

Mission Statement:

UA Canada represents world class piping professionals that deliver productivity and safety to the construction industry.

UNITED ASSOCIATION OF CANADA
**STANDARD
FOR EXCELLENCE**



UA Canada Head Office

225 Metcalfe Street, Suite 600
Ottawa, ON K2P 1P9

Phone: 613-565-1100

Fax: 613-565-1200

If you have any questions please speak
to your local UA rep or site steward.

UACANADA.CA

A Message from the Director of Canadian Affairs John Telford



In partnership with:
**Mechanical Contractors
Association of Canada**



Union Business Manager and Standard Coordinator will address the issues with higher levels of management.

- If the issues are not corrected, the Union, or the Contractor shall call for a Labour-Management meeting to resolve concerns or issues.
- If the issue is not resolved, the MCA, Business Manager and the UA International Representative shall meet with the affected contractor and attempt to correct the management problems on the project.
- Accept and abide by the Standard for Excellence Disciplinary Guideline and Operating Rules and Regulations.

DEFINITIONS



CBA - Collective Bargaining Agreement

Discharge/Laid Off for Cause (including but not limited to absenteeism, safety violations, timekeeping or productivity; not including lay off due simply to a lack of, or, downturn in work) - Occurs when an employer asserts cause for the discharge/layoff of an employee, and no arbitration or board of arbitration finds that there was no such cause.

MCA - Mechanical Contractors Association

Parties to this Agreement - The parties to this agreement are the United Association of Journeymen and Apprentices of the Plumbing and Pipefitting Industry of the United States and Canada on behalf of its Local Unions and the Mechanical Contractors Association of Canada.

SC - Standard Coordinator/Job Steward - An individual whose job it is to ensure the continuity of the projects by working to solve problems brought to them. The SC/JC shall be appointed by the Union Business Manager and may be from the Employer's existing work force. Additional SC/JC's may be appointed based upon job and/or crew size.

SFE - Standard for Excellence

Canadian Standard for Excellence Operating Rules & Regulations

LOCAL UNION RESPONSIBILITIES



The Local Union will provide training for the Standard Coordinator (SC) with respect to the purpose and intent of this Standard for Excellence (SFE).

The SC is empowered by the Business Manager of the Local Union to work with members and management to correct and solve problems related to job labour performance that have been reported to the Union.

The SC will communicate on a regular basis with the supervision on site and the contractor to convey job progress, work schedules, and work process problems to the employee/members.

Meetings will be established between the Local Union Business Manager or Business Agent and the SC to discuss and resolve issues related to the compliance of the SFE.

If applicable, management will be invited to attend and participate in the process. When deemed necessary, the Local International Representative will be invited to attend and participate in the process.

In the event a member(s) is not meeting SFE responsibilities, the Local Union Business Manager or Business Agent and his respective Executive Board Member will assume the responsibility to address problem member(s) not meeting their obligations.

The role of the union is to make every effort to correct the problem by whatever means, to the extent allowed by applicable law, including, but not limited to, the applicable Labour Laws and the Constitution of the United Association.



EMPLOYEE, MEMBER AND LOCAL UNION RESPONSIBILITIES



To ensure the Standard for Excellence platform meets and maintains its goals, the Business Managers, in partnership with their implementation teams, including Standard Coordinators and the Local membership, shall ensure all members:

- 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.)
- Eliminate disruptions on the job and safely work towards the on-time completion of the project.
- Meet their responsibilities to the employer and their fellow worker by arriving on the job ready to work, every day on time (Absenteeism and tardiness will not be tolerated.)
- Adhere to the contractual starting and quitting times, including lunch (personal cell phones will not be used during the workday with the exception of lunch and break periods.)
- Meet their responsibility as highly skilled craft workers by respecting those tools and equipment supplied by the employer.
- Use and promote the Local union and international training and certification systems to the membership so they may continue on the road of lifelong learning, thus ensuring Local craft workers are the most highly trained and sought after workers.
- Meet their responsibility to be fit for duty, ensuring a zero tolerance policy for on the job substance abuse is strictly met.
- Be productive and keep inactive time to a minimum.
- Respect and observe the customer, client, and employer and their rules and policies.
- Follow safe, reasonable management directives.
- Communicate with the Site Supervision and SCs in preventing and resolving work/labour problems especially where lack of material and guidance are observed.
- Accept and abide by the Standard for Excellence Operating Rules and Regulations.

EMPLOYER AND MANAGEMENT RESPONSIBILITIES



The ultimate responsibility of job management falls on the contractor management. Contractors will become signatory to the SFE Disciplinary Guideline and Operating Rules and Regulations before being able to utilize it in their company marketing.

Contractors who are bound to this Standard recognize their obligation to manage their jobs effectively, and as such shall have the following responsibilities under this Standard for Excellence:

- Educate Superintendents, General Forepersons and Forepersons about the purpose, intent and proper use of the Standard of Excellence.
- Provide reasons in writing for returning unsatisfactory general foremen, foremen, journey workers and apprentices to the hiring hall.
- Provide worker recognition for a job well done.
- Supply all necessary tools, equipment, material and information in a timely manner to ensure a successful project.
- Provide the necessary leadership and problem-solving skills to jobsite Supervision.
- Create and maintain a safe work environment by providing site specific training, proper equipment and following occupational health and safety guidelines.
- Promote and support continued education and training for employees while encouraging career building skills.
- Treat all employees in a respectful and dignified manner, acknowledging their contributions to a successful project.
- Cooperate and communicate with the Site Supervision and Standards Coordinator in preventing and resolving work problems.

Problems with Contractor performance shall be addressed as follows:

- Management will address concerns brought forth by the Standard Coordinator. If the lowest level of management does not resolve the problem, the local

Dear Brothers and Sisters,

The UA Canadian Strategic Planning Committee has identified the Standard for Excellence as a cornerstone for bringing about change in the United Association both within our membership and in our relationship with our Industry Partners.

In our recent survey the membership of the UA across Canada told us in no uncertain terms that they want us to take action to deal with members who violate job rules, show up to work unfit or do not live up to our Collective Agreements. This sort of behavior hurts our image with our contractors and most importantly with our clients.

To that end it is imperative that we develop an enforcement mechanism that is reasonable, universal in application and most importantly will withstand any legal challenge.

The Canadian Standards for Excellence Disciplinary Guideline and Operating Rules and Regulations have been accepted by the MCAC Unionized Contractors Council and have been distributed to all MCA Zones across Canada.

I hope you take the time to understand fully what the standard for excellence means. It is up to you as a member of the United Association to put into practice these standards and bring that excellence attitude to the jobsite each and every day. If you're a steward or Foreman please speak to your local about future training opportunities.

Thank you all for your support of the Moving Forward Campaign. I remain,

Faternally yours,

John Telford

Director of Canadian Affairs
International Vice-President

