

# The IBEW SPARQ

A quarterly newsletter highlighting IBEW values

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## Accountability: Putting the “A” in SPARQ

Excellence doesn't just happen. It's realized when we hold ourselves and one another accountable for how we show up on the job and in our communities. Whatever the situation, IBEW members do the right thing, because that's who we are.

Members at Exelon in Illinois, New York and the Mid-Atlantic helped a key partner exceed its objectives.

From February to May, nine nuclear refueling outages at Exelon facilities were completed safely. Six finished ahead of schedule and three achieved their best-ever scheduled performance, according to Exelon Nuclear Chief Operating Officer David Rhoades.

“With the IBEW as one of our key labor partners, Exelon will continue

uation and make things right. That's accountability. Because IBEW members are accountable to our employers and signatory contractors, those who work with us know we're the right choice for the job. But we can do even better by exceeding expectations.

We're also accountable to each other and our communities.

In Houston, members who were suffering after Hurricane Harvey helped others whose neighborhoods had been under water for days. So did other members along the Texas and Louisiana coasts.

“I was really touched and just holding back tears when they came out,” said Houston Local 716 member and Agreement Approval Department Director Denise Johnson, whose home had standing water inside it for 10 days. “They rallied around us and helped pull everything out of the house. They helped us tear out the walls. It put smiles on everyone's faces, even though it was a sad, dire situation.”

We're part of a brotherhood that extends across the United States and Canada. When a sister or brother needs help, we'll be there for them—just as they will be there for you.

That's accountability. Keep reading to learn more about why it is so important and why it's a Code of Excellence value.



Houston members went door-to-door helping sisters and brothers feeling the impact of Hurricane Harvey.

Each of them demonstrated one of the core values of the IBEW's Code of Excellence: accountability.

Accountability is a willingness to accept responsibility or to account for one's actions. It sets us apart from our competitors.

to invest confidently in our nuclear facilities since we can depend on your well-trained and safe labor force to provide the supplemental resources needed to meet our maintenance and modification objectives,” Rhoades wrote to International President Lonnie R. Stephenson.

When things don't always go as planned, our members own the sit-



What does SPARQ mean to you? Have an idea for the newsletter? Email [theSPARQ@ibew.org](mailto:theSPARQ@ibew.org)



## Accountability Inside the Plant and Out

There are few factories in the world where one person builds products start to finish. We rely on other people doing their jobs so we can do ours, from fabrication to assembly to shipping.

First, we are accountable to our customers. Manufacturing is a global, competitive industry. When our employers make commitments, we meet them—or someone else will.



Using the Code of Excellence, our manufacturing members demonstrated that IBEW is the first choice to do the work. REA Magnetic Wire was contracted by SPX Transformer Solutions in Wisconsin to replace an unreliable overseas supplier of winding wire. It was a large order with ambitious monthly deadlines. The way the contract

was structured, if REA missed a single benchmark on timeliness, quality or quantity, the contract would be lost.

REA and workers represented by Chelsea, Mass., Local 1499 implemented a Code of Excellence agreement that made success possible.

The company grew, and so did the paychecks and payroll. REA closed a nonunion factory in Arkansas and invested \$5 million in their Connecticut facility, resulting in 50-percent membership growth of Local 1499.

In addition to our customer accountability, the Code of Excellence also means that we are accountable to our co-workers inside the factory walls. Our members create products that require dozens, sometimes hundreds, of steps. If even one hole is not precisely fabricated, it may not be caught until the final stage of assembly. Hours of work are lost and hours more will be invested in correcting the problem. From veterans on the assembly line, to the technicians maintaining it, to a first-day member of the cleanup crew, keeping standards high matters for every job.

Perfection is never the expectation. Accountability is recognizing that while we work for a company, we rely on one another to get the job done.

## SPARQ GOES LOCAL

### Success Stories



Have a Code of Excellence success story?  
Send it to [theSPARQ@ibew.org](mailto:theSPARQ@ibew.org)



At the Zumbotel lighting plant in Highland, N.Y., members of New City Local 363 have increased on-time delivery from 70% to 98% in just 18 months by following the Code of Excellence.