

# 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)



## Embracing the New

Railroads are changing. Just as diesel replaced steam, new technology offers faster, safer and more efficient ways of doing business—and companies are embracing the opportunities it brings.

But with new technology comes new challenges, and as members of the IBEW, we're stepping up to meet those challenges every day.

Making major changes requires accountability at every level. And accepting that responsibility and building accountability into our work routines is what separates us from the people who could step in and one day take our jobs.

That's why, when company executives spend millions implementing a new system and millions more training employees on those systems, IBEW members are accountable for learning those new processes and making sure that they work efficiently.

It's why we take the time to teach our IBEW sisters and brothers coming up behind us a few of the tricks we've learned along the way.

Passing on that knowledge—the stuff that's not in training manuals or handbooks, but acquired through decades of on-the-job learning and advice from co-workers—is a major part of being accountable to one another. When an IBEW sister or brother retires, he or she can leave confident that the members still on the job can step in seamlessly. It's how our members keep the work and remind management that the union way is the best way.

Showing up ready to work and ready to sign our name to every task we perform creates a system where accountability rules and good work is rewarded. It's how we live the Code of Excellence every day.



## 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.