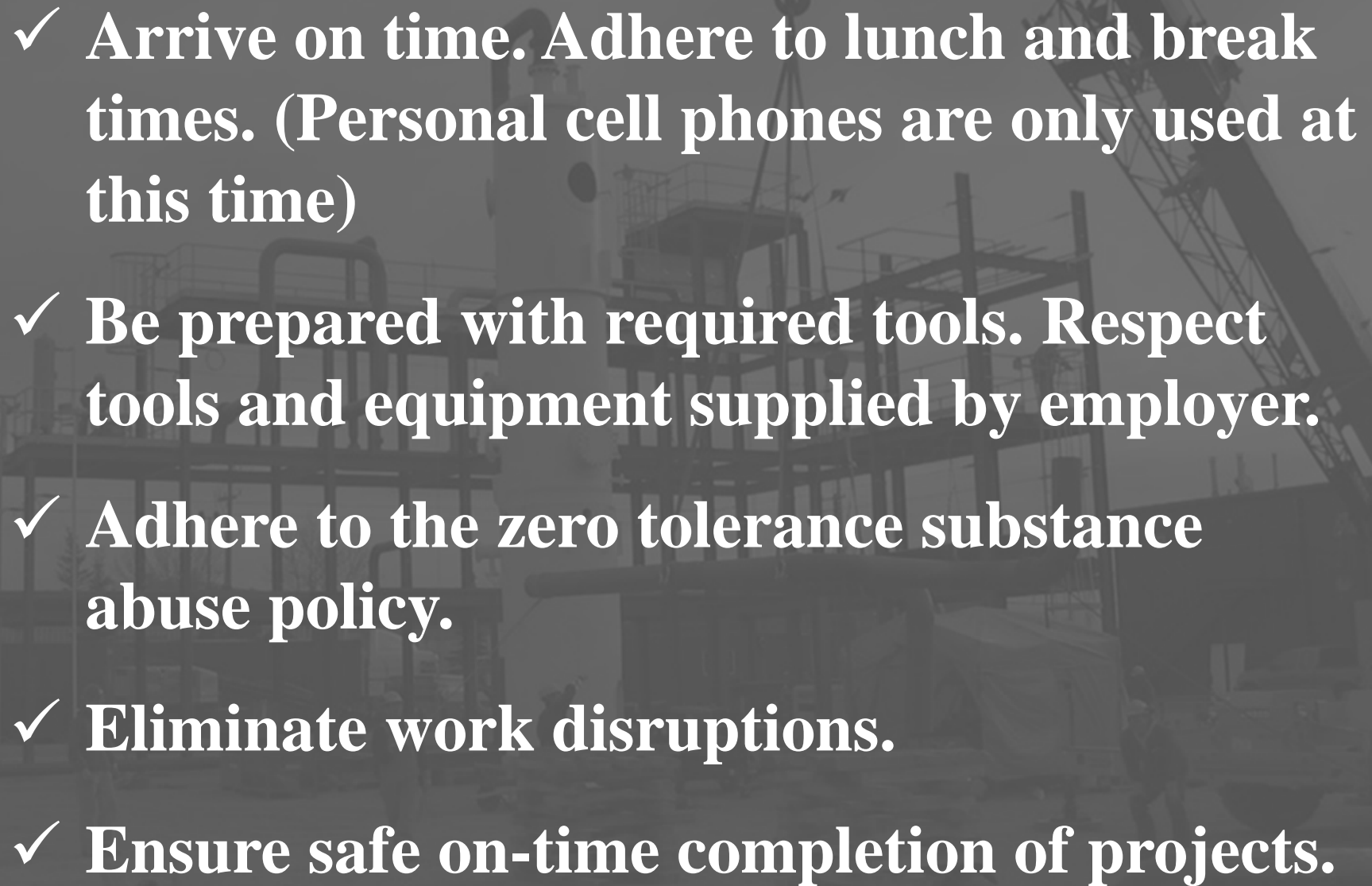


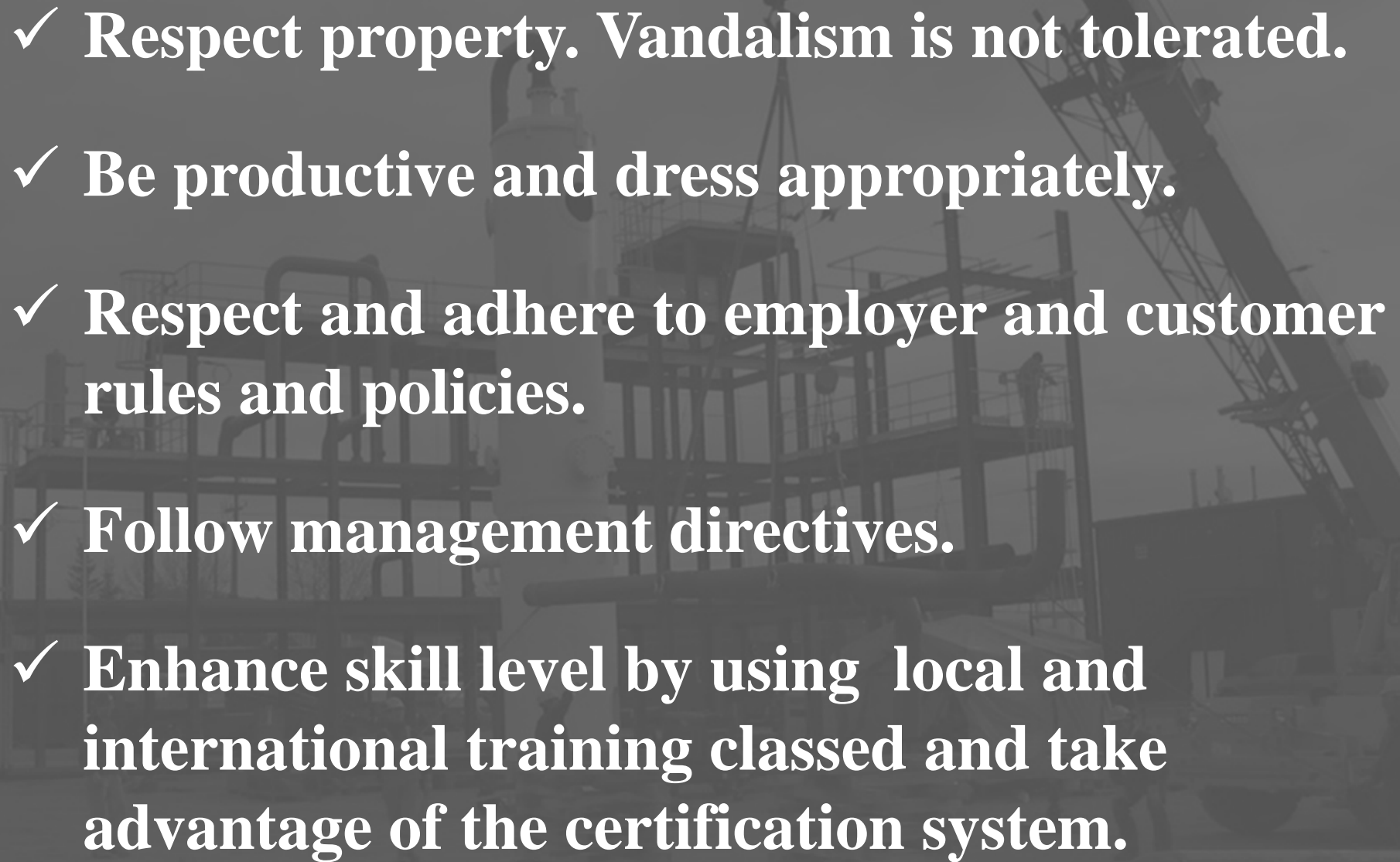
STANDARD FOR EXCELLENCE

**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.**

MEMBER AND LOCAL UNION RESPONSIBILITIES

To ensure the UA Standard for Excellence platform meets and maintains its goals, UA business managers, shop stewards and local memberships shall ensure all members:

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- ✓ **Arrive on time. Adhere to lunch and break times. (Personal cell phones are only used at this time)**
 - ✓ **Be prepared with required tools. Respect tools and equipment supplied by employer.**
 - ✓ **Adhere to the zero tolerance substance abuse policy.**
 - ✓ **Eliminate work disruptions.**
 - ✓ **Ensure safe on-time completion of projects.**

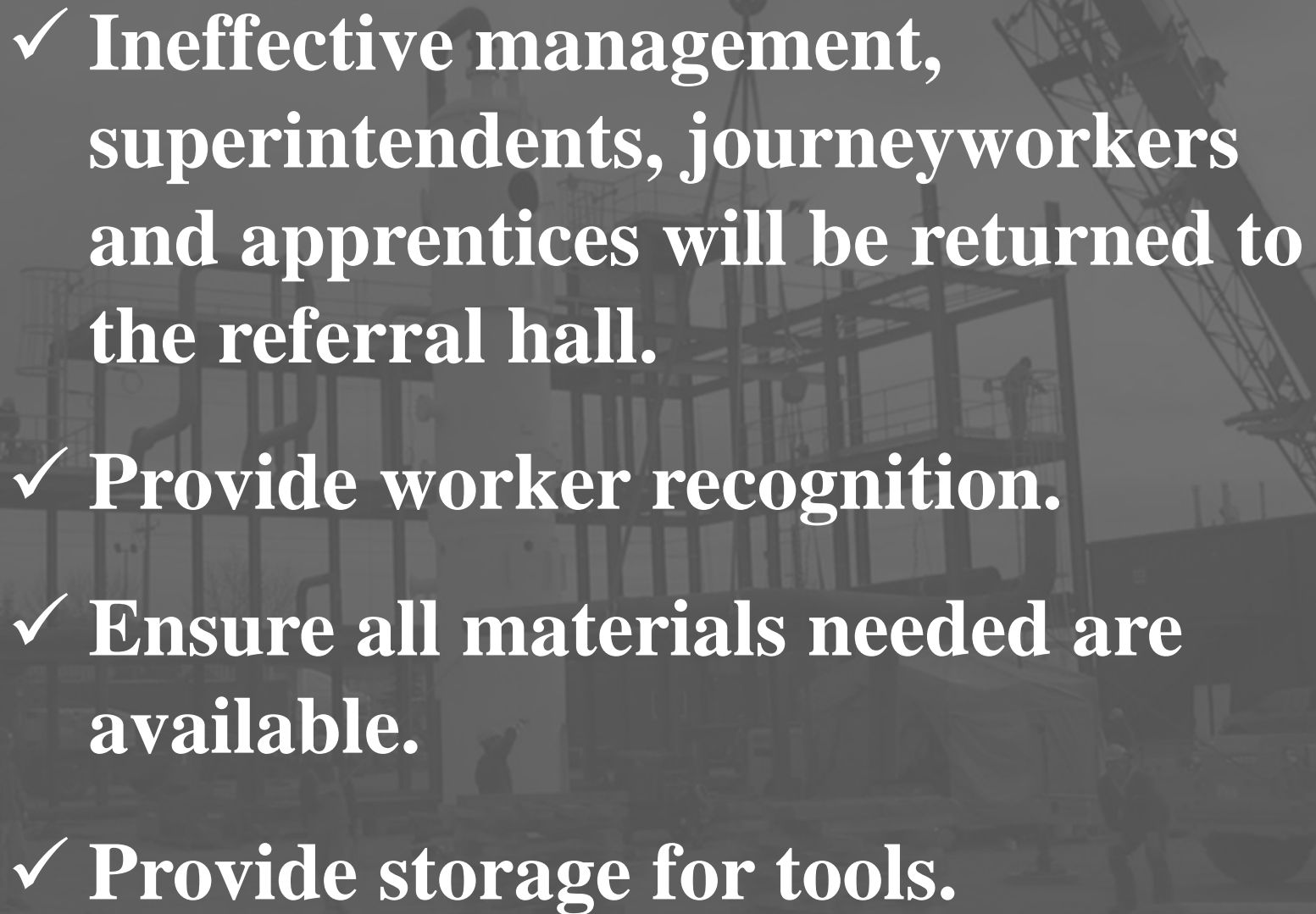
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- ✓ **Respect property. Vandalism is not tolerated.**
 - ✓ **Be productive and dress appropriately.**
 - ✓ **Respect and adhere to employer and customer rules and policies.**
 - ✓ **Follow management directives.**
 - ✓ **Enhance skill level by using local and international training classes and take advantage of the certification system.**

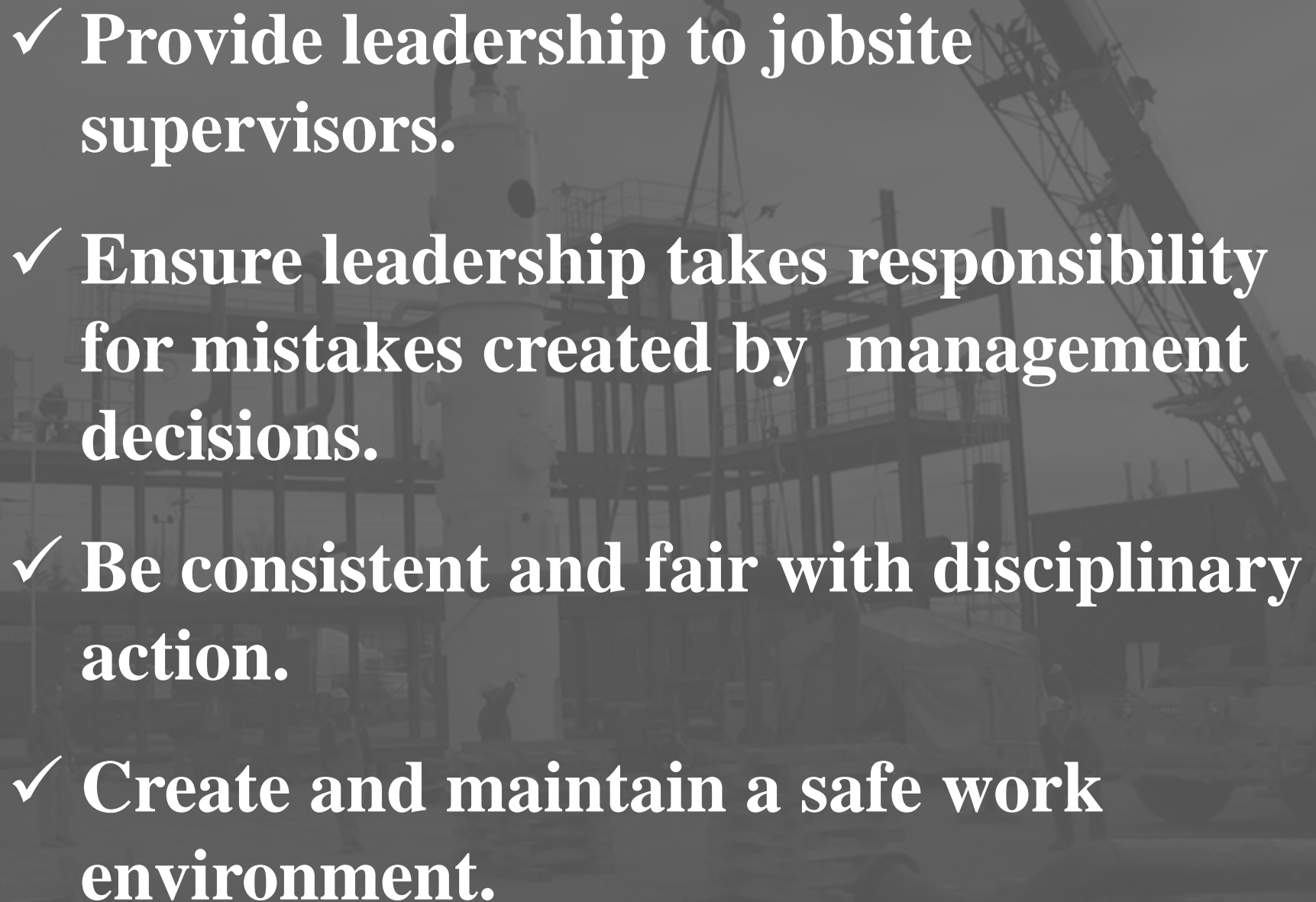
EMPLOYER AND MANAGEMENT RESPONSIBILITIES

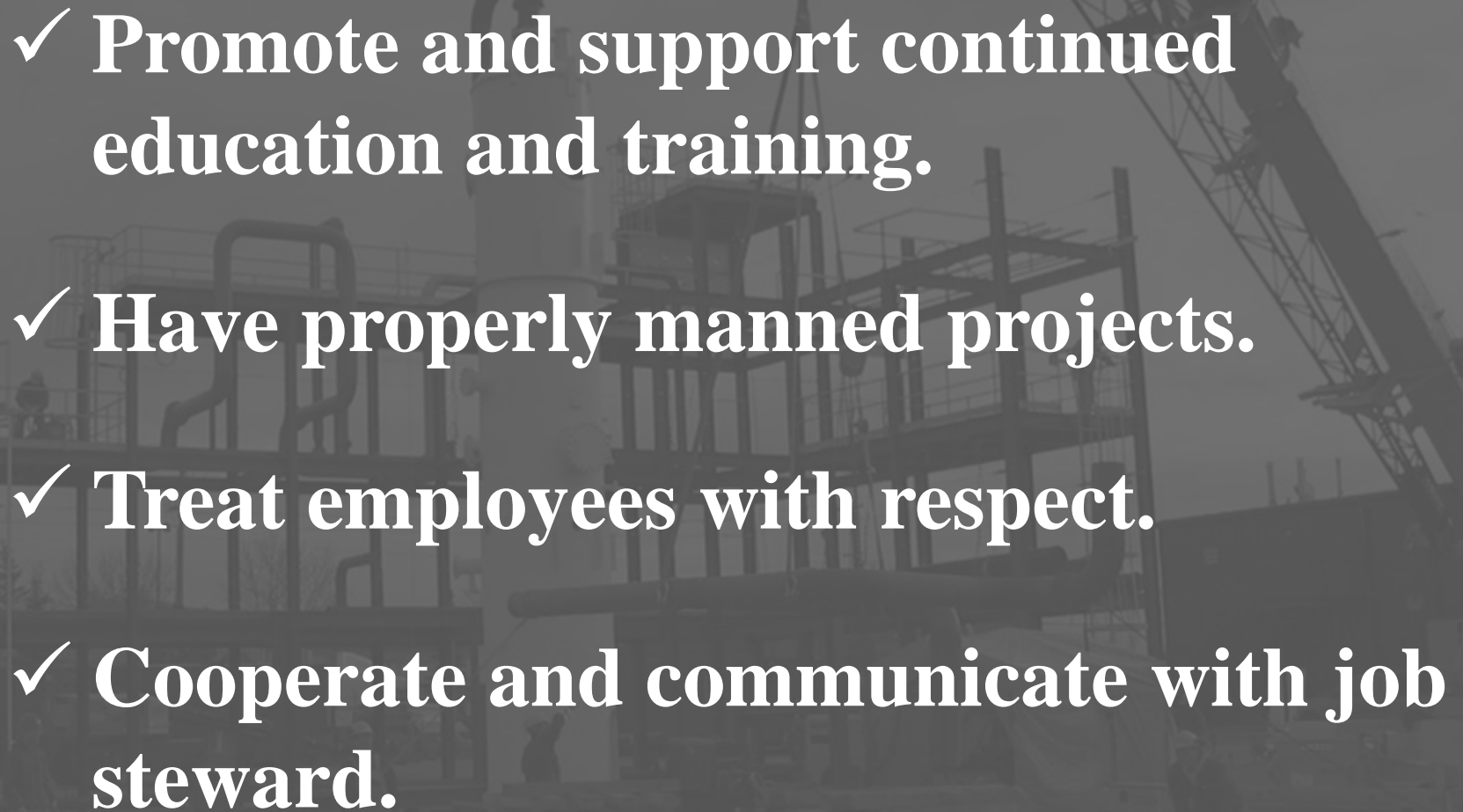
MCAA / MSCA / PFI / MCPWB/ PCA /

**UAC 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:**

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- ✓ **Ineffective management, superintendents, journeyworkers and apprentices will be returned to the referral hall.**
 - ✓ **Provide worker recognition.**
 - ✓ **Ensure all materials needed are available.**
 - ✓ **Provide storage for tools.**

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- ✓ **Provide leadership to jobsite supervisors.**
 - ✓ **Ensure leadership takes responsibility for mistakes created by management decisions.**
 - ✓ **Be consistent and fair with disciplinary action.**
 - ✓ **Create and maintain a safe work environment.**

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- ✓ **Promote and support continued education and training.**
 - ✓ **Have properly manned projects.**
 - ✓ **Treat employees with respect.**
 - ✓ **Cooperate and communicate with job steward.**



STANDARD FOR EXCELLENCE

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More about the UA Standard for Excellence policy can be reviewed at your local union headquarters.