

**The International Association of Heat and Frost
Insulators and Allied Workers**

**PROFESSIONAL CRAFTSMAN
CODE OF CONDUCT**

**Implementation Program to Promote
Jobsite Excellence
And
Customer Satisfaction**



James A. Grogan, General President
James P. McCourt, General Sec'y-Treasurer

9602 M L KING HWY
Lanham, MD 20706

PH: (301) 731-9101 FAX: (301) 731-5058

Overview

The International Association of Heat and Frost Insulators and Allied Workers (IAHFIAW) “Professional Craftsman Code of Conduct” is a program for IAHFIAW Local Unions in the construction industry to promote and bring about the best from our construction members on jobs performed by our signatory contractors.

The Professional Craftsman Code of Conduct

- < **Highest Quality and Quantity of work**
- < **Using best skills**
- < **Using best work practices**

The goal of the Professional Craftsman Code of Conduct is a job built on time, under budget, and built right the first time.

The Professional Craftsman Code of Conduct will instill in our membership pride in their craftsmanship. Upon completion of the job, the lasting impression of quality workmanship will remain with the customer, prompting him to utilize the IAHFIAW again.

The Professional Craftsman Code of Conduct will be accomplished through teamwork on the job, and projecting a positive attitude about the work we perform on and off the job.

The Professional Craftsman Code of Conduct must have the total support of the Local Union at all levels. The Officers of every Local Union must pay particular attention to this task by setting an example for others to follow, as well as the promotion of the Professional Craftsman Code of Conduct.

Because the role of a “Quality Control Craftsman” (QCC) is critical to the program’s success, the Business Manager, with the full support of the Officers of the Local Union, will carefully appoint, extensively train, and activate QCC’s on the job.

The QCC shall have full responsibility for communicating the Professional Craftsman Code of Conduct to all members, and insuring all members are fully meeting their responsibility to our Professional Craftsman Code of Conduct.

IAHFIAW Local Union Responsibilities

The Business Manager, through and in partnership with the QCC's, shall insure the responsibilities of the IAHFIAW Local Union in implementing the Professional Craftsman Code of Conduct assuring it is met everyday, by every member. Responsibilities include but are not limited to:

- < All members are adhering to the contractual starting and quitting times.
- < Break times are limited to the time allowed by the Contract, or Agreement(s).
- < Members are adhering to the lunch periods established in the Agreement.
- < Members shall meet their responsibility to have all tools on the established tool list and will carry the necessary and proper tools to meet their contractual responsibility as highly skilled, qualified craftsmen.
- < Members meet their responsibility in taking care of the tools provided by the employer.
- < Members meet their responsibility to be fit for duty, and our zero tolerance policy for substance abuse is strictly met.
- < Members are productive and efficient.
- < Members meet their responsibility to the employer and fellow members employed on the job arrive for work on time and ready to work.
- < Members will meet their contractual responsibility to eliminate disruptions on the job.
- < Members will respect the property of the customer, graffiti and other forms of destruction and waste will not be tolerated.
- < Member will respect the Customer, Client(s), Contractor, and the IAHFIAW by not wearing clothing or buttons that contain offensive wording or symbols.

- < The QCC and Leaders on the job will work with other members who demonstrate bad work habits, setting a standard of quality and productivity second to none, to which each member on the job, will comply effectively working as a team;
- < Slowdowns, and other methods utilized to extend jobs or provide for overtime will not be tolerated;
- < In accordance with Article 24 Section 1-J of the Constitution and By-Laws Walk-offs will not be tolerated. Causing or participating in a work stoppage of work because of any alleged grievance or dispute without having the approval of the Local Union, or its duly authorized officers, shall result in a minimum fine of one thousand dollars (\$1,000), no portion of which shall be held in abeyance.
- < Outside activities that cast the IAHFIAW or the Local Union in a negative manner, and are not approved by the Business Manager or QCC will not be tolerated.
- < Any inappropriate behavior toward another member or group of members will not be tolerated.
- < Members will meet their contractual responsibility to utilize proper safety equipment and methods.
- < Members must meet their responsibility to not leave the jobsite without prior approval.
- < No member shall solicit funds on any project or job without the prior approval of the Business Manager.
- < No use of personal cell phone(s) will be allowed on the project, except for lunch or break periods.
- < No sale of merchandise without the prior approval of the Business Manager.

Employer Responsibilities

Signatory Employers have a responsibility to manage their jobs effectively, and as such have the following responsibilities under the Professional Craftsman Code of Conduct:

- < To address ineffective Superintendents, General Foremen, and Foremen.
- < To ensure proper job layout, to minimize down time.
- < To ensure there are proper numbers and types of specialized tools available.
- < To ensure proper storage for contractor and employee tools.
- < To ensure adequate change facilities.
- < To ensure there are adequate numbers of employees to perform the work efficiently, and conversely, to limit the number of employees to the work at hand, which demonstrates to the customer the efficiency of our partnership.
- < To provide the necessary leadership and training skills for Superintendents/General Foremen/Foremen to eliminate potential problems.
- < To ensure proper types and quantities of materials are available and properly stored to help facilitate job progress.
- < To insure Superintendents/General Foremen/Foremen accept the necessary responsibility for mistakes created by management decisions.
- < To eliminate unsafe working conditions, and insure proper safety training, equipment, and methods are utilized.
- < Absenteeism: Three Strikes You're Out – Policy involves three steps: (1) verbal warning, (2) written warning, and (3) discharge.
- < Termination Slips: Issued in triplicate, one to Employee, one to Local Union and one maintained by the Employer.

Methods of resolving problems through the Professional Craftsman Code of Conduct

It is understood that both the IAHFIAW Local Union and the Signatory Contractor have obligations and responsibilities under the Professional Craftsman Code of Conduct. The Local Union's role is to assist management with individual problems with its members, assuring the Local Union's obligation to provide honest and diligent service to the employer is maintained and improved.

Local Union Responsibilities

- < The QCC empowered by the Business Manager will work with members to correct and solve problems related to job performance.
- < The Local Union must provide specialized training for QCC's.
- < The QCC will communicate on a regular basis with the management team to communicate job progress, work schedules, and work process problems to the members.
- < Meetings will be established between the International Vice President, Business Manager, or his/her representative to discuss and resolve issues related to the compliance of the Professional Craftsman Code of Conduct. If applicable, management will be invited to attend and participate in the process.
- < In the event an individual member is not meeting membership responsibilities, the Local Union Executive Board will assume the responsibility to address problem member(s) not meeting their obligation to the IAHFIAW, up to and including charges being filed. The role of the local union is to correct the problem, by whatever means at its disposal.
- < Three Strikes You're Out Policy; A three strike policy would severely sanction a union member after the third violation, up to and including removal from the referral procedure. After 1st discharge, member to be brought in front of Local Union Executive Board. After 2nd discharge, Local Union Business Manager to file charges; Local Union Executive Board hears charges and if found guilty member fined accordingly. After 3rd discharge, Local Union Executive Board and Business Manager will file charges to be heard by General Executive Board/General President; disciplinary action up to and including fine, suspension or expulsion.

Management Responsibilities

The ultimate responsibility of managing the job falls squarely on the shoulders of contractor management. Problems with job performance may be addressed as follows:

Management will address concerns brought forth by the QCC. If the lowest level of management does not resolve the problem, the Business Manager and QCC will address the issue with higher levels of management.

- < If the issue is not resolved, the Local Union or Contractor shall call for a contractually established Labor-Management meeting to resolve concerns or issues.
- < Labor and Management may elicit customer support to address the problem.

Other methods for consideration, with Contractor and Local Union support:

- < Weekly job progress “toolbox” meetings.
- < International Vice Presidents by request from either party to be involved in Labor-Management sessions to mediate problems between Employers, and solutions to job problems.
- < Foremen and General Foremen should be certified as “Professional Craftsman Code of Conduct” job leaders through attendance of International Association of Heat and Frost Insulators and Asbestos Workers Project Supervision classes.

The QCC and Management will endeavor to correct problems with individual members on the jobsite. If the member is unwilling or unable to make the necessary changes, management must make the decision whether that employee/member is detrimental to the goals of the Professional Craftsman Code of Conduct, and should or should not remain employed.