

<p>U.S. Department of Labor Employment and Training Administration Office of Apprenticeship Training, Employer and Labor Services (OATELS) Washington, D.C. 20210</p>	<p><u>Distribution:</u>  A-541 Headquarters A-544 All Field Tech A-547 SD+RD+SAC+; Lab.Com</p>	<p><u>Subject:</u> National Guideline Standards of Apprenticeship for American Residential Services L.L.C. (ARS) A ServiceMaster Company  <u>Code:</u> 400</p>
<p>Symbols: DSNIP/DMC</p>		<p>Action: Immediate</p>

**PURPOSE:** To transmit to the Office of Apprenticeship Training, Employer and Labor Services (OATELS), Bureau of Apprenticeship and Training (BAT) staff new National Guideline Standards of Apprenticeship for American Residential Services L.L.C. The parent company, ServiceMaster, is comprised of over 5,400 company-owned, franchised service centers and business units that serve the residential, commercial and international markets.

**BACKGROUND:** The OATELS Administrator certified the National Guideline Standards for the American Residential Services L.L.C. (ARS) on June 6, 2003. The occupations covered under the attached Guideline Standards are the Environmental Control System Installer/Service (Heating and Air Conditioning Installer-Service), Plumber and Electrician occupations. ARS is a provider of residential and commercial HVAC systems, plumbing, and electrical services in approximately 32 states with approximately 9,600 employers.

**ACTION:** The National Office has provided ARS with the names and contact information for each BAT/SAC representative. Staff must await a call from the local ARS affiliate to initiate the registration process. OATELS staff should familiarize themselves with the attached Guideline Standards.

**NOTE:** This Bulletin is being sent via electronic mail.

Attachment(s)

**NATIONAL  
GUIDELINES FOR  
APPRENTICESHIP STANDARDS**

Developed by

**AMERICAN RESIDENTIAL SERVICES L.L.C.  
A ServiceMaster Company**

For the occupations of

**Environmental Control System Installer/Service (Heating and Air Conditioning  
Installer-Service O\*NET CODE: 49-9021.00 RAIS CODE: 0637  
Plumber O\*NET CODE: 47-2152.02 RAIS CODE: 0432  
Electrician O\*NET CODE: 47-2111.00 RAISE CODE: 0159**

**DEVELOPED IN COOPERATION WITH THE  
U.S. DEPARTMENT OF LABOR  
BUREAU OF APPRENTICESHIP AND TRAINING**

**APPROVED AND CERTIFIED BY THE  
U.S. DEPARTMENT OF LABOR  
OFFICE OF APPRENTICESHIP TRAINING, EMPLOYER, AND LABOR SERVICES**

**BY: \_\_\_\_\_  
ANTHONY SWOOPE, ADMINISTRATOR  
OFFICE OF APPRENTICESHIP TRAINING, EMPLOYER, AND LABOR SERVICES  
CERTIFICATION DATE: June 6, 2003  
CERTIFICATION NUMBER: C-2003-02**

**SERVING THE INDUSTRY WITH A BUREAU OF APPRENTICESHIP AND TRAINING  
(BAT)  
APPROVED APPRENTICESHIP PROGRAM**

## **FOREWORD**

American Residential Services L.L.C. (ARS) recognizes the need for structured training programs to maintain the high level of skill and competence demanded in the HVAC, Electrical and Plumbing service and construction industry. Registered apprenticeship is the most practical and sound training system available to meet that need, to develop individuals into skilled journeyworkers, and to ensure the industry an adequate supply of skilled workers.

Title 29, Code of Federal Regulations (CFR), Part 29, outlines the requirements for registration of acceptable apprenticeship programs for Federal purposes, and sets forth labor standards that safeguard the welfare of apprentices. The U. S. Department of Labor, Bureau of Apprenticeship and Training, or a State Apprenticeship Agency/Council may recognize such registration by the Bureau as the appropriate body in that State for approval of local apprenticeship programs for Federal purposes. Title 29, Code of Federal Regulations (CFR), Part 30 sets forth the requirements for equal employment opportunity in apprenticeship to which all registered apprenticeship programs must adhere.

The purpose of these National Guideline Standards is to provide policy and guidance to local Apprenticeship and Training Committees in developing Standards for Apprenticeship for local approval and registration. These National Guideline Standards, developed by the National Apprenticeship and Training Committee (NATC) are certified by the Office of Apprenticeship Training, Employer and Labor Services.

U. S. Department of Labor, as substantially conforming to the requirements of Title 29, CFR Parts 29 and 30. State Apprenticeship Agencies/Councils recognized by the Bureau of Apprenticeship and Training to register local programs, and/or local laws and regulations, may impose additional requirements that must be addressed in the local apprenticeship standards.

Local Standards of Apprenticeship must be developed and registered by each LATC that undertakes to carry out an apprenticeship training program. The local Standards of Apprenticeship will be the LATC's written plan outlining all terms and conditions for the recruitment, selection, employment, training, and supervision of apprentices as subscribed to by the LATC, and must meet all the requirements of the local Registration Agency.

The establishment of local apprenticeship programs under these National Guideline Standards will provide the sponsor with a skilled and versatile work force at each of its locations by providing apprentices the opportunity to become journeyworkers through an organized and properly supervised program of training, practical experience and related instruction.

## **THE NATIONAL APPRENTICESHIP AND TRAINING COMMITTEE (NATC)**

In order to ensure continuous activity and progress in apprenticeship and training at ARS, the NATC was established. The NATC of ARS will be responsible for the overall development of the National Guideline for Apprenticeship Standards, and provide updated apprentice training for the industry through periodic surveys and recommendations as necessary.

The attached National Guideline Standards are for local Apprenticeship and Training Committees to utilize in developing their local Apprenticeship Standards. The NATC looks to the cooperative effort and initiative of local committees to increase and maintain long-lasting apprenticeship activities.

The NATC of ARS will be composed of not more than five members to be appointed by the Vice – President of People Services and must include the Vice – President of People Services, The Director of Training and Development and the National Technical Development Manager.

Except as otherwise specifically provided for in the National Guideline Standards, any disputes arising out of the application of the provisions of a local program, which are not resolved by the LATC will be subject to the established grievance procedure as set forth by the ARS People Services Department.

### **DEVELOPMENT OF AFFIRMATIVE ACTION PLAN AND SELECTION PROCEDURES**

Equal employment opportunity is required of every registered apprenticeship program. Such requirements apply to the recruitment, selection, employment, and training of apprentices throughout their apprenticeship.

Those programs with five or more apprentices, or where there is a likelihood of five or more apprentices, must have a written Affirmative Action Plan that is approved by the Registration Agency as part of the Standards of Apprenticeship.

A sample Affirmative Action Plan is attached.

Representatives of the Registration Agency are available to assist the LATC in developing its Standards of Apprenticeship, Affirmative Action Plan, and Selection Procedure using the sample provided. LATC's may also submit an existing Affirmative Action Plan and Selection Procedure to the Registration Agency for approval and registration. Once developed, the Standards of Apprenticeship, as well as the Affirmative Action Plan must be submitted to the Registration Agency for approval and registration.

**OFFICIAL ADOPTION OF NATIONAL GUIDELINES FOR  
APPRENTICESHIP STANDARDS:**

American Residential Services, L.L.C. hereby officially adopts these National Guidelines for Apprenticeship Standards on this \_\_\_\_\_ day of \_\_\_\_\_, 2003.

\_\_\_\_\_  
Signature  
C. Mike Williams Vice-President People Services,  
American Residential Services, LLC

**STANDARDS OF APPRENTICESHIP**

**DEVELOPED BY**

***LOCAL APPRENTICESHIP AND  
TRAINING COMMITTEE (LATC) OF AMERICAN RESIDENTIAL SERVICES, L.L.C.  
(ARS)***

**FOR THE OCCUPATION (S) OF**

**Environmental Control System Installer/Service (Heating and Air Conditioning  
Installer-Service O\*NET CODE: 49-9021.00 RAIS CODE: 0637  
Plumber O\*NET CODE: 47-2152.02 RAIS CODE: 0432  
Electrician O\*NET CODE: 47-2111.00 RAISE CODE: 0159**

**APPROVED BY**

**(REGISTRATION AGENCY)**

**SERVING THE INDUSTRY WITH A BUREAU OF APPRENTICESHIP AND TRAINING  
(BAT)  
APPROVED APPRENTICESHIP PROGRAM**

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## **FOREWORD**

The *LATC of ARS* Apprenticeship Standards have as their objective, the training of Environmental Control System Installers/Serviceers, Plumbers, and Electricians skilled in all phases of the industry. The LATC recognizes that in order to accomplish this, there must be well-developed on-the-job training and related instruction.

This recognition has resulted in the development of these Apprenticeship Standards. They were developed in accordance with the basic standards recommended by the United States Department of Labor, Bureau of Apprenticeship and Training, as a basis from which LATC's can work to establish an apprenticeship training program that meets the particular needs of the area.

## DEFINITIONS

**APPRENTICE:** Any individual employed by the company meeting the qualifications described in the Standards of Apprenticeship who has signed an Apprenticeship Agreement with the Local Apprenticeship and Training Committee (LATC) providing for training and related instruction under the Standards, and who is registered with the Registration Agency.

**APPRENTICESHIP AGREEMENT:** The written agreement between the apprentice and the Local Apprenticeship and Training Committee setting forth the responsibilities and obligations of all parties to the Agreement with respect to the Apprentice's employment and training under the Standards. Each Apprenticeship Agreement must be registered with the Registration Agency.

**CERTIFICATE OF COMPLETION:** The Certificate of Completion issued by the Registration Agency to those registered apprentices certified and documented as successfully completing the apprentice training requirements outlined in the Standards of Apprenticeship.

**DICTIONARY OF OCCUPATIONAL TITLES (D.O.T.):** Provides basic occupational information including job definitions, detailed tasks to be performed, and a number indicating a range of time to prepare for average performance in the occupation. The last update to the D.O.T. was completed in 1991. Much of the data in the DOT was collected much earlier than that, during the 1970's, which does not accommodate the needs of today's labor market. An Advisory Panel on the Dictionary of Occupational Titles was convened in 1990 and published a report in 1993 that laid the basis for the development of the Occupational Information Network, or O\*NET.

**GENERAL MANAGER:** The individual responsible for the successful operation, management and compliance of the apprenticeship program.

**JOURNEYPERSON:** A skilled worker who is qualified by experience and training to undertake the tasks necessary for employment by the sponsor in the occupations covered by this training program.

**LOCAL APPRENTICE AND TRAINING COMMITTEE:** A committee who has local responsibility for the administration and operation of an apprenticeship program in a specific location or area. The local committee reports to the NATC of ARS. The local committee must include at a minimum the National Technical Development Manager and if available the Regional Training Manager on its committee.

**NATC:** The National Apprentice and Training Committee will have full oversight responsibility for the administration and operation of the apprentice program nationwide.

**O\*NET-SOC CODE:** The Occupational Information Network (O\*NET) codes and titles are based on the new Standard Occupational Classification (SOC) system mandated by the federal Office of Management and Budget for use in collecting statistical information on occupations. The O\*NET classification, **which replaces the DOT**, uses an 8-digit O\*NET-SOC code. Use of the SOC classification as a basis for the O\*NET codes ensures that O\*NET information can be readily linked to labor market information such as occupational employment and wage data at the national, State, and local levels.

**REGISTERED APPRENTICESHIP INFORMATION SYSTEM (RAIS):** The Federal system, which provides for the automated collection, retention, updating, retrieval, and summarization of information related to apprentices and apprenticeship programs. Formerly known as the Apprenticeship Information Management System (AIMS).

**REGISTRATION AGENCY:** Either the U. S. Department of Labor, Bureau of Apprenticeship and Training, or a State Apprenticeship Agency/Council recognized by the Bureau.

**STANDARDS OF APPRENTICESHIP:** This entire document including all appendices and attachments hereto, and any future modifications or additions approved by the Registration Agency.

## **SECTION I. - PROGRAM ADMINISTRATION**

### **Structure of the LATC**

- A. Members of the Local Apprenticeship and Training Committee shall be selected by:
  - 1. The Vice President of People Services
- B. The Director of Training and Development for ARS and the National Technical Development Manager of ARS will be members of the LATC. The other two members of the LATC must be composed of Journeyworkers or licensed tradespersons.
- C. Consultants -- such as those from the U.S. Department of Labor, Bureau of Apprenticeship and Training, State Apprenticeship Agencies/Councils, and vocational schools -- may be requested to sit with the LATC in an advisory capacity.

### **Administrative Procedures:**

- A. The Local Apprenticeship and Training Committee shall elect a Chairperson and a Secretary, and shall determine the time and place of regular meetings which will take place every six months at a minimum.
- B. The Chairperson and Secretary shall have the power to vote on all questions affecting apprenticeship.

### **Responsibilities:**

- A. The Local Apprenticeship and Training Committee shall have full authority to supervise the enforcement of these Apprenticeship Standards. Its decision will be final and binding on the LATC and the apprentice, unless otherwise noted.
- B. Cooperate in the selection of apprentices as outlined in this program.
- C. Ensure that apprentices are under written Apprenticeship Agreements and register the local apprenticeship standards and agreements with the appropriate Registration Agency.
- D. Review and recommend apprenticeship activities in accordance with this program.
- E. Establish the minimum standards of education and experience required of apprentices.
- F. Meet at a minimum of every six months to review records and progress of each apprentice in training and recommend improvement or modification in

training schedules, schooling and other training activities. Written minutes of the meeting shall be kept.

- G. Determine the quality and quantity of experience on the job, which apprentices should have, and to make every effort toward obtaining it.
- H. Hear and resolve all complaints of violation of Apprenticeship Agreements.
- I. Arrange tests for determining the apprentice's progress in manipulative skills and technical knowledge.
- J. Maintain a record of all apprentices, showing their education, experience, and progress in learning the trade.
- K. Advise apprentices on the need for accident prevention and provide instruction with respect to safety in the workplace.
- L. Certify to the local registration agencies that apprentices have successfully completed their apprenticeship program.
- M. Notify the appropriate registration agency of all new apprentices to be registered, credit granted, suspensions for any reason, reinstatements, extensions, completions and cancellations with explanation of causes therefore and notice of completions of Apprenticeship Agreements.
- N. Supervise all the provisions of the local standards and be responsible, in general, for the successful operation of the standards by performing the duties here listed by cooperating with public and private agencies which can be of assistance by obtaining publicity to develop public support of apprenticeship and by keeping in constant touch with all parties concerned; apprentices, employers and journeyworkers.

## **SECTION II. - EQUAL OPPORTUNITY PLEDGE - 29.5(b)(20)**

The recruitment, selection, employment, and training of apprentices during their apprenticeship, shall be without discrimination because of race, color, religion, national origin, or sex. The Local Apprenticeship and Training Committee will take affirmative action to provide equal opportunity in apprenticeship and will operate the apprenticeship program as required under Title 29 of the Code of Federal Regulations, Part 30, as amended.

## **SECTION III. - AFFIRMATIVE ACTION PLAN - 29.5(b)**

If the sponsor employs five or more apprentices, the sponsor will adopt an Affirmative Action Plan and Selection Procedures as required under Title 29, CFR Part 30. It will be attached as Appendix C.

#### **SECTION IV. - QUALIFICATIONS FOR APPRENTICESHIP - 29.5(b)(10)**

All apprentices must:

1. Have completed or graduated-from high school, or have passed an equivalency examination, (unless a waiver is granted by the Director of the Apprentice Committee). Such waiver would be considered if a) The individual has not completed high school, but is in the process of completing, b) The individual scored less than the acceptable standard on an equivalency examination and is scheduled to test again, or c) The individual does not meet the requirements due to a specified hardship and/or has qualified experience in the industry.
2. Be at least 18 years of age;
3. Pass a drug screening test;
4. Pass a driving record background check;
5. Pass a criminal background check;
6. Not be fully trained or qualified in the occupation for which they wish to be trained and/or not qualified by the standards set forth in state laws or regulations;
7. Be able to perform the work of the occupation, with or without reasonable accommodations. Shall be physically capable of performing the essential functions of the apprenticeship program without posing a direct threat to the health and safety of the individual or others. Qualified applicants may be subject to a physical examination or drug screening or both on acceptance into the program and before being employed. The cost of the examination and/or drug screening shall be the responsibility of the LATC.

#### **SECTION V. - SELECTION OF APPRENTICES**

Selection into the apprenticeship program will be in accordance with the selection procedures made a part of these standards. (Appendix C)

#### **SECTION VI. - APPRENTICESHIP AGREEMENT - 29.5(b)(11)**

After an applicant for apprenticeship has been selected, but before employment as an apprentice or enrollment in related instruction, the apprentice shall be covered by a written Apprenticeship Agreement (Appendix B) signed by the LATC and the apprentice, and approved by and registered with the Registration Agency/Council. Such agreement shall contain a statement making the terms and conditions of these standards a part of the agreement as though expressly written therein. A copy of each Agreement shall be furnished to the apprentice, the Registration Agency, and the sponsors.

Before signing the Apprenticeship Agreement, each selected applicant shall be given an opportunity to read and review these Standards, the LATC written rules and policies, and the Apprenticeship Agreement.

The Registration Agency will be advised promptly of the execution of each Apprenticeship Agreement and will be given all the information required for registering the apprentice.

**SECTION VII. - RATIO OF APPRENTICES TO JOURNEYWORKERS- 29.5(b)(7)**

In order to assure proper supervision, training, safety, and continuation of employment in the building and construction occupations, the ratio shall not exceed one apprentice for each journeyworker normally employed at each job site, work force, department, or plant. Such a ratio will apply individually to each occupation registered under these standards and at each work location.

**SECTION VIII. - TERM OF APPRENTICESHIP - 29.5(b)(2)**

The term of the occupations shall be 4 years with an OJT attainment of 8,000 hours supplemented by the required hours of related instruction as stated on the Trade Schedule (Appendix A). Full credit shall be given for the probationary period.

**SECTION IX. - PROBATIONARY PERIOD - 29.5(b)(8), (b)(19)**

All applicants selected for apprenticeship shall serve a probationary period of not less than 3 months (500 hours) of on-the-job training.

During the probationary period, either the apprentice or the LATC may terminate the Apprenticeship Agreement, without stated cause, by notifying the other party in writing. The records for each probationary apprentice shall be reviewed before the end of the probationary period. Records may consist of periodic reports regarding progression made in both the on-the-job training and related instruction, and any disciplinary action taken during the probationary period.

Any probationary apprentice evaluated as satisfactory after a review of the probationary period shall be given full credit for the probationary period and continue in the program.

After the probationary period the apprenticeship agreement may be canceled at the request of the apprentice, or may be suspended or canceled by the LATC for (i) reasonable cause after documented due notice to the apprentice and a reasonable opportunity for corrective action or (ii) if the Apprenticeship program in the given jurisdiction is cancelled by ARS. In such cases, the LATC will provide written notice to the apprentice and to the Registration Agency of the final action taken.

**SECTION X. - HOURS OF WORK**

Apprentices shall generally work the same hours as journeyworkers, except that no apprentice shall be allowed to work overtime if it interferes with attendance in related instruction classes and the apprentice is not given alternate class make up times.

Apprentices who do not complete the required hours of on-the-job training during a given segment shall have the term of that segment extended until the required numbers of hours of training are accrued.

## **SECTION XI. - APPRENTICE WAGE PROGRESSION - 29.5(b)(5)**

Apprentices shall be paid a progressively increasing schedule of wages during their apprenticeship based on the acquisition of increased skill and competence on the job and in related instruction. Before an apprentice is advanced to the next segment of training or to journeyworker status, the LATC shall evaluate all progress to determine whether advancement has been earned by satisfactory on-the-job training and in related instruction classes. In determining whether satisfactory progress has been made, the LATC shall be guided by the work experience and related instruction records and reports.

The progressive wage schedule shall be an increasing percentage of the journeyworker wage rate as established by the LATC. The percentages that will be applied to the applicable journeyworker rate are shown on the attached Trade Schedule (Appendix A). In no case will the starting wages of apprentices be less than that required by any minimum wage law which may be applicable.

The sponsor shall, at the same time each year, survey the actual wage rate of first year journeyworker environmental control systems installers, plumbers, and electricians employed by participating contractors during the previous twelve months and establish an average wage rate. The sponsor shall notify the Registration Agency of this new average wage rate.

Each apprentice wage rate shall be a percentage of the established average wage rate of first year journeyworker environmental control systems installers, plumbers, and electricians; employed by the LATC participating in the apprenticeship program being conducted by the LATC. Increases will be based (i) on satisfactory completion of both hours worked, (ii) and the appropriate period of related instruction, and (iii) adequacy of work performance.

On Federal or state jobs where a prevailing wage is required, the appropriate percentage shall be applied to such prevailing wage so long as the apprentice is employed on such jobs.

## **SECTION XII. - CREDIT FOR PREVIOUS EXPERIENCE - 29.5(b)(12)**

The LATC may grant credit towards the term of apprenticeship to new apprentices who demonstrate previous acquisition of skills or knowledge equivalent to that which would be received under these Standards of Apprenticeship.

Apprentice applicants seeking credit for previous experience gained outside the supervision of the LATC must submit the request at the time of application and furnish such records, affidavits, and other records to substantiate the claim. Applicants requesting such credit who are selected into the apprenticeship program shall start at the beginning wage rate. The request for credit will be evaluated and a determination made by the LATC during the probationary period when actual on-the-job and related instruction performance can be examined. Before completion of the probationary period, the amount of credit to be awarded will be determined after review of the apprentice's previous work and training/education record and evaluation of the apprentice's performance and demonstrated skill and knowledge during the probationary period.

An apprentice granted credit shall be advanced to the wage rate designated for the period to which such credit accrues. The Registration Agency shall be notified of any such credit granted.

The granting of advanced standing will be uniformly applied to all apprentices.

**SECTION XIII. - WORK EXPERIENCE - 29.5(b)(3)**

During the apprenticeship, the apprentice shall receive such on-the-job training and related instruction in all phases of the occupation necessary to develop the skill and proficiency of a skilled journeyworker. The on-the-job training shall be under the direction and guidance of the General Manager.

The Work Process(es) for each occupation are covered in the attached Trade Schedule(s) (Appendix A).

**SECTION XIV. - RELATED INSTRUCTION - 29.5(b)(4)**

During each segment of training, each apprentice is required to attend classes in subjects related to the job as outlined in Appendix A. For each occupation, the recommended term of apprenticeship will include a minimum of 144 hours of related instruction for each year of the apprenticeship. Apprentices agree to take such subjects, as the LATC deems advisable. The LATC shall secure the instructional aids and equipment it deems necessary to provide quality instruction. In cities, towns or areas having no vocational school or other schools that can furnish related instruction, the apprentice shall be required to take a correspondence course in HVAC, plumbing, or electricity that meets the approval of the LATC and Registration Agency.

Apprentices "will not" be paid for participation in related instruction.

The LATC shall inform each apprentice of the availability of college credit.

Any apprentice who is absent from related instruction classes, unless officially excused, shall satisfactorily complete all class work missed before being advanced to the next period of training. In cases of failure of an apprentice to fulfill the obligations regarding classroom (or on-the-job) training without due cause, the LATC shall take appropriate disciplinary action and may terminate the Apprenticeship Agreement after due notice to the apprentice and opportunity for corrective action.

To the extent possible, related instruction shall be closely correlated with the practical experience and training received on the job. The LATC shall monitor and document the apprentice's progress in related instruction classes.

The LATC shall secure competent instructors whose knowledge, experience, and ability to teach will be carefully examined and monitored. When possible, the LATC may require the instructors to attend ARS training courses/classes in coaching, presentation, or train the trainer programs.

**SECTION XV. - SAFETY AND HEALTH TRAINING - 29.5(b)(9)**

All apprentices shall receive instruction in safe and healthful work practices both on-the-job and in related instruction that are in compliance with the Occupational Safety and Health Standards promulgated by the Secretary of Labor under Public Law 91-596, dated December 29, 1970, and subsequent amendments to the Public Law, or State Standards that have been found to be at least as effective as the Federal Standards.

They shall be taught that accident prevention is very largely a matter of education, vigilance, and cooperation and that they should strive at all times to conduct themselves in their work in such manner as to ensure their own safety and that of their fellow workers.

**SECTION XVI. - SUPERVISION OF APPRENTICES - 29.5(b)(14)**

The sponsor shall be responsible for the on-the-job training of the apprentice. Apprentices shall be under the direct supervision of the journeyworker to whom they are assigned. The General Manager shall be responsible for the apprentice's general supervision which includes, work assignments, work performance evaluations, and the submission of progress reports to the LATC.

**SECTION XVII. - RECORDS AND EVALUATIONS - 29.5(b)(6)**

Each apprentice will be responsible for maintaining a record of his or her work experience/training on the job and in related instruction and for having this record verified by his or her supervisor at the end of each week. The apprentice shall authorize an effective release of their completed related instruction records from the local school authorities to the LATC (if applicable). The record cards and all data pertaining to the apprenticeship will be the property of the LATC. This record will be included in each apprentice's record file maintained by the LATC.

Before each period of advancement, or at any other time when conditions warrant, the LATC shall evaluate the apprentice's record to determine whether he/she has made satisfactory progress. If an apprentice's related instruction or on-the-job progress is found to be unsatisfactory, the LATC may determine whether the apprentice will continue in a probationary status, or require the apprentice to repeat a process or series of processes before advancing to the next wage classification. In such cases, the LATC will initiate a performance improvement plan with the apprentice.

Should it be found that the apprentice does not have the ability or desire to continue the training to become a journeyworker, the NATC will, after the apprentice has been given adequate assistance and opportunity for corrective action, terminate the Apprenticeship Agreement.

The LATC shall maintain written records of progress evaluations and corrective and final actions. The Registration Agency will be notified of all registrations, credit granted, and suspensions for any reason, reinstatements, extensions, completions, and cancellations.

**SECTION XVIII. - MAINTENANCE OF RECORDS - 29.5(b)(22)**

The LATC shall maintain for a period of five (5) years from the date of last action, all records relating to apprentice applications (whether selected or not), the employment and training of apprentices, and any other information relevant to the operation of the program. This includes, but is not limited to, records on the recruitment, application and selection of apprentices, and records on the apprentice's job assignments, promotions, demotions, layoffs, terminations, rate of pay, or other forms of compensation, hours of work and training, evaluations, and other relevant data. The records shall permit identification of minority and female (minority and non-minority) participants. The records shall be made available on request to the Registration Agency.

**SECTION XIX. - CERTIFICATE OF COMPLETION OF APPRENTICESHIP - 29.5(b)(15)**

Upon satisfactory completion of the requirements of the apprenticeship program as established in these Standards, the LATC shall so certify in writing to the Registration Agency and request that a Certificate of Completion of Apprenticeship be awarded to the completing apprentice(s). Such requests will be accompanied by the appropriate documentation for both the on-the-job training and the related instruction.

**SECTION XX. - NOTICE TO REGISTRATION AGENCY - 29.5(b)(18)**

The Registration Agency shall be notified promptly of all new apprentices to be registered, credit granted, suspensions for any reason, reinstatements, extensions, completions, and cancellations.

**SECTION XXI. - CANCELLATION AND DEREGISTRATION - 29.5(b)(17)**

These Apprenticeship Standards will, upon adoption by the NATC be submitted to the Registration Agency for approval. Such approval will be acquired before implementation of the program.

The LATC reserves the right to discontinue at any time the apprenticeship program set forth herein at which time the Apprenticeship Agreement is terminated with no further obligation on the part of ARS. The Registration Agency shall be notified promptly of any decision to cancel the program.

Deregistration of these Standards of Apprenticeship may be initiated by the Registration Agency for failure of the LATC to abide by the provisions herein at which time the Apprenticeship Agreements shall terminate with no further obligation on the part of ARS. Such deregistration will be in accordance with the Registration Agency's regulations and procedures.

Within fifteen (15) days of cancellation of the apprenticeship program (whether voluntary or involuntary), the LATC will notify each apprentice of the cancellation and the effect of same. This notification will conform to the requirements of Title 29, CFR Part 29.7.

## **SECTION XXII. - AMENDMENTS OR MODIFICATIONS - 29.5(b)(17)**

These Standards of Apprenticeship may be amended or modified at any time provided that no amendment or modification adopted shall alter any Apprenticeship Agreement in force at the time without the consent of all parties to the Agreement except as required by federal, state or local law, regulations or agency rules. Such amendment or modification shall be submitted to the National Apprenticeship and Training Committee for approval and shall then be submitted to the Registration Agency for approval and registration before being placed in effect. A copy of each amendment or modification adopted will be furnished to each apprentice to whom the amendment or modification applies.

## **SECTION XXIII. - ADJUSTING DIFFERENCES/COMPLAINT PROCEDURE - Title 29 CFR 29.5(b)(21), Title 29 CFR 29.30(11)**

If an applicant or an apprentice believes an issue exists that adversely affects their participation in the apprenticeship program or violates the provisions of the Apprenticeship Agreement or Standards, relief may be sought through one or more of the following avenues, based on the nature of the issue:

### **Title 29 CFR 29.5 (b)(21)**

- A. For issues regarding wages, hours, working conditions, and other issues, apprentices may seek resolution through the standard company complaint procedure.
- B. The LATC shall hear and resolve all complaints of violations concerning the Apprenticeship Agreement and the registered Apprenticeship Standards, for which written notification is received within fifteen (15) days of violations. The LATC shall make such rulings, as it deems necessary in each individual case and within thirty (30) days of receiving the written notification. Either party to the Apprenticeship Agreement may consult with the Registration Agency for an interpretation of any provision of the Standards over which differences occur. The name and address of the appropriate authority to receive, process and make disposition of complaints is: American Residential Services L.L.C., Attn: Vice President of People Services, 860 Ridge Lake Blvd., Memphis, TN 38120.

### **Title 29 CFR 30.11**

Any apprentice or applicant for apprenticeship who believes that he or she has been discriminated against on the basis of race, color, religion, national origin, or sex, with regard to apprenticeship or that the equal opportunity standards with respect to his or her selection have not been followed in the operation of an apprenticeship program, shall file a complaint with the ARS People Services department and / or through any other applicable agency.

The complaint shall be in writing and shall be signed by the complainant. It must include the name, address, and telephone number of the person allegedly discriminated against, the sponsor involved, and a brief description of the circumstances of the failure to apply equal opportunity standards.

The complaint must be filed not later than one hundred eighty (180) days from the date of the alleged discrimination or specified failure to follow the equal opportunity standards, and, in the case of complaints filed directly with the review body designated by the sponsor to review such complaints, any referral of such complaint by the complainant to the U.S. Department of Labor must occur within the time limitation stated above or thirty (30) days from the final decision of such review body, whichever is later. The time may be extended by the U.S. Department of Labor for good cause shown. Complaints of sexual harassment in the workplace may be filed and processed under Title 29, CFR Part 30, and the procedures as set forth above.

The LATC will provide written notice of their complaint procedure to all applicants for apprenticeship and all apprentices.

#### **SECTION XXIV. - TRANSFER OF TRAINING OBLIGATION 29.5(13)**

The LATC may transfer an apprentice from one LATC to another to provide continuous employment and to assure the apprentice more complete on-the-job training experience in all aspects of the trade.

If an LATC is unable to fulfill its training obligation due to lack of work or failure to conform to the Standards of Apprenticeship, the LATC, subject to the approval of the apprentice, will move the affected apprentice(s) to other participating employers. If no work is available, the apprentice may be laid off with further training under the Apprenticeship Program delayed until such time the apprentice is rehired.

#### **SECTION XXV. - RESPONSIBILITIES OF THE APPRENTICE**

Apprentices, having read the Standards formulated by the LATC and signed an Agreement with the said Committee, agree to all the terms and conditions contained therein and agree to abide by the Committee's and employer's rules and policies, including any amendments, serve such time, perform such manual training, and study such subjects as the Committee may deem necessary to become a skilled environmental control system installer/servicer, plumber, or electrician.

In signing the Apprenticeship Agreement, apprentices assume the following responsibilities and obligations under the apprenticeship program:

- A. Perform diligently and faithfully the work of the trade and other pertinent duties assigned by the LATC and the sponsor in accordance with the provisions of the Standards.
- B. Respect the property of the LATC and participating employers and abide by the working rules and regulations of the employer, ARS, and the LATC.
- C. Attend and satisfactorily complete the required hours in the on-the-job training and in related instruction in subjects related to the trade as provided under these standards.
- D. Maintain and make available such records of work experience and training received on the job and in related instruction as may be required by the LATC.

- E. Develop and practice safe working habits and work in such a manner as to assure his/her personal safety and that of other workers.
- F. Work for the sponsor to whom assigned to the completion of apprenticeship, unless reassigned, or the LATC terminates the Agreement.
- G. The apprentice will be provided with a copy of the written rules and policies and will sign an acknowledgment receipt of same. This procedure will be followed whenever revisions or modifications are made to the rules and policies.

**SECTION XXVI. - CONSULTANTS**

Advice and assistance in the successful operation of this apprenticeship program will be available at any time, upon request by the LATC, from representatives of the Registration Agency.

**SECTION XXVII. - OFFICIAL ADOPTION OF APPRENTICESHIP STANDARDS:**

The Local Apprenticeship and Training Committee of ARS hereby adopts these Standards for Apprenticeship on this \_\_\_\_\_ Day of \_\_\_\_\_, 2003.

**REPRESENTING THE LOCAL APPRENTICESHIP AND TRAINING COMMITTEE OF ARS**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name

**Appendix A**  
**TRADE SCHEDULE**  
**Environmental Control System Installer/Service**  
**O\*NET/SOC: 49-9021.01 RAIS CODE: 0637**

This trade schedule is attached to and a part of the Apprenticeship Standards for the above identified occupation.

**1. TERM OF APPRENTICESHIP**

The term of the occupation shall be 4 years with an OJT attainment of 8,000 hours supplemented by the required hours of related instruction.

**2. RATIO OF APPRENTICES TO JOURNEYWORKERS**

In order to assure proper supervision, training safety, and continuation of employment in the building and construction occupations, the ratio of apprentices to journeymen shall not exceed one apprentice for each journeyworker normally employed at each job site, work force, department, or plant. Such a ratio will apply individually to each occupation registered under these standards and at each work location.

**3. APPRENTICE WAGE SCHEDULE**

Apprentices shall be paid a progressively increasing schedule of wages based on a percentage of the current journeyworker wage rate.

**4-Year Term Example: (THIS IS ONLY A SAMPLE-ADJUST HOURS/WAGES AS APPROPRIATE)**

1 <sup>st</sup> 6 months + hours = 50%	5 <sup>th</sup> 6 months + hours = 70%
2 <sup>nd</sup> 6 months + hours = 55%	6 <sup>th</sup> 6 months + hours = 75%
3 <sup>rd</sup> 6 months + hours = 60%	7 <sup>th</sup> 6 months + hours = 85%
4 <sup>th</sup> 6 months + hours = 65%	8 <sup>th</sup> 6 months + hours = 95%

At the time of the registration of these Standards, the journeyworker rate has not been calculated. If required, the Registration Agency will be notified of all changes to the Journeyworker rate in a timely manner.

**4. SCHEDULE OF WORK EXPERIENCE (See attached Trade Schedule)**

LATC's may add to the work processes before submitting these Standards to the appropriate Registration Agency for approval.

**5. SCHEDULE OF RELATED INSTRUCTION (See attached Course Outline.)**

**Environmental Control System Installer/Service**  
**O\*NET/SOC: 49-9021.01 RAIS CODE: 0637**

**HOURS**

1. Piping ----- 1,600  

Includes layout, sizing, fabrication and installation of piping systems for gas, oil, refrigerant, water, condensate, steam or brine. Includes proper, safe use of piping tools, threader's, welding, and brazing equipment, etc.
2. Duct Work ----- 2,730  

Includes layout, fabrication techniques, installation and sizing standards for rectangular sheet metal and fiber glass duct assemblies for residential and light commercial projects.
3. Ventilation ----- 400  

Includes layout, fabrication and installation of flue pipes, toilet exhaust, kitchen process exhaust, clothes dryer exhaust, commercial and industrial process exhaust and outdoor air, mechanical ventilation systems.
4. Fans and Wiring ----- 290  

Includes layout and installation of toilet exhaust, Induced and forced draft fans, kitchen exhaust fans, make-up air fans, fume and particle exhaust fans and general use ventilation fans. Includes layout, installation, and sizing of conductors and circuits for controls and branch circuits to the HVAC equipment includes NEA related data and calculations.
5. Heating Equipment Installation ----- 540  

Includes layout and installation of gas and oil fired warm air furnaces, electric furnaces, gas and oil fired steam and hot water boilers, hot water, and steam convectors, hot water pumps, control valves, expansion tanks, air to air, water source heat pumps and radiant heaters.
6. Cooling Equipment ----- 540  

Includes layout and installation of split system and package heat pumps and air conditioners, cooling towers, chillers, pumps, coils, and evaporative coolers.

**Environmental Control System Installer/Service**  
**O\*NET/SOC: 49-9021.01 RAIS CODE: 0637**

**HOURS**

7.	Add-on Replacement Specialties -----	540
	Techniques for the demolition of existing systems, layout and the installation of new systems, in existing building applications. Includes special techniques for duct installation, equipment installation, electrical branch circuit and service considerations, and special protective techniques to prevent property damage.	
8.	System Commissioning and Tool/Equipment Maintenance -----	260
	Procedures and techniques for quality control checks, testing, starting, and adjustment of a new system. This includes techniques for residential and commercial systems. Procedures for maintenance and care of hand tools, electric test equipment, gauges, hoses, recovery equipment, power tools, threaders, vacuum pumps, micron gauges, cords, ladders, torches, welders, trucks and communication equipment.	
9.	Heating and Cooling System Maintenance -----	800
	Procedures and techniques for maintaining boilers, warm air furnaces, heat pumps, electric furnaces, humidifiers and related accessories. Procedures and techniques for maintaining air conditioners, heat pumps, chillers, cooling towers, evaporative coolers, pumps and related accessories.	
10.	Controls -----	300
	Procedures and techniques to apply and troubleshoot All types of commercial and residential comfort controls.	
	Total Apprenticeship Hours -----	8,000

**Environmental Control System Installer/Servicer**  
**O\*NET/SOC: 49-9021.01 RAIS CODE: 0637**

<b>RELATED INSTRUCTION</b>	<b>HOURS</b>
<b>First Year Apprentice</b>	
Basic Safety-----	15
Basic Math -----	15
Introduction to Hand Tools-----	10
Introduction to Power Tools -----	5
Introduction to Blueprints-----	10
Basic Rigging -----	20
Introduction to HVAC-----	3
Trade Mathematics -----	13
Tools of the Trade-----	5
Copper and the Plastic Piping Practices -----	5
Soldering and Brazing -----	10
Hazardous Metal Piping Practice -----	5
Basic Electricity -----	13
Introduction to Cooling-----	30
Introduction to Heating-----	15
 Total Classroom Hours First Year -----	 174
 <b>Second Year Apprentice</b>	
Air Properties and Measurement-----	15
Chimneys, Vents and Flues -----	5
Introduction to Mechanical Maintenance-----	13
Alternating Current-----	13
Basic Electronics -----	5
Electric Furnaces -----	5
HVAC Controls-----	15
Accessories and Optional Equipment -----	8
Metering Devices -----	8
Compressors -----	15
Heat Pumps-----	15
Leak Detection, Recovery, and Charging-----	20
Refrigerant Transition and Recovery Program-----	10
 Total Classroom Hours Second Year -----	 147

**Environmental Control System Installer/Service**  
**O\*NET/SOC: 49-9021.01 RAIS CODE: 0637**

<u>RELATED INSTRUCTION</u>	<u>HOURS</u>
Third Year Apprentice	
Preventive Maintenance-----	18
Introduction to Troubleshooting -----	10
Troubleshooting Electronic Control -----	8
Troubleshooting Gas Heating-----	8
Troubleshooting Electric Heating -----	5
Troubleshooting Oil Heating -----	8
Troubleshooting Cooling Equipment-----	13
Troubleshooting Heat Pumps-----	13
Troubleshooting Accessories -----	13
Commercial Heating and Cooling Systems -----	15
Air and Water Balance -----	20
Steam Systems -----	15
Customer Relations -----	3
 Total Classroom Hours Third Year -----	 149
Fourth Year Apprentice	
Advanced Blueprint Reading-----	30
Indoor Air Quality-----	10
Energy Conservation Equipment -----	8
Energy Management Equipment-----	15
Water Treatment-----	10
System Start-up and Shut Down -----	24
Heating and Cooling System Design -----	30
Commercial and Industrial Refrigeration Equipment -----	23
 Total Classroom Hours Fourth Year -----	 150
 Total Hours	 620

**TRADE SCHEDULE**  
**Plumber**  
**O\*NET/SOC: 47-2152.02 RAIS CODE: 0432**

This trade schedule is attached to and a part of the Apprenticeship Standards for the above identified occupation.

**1. TERM OF APPRENTICESHIP**

The term of the occupation shall be 4 years with an OJT attainment of 8,000 hours supplemented by the required hours of related instruction.

**2. RATIO OF APPRENTICES TO JOURNEYWORKERS**

In order to assure proper supervision, training safety, and continuation of employment in the building and construction occupations, the ratio of apprentices to journeymen shall not exceed one apprentice for each journeyworker normally employed at each job site, work force, department, or plant. Such a ratio will apply individually to each occupation registered under these standards and at each work location.

**3. APPRENTICE WAGE SCHEDULE**

Apprentices shall be paid a progressively increasing schedule of wages based on a percentage of the current journeyworker wage rate.

**4-Year Term Example: (THIS IS ONLY A SAMPLE-ADJUST HOURS/WAGES AS APPROPRIATE)**

1 <sup>st</sup> 6 months + hours = 50%	5 <sup>th</sup> 6 months + hours = 70%
2 <sup>nd</sup> 6 months + hours = 55%	6 <sup>th</sup> 6 months + hours = 75%
3 <sup>rd</sup> 6 months + hours = 60%	7 <sup>th</sup> 6 months + hours = 85%
4 <sup>th</sup> 6 months + hours = 65%	8 <sup>th</sup> 6 months + hours = 95%

At the time of the registration of these Standards, the Journeyworker rate has not been calculated. If required, the Registration Agency will be notified of all changes to the Journeyworker rate in a timely manner.

**4. SCHEDULE OF WORK EXPERIENCE (See attached Trade Schedule)**

LATC's may add to the work processes before submitting these Standards to the appropriate Registration Agency for approval.

**5. SCHEDULE OF RELATED INSTRUCTION (See attached Course Outline.)**

**Plumber**  
**O\*NET/SOC: 47-2152.02 RAIS CODE: 0432**

	<u>HOURS</u>
1. Hand Tools -----	400
Proper and safe use of basic hand tools including but not limited to pipe wrenches, screw drivers, rulers, levels, saws, pump pliers, hammers, plumb bob, taps, dies, etc.	
2. Materials -----	450
Identification and use of properly rated pipe fittings, and pipe materials. Identify galvanized, black and copper. be able to identify pipe schedules and know the reason and application of the differences.	
3. Power Tool Field Use and Care -----	200
OSHA Safety Training for all power tools of the plumbing trade. Preparation and care of threaders, welders, generators and electric portable tools. Proper field care and inspection procedures for electric cords and tools.	
4. Pipe Installation -----	3,050
Installation procedures and practices for waste pipe, sewage, vents and leader pipe. Proper techniques for copper, CPVC, PVC, black pipe, galvanized pipe, fittings and joints.	
5. Fixture Skills -----	1,100
Assembling and connecting in position, fixtures, drains and appliances. Leak testing piping and testing fixture for proper operation.	
6. Welding, Brazing and Soldering -----	500
Proper techniques and safety training on oxy-acetylene torches for both brazing and flame cutting of steel. proper safety and operation techniques for air-acetylene soldering torches. Proper safety and operation of electric discharge welding equipment and electric soldering equipment.	
7. Plumbing Service -----	250
Maintenance, repair and replacement on water lines, sewer lines, valves, sinks, spigots, boilers, pumps, fittings, water heaters, radiators, toilets and other plumbing fixtures and pipe systems.	

**Plumber**  
**O\*NET/SOC: 47-2152.02 RAIS CODE: 0432**

8.	Specifications and Codes -----	650
	Code compliance and understanding code interpretation as it applies to drawings and the design intent. Reading architectural blueprints and application of written specifications to the plumbing project.	
9.	Job Layout -----	1,100
	Proper positioning of all fixtures, appliances and radiators. Proper position and path of vent lines and location on the house.	
10.	Safety -----	300
	All apprentices shall receive OSHA Construction industry Safety Training both in the field and in the class room.	
	Total Apprenticeship Hours-----	8,000

**RELATED INSTRUCTION SCHEDULE**  
**Plumber**  
**O\*NET/SOC: 47-2152.02 RAIS CODE: 0432**

**HOURS**

First Year Apprentice

Basic Safety-----	15
Basic Math -----	15
Introduction to Hand Tools-----	10
Introduction Power Tools-----	5
Introduction to Blueprints-----	8
Basic Rigging-----	20
The Plumbing Trade-----	3
Basic Plumbing Tools-----	8
Math for Plumbers-----	5
Introduction to Plumbing Blueprint Reading-----	10
Reading Residential Plumbing Drawings-----	15
Copper and Plastic Piping Practices-----	5
Soldering and Brazing-----	8
Cutting and Threading Carbon Steel Pipe-----	8
Joining Cast-Iron Pipe and Fittings-----	15
Making Flared and Compression Joints with Copper Tubing-----	5
Installing Traps and Interceptors-----	10
Fitting and Cleanout Requirements for DWV Piping-----	15
Installing Natural Gas Piping-----	5
Installing LPG Piping-----	3
Installing Fuel Oil Piping Systems-----	3
 Total Classroom Hours First Year-----	 191

**HOURS**

Second Year Apprentice

Reading Commercial Drawings Part One-----	20
Intermediate Math for Plumbers-----	15
Installing Pipe in Trenches-----	5
Grade for Drain and Waste Piping-----	10
Joining Clay and Concrete Pipe-----	3
Connecting to the Sewer Main-----	5
Installing Roof and Floor Area Drains-----	14
Installing Pipe Hangers and Supports-----	5
Installing DMV Piping Systems-----	10
Testing DMV Piping Systems-----	8
Connecting to the Water Main-----	5
Testing Water Supply Piping-----	5
Types of Faucets-----	8
Types of Valves-----	5
Installing and Servicing Valves and Faucets-----	15
Installing Water Heaters-----	5
Water Meters-----	3

Types of Fixtures .....	10
Setting Fixtures .....	15
Total Classroom Hours Second Year .....	166

Third Year Apprentice

Reading Commercial Plumbing Drawings Part Two .....	30
Introduction to Regional and Local Plumbing Code .....	5
Advanced Math for Plumbers .....	20
Types of Vents and Venting Installations .....	15
and Special Waste .....	5
Sewage Pumps and Sewage Pumping .....	10
Locating Buried Sewer and Water Lines .....	5
Installing Pressure Reading Valves .....	3
Water Pressure Booster Systems .....	8
Installing Shock Arrestor .....	5
Backflow Preventers .....	8
Installing Re-circulation Systems .....	5
Filtering and Softening Water .....	5
Cleaning and Disinfecting Potable Water Systems .....	5
Thawing Frozen Water Pipes .....	3
Installing Water Supply Piping .....	8
Fixture Rough-In .....	5
Plumbing for Solar Heating Systems .....	5
Sizing, Piping and Venting Natural Gas Systems .....	5
Total Classroom Hours Third Year .....	155

**HOURS**

Fourth Year Apprentice

Plumbing Theory .....	15
On the Job Task Organization .....	8
Sizing Storm Drainage .....	5
Sizing Vents .....	10
Sizing Drainage Systems .....	10
Waste and Vent Systems .....	8
Servicing Traps and Interceptors .....	5
Sizing Water Supply Piping .....	10
Servicing Plumbing Fixtures .....	15
Installing Swimming Pools and Hot Tubs .....	5
Installing Compressed Air Piping Systems .....	8
Installing Hydronic Heating Systems .....	8
Installing Corrosive Resistant Waste Piping .....	5
Installing Medical Gas Systems .....	10
Plumbing for Mobile Homes and Mobile Home Parks .....	8
Installing Private Waste Disposal Systems .....	10
Installing Private Water Supply Systems .....	10
Total Classroom Hours Fourth Year .....	150
Total Hours .....	662

**TRADE SCHEDULE**  
**Electrician**  
**O\*NET/SOC: 47-2111.00 RAIS CODE: 0159**

This trade schedule is attached to and a part of the Apprenticeship Standards for the above identified occupation.

**1. TERM OF APPRENTICESHIP**

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**2. RATIO OF APPRENTICES TO JOURNEYWORKERS**

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**3. APPRENTICE WAGE SCHEDULE**

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**4-Year Term Example: (THIS IS ONLY A SAMPLE-ADJUST HOURS/WAGES AS APPROPRIATE)**

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3 <sup>rd</sup> 6 months + hours = 60%	7 <sup>th</sup> 6 months + hours = 85%
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At the time of the registration of these Standards, the Journeyworker rate has not been calculated. If required, the Registration Agency will be notified of all changes to the Journeyworker rate in a timely manner.

**4. SCHEDULE OF WORK EXPERIENCE (See attached Trade Schedule)**

LATC's may add to the work processes before submitting these Standards to the appropriate Registration Agency for approval.

**5. SCHEDULE OF RELATED INSTRUCTION (See attached Course Outline.)**

**Electrician**  
**O\*NET/SOC: 47-2111.00 RAIS CODE: 0159**

**HOURS**

- 
1. Preliminary Work -----600

Learn trade names of tools, equipment and materials commonly used in the trade by journeymen. Types and uses of devices, wire, cable,, boxes, raceways and fixtures. Learn the names and uses of cable pulling, conduit bending, splicing, and termination tools and proper care and maintenance.

2. Residential and Commercial Rough-In Work -----3,000

Reading take off sheets and pulling materials for job. Loading equipment and materials on the truck for transport to the job. Mobilizing a job site by properly unloading and organizing tool lay out and materials. Learn job lay out for outlet boxes, switches, phone outlets, cable TV outlets, ceiling fan outlets, etc. Learn conduit installation techniques, bending techniques, proper use based on the material of the conduit. Learn wire fill limitations of conduits and other conduit requirements or restrictions based on the NEC.

Learn to read architectural blueprints and electrical blueprints as the guide to your installation. Learn to work with wire and cable as well as cable assemblies through rough building construction. Assist electricians in all two-man work such as pulling wire, or large trade size conduit. Assist journeyman electricians in the installation of load centers, safety switches, service risers, laterals, and over current protective devices.

**Electrician**  
**O\*NET/SOC: 47-2111.00 RAIS CODE: 0159**

**HOURS**

---

3.	Residential and Commercial Finish Work-----	2,000
	Installing switches, receptacles, light fixtures, dimmers and controllers.	
	Installing and testing ground fault circuit interrupters and verifying the entire circuit that was to be protected, is protected. Learn to test the entire electrical system after power-up and find short's, grounds and open circuits. Work with the journeyman on the cause and solution of the problem.	
4.	Metal Conduit and Wire Mold Systems -----	1,000
	Learn and perform the correct procedures of metal conduit, armored cable, liquidtite flexible metallic conduit, wire mold, and cellular floor duct installation.	
5.	Troubleshooting Electrical Systems -----	1,000
	Troubleshooting and repairing all types of commercial and residential building wiring, and electrically driven and controlled machinery.	
	Make electrical system repairs under the supervision of a journeyman electrician and learn appropriate test and verification techniques.	
6.	Motor Installation, Troubleshooting and Controls -----	400
	Understand Article #430 of the NEC as it applies to motor circuits and controls. Learn how to determine if a motor and the probable the probable cause. Learn motor controls techniques and how to troubleshoot motor control centers. Learn the mechanical technique of electric motor replacement and equipment.	
	Total Apprenticeship Hours -----	8,000

**RELATED INSTRUCTION SCHEDULE**

**Electrician**

**O\*NET/SOC: 47-2111.00 RAIS CODE: 0159**

**HOURS**

First Year Apprentice

Basic Safety-----	15
Basic Math -----	15
Introduction to Hand Tools-----	10
Introduction to Power Tools -----	5
Basic Rigging -----	20
Electrical Safety -----	13
Hand Bending -----	8
Fasteners and Anchors -----	5
Electrical Theory One -----	8
Electrical Theory Two -----	8
Electrical Test Equipment -----	5
Introduction to the NEC -----	3
Runways, Boxes and Fittings -----	15
Conductors -----	15
Introduction to Electrical Blueprints -----	8
Electrical Wiring: Commercial and Industrial -----	8
Electrical Wiring: Residential -----	15

Total Classroom Hours First Year -----176

Second Year Apprentice

Alternating Current Fundamentals-----	15
Motors: Theory and Application -----	20
Grounding -----	13
Conduit Bending -----	15
Boxes and Fittings -----	10
Conductor Installations -----	10
Cable Trays -----	15
Conductor Terminations and Splices -----	8
Installation of Electric Services -----	15
Circuit Breakers and Fuses-----	13
Contactors and Relays -----	10
Electric Lighting -----	10

Total Classroom Hours Second Year -----154

**RELATED INSTRUCTION SCHEDULE**  
**Electrician**  
**O\*NET/SOC: 47-2111.00 RAIS CODE: 0159**

**HOURS**

Third Year Apprentice

Load Calculations – Branch Circuits -----	13
Conductor Selection and Calculations -----	15
Overcurrent Protection -----	13
Raceway, Box and Fitting Fill Requirement -----	13
Wiring Devices -----	10
Distribution Equipment -----	13
Distribution System Transformers -----	15
Basic Lighting -----	5
Motor Calculations -----	13
Motor Maintenance Part #1 -----	13
Motor Controls -----	20
Electricity in HVAC Systems -----	20
Hazardous Locations -----	15
 Total Classroom Hours Third Year -----	 178

Fourth Year Apprentice

Load Calculations: Feeder and Service -----	15
Commercial and Industrial Lighting -----	5
Specialty Lighting -----	5
Standby and Emergency Systems -----	13
Basic Electronic Theory -----	20
Fire Alarm Systems -----	15
Specialty Transformers -----	15
Advanced Controls -----	20
HVAC Controls -----	15
Welding Machines -----	10
Heat Tracing and Freeze Protection -----	10
Motor Maintenance Part #2 -----	13
High Voltage Terminations/Splices -----	10
 Total Classroom Hours Fourth Year -----	 166
 Total Hours -----	 674

## **Appendix B**

### **SAMPLE APPRENTICESHIP AGREEMENT**

**Appendix C**

**AFFIRMATIVE ACTION PLAN**

**ADOPTED BY**

***NATIONAL APPRENTICESHIP AND  
TRAINING COMMITTEE OF ARS***

**AS REQUIRED UNDER TITLE 29, CODE OF FEDERAL REGULATIONS, PART 30  
AMENDED MAY 12, 1978**

**DEVELOPED IN COOPERATION WITH THE  
U. S. DEPARTMENT OF LABOR  
BUREAU OF APPRENTICESHIP AND TRAINING**

**APPROVED BY \_\_\_\_\_  
REGISTRATION AGENCY**

**DATE APPROVED: \_\_\_\_\_**

## **SECTION I - INTRODUCTION**

The NATC enters this Plan with good faith for the purpose of promoting equality of opportunity into its registered apprenticeship program. The NATC seeks to increase the recruitment of qualified women and/or minorities for possible selection into the apprenticeship program. The NATC hereby adopts the following Equal Employment Opportunity Statement and Affirmative Action Policy as endorsed by ARS.

This Plan is a supplement to the Apprenticeship Standards. Any changes made by the NATC shall become part of this written Plan, once approved by the U. S. Department of Labor, Bureau of Apprenticeship and Training.

### **EQUAL EMPLOYMENT OPPORTUNITY STATEMENT AND AFFIRMATIVE ACTION POLICY**

It is, has been, and will continue to be the policy of ARS to provide equal employment opportunity without regard to race, color, age, religion, sex, national origin, disability, or veteran status. Further, it is the policy of this Company to undertake affirmative action in compliance with all federal, state, and local requirements. I wish to take this opportunity to issue a formal reaffirmation of this policy and to assure each applicant, employee and party with whom we do business of my personal commitment to our equal opportunity and affirmative action objectives.

Our continued success depends heavily on the full and effective utilization of qualified persons. I will continue to direct our employment practices toward ensuring equal opportunity for all. The Company intends that all matters related to recruiting, hiring, training, compensation, benefits, promotions, transfers, terminations and layoffs and recalls, as well as all company-sponsored social and recreational programs and all treatment on the job be free of unlawful discriminatory practices.

As a government contractor we are obliged to keep records, make reports to the federal government, develop written Affirmative Action Programs and otherwise document the results of our good faith efforts to ensure equality of employment opportunity at ARS. Our written Affirmative Action Plan is available for inspection by employees and applicants during normal business hours (Monday – Friday from 8:00 AM to 5:00 PM) in the Human Resources Director's office.

As Vice President of Human Resources, I retain the overall responsibility for ARS Equal Employment Opportunity Affirmation Action Programs, the administration and implementation of these important programs for women, minorities, handicapped persons, disabled veterans and veterans of the Vietnam Era. I ask that each manager and supervisor join me in full support of the principles of equal opportunity and affirmative action. I invite any applicant or employee to address their concerns and questions.

---

Mike Williams, Vice President of Human Resources

[Enter Service Center]

[Enter Plan Date]

**AFFIRMATIVE ACTION PROGRAM**

for

**WORKERS WITH DISABILITIES, SPECIAL DISABLED VETERANS,  
VETERANS OF THE VIETNAM ERA, AND OTHER COVERED VETERANS**

Facility EEO-1 Identification Number 36-4194801

Facility Dun & Bradstreet Identification Number 938-963-634

Plan completed by:

\_\_\_\_\_  
Ezell Bell

Program read and approved by:

\_\_\_\_\_  
[Enter General Manager],

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## **LIST OF ALL SUPPORTING EXHIBITS**

- 1 EEO Policy Statement
- 2 EEO Policy Statement Concerning Non-Harassment
- 3 Sample Purchase Order
- 4 Sample Letter to Recruiting Sources
- 5 Sample Listings of Vacancies
- 6 Copies of Job Orders Listed with the U.S. Department of Labor "America's Job Bank"
- 7 Latest Vets-100 Report

## **SECTION I**

### **INSPECTION OF THIS AAP**

*41 §CFR 60-741.41*

*41 §CFR 60-250.41*

The full Affirmative Action Program for Disabled Workers, Special Disabled Veterans, Veterans of the Vietnam Era and Other Covered Veterans shall be available for inspection by any applicant or employee upon request. The location and hours during which the AAP can be obtained are posted where such information is available to both applicants and employees. See Exhibit 1.

## SECTION II

### PERSONS COVERED BY THIS AFFIRMATIVE ACTION PROGRAM

**41 CFR §60-741.2**

**41 CFR §60-250.2**

#### **Special Disabled veteran** means:

A person entitled to disability compensation under laws administered by the Department of Veterans Affairs for a disability

- rated at 30 percent or more; or
- rated at 10 percent or 20 percent in the case of a veteran who has been determined to have a serious employment handicap; or

**A person who was discharged or released from active duty because of a service-connected disability.**

#### **Qualified special disabled veteran** means:

A special disabled veteran as defined above whom:

- satisfies the requisite skill, experience, education and other job-related requirements of the employment position such veteran holds or desires, and
- who, with or without a reasonable accommodation, can perform the essential functions of such position.

#### **Veteran of the Vietnam Era** means:

A person who served on active duty for a period of more than 180 days and was discharged or released wherefrom with other than a dishonorable discharge, if any part of such active duty occurred:

- in the Republic of Vietnam between February 28, 1961, and May 7, 1975; or
- between August 5, 1964, and May 7, 1975, in all other cases; or

A person who was discharged or released from active duty for a service-connected disability if any part of such active duty was performed:

- in the Republic of Vietnam between February 28, 1961, and May 7, 1975; or
- between August 5, 1964, and May 7, 1975, in all other cases.

#### **Other covered veteran** means:

Veterans of wars, campaigns, and expeditions for which a campaign badge is authorized. This includes, but is not limited to, World War I, World War II, the Korean War, the Gulf War, Grenada, Bosnia, etc.

#### **Individual with a disability** means any person who:

Has a physical or mental impairment which substantially limits one or more of such person's major life activities;

Has a record of such impairment; or  
Is regarded as having such an impairment.

**Qualified individual with a disability** means:

An individual with a disability who satisfies the requisite skill, experience, education, and other job-related requirements of the employment position such individual holds or desires, and who, with or without reasonable accommodation, can perform the essential functions of such position, **EXCEPT**,

The terms **individual with a disability** and **qualified individual with a disability** do not include individuals currently engaging in the illegal use of drugs, when the employer acts on the basis of such use. These terms also do not include an individual who is an alcoholic whose current use of alcohol prevents such individual from performing the essential functions of the employment position such individual holds or desires or whose employment, by reason of such current alcohol abuse, would constitute a direct threat to property or to the health or safety of the individual or others.

**Substantially limits** means:

Unable to perform a major life activity that the average person in the general population can perform; or

Significantly restricted as to the condition, manner, or duration under which an individual can perform a particular major life activity as compared to the condition, manner, or duration under which the average person in the general population can perform that same major life activity.

With respect to the major life activity of working, “substantially limits” means significantly restricted in the ability to perform either a class of jobs or a broad range of jobs in various classes as compared to the average person having comparable training, skills, and abilities. The inability to perform a single, particular job does not constitute a substantial limitation in the major life activity of working.

**Major life activities** means:

Functions such as caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, and working.

### SECTION III

#### INVITATION TO SELF-IDENTIFY

*41 CFR §60-741.42*

*41 CFR §60-250.42*

1. After making an offer of employment to a job applicant and before the applicant begins his or her employment duties, [Enter Service Center] shall invite the applicant to inform it whether the applicant believes that he or she might be covered by the Rehabilitation Act or Vietnam Era Veterans Readjustment Assistance Act, as provided by the applicable regulations, and wishes to benefit under the AAP.
2. [Enter Service Center] will not make a pre-employment invitation to self-identify.
3. The form of the invitation is as prescribed by the regulations: It indicates that identification may be made now or at any time in the future, and it summarizes the relevant portions of the acts and of [Enter Service Center]'s AAP. The invitation states that the information is voluntary and will be kept confidential and will be used in a manner consistent with law. The invitation is included as Exhibit 2.
4. [Enter Service Center] will maintain a separate file on persons who have self-identified and will provide that file to the OFCCP upon request.

## **SECTION IV**

### **POLICY STATEMENT**

*41 CFR §60-741.44(a)*

*41 CFR §60-250.44(a)*

The recruitment, selection, employment, and training of apprentices during their apprenticeship, shall be without discrimination because of race, color, religion, national origin, or sex. The sponsor will take affirmative action to provide equal opportunity in apprenticeship and will operate the apprenticeship program as required under Title 29 of the Code of Federal Regulations, Part 30.

It is the policy of [Enter Service Center] to seek and employ qualified personnel at all locations and facilities, and to provide equal employment opportunities for all applicants and employees in recruiting, hiring, placement, training, compensation and benefits, promotion, transfer, and termination. To achieve this, [Enter Service Center] will take affirmative action to employ and advance in employment qualified individuals with disabilities, disabled veterans, and veterans of the Vietnam Era, and will administer all personnel actions without regard to disability and base all such decisions on valid job requirements.

[Enter Service Center] will ensure that applicants and employees with disabilities are informed of the contents of its policy statement. Employees and applicants shall not be subject to unlawful harassment.

Attached as Exhibit 3 is [Enter Service Center]'s policy statement signed by the General Manager.

## SECTION V

### INTERNAL DISSEMINATION OF POLICY

*41 CFR §60-741.44(g)*

*41 CFR §60-250.44(g)*

[Enter Service Center] will disseminate this Affirmative Action Policy internally in the following ways:

1. [Enter Service Center]'s policy manual contains its EEO/AA Policy, which covers individuals with disabilities, special disabled veterans, veterans of the Vietnam Era, and other covered veterans. See Exhibit 3.
2. [Enter Service Center]'s EEO/AA Policy is posted in all offices and on all employee bulletin boards. See Exhibit 3.
3. [Enter Service Center] periodically informs all employees of its commitment to engage in affirmative action to increase employment opportunities for qualified individuals with disabilities, qualified special disabled veterans, qualified veterans of the Vietnam Era, and qualified veterans of wars, campaigns or expeditions for which a campaign badge has been authorized. This may include scheduling meetings with management employees or all employees to discuss policy and to explain individual responsibilities.
4. [Enter Service Center]'s Policy and the existence of the Affirmative Action Program are discussed in new employee orientation meetings and in management training programs.
5. An "Invitation to Self-Identify" addressed to individuals with disabilities and all covered veterans are posted on all employee bulletin boards and in the Human Resources Office See Exhibit 2.
6. The Affirmative Action Program for Disabled Workers, Special Disabled Veterans, Veterans of the Vietnam Era and Other Covered Veterans is available for inspection upon request by any employee or applicant during normal business hours in the Human Resources Department.
7. Management and other employees engaged in employment, placement, and transfer or promotion processes receive additional training on applicable opportunity laws for the handicapped and covered veterans. Our AAP is covered in depth with employees who work in Human Resources.

## SECTION VI

### EXTERNAL DISSEMINATION OF POLICY, OUTREACH AND POSITIVE RECRUITMENT

*41 CFR §60-741.44(f)*

*41 CFR §60-250.44(f)*

1. [Enter Service Center] enlists the assistance and support of recruiting sources that are capable of referring qualified individuals with disabilities, special disabled veterans, Vietnam Era veterans and other covered veterans for employment opportunities with [Enter Service Center].

[Enter Service Center] will invite these organizations to attend briefing sessions on our premises where they tour the facilities, and where we can discuss our selection process, worker specifications, etc.

2. As required by these regulations, [Enter Service Center] lists all employment opportunities except executive and top management, and those opportunities that we expect to fill from within our own organization, with America's Job Bank.
3. When we have vacancies for which we expect to recruit externally, we notify the sources listed in item 1. We request that they refer applicants in accordance with our standard procedures. (In reference to the recruiting sources "listed in item 1", each service center has different sources. Therefore, the plan would be individualized per services center).
4. Newspaper advertisements and other recruiting communications carry the tag line, Equal Opportunity Employer, Male/Female/Disabled/Veteran.

## SECTION VII

### RESPONSIBILITY FOR IMPLEMENTATION

*41 CFR §60-741.44 (i)*

*41 CFR §60- 250.44(i)*

[Enter General Manager], General Manager has overall responsibility for the Program. Mike Williams, Vice President, People Services, is designated as the EEO Compliance Officer and is responsible for implementing, monitoring, and administering the Program. Implementation of this program has the support of top management. Among other things, the EEO Compliance Officer will:

1. Develop policy statements, affirmative action program, and internal and external communication techniques, including discussions with managers, supervisors, and employees to ensure that [Enter Service Center]'s policy is being followed.
2. Identify problem areas in the implementation of the affirmative action program in conjunction with line management, and develop solutions.
3. Design and implement audit and reporting systems.
4. Serve as liaison between the contractor and enforcement agencies.
5. Serve as liaison between the contractor and organizations by and for disabled workers, and all veterans covered by this AAP.
6. Keep management informed of the latest developments in the affirmative action area.
7. Arrange for career counseling as requested by known disabled workers and all veterans covered by this AAP.

## **SECTION VIII**

### **TRAINING OF PERSONNEL INVOLVED IN SELECTION**

*41 CFR §60-741.44(j)*

*41 CFR §60-250.44(j)*

All personnel involved in the recruitment, screening, selection, promotion, disciplinary, and related processes shall be trained to ensure that the commitments in [Enter Service Center]'s affirmative action program are carried out.

## SECTION IX

### REVIEW OF PERSONNEL PROCESSES PROPER CONSIDERATION OF QUALIFICATIONS

*41 CFR §60-741.44 (b)*

*41 CFR §60-250.44 (b)*

1. [Enter Service Center] reviews its employment procedures at least annually to ensure careful, thorough, and systematic consideration of the job qualifications of applicants and employees for job vacancies filled either by hiring or promotion and for all training opportunities, including applicants and employees known to have a disability, known special disabled veterans, known veterans of the Vietnam Era, and known veterans of wars, campaigns and expeditions for which a campaign badge has been authorized
2. In order to ensure that there has been proper consideration of the qualifications of covered applicants and employees, [Enter Service Center] will file such application in a file for each specific vacancy (whether new hire, promotion, transfer, etc.) for which the person applied. These files shall be easily retrievable for review by the Department of Labor and for the contractor's own review in carrying out compliance activities.
3. Further, [Enter Service Center] will include in the personnel records of each known covered veteran or known disabled employee the identification of each training program for which he or she was considered.
4. In addition, [Enter Service Center] will, in each case where a covered veteran or disabled person is rejected for employment, promotion, or training, make and retain a record sufficient to describe the reasons for the non-selection and the name of the person who was selected. If an accommodation was considered, the record will also reflect this information.
5. [Enter Service Center] will make and retain a record of all accommodations undertaken which make it possible to place a covered veteran or disabled individual in a job.

## SECTION X

### REVIEW OF PHYSICAL AND MENTAL QUALIFICATIONS

*41 CFR §60-741.44(c)*

*41 CFR §60- 250.44(c)*

1. [Enter Service Center] has completed a review of the physical and mental qualifications of all jobs. None have requirements that tend to screen out qualified disabled individuals unless they are job related and consistent with business necessity.
2. In the same way, [Enter Service Center] will review physical and mental qualifications of any job whenever the position description for that job is revised.
3. The Company does not administer pre-placement physical examinations.
4. Information obtained about any applicant or employee's medical condition or history shall be collected and maintained on separate forms. Supervisors and managers are not provided with documents related to the employee's medical condition or history except as outlined below.

These files will be treated as confidential except:

- (i) Supervisors and managers may be informed regarding necessary restrictions on the work or duties of the applicant or employee and necessary accommodations;
- (ii) First aid and safety personnel may be informed, when appropriate, if the disability might require emergency treatment;

Government officials engaged in enforcing the laws administered by OFCCP or enforcing the Americans with Disabilities Act shall be provided relevant information on request; and

Government officials engaged in enforcing the laws administered by OFCCP or enforcing the Americans with Disabilities Act shall be provided relevant information on request.

Information obtained regarding the medical history or condition of any applicant or employee shall not be used for any purpose inconsistent with the law.

## SECTION XI

### REASONABLE ACCOMMODATIONS

*41 CFR §60-741.44(d)*

*41 CFR §60-250.44(d)*

1. [Enter Service Center] will make reasonable accommodation to the known physical and mental limitations of an otherwise qualified individual unless it can demonstrate that the accommodation would impose an undue hardship on the operation of its business.
  
2. If an employee with a known disability is having significant difficulty performing his or her job, and it is reasonable to conclude that the performance problem may be related to the known disability, such employee's supervisor will confidentially notify the employee of the performance problem and inquire whether the problem is related to the employee's disability. If the employee responds affirmatively, the contractor shall confidentially inquire whether the employee is in need of a reasonable accommodation. This does not mean that poor performance will be tolerated; a reasonable accommodation is that which will permit the employee to perform the job in accordance with those standards established by the supervisor for all employees in the same or similar position.

## SECTION XII

### HARASSMENT

*41 CFR §60-741.44(e)*

*41 CFR §60-250.44(e)*

1. [Enter Service Center] prohibits harassment of its employees on account of their status as disabled, as a special disabled veteran, as a veteran of the Vietnam Era or as an “other covered veteran”, within the meaning of these regulations. Any employee who believes himself or herself to have been harassed in violation of this policy is urged to bring this to the attention of the supervisor or the Vice President of Human Resources immediately.
2. Any supervisor who witnesses such harassment or is otherwise informed of a violation of this policy is directed to bring this to the immediate attention of the Vice President of Human Resources. Failure of a supervisor with such knowledge to promptly advise responsible [Enter Service Center] officials is grounds for discipline up to and including discharge.
3. The investigation of any such complaint shall be carried out promptly and shall involve only those persons with a need to know.
4. Any employee guilty of harassment of another employee in violation of this policy is subject to discipline up to and including discharge, depending on the severity of the offense.

## SECTION XIII

### MANDATORY JOB LISTING

*41 CFR §60-250.5(a)(2)*

1. Listing of employment openings with the employment service system shall be made concurrently with the use of any other external recruitment source or effort.
2. Jobs will be listed with the local state employment office in the area where the job is located.
3. The Company will list all jobs except executive and top management jobs and those positions which will be filled from within our organization (including affiliates, subsidiaries, and parent, as well as jobs which we propose to fill from any regularly established recall list).
4. [Enter Service Center] will treat referrals from the state employment service in the same way that it treats referrals from other sources. That is, such referrals may or may not be interviewed in the same way that [Enter Service Center] determines to interview applicants who are referred by other means.

## SECTION XIV

### AUDIT AND REPORTING SYSTEM

*41 CFR §§60-741.44(h) and -741.80*

*41 CFR §§60-250.44(h) and -250.80*

1. [Enter Service Center] has designed and implemented an audit and reporting system that:
  - (i) measures the effectiveness of our program;
  - (ii) indicates any need for remedial action;
  - (iii) assists us in determining the degree to which our objectives have been obtained;
  - (iv) assists us in determining whether individuals covered by this Affirmative Action Program have had the opportunity to participate in all [Enter Service Center]-sponsored educational, training, recreational, and social activities; and
  - (v) measures our compliance with specific obligations.

These are the responsibility of the EEO Compliance Officer.

2. Where problems are identified, [Enter Service Center] will undertake the necessary action to bring the program into compliance.
3. [Enter Service Center] retains all records relating to employment decisions, such as advertisements and postings, applications and résumés, interview notes, tests and test results, requests for accommodation, etc. for a period of three years from the date the record was made or the date of the selection decision, whichever occurs first.

**SECTION XV**  
**OTHER MATTERS**

As required by applicable regulations, [Enter Service Center]:

1. Will include the equal opportunity clause in each of our covered contracts and purchase orders, either in totality or by reference. 41 CFR §60-741.5, 41 CFR §60-250.5
2. Will post in conspicuous places, available to applicants and employees, notices in the form prescribed by the Department of Labor which state [Enter Service Center]'s obligation under the law to refrain from discrimination and to engage in affirmative action with respect to individuals with disabilities, disabled veterans, and veterans of the Vietnam Era. 41 CFR §60-741.5, 41 CFR §60-250.5.
3. Will not, when employing or promoting disabled veterans and veterans of the Vietnam era, reduce the amount of compensation offered because of any disability income, pension or other benefit the applicant or employee receives from another source. 41 CFR §60-741.21(I), 41 CFR §60-250.21 (i)
4. Will not deny a qualified individual with a disability equal access to insurance or subject such individual to different terms or conditions of insurance based on disability alone, if the disability does not pose increased risks. 41 CFR §60-741.25, 41 CFR §60-250.25
5. Will notify each applicant and employee of the availability of this Affirmation Action Program for inspection and the hours and location where it can be examined.
6. Will notify each labor union or representative of workers with which it has a collective bargaining agreement or other contractual understanding that [Enter Service Center] is bound by the terms of the Rehabilitation Act and the Vietnam Era Veterans Readjustment Assistance Act. 41 CFR §60-741.5, 41 CFR §60-250.4

## **APPENDICES**

- Appendix 1: Notification of Policy, Request for Self Identification and Availability of AAP for Inspection
- Appendix 2: Invitation to Self-Identify
- Appendix 3: Prohibition Against Harassment and Retaliation

**Appendix 1**  
**[Enter Service Center]**

TO: All Employees

FROM: [Enter General Manager]  
[Enter Service Center]

RE: Employee Survey - Request for Voluntary EEO Self-Identification

DATE: [Enter Plan Date]

[Enter Service Center] is an equal opportunity/affirmative action employer. We are required to keep records on the race, sex, and ethnicity of our employees and to file periodic reports with the government. We recognize that some employees might find this intrusive and we regret giving any offense. The government does permit that the making or verifying of this information in employee records may be accomplished by what the government refers to as a "visual survey" by the employer. However, we prefer to give employees the opportunity to participate in a voluntary self-identification survey. We think self-identification is likely to result in more accurate information. Nevertheless, self-identification is voluntary and there will be no negative consequences if you elect not to disclose this information. This information is kept confidential.

We are also required by law to invite each employee who wishes to benefit under the Affirmative Action Program for Disabled Workers and for Special Disabled Veterans, Veterans of the Vietnam Era and Other Covered Veterans (38 U.S.C. 2012) to identify himself or herself as a qualified individual with a disability, a "special disabled veteran," a "Veteran of the Vietnam Era," or "other covered veteran," as those terms are defined by law. This Invitation to Self-Identify is posted on [Enter Service Center] bulletin boards. From time to time we will use this survey method to give employees the opportunity to respond. You may inform us of your desire to benefit under the program at this time and/or at any time in the future. This information will assist us in placing you in an appropriate position and in making accommodations for your disability. This information also is voluntarily provided, it will be kept confidential, and either disclosure or refusal to provide the information will not subject the employee to any adverse treatment. Further, this information will be used only in accordance with the law. Information you submit about your disability will be kept confidential, except that (i) supervisors and managers may be informed regarding restrictions on the work or duties of individuals with disabilities, and regarding necessary accommodations; (ii) first aid and safety personnel may be informed, when and to the extent appropriate, if the condition might require emergency treatment; and (iii) Government officials engaged in enforcing laws administered by OFCCP or the Americans with Disabilities Act, may be informed. The information provided will be used only in ways that are not inconsistent with section 503 of the Rehabilitation Act and other applicable laws. We have a written Affirmative Action Program for Disabled Workers and for Special Disabled Veterans, Veterans of the Vietnam Era and Other Covered Veterans, which is available for inspection by employees and applicants during normal business hours (Monday-Friday from 8 AM to 5 PM) in the General Manager's office.

[Enter Service Center] does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, or status as a Vietnam Era veteran or special disabled veteran or other covered veteran. [Enter Service Center] makes all employment decisions on the basis of job related criteria. Neither information disclosed on the attached form, nor refusal to disclose this information, will affect any decision having to do with hiring, re-hiring, transfer, promotion, compensation, training, benefits or continuation of employment.

**APPENDIX 2**

**EEO SELF-IDENTIFICATION FORM FOR  
[ENTER SERVICE CENTER]  
EMPLOYEES**

It is necessary that you complete the data above the double line. Please print legibly in blue or black ink. Other information is voluntary and is disclosed or not disclosed according to the terms of the attached memorandum.

EMPLOYEE NAME \_\_\_\_\_ EMPLOYEE ID# \_\_\_\_\_  
SOCIAL SECURITY NUMBER \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_  
POSITION \_\_\_\_\_  
WORK LOCATION/DEPARTMENT # \_\_\_\_\_

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**PART I - Sex, Race and Ethnicity**

The following designations are those currently required by the Federal government. Please mark only one sex and one race/ethnic group.

Check One Only (M) \_\_\_\_\_ Male (F) \_\_\_\_\_ Female

Check One Only

- (W) \_\_\_\_\_ White, not of Hispanic Origin (*includes persons of Middle Eastern descent*)
- (B) \_\_\_\_\_ Black, not of Hispanic Origin (*includes Jamaican and West Indian*)
- (H) \_\_\_\_\_ Hispanic (all races) (*includes Mexican, Puerto Rican, Cuban, Central or South American or Spanish culture or origin*)
- (A) \_\_\_\_\_ Asian or Pacific Islander (*includes persons having origins in the Far East, Southeast Asia, the Indian subcontinent or the Pacific Islands*)
- (I) \_\_\_\_\_ American Indian, Eskimo or Aleut (*persons having origins in the original peoples of North America who maintain a cultural identification through tribal affiliation or community recognition*)

**PART II - Identification as Covered Veteran (Check All That Apply)**

(V) \_\_\_\_\_ Veteran of the Vietnam Era. *This term means a person who served on active duty for 180 days or more, and was discharged or released wherefrom with other than a dishonorable discharge, if any part of such duty occurred: a) in the Republic of Vietnam between 2/28/61 and 5/7/75 or b) between 8/5/64 and 5/7/75 in all other cases or c) was discharged or released from active duty for a service-connected disability if any part of such active duty was performed in the place/periods described in a) and b) above.*

(D) \_\_\_\_\_ Special Disabled Veteran. *This term means a veteran who is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Department of Veterans Affairs for a disability (a) rated at 30 percent or more, or (b) rated at 10 or 20 percent in the case of a veteran who has been determined under 38 U.S.C. 3106 to have a serious employment handicap, or a person who was discharged or released from active duty because of a service-connected disability.)*

- (O) \_\_\_\_\_ Other Veteran. *This term means a veteran who served on active duty during a war or in a campaign or expedition for which a campaign badge has been authorized.*

PART III – Identification as a Disabled Employee requiring accommodations

1. Any special methods, skills, and procedures which qualify you for positions that you might not otherwise be able to do because of your disability so that you will be considered for any positions of that kind
2. Accommodations which we could make which would enable you to perform the job properly and safely, including special equipment, changes in the physical layout of the job, elimination of certain duties relating to the job, provision of personal assistance services or other accommodations

**Appendix 3**  
**Prohibition Against Harassment and Retaliation**

**ARS's Policy for**  
**Sexual and Other Unlawful Harassment**

ARS is committed to providing a work environment that is free of discrimination and unlawful harassment. Actions, words, jokes, printed material or comments made by other employees, customers, or vendors based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated. As an example, sexual harassment (both overt and subtle) is a form of employee misconduct that is demeaning to another person, undermines the integrity of the employment relationship, and is strictly prohibited.

Any employee who wants to report an incident of sexual or other unlawful harassment should report the matter to his or her supervisor. If the supervisor is unavailable, or the employee believes it would be inappropriate to contact that person, the employee should immediately contact their Region People Services Manager, or the Corporate People Services Department. Employees can raise concerns and make reports without fear of reprisal.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment should promptly advise their Region People Services Manager, Region Manager and/or Division Vice President who will assist the manager in handling the matter in a timely and confidential manner.

Any employee engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination.

**[Enter Service Center]**  
**AFFIRMATIVE ACTION PROGRAM**  
**for**  
**WOMEN AND MINORITIES**

For the Period  
[Enter Plan Date]

Facility EEO-1 Identification Number: 36-4194801

Facility Dun & Bradstreet Identification Number: 938-963-634

Plan completed by: \_\_\_\_\_  
Ezell T. Bell

Program read and approved by: \_\_\_\_\_  
[Enter General Manager], General Manager

## Confidentiality Notice to the OFCCP

This Affirmative Action Program contains substantial confidential information that is subject to the provisions of 18 USC Section 1905. *Chrysler Corp. v. Brown*, 441 U.S. 281 (1979).

This Affirmative Action Program is the property of [Enter Service Center] and it is loaned to the Office of Federal Contract Compliance Programs, along with certain other materials requested by the OFCCP, on the condition that the government holds them totally confidential and not releases copies to any person.

Pursuant to 5 U.S.C. Sec. 552 [Enter Service Center] asserts that at least certain sections, exhibits, and compliance investigation files are exempt from the (FOIA) disclosure provisions. Disclosure of AAP Sections IV, V, VI, VII, and X and Exhibits 1, 2, 3, 4 and 5, and the compliance investigation files would injure the business and financial position of the contractor, and would constitute an unwarranted invasion of the privacy of its employees. Disclosure of the above information would also reveal valuable trade secrets and confidential commercial and financial information.

Notice is hereby given of a request pursuant to the regulations of the OFCCP that this AAP be kept confidential.

[Enter Service Center] does not consent to the release of any information whatsoever contained in this Affirmative Action Program under the Freedom of Information Act. If the OFCCP or any other Federal agency is considering a request to release any portion of this AAP under the Freedom of Information Act, [Enter Service Center] asks that the government immediately notify Mike Williams, Vice President, Human Resources of any and all Freedom of Information Act requests received by the government or any other contemplated release of this AAP or any other information obtained by the government from [Enter Service Center].

NOTE: The term "Affirmative Action Program" or "AAP" includes its supporting appendices, exhibits, documents, data, and all materials provided by [Enter Service Center] to the OFCCP or other governmental agency.

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## LIST OF ALL SUPPORTING EXHIBITS

### Exhibit

1. Organizational Profile
2. Job Group Analysis
3. Availability Analysis
4. Incumbency versus Availability
5. Goals
6. Posted EEO Policy
7. EEO policy as published in supervisor/employee handbook
8. New-hire orientation materials
9. Meeting notice, copy of agenda and/or attendance lists at EEO briefings
10. Company publications having EEO/AA stories and/or photos
11. Copy of purchase order and/or contract with EEO Clause included (required)
12. EEO Self-id form for applicants
13. EEO Self-id form for employees
14. Interviewing, Recruiting and Selection Procedures
15. Application form
16. Sample job listing/posting
17. Job posting policy and sample forms
18. Applicant flow log
19. Harassment policy

## **SECTION I**

### **COMMITMENT TO EQUAL EMPLOYMENT OPPORTUNITY**

#### **No citation; voluntarily included in this AAP**

It has been, and will continue to be, the policy of [Enter Service Center] to be an equal opportunity employer.

In keeping with this policy, the Company will continue to recruit, hire, train, and promote into all job levels the most qualified persons without regard to race, color, religion, sex, or national origin. Similarly, all other personnel matters such as compensation, benefits, transfers, layoffs, company - sponsored training, education, tuition assistance, and social and recreational programs will continue to be administered in accordance with the company's policy.

All employment decisions are based on job related standards and must comply with the principles of equal employment opportunity.

## SECTION II

### DISSEMINATION OF POLICY

#### No citation; voluntarily included in this AAP

##### A. Internal Dissemination

[Enter Service Center] will continue to make its equal employment opportunity policy known internally by:

1. Posting a policy statement. See Appendix 1.
2. Including the policy in [Enter Service Center]'s Policy manual.

Explaining the policy thoroughly in new employee orientation and management training programs.

3. Conducting periodic meetings with executive, management, and supervisory personnel to explain the intent of the policy, the General Manager's commitment, and individual responsibilities for effective implementation.
4. Publishing in [Enter Service Center]'s publications articles covering EEO events, promotions of women and minorities, and special action programs.

Picturing both minority and non-minority men and women in publications in which employees are featured.

Making current employees aware of the existence of the Affirmative Action Program and the benefits available to them.

##### B. External Dissemination

[Enter Service Center] will make its policy known externally by:

1. Incorporating the equal employment opportunity clause in all purchase orders, leases, and contracts covered by Executive Order 11246, as amended.
2. Informing all recruiting sources in writing of [Enter Service Center]'s policy, stipulating that the sources actively recruit and refer women and minorities for all positions for which they refer applicants.
3. Notifying, in writing, community agencies, community leaders, minority and women's organizations, secondary schools, and colleges of [Enter Service Center] policy.
4. Showing both minority and non-minority men and women when employees are pictured in help-wanted or other advertising.
5. Informing prospective employees of the existence of [Enter Service Center]'s Affirmative Action Program and the benefits available to them under the Program.

### SECTION III

#### DESIGNATION OF RESPONSIBILITY

##### *41 CFR §60-2.17(a)*

The Vice President of People Services is an official of American Residential Services (ARS) and has responsibility for compliance with equal employment opportunity and for the implementation of the Affirmative Action Program at [Enter Service Center]. The Vice President of People Services of ARS has the authority and the resources to ensure effective implementation. He has access and the support of ARS senior management.

The Vice President of People Services has two separate and distinct roles, he is responsible and accountable for equal employment opportunity and the implementation of the affirmative action programs for ARS Houston.

The Vice President of People Services is an official of American Residential Services and has responsibility for compliance with equal employment opportunity and for the implementation of the Affirmative Action Program at each of the Company's facilities. He has the authority and the resources to ensure effective implementation. He has access to and the support of the CEO of American Residential Services.

He has two separate and distinct roles. At the Corporate office of the Company, he is responsible and accountable for equal employment opportunity and, along with the General Manager of [Enter Service Center], the implementation of the affirmative action program for the [Enter Service Center] facility of American Residential Services.

He is accountable for compliance, at [Enter Service Center], with all equal employment opportunity laws and policies, and all company policies and practices with respect to affirmative recruitment, non-discriminatory selection, record-keeping, and reporting on compliance activities to the CEO.

In discharging these responsibilities, the Vice President of People Services is assisted by a staff that includes investigators, information technology professionals, and administrative support staff. In addition, the Vice President of People Services, Corporate Headquarters, is charged with maintaining all records and implementing all recruitment and selection policies as they have been approved by the Vice President of Legal Services and the CEO. With the assistance of these parties, the Vice President of People Services ensures, for example:

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1. That the AAP is updated annually
2. Compliance with the equal opportunity clause, which is incorporated into the Purchase Order and all covered contracts entered into by American Residential Services
3. Posting of employment opportunities in accordance with company policy
4. Recruitment, including affirmative outreach as appropriate, of potential applicants without regard to race, color, religion, sex, or national origin
5. That managers and supervisors at American Residential Services understand they are responsible for and will be held accountable for making all employment decisions in accordance with company policy and without regard to unlawful factors

6. That the company uses only job related criteria for selection for hire, promotion, transfer, training, compensation and all other employment opportunities
7. The identification of potential problem areas or investigation and response to potential problem areas identified by the Company's employees
8. The establishment and/or review of organizational goals and objectives.
9. Technical compliance, for example, the proper display of EEO posters and company EEO policy statements
10. That facilities that the Company maintains for the use and benefit of its employees are, in fact, desegregated, both in policy and in use, and that facilities such as locker rooms and rest rooms are comparable for both sexes
11. That all employees, including minority and female employees, are encouraged to participate in all company-sponsored educational, training, recreational, and social activities
12. That American Residential Services prohibits and prevents harassment of employees on account of race, color, religion, sex, or national origin
13. The reporting of any breaches of policy or obstacles to fulfillment of the above to the appropriate "line managers" of the company, up to and including the CEO so that appropriate action to resolve such problems can be managed in accordance with company policy and practice

The second role of the Vice President of People Services is to serve, with his staff, as a resource to all American Residential Services' officials who are charged with responsibility and accountability for equal employment opportunity and implementation of establishment Affirmative Action Programs. In that capacity he will make periodic visits and establish periodic internal audit requirements for all American Residential Services' operations.

He is assisted in discharging this responsibility by the Human Resources Corporate staff. Further, under the supervision of the Vice President Legal Services, the Staff Attorney, provides legal advice and other assistance to the Vice President of People

Services. In this capacity, the former is responsible and accountable for providing technical assistance to all units of the Company in achieving compliance. He is responsible and accountable for reporting to appropriate line managers any problems identified at any American Residential Services location. These problems include but are not limited to: non-compliance or untimely compliance with all Federal record-keeping requirements; non-compliance or untimely compliance with all reporting requirements; and non-compliance or untimely compliance with a) development/update and b) performance of required annual discrimination analysis.

The Vice President of People Services will also serve as a resource to all American Residential Services' operations in identifying affirmative action recruiting resources and, upon request, responding to discrimination complaints and representing the location at a compliance evaluation conducted by the Office of Federal Contract Compliance Programs.

## SECTION IV

### IDENTIFICATION OF PROBLEM AREAS

#### BY JOB GROUP AND ORGANIZATIONAL UNIT

*41 CFR §60-2.17(b)(1)*

[Enter Service Center] has conducted an in-depth analysis of its total employment process to determine whether and where any impediments to equal employment opportunity exist by organizational unit or job group.

#### **Problems of minority or female utilization by Job Group:**

[Enter Service Center] has compared the incumbency of minorities and women in each Job Group pursuant to 41 CFR §60-2.15 to determine if the availability for a Job Group is greater than incumbency in an effort to determine if there are any Job Groups in which the percentage of minorities or women employed in the Job Group is less than would reasonably be expected given their availability percentage for that particular Job Group. If such situation exists, the Company has established a placement goal in accordance with 41 CFR §60-2.16.

The methodology employed in this analysis is discussed in detail in Section X of this AAP. In Section X there are identified Job Groups in which responsive goals are established.

#### **Problems of minority or female utilization by Organizational Unit:**

[Enter Service Center] has examined the incumbency of minorities and women in each organizational unit. While there is no requirement that [Enter Service Center] perform an availability analysis equivalent to that done under Section 60-2.14, nor make an incumbency to availability comparison by organizational unit equivalent to that done under Section 2.15, we understand the OFCCP to be concerned with whether there are impediments to the utilization/employment of minorities and/or women in any organizational unit. We have examined employment of minorities and women in each organizational unit and have identified no barriers or impediments to employment in any organizational unit.

#### **Problems of minority or female distribution/placement by Job Group:**

We have identified no impediments to equal employment opportunity in the placement of women or minorities in the different jobs in the Job Group. To the extent a goal has been established for minorities or women in any Job Group, any

problem areas will be addressed by our good faith efforts to meet such goal. See also the discussion of action-oriented programs in Section VIII of the AAP and internal monitoring in Section IX of the AAP.

#### **Problems of minority or female distribution/placement by Organizational Unit:**

We have identified no impediments to equal employment opportunity in the placement of women or minorities in the different jobs in the organizational unit. Our internal monitoring and reporting activities permit the analysis of placements by organizational unit and we have identified no problem areas.

## SECTION V

### IDENTIFICATION OF PROBLEM AREAS

#### PERSONNEL ACTIVITY

*41 CFR §60-2.17(b)*

[Enter Service Center] has conducted in-depth analyses of its total employment process to determine whether and where any impediments to equal employment opportunity exist based on its evaluation of personnel activity.

These analyses are done periodically and statistical compilations are performed at least annually for employment decisions made in the prior AAP Year.

#### **Applicant Flow:**

We do not accept unsolicited applications or résumés. Such job seekers are not applicants. We maintain data on all applicants. Applicants of known race, ethnicity, and sex are those that either 1) complete a self-identification form or 2) are visually identified during interview. Records are kept for each selection decision, if any, for which the applicant was considered. This allows us to complete required analyses, by job title, of the selection rates of minorities, by minority sub-group, and by sex. These data and these analyses are not a part of the written Affirmative Action Program, but they are collected and performed at least annually and will be submitted to the OFCCP in response to a request for same during the course of a compliance review.

Further, we regularly compare the percentage of minorities and women who apply, by Job Group, with our estimate of availability for each Job Group. We hope that such a comparison will give us additional information about both the accuracy of our availability estimate and the results of our good faith efforts to invite minorities and women to apply for equal opportunities at [Enter Service Center].

#### **Hires, promotions and other personnel actions:**

In order to be considered for any opportunity, a job seeker (whether internal or external) must make a timely submission expressing interest in the stated opportunity in the form required by [Enter Service Center]. This may be an application or a résumé, depending on the job.

Employees may apply for opportunities which are posted in accordance with the Company's posting policy. These opportunities may involve lateral transfer, promotion with or without change in work location, or even demotion if this is the desire of the internal applicant. All positions are posted except for the General Manager position. All employees, including women and minorities, are encouraged to take advantage of the opportunity to apply. Selections are made on the basis of knowledge, skills, and abilities and without regard to race, color, religion, sex, or national origin.

Employees are encouraged to discuss their interest in career advancement with their supervisors. Selections are made on the basis of developmental needs and readiness, experience, etc. and without regard to race, color, religion, sex, or national origin.

Pursuant to *The Uniform Guidelines on Employee Selection Procedures* and Title VII case law, [Enter Service Center] will perform all analyses of employment decisions (whether hire, promotion, lateral or even demotion) on the basis of all persons who sought or were considered for a specific job title or who were “tested” using the same selection device.

These analyses will be performed periodically, but at least annually, for all opportunities filled in the AAP Year.

The Company will record, but does not include in an analysis of selections, personnel activity such as reinstatement to the prior job upon return from medical leave (long term or short term), reinstatement or placement as a result of settlement of a grievance, spousal or domestic partner hire contractually agreed to as a condition of employment, or those transactions that do not involve the selection of one job seeker and the rejection of another or others. Such personnel activities are not “opportunities.”

### **Seniority Practices:**

Seniority at [Enter Service Center] may be used to determine priority for paid time off, specific work assignments, or attendance at management meetings. There is no evidence that seniority practices contribute to any disparities based on race or gender.

### **Terminations:**

#### *Voluntary Terminations:*

There is no “pool” of persons who might choose to terminate employment voluntarily. By definition, such terminations do not involve an employer decision or “selection.” These are, therefore, not susceptible to any statistical analysis of “selection disparities.”

#### *Involuntary Terminations:*

There are a variety of reasons for which a person might leave the employment of [Enter Service Center] other than by choice. There is no single “pool” of all persons who are involuntarily terminated. However, [Enter Service Center] does record them and will report them to the OFCCP upon request.

While some involuntary terminations involve employer choice, some do not. For example, some employees die or do not return, as hoped or expected, from long term disability leave. While such terminations may not be “voluntary,” they do not involve a decision by this employer. Some terminations are planned for, such as the completion of a temporary assignment or expiration of an employment contract. There is no “selection decision” involved in such circumstances. It would be erroneous to include such terminations in any statistical computation of “selection disparities.” However, the Company does record them and will report them to the OFCCP upon request.

Terminations for cause do involve an employer decision. However, there is no “pool” of persons who are considered for termination for drinking on the job, or for poor performance, or any of the other reasons a person might be discharged. The only persons who are “considered” for termination for drinking on the job are those who drink on the job. The only persons who are considered for termination for poor performance are those who perform poorly. (The situation is similar for violations of attendance policy, insubordination, and the vast array of lawful reasons for which an employee might be involuntarily terminated.) A disparate treatment analysis or “selection rate” cannot be computed except with similarly

situated people. However, the Company does record these events separately by type, and will report them to the OFCCP upon request.

There is only one kind of involuntary termination for which this employer can do an analysis of "selection disparities" as required by this section of the regulations: a reduction in force. Where an employer abolishes jobs and must make selection decisions about which incumbents will be retained in the remaining jobs, the employer must make such selection decisions without regard to race, color, religion, sex or national origin. In such circumstances we can measure any differences in selection rates to determine if there is statistical evidence of disparate treatment and/or measure the impact of any neutral selection criteria to determine if there is any adverse impact of those criteria. The Company conducts such analyses whenever we have a reduction in force.

Analyses of personnel activity are required to be accomplished as a part of the contractor's equal employment opportunity and affirmative action program obligations. However, the regulations do not require that the contractor incorporate such analyses into its written Affirmative Action Programs and we do not. These analyses are, however, submitted to the OFCCP in response to a scheduled

compliance evaluation or complaint investigation as an attachment to the transmittal letter. The company considers them to be highly confidential and not subject to disclosure under the Freedom of Information Act.

This is Confidential, Proprietary, Financial and Commercial Information. It is not subject to disclosure under the FOIA. Disclosure would violate the FOIA, 5 U.S.C. Sec. 552 (b)(6) and (7), the Trade Secrets Act, 18 U.S.C. Sec. 1905, OFCCP regulations including but not limited to 41 CFR §60-40.3 and other applicable laws including but not limited to federal court decisions. Notification of a request by any party for disclosure under the FOIA must be made in accordance with all substantive and procedural requirements of the FOIA.

Release of any trade secret, confidential statistical or commercial information would be arbitrary and capricious in violation of the Administrative Procedures Act. See, e.g., *CNA Financial Corp. v. Donovan*, 830 F.2d 1132, 114 & n. 73 (D.C. Cir.), cert. Denied, 108 S. Ct. 1270 (1988).

**SECTION VI**  
**IDENTIFICATION OF PROBLEM AREAS**

**COMPENSATION SYSTEMS**

*41 CFR §60-2.17(b)(3)*

[Enter Service Center] has performed an in-depth analysis of its total employment process to determine whether impediments to equal employment opportunity exist. Specifically, to determine if there are gender-, race-, or ethnicity-based disparities we have reviewed our compensation systems.

Summary analysis of the compensation portion of the total employment process:

[Enter Service Center] does not “grade” or “classify” jobs in accordance with any “point” system or similar program. However, our compensation ranges are pegged strictly to the market.

The relative position of each employee within the range of wages is based on such considerations as level of performance, degree of responsibility; starting salary (which is influenced by relevant education and experience at time of hire); length of service, contributions made or increased skills and proficiencies acquired since the last adjustment, the amount of previous salary increases and the employee’s salary level as compared to that of similarly situated employees. Such differences do not produce gender-, race- or ethnicity-based disparities among similarly situated employees. Merit budgets are dependent upon and determined based on revenue production.

The pay rates are reviewed and updated periodically based on hiring needs, turnover, updated job requirements and market awareness. Data is obtained through informal surveys conducted by the General Manager.

Many decisions affecting compensation are made by employees (e.g., whether to compete for a posted opportunity, relative qualifications for such opportunities, performance, and a decision to acquire additional education or training, etc.). Some decisions affecting compensation are made by the Company, always without regard to race, color, religion, sex or national origin.

**Starting Pay:**

The following variables affect the setting of starting salary for any position:

- Position into which hired
- Education or job-related training at time of hire (Both amount of education and discipline in which courses were taken or degrees earned; of particular significance to starting pay is education directly related to the job at the time of hire.)
- Experience at time of hire (including prior experience, if any, with [Enter Service Center]) (Both the nature and extent of prior experience impact starting pay; of particular significance to starting pay is experience directly related to the job at the time of hire.)

- Market rates of compensation for comparable positions in the area
- Expected wages (This may be directly expressed in salary negotiations with the person who we wish to hire; initial offer is influenced by the individual's current wage and wage history.)
- Budgeted dollars for the position (This relates not only to the range of wages available for the job but the then current financial circumstances of [Enter Service Center] and the company budget.)

NOTE: This list includes variables that, acting collectively and simultaneously, typically determine pay. Of course, this does not mean that there is any "formula" with, for example, relevant education accounting for x% of current compensation or prior experience accounting for 2x% of current compensation. These variables do not operate independently, nor do they operate in the same fashion for each and every job. However, typically each will play a role in determining initial pay for most, if not all jobs. In addition, there may be other job-related variables affecting compensation (either starting pay or post-employment) depending on the specific position.

**At promotion:**

The new salary of employees who are promoted is impacted by the same variables as those described above in the case of a new hire. Employees typically must be in their current position a minimum of twelve months before applying for another position.

All jobs are posted in accordance with our posting policy.

**Merit increases:**

Salary adjustments for employees are typically made only once each year. Performance reviews are conducted annually. (See \*Note, below.) A merit budget is established for the company and this budget constrains the total monies available for this purpose. For purposes of illustration, for example, the merit budget for the company may be 4% of payroll. This means that the company may award increases

the total of which does not exceed 4% of the company's payroll.

(\*NOTE: The performance of new employees is reviewed at least every 12 months. New employees who have been employed for at least six months at the time of the annual review date will be considered for a prorated salary increase.)

An individual in any given department may receive an increase greater than 4%; an individual may receive an increase lower than 4%, or no increase at all. The former would be expected in the case where exemplary performance has been demonstrated; the latter where performance is less than satisfactory. Or, fully satisfactory employees may be given increases of only 3% in order to make it possible to give sizable increases to one or more exceptional performers.

See also the discussion above of factors influencing relative wages and adjustments to wages based on external factors including market.

[Enter Service Center] has carefully reviewed all elements of its compensation system; none produce disparities among similarly situated employees on account of race, color, religion, sex or national origin.

We have reviewed the size of merit increases given to similarly situated employees and found no selection disparities based on unlawful factors.

We have reviewed promotional increases, both competitive and non-competitive, and found no selection disparities based on unlawful factors.

This is Confidential, Proprietary, Financial and Commercial Information. It is not subject to disclosure under the FOIA. Disclosure would violate the FOIA, 5 U.S.C. Sec. 552 (b)(6) and (7), the Trade Secrets Act, 18 U.S.C. Sec. 1905, OFCCP regulations including but not limited to 41 CFR §60-40.3 and other applicable laws including but not limited to federal court decisions. Notification of a request by any party for disclosure under the FOIA must be made in accordance with all substantive and procedural requirements of the FOIA.

Release of any trade secret, confidential statistical or commercial information would be arbitrary and capricious in violation of the Administrative Procedures Act. See, e.g., *CNA Financial Corp. v. Donovan*, 830 F.2d 1132, 114 & n. 73 (D.C. Cir.), cert. Denied, 108 S. Ct. 1270 (1988).

## SECTION VII

### PROBLEM IDENTIFICATION

### PERSONNEL PROCEDURES

*41 CFR §60-2.17(b)(4)*

As part of [Enter Service Center]'s on-going self-audit to identify problems or potential problems, we have conducted an in-depth analysis of the personnel procedures component of the total employment process.

#### **1. Requisitions, Position Descriptions and Job Specifications**

- a. For all positions, a requisition must be completed and approved prior to the commencement of recruitment for any new position or for any replacement. The hiring manager is responsible for carefully reviewing the job specifications before posting, to ensure that they are congruent with job related requirements
- b. We do not have written position descriptions. Upon recruiting for a vacancy for a job title, the position specifications are thoroughly reviewed to ensure that they are accurate, job-related, and non-discriminatory. We do not “grade” or “classify” jobs in accordance with any “point” or similar system. However, our compensation ranges are pegged strictly to the market, with education, experience, service and — primarily — job performance as additional non-biased factors in establishing individual compensation.
- c. There are no job titles that could be perceived as evidencing a preference for one gender or another.

We have examined our recruitment process, including requisitions, review of position requirements, solicitations of applications and résumés and acceptance of same from job seekers. We have identified no impediments to equal employment opportunity.

#### **2. Promotion and Selection Procedures**

Employees may apply for opportunities which are posted in accordance with the Company's posting policy. These opportunities may involve lateral transfer, promotion with or without change in work location, or even demotion if this is the desire of the internal applicant. All positions are posted except for the General Manager position. All employees, including women and minorities, are encouraged to take advantage of the opportunity to apply. Employees are encouraged to discuss with their supervisors their interest in career advancement. Selections are made on the basis of knowledge, skills, and abilities and without regard to race, color, religion, sex, or national origin.

## SECTION VIII

### ACTION-ORIENTED PROGRAMS

41 CFR §60-2.17(c)

#### **By Job Group and Organizational Unit:**

[Enter Service Center] has identified those Job Groups in which the incumbency of minorities and/or women is less than that which would reasonably be expected based on their availabilities. Responsive goals, equal to availability, have been set. The methodology for this computation and the identification of Job Groups with goals is set out in Section X of this AAP.

Because we have identified some differences in the participation of females in the Sales, Skilled Crafts, and Laborer Job Groups and minorities in the Office & Clerical, Operatives and Laborers Job Groups we will carefully monitor openings, recruitment and selections for these positions in those Job Groups in this AAP Year. Further, we will require that all openings in these Job Groups be posted in all departments at this facility and externally, if the position will not be filled internally. If the position is not filled internally, the following sources will be utilized:

[Enter outreach sources]

#### **Personnel Activity Applicant Flow, Hires, Promotions, Terminations and Other Personnel Transactions:**

The Company will identify at least three additional recruiting sources that might be expected to refer qualified female and minority and, specifically, Black and Hispanic applicants for open positions at this facility. We will invite to our facility or meet with the contact person or other representatives. We will give them a tour or description of the facility to explain the nature of the work being performed, as well as the fact that we require successful completion of a pre-employment drug test. We will also develop written communications with these agencies inviting them to refer qualified minorities and females for positions at [Enter Service Center].

We will make arrangements with each agency to fax or e-mail listings of our openings to them as they occur and we have explained our application deadline requirements.

These actions are not directed toward any impediments to equal employment opportunity in our existing recruiting practices but, rather, are additional good faith efforts intended to favorably impact on goal accomplishment.

In this AAP Year we will closely monitor applicant flow by Job Group and compare it with our estimate of availability. It is our objective to determine if applicant flow is significantly less than expectations with respect to estimates of availability and, if so, to make a good faith effort to increase applicant flow. We will also re-evaluate our methodology for estimating availability to ensure that it is as likely as possible to result in reasonably accurate estimates.

**Compensation Systems:**

Based on our practice of conducting market and merit reviews for all positions, we believe that [Enter Service Center] has created the most positive environment for creating a comparative analysis of employee compensation based on market and merit factors only.

We will continue our market and merit process and to conduct comparative analyses to avoid creating disparities based on any other factors than merit. We will also develop a comprehensive program during this AAP Year to develop formal job descriptions for all [Enter Service Center] positions.

**Personnel Procedures:**

In this AAP plan year, we will also develop and implement a formal performance appraisal system for all [Enter Service Center] positions. In addition, we have several projects planned that will further our Affirmative Action commitments: reviewing and revising the recruitment process; enhancing the interview process; reviewing the recruitment advertising program and strategy; creatively changing the format/content of printed publications; implement HR/Legal training for management personnel; and enhance management communications.

This is Confidential, Proprietary, Financial and Commercial Information. It is not subject to disclosure under the FOIA. Disclosure would violate the FOIA, 5 U.S.C. Sec. 552 (b)(6) and (7), the Trade Secrets Act, 18 U.S.C. Sec. 1905, OFCCP regulations including but not limited to 41 CFR §60-40.3 and other applicable laws including but not limited to federal court decisions. Notification of a request by any party for disclosure under the FOIA must be made in accordance with all substantive and procedural requirements of the FOIA.

Release of any trade secret, confidential statistical or commercial information would be arbitrary and capricious in violation of the Administrative Procedures Act. See, e.g., *CNA Financial Corp. v. Donovan*, 830 F.2d 1132, 114 & n. 73 (D.C. Cir.), cert. Denied, 108 S. Ct. 1270 (1988).

## **SECTION IX**

### **INTERNAL AUDITING AND REPORTING SYSTEM**

*41 CFR §60-2.17(d)*

The Vice President of Human Resources is responsible for the design and implementation of the auditing and reporting system. He audits personnel activity on at least a semi-annual basis in order to measure the effectiveness of the affirmative action program. The following actions are key to the auditing and reporting system:

- (1) Monitoring of all personnel activity, including referrals, placements, transfers, promotions, terminations, and compensation, at all levels to ensure the nondiscriminatory policy is carried out.
- (2) Requiring internal reporting on a scheduled basis as to the degree to which equal opportunity and organizational objectives are attained;
- (3) Reviewing report results with all levels of management; and
- (4) Advising top management of program effectiveness and submitting recommendations to improve unsatisfactory performance.

## SECTION X

### METHODOLOGY FOR AAP NUMERICAL ANALYSES AND ESTABLISHMENT OF GOALS

*41 CFR. §60-2.11 through 2.16*

[Enter Service Center] herein describes the methodology employed with respect to all analyses and actions required by 41 CFR §60-2.11, -2.12, -2.13, -2.14, -2.15 and -2.16. In addition, we have annotated the AAP herein as required by 41 CFR §60-2.1(d).

#### **Organizational Profile See Exhibit 1.**

[Enter Service Center] has elected to prepare a Workforce Analysis in accordance with 41 CFR §60-2.11 (c). Specifically, the Analysis lists each job title as it appears in payroll records ranked from lowest to highest paid, by department. For each job title the total number of incumbents by gender and minority subgroup is given.

This Workforce Analysis includes [Enter # ] incumbents employed as of [Enter Date].

#### **“Lines of Progression”**

Although the regulations call for identification of "Lines of Progression," such a scheme typically occurs in unionized manufacturing plants or in other very structured operations. There are no formal "Lines of Progression" for positions in this Affirmative Action Program. To the extent that there is a usual "promotional sequence," it is taken into account in establishing feeder Job Groups or feeder titles in the Availability Analysis. These "career ladders" can be easily identified in the AAP numerical analyses by designations such as "Plumber I," "Plumber II", etc.

#### **Job Group Analysis See Exhibit 2.**

In accordance with 41 CFR §60-2.12 (b), [Enter Service Center] has combined all job titles into Job Groups, grouping them by similarity of wages, content and opportunity. There are [Enter #] employees in this analysis and there are six Job Groups.

We are aware that contractors have both the right and the obligation to design Job Groups in accordance with these flexible regulatory criteria. We are also aware that size of incumbency is an appropriate factor to consider in design of Job Groups, since Job Groups should be sufficient in size to permit meaningful analysis of utilization.

We carefully considered several different means of grouping job titles. We took into account usual career paths so as to set up meaningful feeder Job Groups. We strove for the greatest practicable similarity in content and wages, tempered by resulting size of incumbency. In some cases the Job Group is smaller than would be preferred but to combine those jobs with any others would depart from "similarity" more than we considered reasonable; as a consequence of this careful analysis, the Job Groups in this AAP are faithful to both the regulatory design criteria and to common sense.

As required, the Job Group Analysis includes a list of the job titles that comprise each Job Group (-2.12(c)). In addition, the Job Group Analysis voluntarily displays the Wage Code and the number of total, female, and minority employees in each job title in the Job Group.

A list of the Job Groups for this AAP is incorporated into Appendix 5.

**Availability Analysis See Exhibit 3.**

Consistent with regulatory requirements, [Enter Service Center] has separately determined the availability of minorities and women for each Job Group. [41 CFR §60-2.14(b)]

[Enter Service Center] has considered two factors for minorities and two factor for women: the percentage of minorities or women with requisite skills in the reasonable recruitment area and the percentage of minorities and females within the contractor's workforce that are promotable, transferable and trainable.

The Company has used the most current and discrete statistical information available to derive external availability data. In an effort to estimate availability as accurately as possible, [Enter Service Center] has purchased 1990 census data (the most current available) for 512 occupational classifications for its reasonable recruiting areas. In determining "requisite skills," [Enter Service Center] identified those Standard Occupational Classifications (SOCs) reported in the Census that were most representative of the skills required for the positions being analyzed. [41 CFR §60-2.14(d)]

The reasonable recruiting area for each Job Group [41 CFR §60-2.14(e)], is as follows:

[Enter recruiting areas]

A listing of the census data for this location is included as Appendix 6, in this plan.

These reasonable recruitment areas have not been drawn in such a way to effectively exclude minorities or women. In each case the reasonable recruiting area was drawn based on the actual experience of the employer in attracting applicants and the actual resident counties of our employees. The jobs included in this plan are not appropriate for national recruitment efforts since [Enter Service Center] is not willing to pay relocation costs and job seekers outside the areas where our facilities are located are typically not willing to relocate at their own expense for jobs in these pay ranges. [41 CFR §60-2.14(e)]

[Enter Service Center] is committed to a policy of upward mobility for all employees in accordance with company need and employee interest. Internal availability is a source of workers for many Job Groups. (NOTE: While, of course, promotions can and do occur within any Job Group, the estimated frequency of movement into the Job Group determined the value weight for Internal Availability in our computations.) Naturally, at any given time the population of a "feeder" job title or Job Group might include those individuals newly hired/promoted or in training or on probation or with less seniority or otherwise not necessarily "promotable" for every vacancy. However, for purposes of AAP availability estimates only, all individuals in the feeder jobs were counted as "promotable, transferable and trainable" as discussed above. [41 CFR §60-2.14(f)]

For each Job Group we considered which factor or factors represented a genuine source of available workers for the Job Group during the AAP year, and with what frequency the factor(s) could be expected to represent availability, that is, how often we expect to fill vacancies externally or from within. The feeder Job Groups/titles that were used are identified in Appendix 7. Value weights for each of the factors were assigned based on this analysis.

We then weighted each factor in accordance with these judgments and computed our final estimate of availability using any factor(s) having a weight other than “zero” (*i.e.*, considered, but determined to be not relevant so not computed).

Census data, which serve as a proxy for “requisite skills,” were “weighted” in accordance with the significance of each to the Job Group based on the number of positions in the Job Group requiring such skills. [41 CFR §60-2.14(g)]

#### **Comparing Incumbency to Availability See Exhibit 4.**

Comparing incumbency to availability, pursuant to 41 CFR §60-2.15(b), the contractor is required to establish a Goal in any Job Group having fewer women or minorities than might reasonably be expected given their availability. An appropriate measure of “reasonably expected” is statistical probability: that is, if the difference between availability and actual participation is statistically significant, the current incumbency is not “reasonably expected.” We have used appropriate tests of statistical significance, relying on the standard for measuring “reasonably expected” approved by the court in Firestone Tire & Rubber Co., Inc. v. Marshall, 507 F. Supp. 1330, 24 FEP 1699 (Eastern District of Texas, 1981, upholding the decision of the Administrative Law Judge) as well as many other federal courts.

The OFCCP had the opportunity in revising the regulations at Part 2 to change the determination of when a goal was required. It did not. Although the December 13, 2000, regulations no longer use the term “underutilization”, the circumstances under which a placement goal must be established are the same as under the prior regulations: when the difference between incumbency and estimated availability is so large as not to be “reasonably expected.” In the Preamble to these regulations, which is of course not binding on contractors, the OFCCP makes clear its expectation that contractors may use a number of ways to measure “reasonably expected,” including statistical significance. Since statistical significance is the interpretation of “reasonably expected” made by the court in Firestone Tire & Rubber Co., Inc. v. Marshall, we have adopted such standard in the comparison of incumbency to availability in our AAP. The measure of statistical significance approved by the Firestone court, as well as many other federal courts, is standard deviation analysis.

We have determined statistical probability using standard deviation analysis and have set a goal wherever the difference between availability and incumbency was 2.0 standard deviations or more and/or using Exact Binomial for Job Groups consisting of less than 30 incumbents, setting a goal whenever the probability is less than or equal to .05.

## Placement Goals by Job Group

In the August 1, 2001 Affirmative Action Program for [Enter Service Center] there are [enter #] Job Groups in which a placement goal for minorities.. There are no Job Groups where there exists a placement goal for women. This placement goal is established and good faith efforts will be made to accomplish it, all in accordance with 41 CFR §60-2.16.

In the 2001 AAP Year, [Enter Service Center] will make a good faith effort to fill any vacancies in the following Job Groups at the rated indicated:

Enter job group goals

Our goal for every Job Group, whether there is a placement goal or not, and our objective for every organizational unit, is to continue to take affirmative action to ensure that our employment policies and practices are, in fact, non-discriminatory.

This is Confidential, Proprietary, Financial and Commercial Information. It is not subject to disclosure under the FOIA. Disclosure would violate the FOIA, 5 U.S.C. Sec. 552 (b)(6) and (7), the Trade Secrets Act, 18 U.S.C. Sec. 1905, OFCCP regulations including but not limited to 41 CFR §60-40.3 and other applicable laws including but not limited to federal court decisions. Notification of a request by any party for disclosure under the FOIA must be made in accordance with all substantive and procedural requirements of the FOIA.

Release of any trade secret, confidential statistical or commercial information would be arbitrary and capricious in violation of the Administrative Procedures Act. See, e.g., *CNA Financial Corp. v. Donovan*, 830 F.2d 1132, 114 & n. 73 (D.C. Cir.), cert. Denied, 108 S. Ct. 1270 (1988).

## **APPENDICES**

- Appendix 1: Equal Employment Opportunity Policy Statement
- Appendix 2: Equal Employment Opportunity Clause for Mandatory Inclusion in Covered Contracts, Subcontracts and Purchase Orders
- Appendix 3: EEO Self-Id Form for Employees
- Appendix 4: EEO Self-Id Form for Applicants
- Appendix 5: Job Groups listing
- Appendix 6: Census data for the (Enter Census Area Data)
- Appendix 7: List of Feeder job titles for each job group

**APPENDIX 1**

**EQUAL EMPLOYMENT OPPORTUNITY  
STATEMENT  
AND AFFIRMATIVE ACTION POLICY**

It is, has been, and will continue to be the policy of [Enter Service Center] to provide equal employment opportunity without regard to race, color, age, religion, sex, national origin, disability or veteran status. Further, it is the policy of this Company to undertake affirmative action in compliance with all federal, state, and local requirements. I wish to take this opportunity to issue a formal reaffirmation of this policy and to assure each applicant, employee and party with whom we do business of my personal commitment to our equal opportunity and affirmative action objectives.

Our continued success depends heavily on the full and effective utilization of qualified persons. I will continue to direct our employment practices toward ensuring equal opportunity for all. The Company intends that all matters related to recruiting, hiring, training, compensation, benefits, promotions, transfers, terminations and layoffs and recalls, as well as all company-sponsored social and recreational programs and all treatment on the job be free of unlawful discriminatory practices.

As a government contractor we are obliged to keep records, make reports to the federal government, develop written Affirmative Action Programs and otherwise document the results of our good faith efforts to ensure equality of employment opportunity at [Enter Service Center]. Our written Affirmative Action Plan is available for inspection by employees and applicants during normal business hours (Monday-Friday from 8:00 AM to 5:00 PM) in the General Manager's office.

As General Manager, I retain the overall responsibility for [Enter Service Center] Equal Employment Opportunity Affirmation Action Programs, the administration and implementation of these important programs for women, minorities, handicapped persons, disabled veterans and veterans of the Vietnam Era. I ask that each manager and supervisor join me in full support of the principles of equal opportunity and affirmative action. I invite any applicant or employee to address their concerns and questions.

\_\_\_\_\_  
[Enter General Manager]  
General Manager

Date

## **APPENDIX 2**

### **MANDATORY INCLUSION OF EEO CLAUSES IN PURCHASE ORDERS AND SUB-CONTRACTS**

During the performance of this purchase order, the contractor/vendor agrees to comply with all Federal, state and local laws respecting discrimination in employment and non-segregation of facilities including, but not limited to, requirements set out at 41 CFR §§60-1.4, 60-250.5 and 60-741.5, which equal opportunity clauses are hereby incorporated by reference.

Notification is hereby given that compliance with these clauses may require the contractor/vendor to annually file certain reports (e.g. the EEO-1 Report and VETS-100 Report)) with the Federal government and may require the contractor/vendor to develop written Affirmative Action Programs for Women and Minorities, covered Veterans and/or Persons With Disabilities.

### **APPENDIX 3**

**[Enter Service Center]**

TO: All Employees

FROM: [Enter General Manager]

[Enter Service Center]

RE: Employee Survey - Request for Voluntary EEO Self-Identification

DATE: [Enter Plan Date]

[Enter Service Center] is an equal opportunity/affirmative action employer. We are required to keep records on the race, sex, and ethnicity of our employees and to file periodic reports with the government. We recognize that some employees might find this intrusive and we regret giving any offense. The government does permit that the making or verifying of this information in employee records may be accomplished by what the government refers to as a "visual survey" by the employer. However, we prefer to give employees the opportunity to participate in a voluntary self-identification survey. We think self-identification is likely to result in more accurate information. Nevertheless, self-identification is voluntary and there will be no negative consequences if you elect not to disclose this information. This information is kept confidential.

We are also required by law to invite each employee who wishes to benefit under the Affirmative Action Program for Disabled Workers and for Special Disabled Veterans, Veterans of the Vietnam Era and Other Covered Veterans to identify himself or herself as a qualified individual with a disability, a "special disabled veteran," a "Veteran of the Vietnam Era," or "other covered veteran," as those terms are defined by law. This Invitation to Self-Identify is posted on [Enter Service Center] bulletin boards. From time to time we will use this survey method to give employees the opportunity to respond. You may inform us of your desire to benefit under the program at this time and/or at any time in the future. This information will assist us in placing you in an appropriate position and in making accommodations for your disability. This information also is voluntarily provided and either disclosure or refusal to provide the information will not subject the employee to any adverse treatment. Further, this information will be used only in accordance with the law.

Information you submit about your disability will be kept confidential, except that (i) supervisors and managers may be informed regarding restrictions on the work or duties of individuals with disabilities, and regarding necessary accommodations; (ii) first aid and safety personnel may be informed, when and to the extent appropriate, if the condition might require emergency treatment; and (iii) Government officials engaged in enforcing laws administered by OFCCP or the Americans with Disabilities Act, may be informed. The information provided will be used only in ways that are not inconsistent with section 503 of the Rehabilitation Act and other applicable laws.

We have a written Affirmative Action Program for Disabled Workers and for Special Disabled Veterans, Veterans of the Vietnam Era and Other Covered Veterans, which is available for inspection by employees and applicants during normal business hours (Monday-Friday from 8 AM to 5 PM) in the General Manager's office.

[Enter Service Center] does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, or status as a Vietnam Era veteran or special disabled veteran or other covered veteran. [Enter Service Center] makes all employment decisions on the basis of job related criteria. Neither information disclosed on the attached form, nor refusal to disclose this information, will affect any decision having to do with hiring, re-hiring, transfer, promotion, compensation, training, benefits or continuation of employment.

**EEO SELF-IDENTIFICATION FORM FOR  
[ENTER SERVICE CENTER]  
EMPLOYEES**

It is necessary that you complete the data above the double line. Please print legibly in blue or black ink. Other information is voluntary and is disclosed or not disclosed according to the terms of the attached memorandum.

EMPLOYEE NAME \_\_\_\_\_ EMPLOYEE ID# \_\_\_\_\_  
SOCIAL SECURITY NUMBER \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_  
POSITION \_\_\_\_\_  
WORK LOCATION/DEPARTMENT # \_\_\_\_\_

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**PART I - Sex, Race and Ethnicity**

The following designations are those currently required by the Federal government. Please mark only one sex and one race/ethnic group.

Check One Only      (M) \_\_\_\_\_ Male                      (F) \_\_\_\_\_ Female

Check One Only

- (W) \_\_\_\_\_ White, not of Hispanic Origin (*includes persons of Middle Eastern descent*)
- (B) \_\_\_\_\_ Black, not of Hispanic Origin (*includes Jamaican and West Indian*)
- (H) \_\_\_\_\_ Hispanic (all races) (*includes Mexican, Puerto Rican, Cuban, Central or South American or Spanish culture or origin*)
- (A) \_\_\_\_\_ Asian or Pacific Islander (*includes persons having origins in the Far East, Southeast Asia, the Indian subcontinent or the Pacific Islands*)
- (I) \_\_\_\_\_ American Indian, Eskimo or Aleut (*persons having origins in the original peoples of North America who maintain a cultural identification through tribal affiliation or community recognition*)

**PART II - Identification as Covered Veteran (Check All That Apply)**

Veteran of the Vietnam Era *This term means a person who served on active duty for 180 days or more, and was discharged or released therefore with other than a dishonorable discharge, if any part of such duty occurred: a) in the Republic of Vietnam between 2/28/61 and 5/7/75 or b) between 8/5/64 and 5/7/75 in all other cases or c) was discharged or released from active duty for a service-connected disability if any part of such active duty was performed in the place/periods described in a) and b) above.*

- (D) \_\_\_\_\_ Special Disabled Veteran *This term means a veteran who is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Department of Veterans Affairs for a disability (a) rated at 30 percent or more, or (b) rated at 10 or 20 percent in the case of a veteran who has been determined under 38 U.S.C. 3106 to have a serious employment handicap, or a person who was discharged or released from active duty because of a service-connected disability.)*

- (O) \_\_\_\_\_ Other Veteran *This term means a veteran who served on active duty during a war or in a campaign or expedition for which a campaign badge has been authorized.*

**PART III – Identification as a Disabled Employee requiring accommodations**

1. Any special methods, skills, and procedures which qualify you for positions that you might not otherwise be able to do because of your disability so that you will be considered for any positions of that kind
2. Accommodations which we could make which would enable you to perform the job properly and safely, including special equipment, changes in the physical layout of the job, elimination of certain duties relating to the job, provision of personal assistance services or other accommodations

**APPENDIX 4**

**VOLUNTARY APPLICANT SELF-IDENTIFICATION SURVEY**

**APPENDIX 5**  
**[Enter Service Center]**

**JOB GROUP ANALYSIS**

**AAP SECTION X**

What follows is a list of all Job Groups, with a brief description of the characteristics of the titles in the Job Group:

**Job Group 010– Officials and Managers** includes our management positions at this location.

**Job Group 040 – Sales** includes those positions that are responsible for sales at [Enter Service Center].

**Job Group 050 – Office and Clerical** includes those positions that support administrative functions at [Enter Service Center].

**Job Group 060 – Skilled Crafts** includes HVAC repair and other mechanical staff at this facility.

**Job Group 070 – Operatives** includes all plumbing positions at [Enter Service Center].

**Job Group 080 – Laborers** includes those positions that provide support to plumbers, HVAC and other mechanical positions at [Enter Service Center].

**Appendix 6**

**Census Data included in the Reasonable Recruitment Area for  
[Enter Service Center]**

## **Appendix 7**

List of Feeder job titles for each job group

**SECTION III - OFFICIAL ADOPTION**

**The *National Apprenticeship and Training Committee of ARS* hereby officially adopts this Equal Employment Opportunity and Affirmative Action Policy on this \_\_\_\_\_ day of \_\_\_\_\_, 200\_\_**

\_\_\_\_\_  
**SIGNATURE**

\_\_\_\_\_  
**PRINTED NAME**

\_\_\_\_\_  
**SIGNATURE**

\_\_\_\_\_  
**PRINTED NAME**

**QUALIFICATIONS AND SELECTION  
PROCEDURES**

**ADOPTED BY**

***NATIONAL APPRENTICESHIP AND  
TRAINING COMMITTEE OF ARS***

**DEVELOPED IN COOPERATION WITH THE  
U. S. DEPARTMENT OF LABOR  
BUREAU OF APPRENTICESHIP AND TRAINING**

**APPROVED BY \_\_\_\_\_  
REGISTRATION AGENCY**

**DATE APPROVED: \_\_\_\_\_**

**The certification of this selection procedure is not a determination that, when implemented, the selection procedure meets the requirements of the Uniform Guidelines on Employee Selection Procedures (41 CFR part 60-3) or Title 29 CFR Part 30.**

## **SECTION I - MINIMUM QUALIFICATIONS**

All apprentices must:

1. Have completed or graduated-from high school, or have passed an equivalency examination, (unless a waiver is granted by the Director of the Apprentice Committee). Such waiver would be considered if a) The individual has not completed high school, but is in the process of completing, b) The individual scored less than the acceptable standard on an equivalency examination and is scheduled to test again, or c) The individual does not meet the requirements due to a specified hardship and/or has qualified experience in the industry.
2. Be at least 18 years of age;
3. Pass a drug screening test;
4. Pass a driving record background check;
5. Pass a criminal background check;
6. Not be fully trained or qualified in the occupation for which they wish to be trained and/or not qualified by the standards set forth in state laws or regulations;
7. Be able to perform the work of the occupation, with or without reasonable accommodations. Shall be physically capable of performing the essential functions of the apprenticeship program without posing a direct threat to the health and safety of the individual or others. Qualified applicants may be subject to a physical examination or drug screening or both on acceptance into the program and before being employed. The cost of the examination and/or drug screening shall be the responsibility of the LATC.

## **SECTION II - APPLICATION PROCEDURES**

- A. Applicants shall be accepted throughout the year. All persons requesting an application shall have one made available upon signing the applicant log.
- B. All applications shall be identical in form and requirements. The application form shall be numbered in sequence corresponding with the number appearing on the applicant log so that all applications can be accounted for. Columns will be provided on the applicant log to show race/ethnic and sex identification and the progress by dates and final disposition of each application.
- C. Before completing the application, each applicant will be required to review the Apprenticeship Standards and will be provided information about the program. If the applicant has any additional questions on the qualifications or needs additional information to complete the application, it will be provided by the NATC.
- D. Receipt of the properly completed application form, along with required supporting documents (proof of age - driver's license, birth certificate or other acceptable documentation; copy of high school diploma, GED Certificate or other acceptable documentation) will constitute the completed application.

- E. Completed applications will be checked for minimum qualifications. Applicants deficient in one or more qualifications or requirements or making false statements on their application will be notified in writing of their disqualification. The applicant will also be notified of the appeals right available to them. No further processing of the application will be taken.
- F. Applicants meeting the minimum qualifications and submitting the required documents will be notified where and when to appear for the interview.

### **SECTION III - SELECTION PROCEDURES**

- A. The NATC shall schedule the interview and evaluation session. All applicants who have met the minimum qualifications and have submitted the required documents must be notified of the date, time, and place to appear.
- B. The interviewer(s) will rate each applicant during the interview on each of the factors on the Applicant Rating Form taking into account the information on the application, required documents, if applicable, and the judgment derived from the interview.
- C. After completing the interview and evaluation of the applicants, the individual rating scores of the interviewer(s) will be added together and averaged to determine the applicant's final rating.
- D. Applicants will be placed on a Ranking List according to their scores at the evaluation session, with the applicant having the highest score being at the top of the list, and all applicants then listed in descending order based on score.
- E. As openings for the registration of new apprentices occur, the highest ranked applicant will be notified of selection by telephone. It shall be the responsibility of the applicant to keep the NATC informed of their current mailing address and telephone number.
- F. Selected applicants must respond to the notice of selection within forty-eight (48) hours of notice. If applicants cannot be reached by telephone, their names will be passed and notice sent to their address by Certified Mail-Return Receipt Requested, to determine if the applicants are still interested. If no response is received in fifteen (15) working days from the written notice, the applicant's name will be removed from the list. Only one certified notice would be mailed.
- G. Qualified applicants remaining on a preceding ranking list will automatically be carried forward on the new ranking list and slotted in wherever their rating score placed them for a period of two (2) years, unless the applicant has been removed from the list by their own written request or following failure to respond to an apprentice opening. Applicants who were not placed during the two (2) year period they were on the ranking list, will be required to reapply.
- H. During the two-year period, applicants who feel that their qualifications have improved since their original rating may submit documented evidence of such additional experience or training and request reevaluation and rating at the next regular processing cycle.

- I. Youth who complete a Job Corps training program in any occupation covered in the Apprenticeship Standards, who meet the minimum qualifications of the apprenticeship program, may be admitted directly into the program, or if no apprentice opening is available, the Job Corps graduate may be placed at the top of the current applicant ranking list and given first opportunity for placement. The NATC shall evaluate the Job Corps training received for granting appropriate credit on the term of apprenticeship. Entry of Job Corps graduates shall be done without regard to race, color, religion, national origin, or gender. **(Note: This is a method of direct entry into the apprenticeship program.)**
  
- J. An employee of a non-signatory employer not qualifying as a journeyworker when the employer becomes signatory, shall be evaluated by the NATC, and indentured at the appropriate period of apprenticeship based on previous work experience and related training. **(Note: This is a method of direct entry into the apprenticeship program, whereby all minimum qualifications are waived.)**
  
- K. Transfer of Apprenticeship - Direct Entry. In order to transfer an apprenticeship agreement between American Residential Services registered apprenticeship programs, the following requirements must be met.
  - 1. The apprentice must submit a written request for transfer, describing in detail the needs and reasons upon which the request is based.
  - 2. The apprentice's sponsoring NATC must agree to the transfer.
  - 3. The receiving NATC must agree to accept the transfer.
  - 4. The sponsor must agree to the transfer.
  - 5. The receiving NATC shall have complete access to all apprenticeship records pertaining to the transferring apprentice.
  - 6. Upon being accepted by the receiving NATC, the apprentice's existing apprenticeship agreement shall be terminated.
  - 7. Indenture proceedings shall be initiated with the receiving NATC and the appropriate Registration Agency. The Registration Agency will be provided with all documentation necessary and/or required to verify that the transfer is justifiable.
  - 8. Apprentices accepted for transfer will be given full credit for on-the-job training experience and related instruction successfully completed while indentured in the American Residential Services apprenticeship program.

9. The transferring apprentice must:
  - a. Complete an application form, accurately responding to all questions.
  - b. Provide the receiving NATC official documentation pertaining to their participation in the apprenticeship program that they are transferring from.

An official copy of all records established with the sponsoring NATC (including a copy of the application form and the apprenticeship agreement properly registered with the Registration Agency) and other information submitted shall be provided to the receiving NATC. The receiving NATC will examine all documentation submitted before granting permission to transfer. All such records shall become part of the receiving NATC's permanent files.

- L. Veterans who completed military technical training school and participated in a registered apprenticeship program while in the military in the HVAC, plumbing, or electrical industries may be given direct entry into the apprenticeship program. The NATC shall evaluate the military training received for granting appropriate credit on the term of apprenticeship and the appropriate wage rate. The NATC will determine what training requirements they need to meet to ensure that they receive all necessary training for completion of the apprenticeship program. Entry of military veterans shall be done without regard to race, color, religion, national origin, or sex.

#### **SECTION IV - COMPLAINT PROCEDURE**

- A. Any apprentice or applicant for apprenticeship who believes that he or she has been discriminated against on the basis of race, color, religion, national origin, or sex, with regard to apprenticeship or that the equal opportunity standards with respect to his or her selection have not been followed in the operation of an apprenticeship program, may personally or through an authorized representative, file a complaint with the U.S.

Department of Labor or, at the apprentice or applicant's election, with the private review body established by the local NATC (if applicable).

- B. The complaint shall be in writing and shall be signed by the complainant. It must include the name, address, and telephone number of the person allegedly discriminated against, the NATC involved, and a brief description of the circumstances of the failure to apply equal opportunity standards.
- C. The complaint must be filed not later than 180 days from the date of the alleged discrimination or specified failure to follow the equal opportunity standards, and, in the case of complaints filed directly with the review bodies designated by the NATC to review such complaints, any referral of such complaint by the complainant to the Department must occur within the time limitation stated above or 30 days from the final decision of such review body, whichever is later. The time may be extended by the Department for good cause shown.

- D. Complaints of sexual harassment in the workplace may be filed and processed under Title 29, CFR Part 30, and the procedures as set forth above.
- E. The NATC will provide written notice of their complaint procedure to all applicants for apprenticeship and all apprentices.

#### **SECTION V - MAINTENANCE OF RECORDS**

The NATC will keep adequate records including a summary of the qualifications of each applicant, the basis for evaluation and for selection or rejection of each applicant, the records pertaining to interviews of applicants, the original application for each applicant, information relative to the operation of the apprenticeship program, including but not limited to job assignment, promotion, demotion, layoff, or termination, rates of pay or other forms of compensation or conditions of work, hours including hours of work and, separately, hours of training provided, and any other records pertinent to a determination of compliance with these regulations, as may be required by the Department.

The records pertaining to individual applicants, selected or rejected, shall be maintained in such manner as to permit the identification of minority and female (minority and non-minority) participants.

In addition to the above requirements, adequate records shall include a brief summary of each interview and the conclusions on each of the specific factors, e.g., motivation, ambition, and willingness to accept direction, which is part of the total judgment. Records shall be maintained for 5 years and made available upon request to the Registration Agency.

**SECTION VI - OFFICIAL ADOPTION OF SELECTION PROCEDURES**

The National Apprenticeship and Training Committee of ARS hereby officially adopts these Selection Procedures on this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_.

\_\_\_\_\_  
**SIGNATURE**

\_\_\_\_\_  
**PRINTED NAME**