

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



Accepting Responsibility Pays Off

Accountability isn't always easy to practice. Sometimes, we're tired at the end of a long day, or we might be dealing with an irate customer who refuses to listen.

But accountability separates us from our nonunion counterparts. It is the obligation of individual members to account for his or her activities and to disclose and accept responsibility for them.

Take IBEW call center employees who work for AT&T and FairPoint. Whether over the phone or via chat, they take the time to make sure customers understand the services they are purchasing. They work to ensure that people understand every part of their bill.

They're being accountable to the consumer by making sure their expectations are met. They are being accountable to the company by keeping a customer satisfied—not

easy to do when consumers have so many choices.

Technicians are the human face of employers like Verizon. They're going into homes to restore existing service or install new equipment. Usually, techs are the only representatives a customer will see face to face.

When you show up for work professionally dressed and follow company standards, you're being accountable to both the customer and the employer. Plus, you're being responsible to fellow members. When each member demonstrates excellence on a daily basis, the IBEW is considered the first choice in the workforce. Your actions help ensure that.

In the end, accountability and responsibility go hand in hand. Remember that as you live another tenet of the IBEW's Code of Excellence.



SPARQ GOES LOCAL

Success Stories



Have a Code of Excellence success story?
Send it to 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.