

DAIMLERCHRYSLER

DaimlerChrysler/UAW Joint Activities

The UAW and DaimlerChrysler in the 1985 national negotiations recognized the fundamental importance of cooperation in dealing with major changes in technology and an increasingly competitive world market. It was agreed that these challenges could best be met through joint efforts, a spirit of cooperation and mutual dedication to permit full development of workers' skills and their meaningful involvement in the decision-making process. That understanding and commitment was reinforced in the 1988, 1990, 1993, 1996, 1999 and 2003 negotiations.

To ensure appropriate implementation of this effort, a Joint Activities Board was established. This Board was given overall responsibility for administering the various committees, councils and programs established in the negotiated agreement and related memorandums of understanding.

The UAW/DaimlerChrysler National Training Center (NTC), as the administrative agent of the Joint Activities Board, develops, conducts and evaluates education and training at both the national and local levels. The NTC also provides a wide range of work/life services for UAW/DaimlerChrysler workers and their families, as well as fostering education and training opportunities. These programs and services include the following:

Tuition Assistance Program (TAP)

The Tuition Assistance Program provides active employees with tuition assistance of up to \$4,600 per year to pursue courses to fulfill academic requirements that lead to a college degree, develop a new trade or technical skills or fulfill personal educational goals. In addition, through this program, laid-off workers are provided tuition benefits from \$6,400 to \$8,400 for training to enhance re-employment opportunities. Tuition assistance also is available to dependent children of UAW members and on a limited basis to UAW-DaimlerChrysler retirees.

LearnNTC.com

UAW members at DaimlerChrysler are in the forefront of the Web-based training revolution, thanks to LearnNTC.com. This interactive Web site is designed to link employees to TAP-approved colleges and universities that offer accredited online courses and degrees. The site also provides many resources and activities to support online learners, especially those who are new to Web-based education. Nearly 25 schools have been prescreened and selected as Preferred Providers based on an evaluation of their online programs. The program was developed and implemented in conjunction with Michigan State University.

Regional Family Training Centers

In order to meet needs of UAW-represented workers outside Michigan, the National Training Center operates Regional Family Training Centers in three other states where DaimlerChrysler has facilities. The centers offer classes for college credit and personal enrichment to workers, their families and DaimlerChrysler retirees. Tutoring, computer classes and other activities are available to children of workers and, in some cases, youth from surrounding communities.

Paid Educational Leave (PEL)

The National PEL program provides UAW local officials and plant-level DaimlerChrysler managers with an intensive, two-week overview of the political, economic, technological and historical influences on the auto industry. During the first week, held at the UAW-DaimlerChrysler National Training Center, participants hear industry experts discuss such topics as economic policy and the changing workplace. The second week's focus shifts to Washington, D.C., where participants meet with members of Congress and visit the UAW and DaimlerChrysler capitol offices. They learn about legislation on issues ranging from foreign trade to health care reform. In order to make a similar experience available to more people, Local and Regional PELs are offered. The local program is geared toward workers at a single plant and the regional version draws workers from several nearby facilities.

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Health and Safety Program

The Health and Safety Program provides DaimlerChrysler workers with ongoing health and safety training programs to enhance safety awareness, hazard recognition and technical skills. These programs include:

- Confined Space Entry
- Lockout/Energy Control
- Ergonomics Awareness
- Hazardous Substance Awareness
- Safe Operation of Powered Industrial Vehicles
- Inspection of Overhead Cranes, Hoists and Slings
- Personal Protective Equipment
- Robotics Safety
- Metalworking Fluids
- Fall Protection
- Pedestrian Safety
- Dock Safety
- Office Safety
- Hazard Recognition

Ongoing training also is provided to health and safety representatives from the UAW and management at each DaimlerChrysler facility. A first-of-its-kind program developed by the National Training Center and Ferris State University enables employees to become a certified health and safety specialist.

Recently introduced, a Web-based health and safety recertification training process complements the existing program for certification of health and safety specialists. This allows a certified health and safety specialist to keep pace with changes in the field by completing online recertification courses annually.

The UAW and DaimlerChrysler also have collaborated to create the B.E.S.T. (Bringing Excellence to Safety Teams) process. B.E.S.T. provides a model for standardizing health and safety policies and procedures, while making safety a daily priority for everyone, from the executive office to the shop floor. The Phase 1, "Leadership Involvement" process includes weekly safety observation tours, weekly incident review board meetings, monthly safety review board meetings, and integration of safety into continuous improvement workshops involving union and management representatives. The Phase 2, "Employee Involvement" process includes steps to identify hazards, report them and follow up to ensure they are eliminated.

Technology Training Center

This state-of-the-art facility in Warren, Mich., provides skilled trades and production employees with training in new technologies, apprenticeship and health and safety. Combining classroom instruction with practical applications, most courses provide at least 50 percent hands-on training time on equipment used in DaimlerChrysler plants.

The technical training courses have been accredited by the American Council on Education, making it possible for employees to earn college credit upon successful completion of classes. Courses currently offered include fiber optics, metallurgy, robotics, electronics, fluid power, hydraulics, pneumatics and welding. The center provides a centralized location where apprentices receive core skills training that gives them a head start on learning their trade once they begin working with journeymen in their home plants.

Work/Life Programs

Thanks in large part to the National Training Center's Circle of Life Programs, DaimlerChrysler has been consistently recognized by *Working Mother* magazine in its annual ranking of the 100 Best Companies for Working Mothers. As one of the Circle of Life Programs, a child and elder care resource and referral service provides employees who have dependent care concerns with referrals, materials and information on a broad range of topics. This service helps with locating quality dependent care, and directs employees to other valuable resources in their communities.

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The National Training Center also has contracted with about 1,600 child care providers throughout the country to offer discounted child care for children of UAW-represented employees.

The Elder Care Program provides geriatric assessments for employees' elderly family members, as defined in the contract, who are experiencing difficulties. The program provides referrals to community agencies or other resources that can help meet needs identified in the assessments.

Other Circle of Life Programs include a Homework Hotline, Webinars on topics ranging from money management to stress reduction and a Dependent Care Assistance Program that allows UAW members to create a special spending account that allows them to receive tax breaks on child care or other qualifying dependent care needs. A Convenience and Concierge service helps employees meet their needs in such areas as household services, pet care, recreation, dining and entertainment.

Employee Assistance Program (EAP)

EAP is a voluntary and confidential program that can provide employees with assistance in addressing personal problems that may affect family relationships, job performance and/or attendance. Two additional components of this program are the Workplace Violence Prevention Program and Critical Incident Stress Debriefing. The latter provides support for employees after a traumatic work situation and promotes the ability to quickly return to work at a normal level of function.

In an effort to enhance professionalism of EAP representatives at each DaimlerChrysler location, the National Training Center has implemented the EAP Specialist Certification Training and Testing Program. Established under the 1999 National Agreement, the program represents a first for the U.S. auto industry. Developed in conjunction with Western Michigan University, the mandatory training provides in-depth background that EAP representatives require to communicate effectively, assess a client's needs and recommend appropriate intervention when dealing with issues that range from financial hardship and teenage pregnancy to domestic violence.

Workplace Violence Prevention Program

The program acknowledges that violence is a problem in our society that can easily spill into the workplace. The joint commitment to this program is reflected in the extensive training being conducted throughout the corporation, at every level. The purpose is to enable early identification of troubling situations, and to refer troubled employees for appropriate assistance. The philosophy is one of respect, and the focus is on prevention. Local joint teams work together in an attempt to resolve conflicts and defuse potentially dangerous situations before they get out of hand.

Sexual Harassment Prevention Training Program

This joint educational program has been developed to provide union officials, management and all workers with the knowledge and sensitivity to minimize and eventually eliminate sexual harassment in the workplace.

The program works with a train-the-trainer format. UAW-management training teams from each location are trained by the National Training Center to jointly provide sexual harassment prevention training for workers at their locations.

Sexual Harassment Investigators Training

The program provides training for UAW-management teams from each DaimlerChrysler location to jointly investigate claims of sexual harassment involving UAW members at their facilities.

Equal Application of Agreement (EAA)

The Equal Application of Agreement Program provides training and support for local Equal Application and Civil Rights Committees in fulfilling the joint UAW-DaimlerChrysler commitment to maintain a workplace free from discrimination due to race, color, religion, age, national origin, status as a qualified person with a disability or sex, including sexual harassment and sexual orientation, as well as free from discrimination based on union activity and membership in any legally protected class. The EAA Committee shares the responsibility with the company's Workforce Diversity and Family/Work Life Department for development and implementation of training in this area.

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Diversity Awareness Training Program

Designed to create greater awareness and understanding of diversity in the workplace, the program provides two hours of diversity awareness training for all employees. The training, which is titled “I Value Diversity,” is based on an adult learning model of mutual respect, and it includes a classroom presentation, interactive discussion, video scenarios and a booklet. The curriculum includes a focus on:

- Conditioning, stereotypes and prejudice
- Understanding the benefits of inclusion and the negative effects of exclusion
- Useful techniques for dealing with difficult issues and situations
- Prevention of potential conflicts by teaching mutual respect and acceptance

Future Planning

The Future Planning Program provides information to assist UAW-represented DaimlerChrysler workers and their partners plan for a successful transition from work to retirement. Topics covered in classes include financial planning, pension and medical benefits, legal considerations and health. Conducted outside working hours, the two-hour sessions are facilitated by the local UAW future planning facilitator and a company representative from the benefits program. Outside experts also make presentations.

Youth Program

Children of UAW-represented DaimlerChrysler workers are provided with opportunities to attend after-school classes and activities designed to strengthen academic skills, provide creative outlets and introduce them to the world of work.

Noteworthy Plant Activity

Manufacturing Workplace Organization Model (WOM)

The Manufacturing Workplace Organization Model (WOM) is a modern human infrastructure operating system developed jointly between union and management and agreed to in the 2003 National Agreement's Letter 124 Attachment "A." WOM continues to migrate its way across DaimlerChrysler manufacturing facilities with the objective of creating small teams of empowered workers. They are provided with all the support and tools needed to accomplish continuous improvement in commonly understood Safety, Quality, Delivery, Cost and Morale measures. In this way, workers, union and management have a better framework within which to understand, cooperate and share responsibility for decisions that affect their plants' competitiveness and, ultimately, the long-term best interest of the organization as a whole.

UAW-DaimlerChrysler Product Quality Improvement (PQI) Partnership

The partnership is an outgrowth of landmark cooperative efforts launched between the company and union in 1980 when Chrysler Corporation faced financial hardship that threatened its survival.

PQI gives UAW members a direct voice in enhancing product quality, reducing costs and improving the work environment. Worker involvement is encouraged through individual suggestions and participation in teams formed to address specific issues. Recently, PQI has targeted the elimination of plant-controllable product defects that cause high warranty costs and improvements in manufacturing processes that will boost productivity. The end result is to reduce costs and improve quality at all plants and other facilities.

Over the years, substantial product quality gains have been achieved through PQI, with strong employee participation in this voluntary cooperative process.