

# THE COE COMMITMENT

IBEW utility workers are committed to offering our employers top-notch workmanship. Under the Code of Excellence, our local unions agree to:

- Ensure our members uphold the responsibilities under the collective bargaining agreement
- Set an excellence standard for work being performed
- Correct issues before they become problems

IBEW utility workers who are trained in the principles of the Code of Excellence take responsibility for their actions as individuals, as team members, and as union members. We require a commitment from our employers to:

- Provide a safe workplace
- Provide an adequate supply of equipment, material, and tools
- Provide adequate job and safety training

**S**afety  
**P**rofessionalism  
**A**ccountability  
**R**elationship  
**Q**uality

## Quotes from the Companies

- "I wish more organizations would embrace having a standard like the Code of Excellence. The COE strengthens the relationship we have with the IBEW. It really sets the expectations, not only for the employees—the members, but also what the customers expect from our employees." **Pat Kampling, President, CEO and Chairman of Alliant Energy**
- "The IBEW's COE really represents the best of what both our company and the IBEW have to offer; and that is providing the highest quality, on time service possible and, importantly, doing it safely." **Eric Silagy, President and CEO of Florida Power & Light**
- "The IBEW's Code of Excellence program is mutually beneficial for the IBEW and AEP by setting high work standards that help keep everyone safe and productive on the job. Collaborating with the IBEW on programs like the Code of Excellence helps support an environment of mutual respect and trust and helps AEP provide the best possible service for our customers." **Nick Akins, Chairman, President and CEO of American Electric Power**
- "The most important work we're doing together removes barriers to more effective communication and teamwork, which is helping us in a time of unprecedented change in the energy markets, including competition for our services," **Paul Caudill, President /COO NV Energy**

# UTILITY CODE OF EXCELLENCE





## What is the Code of Excellence?

The IBEW Code of Excellence (COE) is our union's values-based program that promotes SPARQ (pronounced "spark"), meaning the safest possible workplace, unsurpassed professionalism, shared accountability, a positive working relationship, and the highest quality of work by all.

IBEW members of COE local unions in the utility industry are dedicated to being the safest, most-skilled, and most-professional workers in the industry. Our members strive to be the employer's first choice to perform in-house work by:

- Enhancing job safety
- Implementing a culture of professionalism
- Creating a sense of pride in the work they do

## Implementing the COE

Adopting the IBEW COE requires total commitment from local union leadership and membership. Implementation of the program also demands a strong steward system and effective communication amongst all the stakeholders (leadership, membership, employer, and management).

Since the COE is an IBEW program, it does not require the employer's participation. However, the IBEW does seek the employer's involvement, as it is a proven way to enhance labor/management relations. A recent, notable example is FP&L; since the COE was adopted by both sides in the past few years, accidents have been cut in half, grievances are down 90%, and the relationship between FP&L and IBEW is as strong as it has ever been.



## What Our Members Have to Say

Without the commitment of the members to oblige by the values of the COE and a willingness to hold themselves accountable, the program has no chance of being successful. MORE ABOUT HOW MEMBERS HAVE EMBRACED THE COE

- "Safety-wise, the culture has changed. Members are more willing to speak up." **Rick Irwin, Lead Safety Technician for IBEW LU 965**
- "I think it's mutual respect, we work together and we have a common goal, to serve our customers here in Nevada in a productive manner. We're professionals, they're professionals. When we work together, it just doesn't get any better." **Local 396 President Shannon Skinner, a lead journeyman lineman for NV Energy.**
- "I think the COE is a great tool to use; and, if everyone gets on board, we'll be a flawless company." **LaQuanta Ransom, Line Specialist for IBEW LU 359**

## Contact Us

International Brotherhood of Electrical Workers

(202) 728-6067  
utility@ibew.org

To view the Utility COE Video, visit us on the web:  
[www.ibew.org/Utilities](http://www.ibew.org/Utilities)