

# 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)



# Working Together for Excellence

Accountability is critical to utility companies. As IBEW members, we hold ourselves accountable to our contract, work rules and safety procedures. We make sure that we're performing at the highest level, doing our best every day to meet the needs of our customers and provide them with the services that they expect—safely.

This means we hold one another accountable, too.

We are willing to speak up and say, “hey sister” or “hey brother” when we see a fellow member not holding up our standards as IBEW and utility professionals. It’s part of the solidarity that makes us not only stronger workers but also stronger union members.

We also rely on the accountability of management in the workplace. When companies hold up their end of the deal, that’s part of the Code of Excellence partnership. The fact that labor and management are accountable to one another is what raises our workplaces above the rest. With the Code, we have the ability to discuss the day-to-day issues that affect our jobs in a professional and productive way.

When the Code is used as a tool for effective communication, management is held accountable for supplying the correct tools and equipment and for ensuring that the job is ready for us. It gives workers the means and protections to speak up and explain what we need to be the safest and most professional workforce. That’s how we become—and remain—the first and best choice in the utility industry.



## 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.