

Benchmark of Excellence Approved Longtime Commitment to the Customer Reinforced

The Greater Michigan PMC and UA Local 190 have agreed on a "Benchmark of Excellence" for the Greater Michigan area. The Benchmark reinforces, to our customers, our strong commitment to excellence from the contractors and workers who comprise the Greater Michigan Plumbing and Mechanical Industry.

As the Benchmark states: "The Greater Michigan Mechanical Industry Labor-Management Committee is committed to uphold the highest industry standards in the workplace and ensure customer satisfaction. The program is designed to promote our UA members' world-class skills and safe, efficient work practices on the jobs performed by our PMC signatory contractors for our customers."

The agreement came after weekly Labor-Management meetings with representatives of the PMC and Local 190 reviewing the UA Standard of Excellence. Other standards and codes of conduct from throughout the construction industry were reviewed as we worked to pick the very best for our local area. It includes a three-strike clause, as it regards a workers place on the Out of Work List. Along with the Benchmark, the Operating Rules and Regulations were negotiated to insure no confusion with the way the program will be implemented. Both documents become an Addendum to the current labor agreement.

The Benchmark includes a strong commitment to our customers by both the contractors and the union worker. Contractors will sign on to the program and commit to their portion, in writing, before being permitted to utilize the marketing material that is being developed. If they do not live up to that commitment, they will be unable to continue to utilize our marketing

materials or list themselves as a "Benchmark of Excellence Contractor".

On March 12th UA 190 members, at their membership meeting, viewed a power point presentation outlining all facets of the program and how it will be implemented. The program was endorsed by the total Executive Committee of UA 190. After viewing and a question session, the Benchmark was passed, by more than a two to one vote of the union membership.

Contractors followed on March 15th unanimously agreeing to the Benchmark and its addition to the contract. The PMC is in the process of developing a worker recognition program, as defined in the Benchmark, along with other programs to be ready for it's implementation.

The Benchmark becomes effective June 1, 2007, although implementation procedures have already begun.

The United Association, through Assistant General President Steve Kelly, and the UA's Legal Counsel were also involved in review of the program, and both have endorsed our local endeavor.



**Contractors at membership meeting
Approving the program**

